# Forecourts 26

## SUPPORTING FORECOURT RETAILERS

- Installations & upgrades
- State of the art technology
- Fuel supply

Plus much more

Your 'FORECOURTS 26' arrived to you in a recyclable plastic wrapper. So please handle it responsibly.

Crown Oil Environmental

# Fuel tank lining

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

## Giving fuel tanks a new lease of life with double wall protection

**Fuel tanks are often replaced long before the end of their service life, but in many cases, an ageing tank can continue to perform reliably for years with the right restoration.**

Our expert engineers can install an advanced industrial tank lining system to refurbish ageing steel and fibreglass tanks, installing an internal double wall system made from high-performance fibreglass and polyester resins.

The innovative lining forms a durable, protective barrier that prevents corrosion and safeguards fuel quality, extending the life of the tank while helping ensure it remains compliant with current regulations, all without the cost and disruption of a full replacement.

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

## Why choose tank lining?

- ✓ Avoids expensive tank replacement
- ✓ Minimises downtime - no building permits or major site works needed
- ✓ Returns your tank to service faster than full removal and installation
- ✓ Protects the environment and prevent costly fines from the Environment Agency
- ✓ The longevity of our lining systems is anywhere from between 75-100 years

## Tank lining features

- ✓ Suitable for any new or old, above/underground steel or fibreglass 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
- ✓ 5-30 year guarantee

**Call us today on 0330 123 3399 to secure your forecourt's fuel storage - available 24/7.**

# Powering forecourts, driving success

## Trusted forecourt solutions

- ✓ Fuel tank lining
- ✓ Professional tank cleaning
- ✓ NDT inspections & reporting
- ✓ Fuel cleaning & reinstatement
- ✓ Tank installation, decommissioning & removal
- ✓ Pipework installation
- ✓ Interceptor installation & repair
- ✓ Bund lining
- ✓ Tank gauge installation
- ✓ Pumps & POS systems installed
- ✓ Full ground works construction

Crown Oil Environmental

**CONTACT US:**

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**E:** sales@crownoilenvironmental.co.uk

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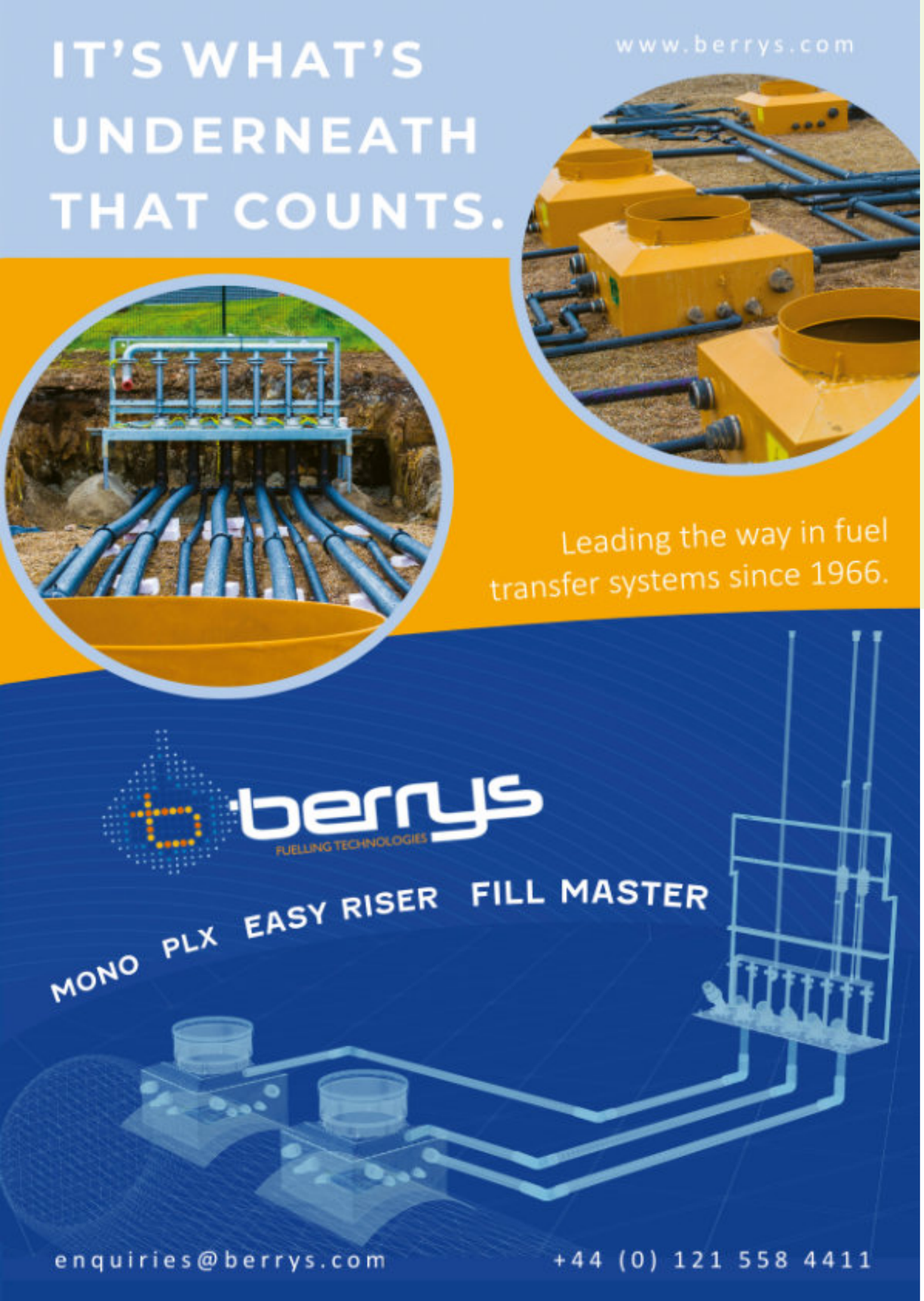



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# Welcome

**Welcome to the 7th edition of our annual retail publication.**

**Forecourts 26**

It seems to have come along way since we sat on a beach during Covid and thought *"So what do we do now?".*

Over the years we've managed to maintain great support from many suppliers and contractors in the industry, as we provide our readers with stacks of technical information.

As always, the range of services is vast; from site security to supply security and from tank installation to site decommissioning.

In this issue, we pay our respects to several key figures in the industry we've lost over the past year.

And we also highlight our colleagues at PEIMF+ who promote top quality site contractors, on pages 50–51.

So we hope you enjoy reading through these pages, and keep hold of this magazine for constant reference.

Best wishes

*David & Carolyn Honeyman*


THAMES communications

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# Could a first-fix DIY maintenance programme work for your forecourt estate?

**How multi-site operators can turn recurring fill-point, signage and nozzle accessory faults into a faster, cheaper and more efficient maintenance workflow.**

**A missing padlock. A damaged fill cap. An illegible grade label. A worn nozzle splashguard.**

Individually, these are small defects. In operational terms, however, they can create a surprisingly long chain of emails, approvals, supplier enquiries and contractor visits.

The repair itself may take only a few minutes and require no technical expertise. The real delay is often identifying the correct replacement, deciding who is permitted to fit it and getting the part to the right site.

For operators managing multiple forecourts, the answer is not simply to work faster. It is to recognise which faults recur across the estate and create a controlled first-fix process for dealing with them.

## Minor does not mean unimportant

Routine forecourt defects tend to occur in highly visible and operationally important areas.

At the fill points, common issues include missing or damaged caps, worn adaptors, absent padlocks, broken chains and illegible tank or vapour-recovery identification. Elsewhere on the forecourt, statutory ignition source safety signs can become damaged or faded, nozzle accessories wear out and manhole covers or access points become difficult to operate.

These are not major capital projects, but leaving them unresolved can affect safety, compliance, fuel deliveries, site presentation and the customer experience.

The temptation is to route every defect through the same maintenance process. That can result in a contractor attending site to fit a label, replace a padlock or install a straightforward like-for-like component.

A better approach can be to separate routine first-fix work from faults that require specialist technical intervention.

## Fuel deliveries often expose issues

Fuel delivery drivers are often among the first people to identify fill-point defects.

They work directly with the caps, adaptors, grade identification, vapour-recovery connections and associated signage during every delivery. If something is missing, damaged, difficult to secure or unclear, it is likely to become apparent at that point.

This makes driver feedback a valuable part of an operator's maintenance intelligence. It should not remain as an informal comment at site level. There needs to be a simple route for recording the problem, raising the appropriate work order and sending it to the supplier or maintenance team responsible for resolving it.

The same applies to issues found during site inspections. A photograph, site number and clearly categorised fault can remove much of the uncertainty from the process.

## Compliance matters

Forecourt operators have duties under the Dangerous Substances and Explosive Atmospheres Regulations to assess and control risks arising from petrol and other dangerous substances.

HSE's Approved Code of Practice for unloading petrol is also specific about a number of practical details. Filling-point caps should remain closed and secured against unauthorised interference when they are not in use. Vapour-recovery points should be uniquely identified by reference to the tanks they serve, and caps and covers moved during a delivery should be properly replaced.

Safety signs are required where a significant risk cannot be adequately avoided or controlled in another way, and signs provided for this purpose must be maintained.

This does not mean every damaged label or fitting automatically represents the same level of risk. Requirements depend on the site, its risk assessment, equipment design and approved operating arrangements. But it does mean that closures, identification and safety information should be treated as working control measures—not decoration.

A missing padlock or unreadable label is therefore more than a cosmetic maintenance issue. It should be assessed and addressed through the operator's established safety and maintenance procedures.

## What 12 months of work order tells us

An analysis of day-to-day fuel system maintenance products supplied direct to one major UK multi-site forecourt operator provides a useful picture of the faults that occur repeatedly.

Across 3,228 units supplied during the period, approximately 87% were products that fell into routine first-fix families.

**34% FILL HARDWARE AND SECURITY**
Fill caps, vapour-recovery caps, padlocks, adaptors, plugs and associated replacement hardware.

**34% LABELS AND SAFETY SIGNS**
Grade identification, tank and vent labels, unloading instructions, overfill-device notices and statutory forecourt signs.

**13% NOZZLE ACCESSORIES AND OUT-OF-USE ITEMS**
Splashguards, scuffguards and nozzle-out-of-use covers.

**6% ACCESS AND MINOR REPAIR ITEMS**
Key-housing repairs and manhole lifting tools.

The single most frequently supplied product was a lockable four-inch fill cap, with more than 400 units ordered. Lockable vapour-recovery caps, unloading instruction labels, grade labels and statutory signs were also among the highest-volume lines.

The lesson is clear: although forecourt maintenance includes pumps, gauges, pipework and other specialist equipment, much of the day-to-day demand consists of relatively simple items with predictable applications.

PFS FUELTEC

WORK ORDER

## From work order to completed fix

For one large operator, these recurring requirements have been incorporated into its electronic maintenance workflow.

**1. THE ISSUE IS LOGGED**
A site team member or fuel delivery driver identifies the defect. The work order records the site, location, fault type and any available photographs.

**2. THE SUPPLIER IS NOTIFIED**
For agreed maintenance categories, the work order is transmitted automatically. There is no need for the site manager to locate a supplier, raise a separate enquiry or chase the request by email.

**3. THE CORRECT ITEM IS DISPATCHED**
The supplier matches the requirement to a standardised product list and sends the stocked replacement directly to the site – normally for delivery on the next working day.

**4. THE SITE COMPLETES THE FIRST FIX**
Where the task has been approved as safe and suitable for local completion, an in-house site or regional team member fits the like-for-like replacement.

**5. TECHNICAL WORK IS ESCALATED**
If the issue involves technical or electrical equipment, fuel containment, pipework, testing, hazardous-area work or uncertainty about the correct repair, it is passed to a competent specialist.

**6. INVOICES SENT AND LOGGED**
All items are invoiced at agreed trade pricing on extended payment terms, with standardised invoicing templates which track all the required site and work order information. We upload the invoice documents directly to the customers own finance systems. This reduces admin burden on the customers administration teams.

The result is less administration, faster completion of straightforward repairs and fewer avoidable contractor call-outs.

## Build an estate-wide first-fix list

The most effective first-fix programmes are controlled and repeatable. They do not rely on individual site managers guessing which component they need or deciding for themselves which work is safe to undertake.

Operators should start by reviewing maintenance records from across the estate. Which products are being ordered repeatedly? Which jobs require little more than a like-for-like replacement? Which faults are frequently reported by delivery drivers?

From there, the operator can create an approved catalogue containing photographs, dimensions, product codes and compatibility information for each common item.

A simple first-fix framework should define:

- the products approved for direct supply;
- the information required on each work order;
- who is authorised and trained to fit each item;
- the checks required after fitting;
- how completion is recorded; and
- the point at which the job must be escalated.

Standardisation is particularly valuable where an estate contains equipment inherited through acquisitions or supplied by several manufacturers. A photograph alone may not distinguish between similar-looking caps, clamps or adaptors. Recording sizes, connection types and site-specific specifications helps prevent an incorrect part being dispatched.

## FIRST FIX OR SPECIALIST?

**Suitable for an approved first-fix process**

- Like-for-like safety sign or label replacement
- Nozzle-out-of-use cover
- Compatible nozzle splashguard or scuffguard
- Approved padlock or key replacement
- Straightforward fill-cap replacement
- Designated manhole lifting equipment

**Refer to a competent contractor**

- Pump/Dispenser issues
- Leaks, suspected loss of containment or fuel contamination
- Damaged pipework or tank fittings
- Electrical or hazardous-area equipment
- Testing, calibration or commissioning
- Structural damage to chambers or covers
- Any repair where compatibility or safety is uncertain

## Small parts need a proper system

No operator will eliminate routine forecourt defects entirely. Caps are damaged, signs weather, padlocks disappear and heavily used components wear out.

What operators can eliminate is the unnecessary delay surrounding those faults.

By connecting site reporting, electronic maintenance systems, an approved product catalogue and a reliable stockholding supplier, common maintenance requirements can move directly from defect to dispatch.

That means quicker repairs, better visibility across the estate and more appropriate use of specialist contractors—while helping operators keep the small but important details of forecourt compliance under control.

PFS Fueltec stocks and supplies forecourt maintenance essentials and develops tailored trade-account and work-order supply arrangements for multi-site operators.

To find out more, or speak to us about how we can help you decide if a first-fix maintenance programme might work for you – scan the QR code or contact us at pfssales@pfsfueltec.com

**or +44 (0) 1376 535260**

This article provides general operational information. Operators should follow their own risk assessments, equipment instructions and advice from their Petroleum Enforcement Authority or other competent advisers.

# Producing great fuels, providing great services, delivering from Great Britain

## Performing today, transforming for tomorrow

Essar Energy Transition Retail's vision is to become the UK's retailer of choice, combining innovation, sustainability and customer satisfaction. Its approach is built on strong partnerships with dealers, offering the scale, resilience and long-term thinking required to succeed in a competitive and evolving market.

By continuing to invest in infrastructure, expand its network, and adapt its offer to changing consumer expectations, Essar Energy Transition is creating a forecourt model designed for the future and one that balances commercial success with community value.

## Delivering resilience and growth through partnership

Essar Energy Transition Retail is steadily expanding its network of Essar branded forecourts, offering flexible dealer models and direct supply from its refinery at Stanlow. Alongside this growth, the business continues to invest in site upgrades and evolve its offer to reflect changing consumer habits.

In today's complex operating environment, resilience has become a strategic enabler for sustainable growth among UK forecourt dealers. As supply security and operational stability become increasingly important amid global uncertainty, Essar Energy Transition Retail has maintained reliable supply despite ongoing geopolitical challenges.

This resilience has enabled the business to build strong momentum behind its ambitious growth plans, continuing to expand its network with confidence while delivering high levels of customer satisfaction across its sites.

Forecourts are increasingly becoming true local hubs, combining fuels with strong convenience retail, enhanced food-to-go options, and e-mobility solutions. The Essar retail brand is also broadening its services to meet everyday needs, from coffee and fresh food to postal services, parcel lockers and even on-site laundry facilities such as washing machines.

Services such as the 'Revive Your Ride' jet wash further enhance the customer proposition, creating a seamless, one-stop experience for drivers on the move.

The Essar retail team recognise that dealers are looking for partners that can provide certainty, scale and a clear strategic direction, alongside flexible, tailored lease arrangements that meet individual business needs and support long-term value creation.

## Powering the future of fuels for the UK

The Retail business' performance is underpinned by Essar Energy Transition's commitment to strategic investment and operational excellence. At the heart of this ambition is the Stanlow refinery, a critical asset in the UK's energy infrastructure and a cornerstone of the company's long-term vision.

Located in Ellesmere Port, between Liverpool and Manchester, Stanlow remains one of Europe's most advanced refineries, producing over 4.4 billion litres of diesel and 3 billion litres of petrol each year. Its scale and capability ensure that millions of drivers across the UK can rely on a consistent supply of fuels to keep them moving.

Demonstrating a commitment to leadership and excellence in fuels' development, the company is progressing plans to manufacture sustainable aviation fuel at Stanlow by completing a pre-front end engineering design study in spring 2026.

At the same time, Essar Energy Transition published its inaugural In-Country Value Overview Report, highlighting its significant contribution to the UK economy and energy security. The report outlined it already supplies a substantial share of the nation's transport fuels and could deliver around £1.9 billion in annual economic value while supporting up to 10,000 jobs by 2035.

## Building confidence through integration

Last year was a record-breaking year for sales at Stanlow, achieving its highest ever domestic sales since 2011. This performance was driven by strong UK demand, an expanding retail footprint, and improved operational throughput which increased by around 8%.

A key strength underpinning Essar Energy Transition's strategy is its vertically integrated supply chain, which spans refinery operations through to forecourt delivery. This integration provides greater control and flexibility across the entire value chain.

In an environment shaped by geopolitical uncertainty and market volatility, this level of control is critical. It allows Essar Energy Transition to respond quickly to disruption and deliver consistent supply to forecourts across the UK.

For retailers, this translates into confidence. With secure, direct supply from Stanlow, dealers benefit from reduced risk, improved reliability, and the backing of a partner committed to long-term stability.

**For retailers looking to join a growing, resilient network backed by a secure supply chain and a clear strategic direction, contact the Essar Energy Transition Retail team at:**
**Essar_retailers@eetfuels.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*

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# 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

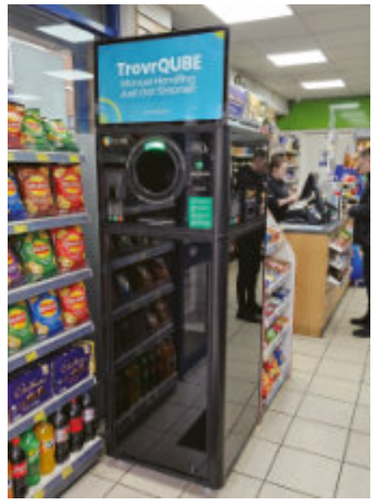
The rise of fintech has reshaped how consumers expect to pay. Digital wallets such as Apple Pay, Google Pay and PayPal are becoming mainstream, prompting site owners to update their systems to remain competitive. TSG's systems accommodate these payment methods, delivering a seamless experience across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

# Ferrari's new electric car

Ferrari LUCE

**First 'Luce' sold for $40 million**

The first ever Ferrari Luce electric car recently sold at auction in California for $40million (almost 30 million quid).

Ferrari said it was an "unrepeatable opportunity" to acquire the "Chassis 0" of the first production model of the Ferrari Luce programme.

The Italian supercar manufacturer said the proceeds of the auction would be donated to benefit future educational initiatives through the Ferrari Foundation.

## Beautiful interior

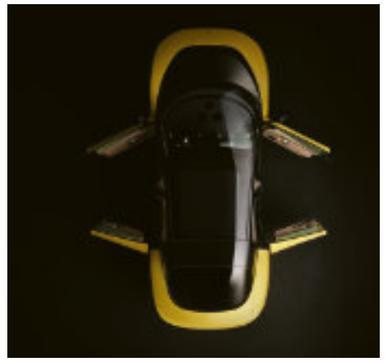
The interior has been specially developed for the Ferrari Tailor Made programme, including the use of Le Mans metallic leather in Perla.

The Luce is expected to have an electric range of 329 miles, a 0-100km/h time of 2.5 seconds and a maximum total power output of 1050 cv.

It will come equipped with a high-capacity 122kWh battery, in addition to four electric engines and a bespoke technical platform.

The Production model of the Luce is expected to cost up around £500,000.

Any takers?



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PETROASSIST UK LIMITED

# Not all lining systems are the same!

**Tanks & Pipeworks is one of the UK's leading fuel infrastructure engineering companies. We specialise in: tank lining, aviation and commercial fuel systems, industrial tank cleaning, abrasive blasting, fuel transfer systems, 3D laser scanning, calibration, and petrol filling station construction and maintenance.**

From retail forecourts to international fuel terminals and aerospace facilities, we deliver complete engineering solutions that protect critical fuel assets and extend their operational life.

## Double-skin tank lining

Our flagship **EN-approved, UK-patented Tri-Line® double-skin tank lining system** extends the service life of existing steel storage tanks, while providing continuous vacuum leak monitoring for maximum environmental protection.

Every installation is carried out by highly trained specialists, using proven preparation methods, rigorous quality control, and premium materials to ensure long-term performance.

Our expertise extends far beyond retail forecourts; Tanks & Pipeworks has successfully delivered major industrial and aviation fuel infrastructure projects throughout the UK and overseas.

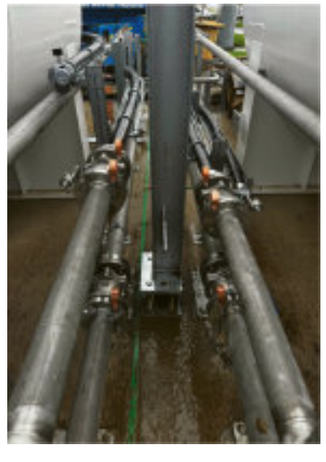
- **HAS Saptan Fuel Terminal, Malta (Enemed)**
  Delivery of one of the world's largest internal fuel tank lining programmes, installing the patented Tri-Line® double-skin lining system within large bulk fuel storage tanks to extend service life and provide continuous leak monitoring.
- **Exolum Fuel Terminal**
  Specialist industrial tank cleaning, abrasive blasting, de-gritting and surface preparation of large fuel storage tanks; in preparation for inspection, repair and protective lining systems.
- **Leonardo Helicopters**
  Design, supply and installation of a state-of-the-art aviation fuel handling and refuelling system - to support helicopter testing operations. The project included specialist fuel pipework, filtration, pumping equipment, testing facilities and commissioning; to meet the demanding operational and safety standards required within the aerospace industry.
- **Retail Fuel Network**
  Thousands of underground storage tank lining installations for major fuel retailers, commercial operators and government organisations throughout the UK.

## Our services include

- Tri-Line® double-skin tank lining systems
- Underground and above-ground storage tank cleaning
- Abrasive blasting and industrial surface preparation
- Tank inspections and NDT
- Fuel transfer + Tanker Services
- Tank Decommission
- Tank calibration and 3D laser scanning
- Fuel system refurbishment
- Pipework Install and Design
- PFS/POL Pipework

With over **10,000 Tri-Line installations worldwide**, our monitoring systems have demonstrated exceptional reliability, with very few warranty interventions required over many years of service. This proven track record reflects our commitment to engineering excellence, environmental protection, and long-term asset management.

Whether delivering a single retail forecourt refurbishment or a large-scale fuel terminal project, Tanks & Pipeworks provides clients with complete confidence; through technical expertise, industry-leading systems, and an uncompromising commitment to safety and quality



## Case study - five tanks below ground

Tanks and Pipework's has recently revisited a retail petrol filling station in Birmingham, with an order to Tri-line five single skin steel underground fuel tanks.

A single tank on the site had previously had the Tri-Line system installed by Tanks and Pipeworks for the previous owners in 2011. Part of the scope of the works was to provide an investigation and report on the condition of the tank lining.

The tank had been monitored for the previous 15 years by a constant vacuum monitoring system; no faults or alarms had been reported in that time. While preparing the five single skin tanks for lining, the lined tank was cleaned and internally inspected. Apart from some discolouration of the topcoat resins, shown on the attached photo, the lining was found to be in perfect condition.

The tank surface was then lightly abraded, and a new topcoat resin resistant to all modern standard fuels was applied.

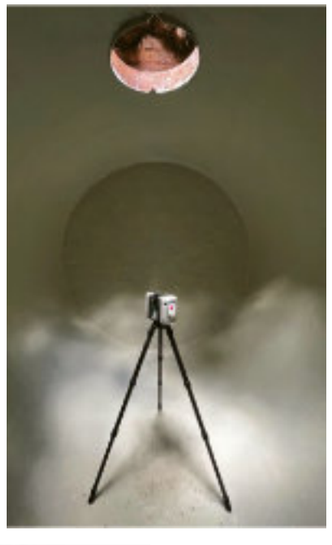
As the accompanying 'before and after' photos show, unlike some other tank lining contractors, Tanks and Pipeworks line the entire barrel and dished ends of the tank - not just the tank floor.

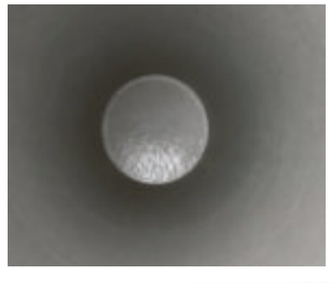
When work had been completed on the newly lined tanks, they were connected to the new digital monitoring system. This allows for a constant monitoring system to be connected to the site's automatic tank gauge, and then to remote monitoring stations. This provides instant warning of vacuum loss and a downloadable data log of vacuum readings, recorded every 60 seconds for each tank.

The data log has proved invaluable in demonstrating to customers, when tank alarms have been investigated, that third party interference with, or damage to, the monitoring system is the overwhelming cause of alarms with this system. Since their installation, only two tanks have required warranty visits to rectify issues within the tank lining systems themselves.

This case indicates why Tanks and Pipeworks remains the leading installer of lining systems in the UK. Why we are delighted to offer an inspection and refurbishment service and to extend for another 10-years, the warranty on our lining systems.

**Not all lining systems are the same!**



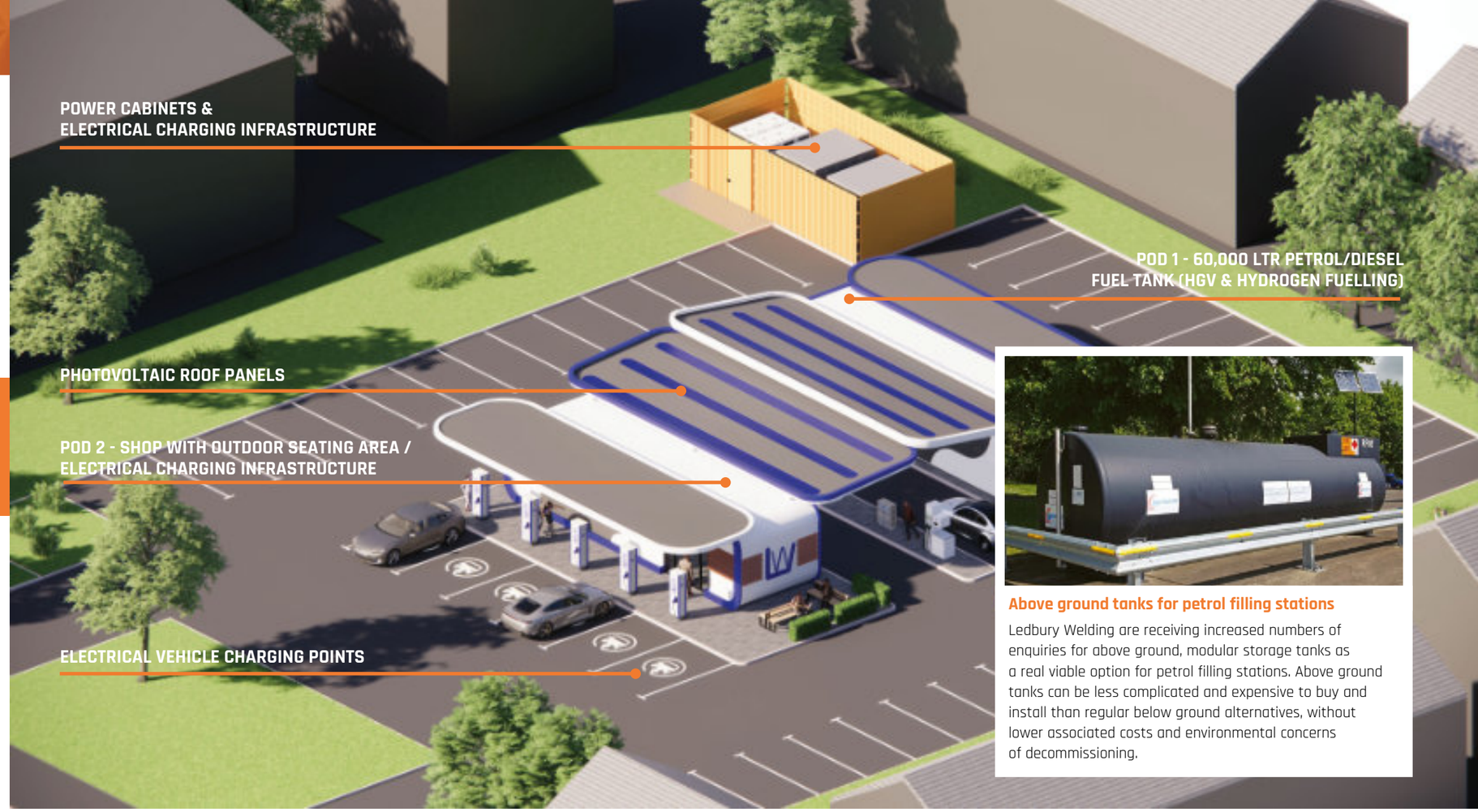


www.fassuk.com

# 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.**






**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.

**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.

### 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**

# VARS Technology launches automatic CCTV evidence gathering

**VARS Technology has announced a major new feature of their forecourt protection system, allowing relevant footage following a drive off or no means of payment incident to be drawn from a site's existing CCTV system automatically. This significantly reduces the time it takes to report a drive off for recovery, with staff able to log new claims in as little as 30 seconds.**

Rather than forecourt staff having to find CCTV evidence and submit it alongside a claim, they just need to provide the vehicle details, amount of fuel taken and a photo of the till receipt, and the VARS system automatically pulls the relevant footage. This offers a major benefit to busy forecourt staff, cutting the current time of submitting a drive off for recovery via the VARS tablet significantly.

Using ANPR entry and exit times, CCTV evidence of the driver's entire visit to the forecourt is sent to the VARS Technology claims team automatically. This includes footage of the driver using the pump and whether they entered the shop to make or attempt payment or drove off.

When recovery is more difficult, such as with cloned plates, CCTV evidence can be provided directly to relevant police forces as evidence of criminal activity.

VARS Technology currently works with over 1,800 forecourt sites across the UK, and recovers more than a quarter of a million pounds a month in unpaid fuel costs on their behalf.

Once a vehicle is reported for a drive off using the system, sites using VARS Technology's ANPR are alerted to a potential problem vehicle as soon as it arrives on the forecourt. This allows staff the chance to request prepayment before they authorise the pump, preventing drive offs before they happen.

John Garnett, a Director at VARS Technology, said: "Drive-offs have been a major focus of the industry over the past few months, with the spike in prices earlier in the year driving an increase in fuel theft. That made it the ideal time to implement a new feature that simplifies reporting and evidence gathering for forecourts.

*"Attempting to pursue drive offs themselves is very labour-intensive and frustrating for forecourt staff, and even when they are able to obtain driver details by applying to the DVLA, actually recovering the money can still be difficult.*

*"We've worked hard to make the process of reporting drive offs as simple as possible using the VARS tablet, and the ability to now automatically draw CCTV evidence has streamlined that even further.*

*"Combined with our digital access to DVLA records via KADOE accreditation, we now have an unmatched ability to recover lost fuel money on behalf of forecourts quickly and effectively."*

VARS TECHNOLOGY

**To find out more about how VARS Technology can help protect your forecourt, visit:**
**www.varstechnology.co.uk**

**or contact:**
**enquiries@varstechnology.co.uk**



VARS
TECHNOLOGY

- Industry-leading ANPR protection for forecourts
- Fuel debts recovered on customer's behalf
- Highest and fastest rates of recovery in the industry
- Quick and easy reporting system
- Instant protection from national blacklist of problem vehicles
- On-site parking managed and monetised
- Facial recognition for retail protection
- 100% of money owed returned to operators

enquiries@varstechnology.co.uk

DVLA KADOE
Accredited by POLICE CPI
Police Crime Prevention Initiatives
Accredited for digital access to DVLA records for drive offs, getting stolen fuel costs back to forecourt operators quicker than ever

UNITED REGISTRAR OF SYSTEMS URS ISO/IEC 27001
CERTIFIED INFORMATION SECURITY MANAGEMENT SYSTEM
ISO 27001 accredited for information security, ensuring business, customer and driver data is kept secure and fully GDPR compliant

Secured by Design
SBD
Police Preferred Specification
Accredited by the UK Police Service's official security initiative for systems proven to reduce crime after a rigorous testing process

# Kidderminster Petroleum Services

## Always leading the way

**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.





# The leading specialist in forecourt infrastructure

## Converting site from pressure to suction system

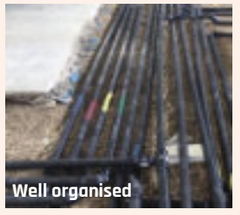
### A case study of success

**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

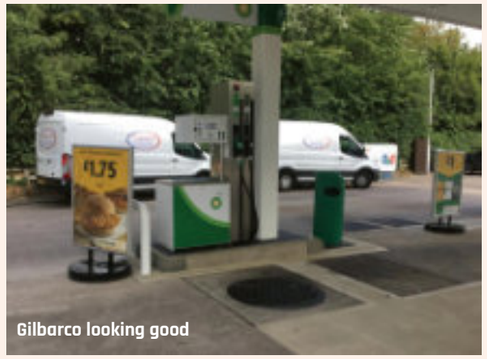

Well organised

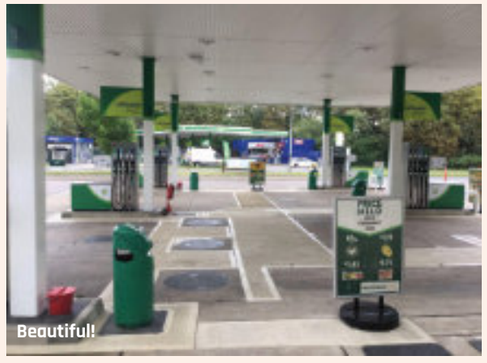
**Nupi pipework**

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!**
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24 hours a day, 7 days a week.

**Emergency contacts:**
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Unit 31, Rowland Way
Hoo Farm Ind Est, Kidderminster
Worcestershire DY11 7RA

01562 861636
www.kidderminsterpetroleumservices.com

# Ancorra Environmental Services

## Dedicated to fulfilling your industrial service requirements to the highest standards

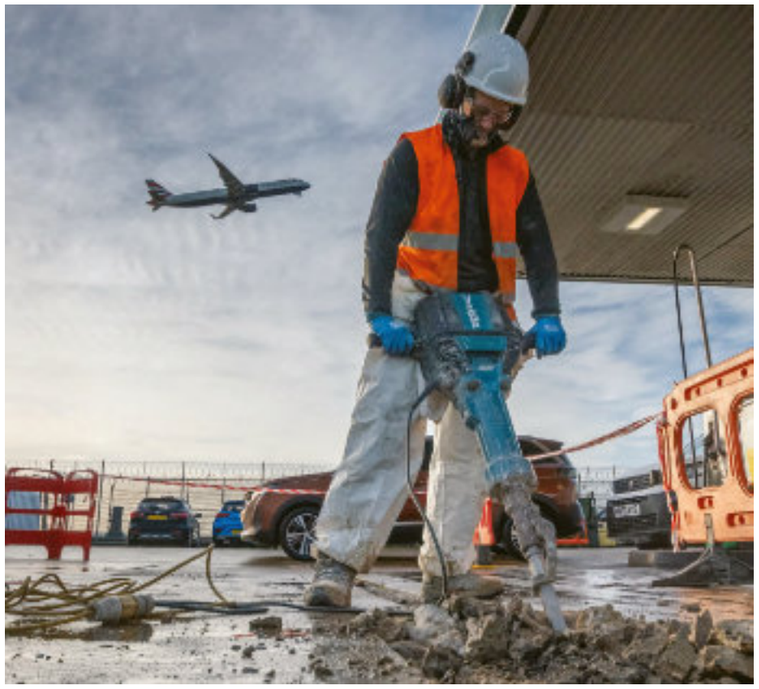
**With over 150 years of experience across our team, it's no wonder our customers trust Ancorra to complete work to the highest standards.**

**Services Ancorra have to offer, including our new acquisitioned Civils & Maintenance team as well as our Fuel Management team.**

### Civils & maintenance

***'For all the essential infrastructure that keeps your forecourt functioning, we have a special suite of services to match your requirements'.***

When something in your forecourt is not in working order, we can provide this essential repair work quickly, efficiently and conveniently. From groundworks to interceptors to Aco drain repairs and even tank refurbishment, tank removal, pump services or tank pressure testing. Our highly qualified operatives can be on site to carry out these important tasks and make recommendations to save you time, money and unexpected mishaps.



### Tank & industrial cleaning

***'With the right skills and correct equipment, we can deliver a bespoke service just when you need it'***

Ancorra provides a range of services for your tank and cleaning requirements, including bespoke tank maintenance schedules – whenever you need them. Beginning with a full-scale site survey and carrying out the work in line with all current legislation and best practices, we can ensure your tanks, pipes and vessels are fit-for-purpose together with proof of all work prepared and implemented. Man-entry and non-man entry methods are available.

### Remote non-entry Atex approved tank maintenance system

***'Safter, faster, smarter internal tank inspection and cleaning using our Atex approved camera system'.***

Remote maintenance allows us to inspect and carry out internal tank cleaning using specialist camera systems deployed directly into the tank.

This method is particularly suited to fuel storage operators who prioritise safety and minimal operational disruption. By reducing the requirement for full tank entry and extensive manual intervention, shutdown periods are shortened and risk-exposure is lowered.

For many clients, remote maintenance is the preferred first-stage solution before considering full confined space operations. Where required, this service works alongside our Fuel Polishing solutions to restore and maintain fuel quality.



ANCORRA ENVIRONMENTAL SERVICES

### Fuel polishing

***'Fuel Polishing cleans and decontaminates fuel saving you money and eliminating waste product.'***

When your fuel integrity becomes compromised due to excess sludge, water or microbes, then you have two choices; Dispose of all fuel entirely and start again or you can take full advantage of Ancorra's specialist fuel polishing unit. This pumps out contamination, filters out the water and puts the cleaned fuel back into the tank so you can pass any inspections.

### Foaming

***'Our in house foam filling technology provides cost effective solutions for redundant tanks.'***

Whether you are wanting to decommission a tank or just provide a semi-permanent solution for a redundant tank, our foam filling solutions are quick and cost effective. For tanks holding flammable material, there is no need to gas free the tanks before injecting the resin - unlike concrete or water filling. All that is required is for the tanks to be emptied of residues beforehand as the foam absorbs any hydrocarbons left present in the tank inert and safe.

**www.ancorraenvironmental.co.uk**

## Our range of services

- **Tank & industrial cleaning**
- **Forecourt services**
- **Tanker services**
- **Civils & maintenance**
- **Remote non-entry Atex approved tank maintenance system**
- **Foaming**
- **Fuel polishing**
- **24 hour spill response**

# Ready to elevate your forecourt?

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- Direct supply
- Quality fuels

**I would recommend Essar to other dealers because...**
*"Quality and pricing"*
*"The help from the representatives and fuel quality"*

**Since switching to Essar...**
*"My business has increased in fuel sales and shop footfall"*

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Terms and conditions apply. See website for details.

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

ESSAR

# Shaping the future of connected vechicle wash

**Digitalisation is transforming every aspect of professional vehicle wash. At ISTOBAL, connectivity is no longer viewed as an optional feature but as the operational layer that enables operators to improve efficiency, maximise uptime and make smarter business decisions.**

The rapid evolution of connected vehicle wash is being driven by two parallel forces. On the one hand, end users have become increasingly accustomed to seamless, instant digital experiences. On the other, operators require practical tools to ensure service continuity, reduce incidents, optimise resource consumption and accurately measure operating costs. As connectivity increasingly becomes part of the standard product, it is no longer an optional extra but a fundamental requirement for remaining competitive.

This shift also raises an important question: how can digitalisation translate into measurable improvements in site availability, maintenance management, resource monitoring, integration with business management systems and cybersecurity? For manufacturers such as ISTOBAL, the answer lies in developing connected solutions that transform operational data into actionable insights, enabling operators to manage their businesses more efficiently while maximising performance.

For years, ISTOBAL has been collecting and analysing data generated by its connected equipment to better understand how machines perform under real operating conditions. These insights have enabled continuous improvements in product reliability, maintenance strategies and operational efficiency, while helping customers maximise the performance of their installations. ISTOBAL's Technical Assistance Service (TAS) also leverages connected technologies and real-time data to provide faster support, optimise maintenance interventions and maximise equipment availability.

## Turning data into operational value

Data only becomes valuable when it leads to better decisions. Connected vehicle wash installations continuously generate information that enables operators to monitor equipment performance, optimise resource consumption and detect potential issues before they affect daily operations.

Through its Smartwash connectivity ecosystem, ISTOBAL provides a comprehensive suite of digital tools to support this approach. Smartwash Manager 2.0 delivers real-time monitoring and operational insights, the ISTOBAL Remote App enables secure remote management of connected equipment, APIs integrate seamlessly with third-party business management systems, and POS Cloud simplifies payment management across multiple sites.

By taking a proactive approach, Smartwash connectivity helps prevent issues before they occur through continuous monitoring, management and control of connected equipment. ISTOBAL's connected systems currently achieve uptime levels of around 98%, improving operational efficiency while reducing maintenance costs. The platform also provides real-time visibility of chemical levels and ancillary equipment performance, allowing operators to optimise every wash cycle while reducing resource consumption.

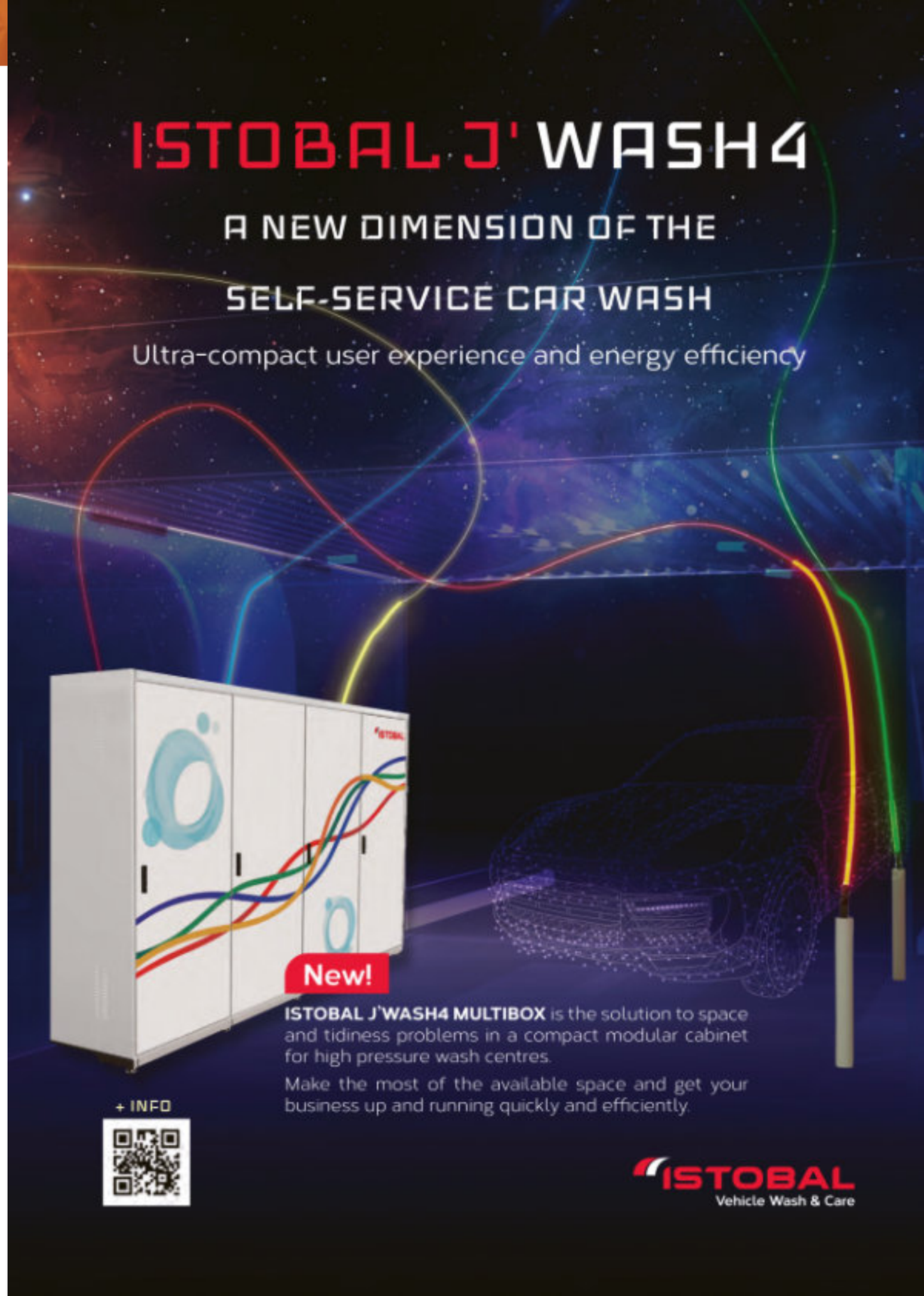
Connected technology also enables earlier detection of downtime, faster identification of recurring issues and quicker diagnosis of alerts. This significantly reduces response times, minimises service interruptions and helps operators maintain consistently high levels of equipment availability.

## Building the next generation of vehicle wash

Connectivity is laying the foundations for the next generation of intelligent vehicle wash. Predictive maintenance, artificial intelligence and advanced analytics will increasingly enable operators to anticipate failures, optimise maintenance schedules and make more informed operational decisions before problems occur. At the same time, cybersecurity has become a critical requirement, ensuring secure communication between equipment, digital platforms and business management systems.

For ISTOBAL, connectivity is a core element of its long-term innovation strategy. By continuously expanding its digital ecosystem, the company is helping operators simplify day-to-day management, optimise resources and unlock greater value from their vehicle wash installations. By combining intelligent equipment, digital services and actionable data, ISTOBAL is helping businesses build more efficient, resilient and future-ready vehicle wash operations.





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# Keeping Forecourts Performing at Their Best

## Integrated Systems for Efficient, Reliable and Customer-Focused Operations

*Integrated Systems for Efficient, Reliable and Customer-Focused Operations Delivered by TSG Fuel, our integrated forecourt solutions bring together fuel infrastructure, payment systems, vehicle wash, signage, lighting and maintenance to support modern retail settings.*

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# Nupi's AdBlue pipe has a design life of 50 years!

**Smartflex AdBlue pipe has a special protective layer which gives the pipe a designed life of 50 years.**

**With a design life of 50 years, and the extra reassurance of the welding report on every single weld done automatically by our award winning multi-functioning welding unit, Smartflex AdBlue pipework is an ideal solution.**

The compact design of Smartflex double wall fittings makes installation a lot easier in a tight space.

Plus the ability of connecting a leak detection system (by a simple push-in connection) on our terminating fittings; to monitor the interstitial space in our pipework was a great way of making sure things run smoothly. And any potential problem is spotted immediately.

## Specialist AdBlue pipe from Nupi

**AdBlue or DEF (Diesel exhaust fluid) is produced from a chemical called urea, a synthetic product created from natural gas and dissolved in pure water.**

It is used as an advanced pollution control technology installed in the exhaust system called selective catalytic reduction or SCR.

Smartflex AdBlue pipe has a special protective layer which gives the pipe a designed life of 50 years.

In combination with a full range of specially designed, high grade stainless steel/ HDPE transition fittings, flanges and special gaskets, the Smartflex AdBlue piping system makes the perfect, long lasting solution for AdBlue Installations.

Smartflex AdBlue pipework is available both in single and double wall versions from 32mm (1") to 110mm (4").

The system is easily installed using our welding unit with bar code technology; offering full traceability of every single weld and pressure test of the installation.

**For more information, contact our UK Director: maja.nedic@nupinet.com or visit www.nupiindustrieitaliane.com**





# SMARTFLEX™: proven pipework, strengthened UK support

**Nupi have built a reputation for reliability, longevity and technical integrity; essential qualities as fuel infrastructure continues to evolve.**

For three decades, SMARTFLEX HDPE pipework from NUPI Industrie Italiane S.p.A. has been a trusted solution for fuel installations worldwide; designed specifically for downstream fuel applications,

Today, that proven product offering is supported by an enhanced UK presence; ensuring faster availability, stronger technical support and improved service for installers, contractors and asset owners alike.

Pipework remains one of the most critical components of any fuel installation, designed to perform safely and reliably for decades. It is expected to comply with existing and new fuel blends on the market. SMARTFLEX offers flexibility, chemical resistance and durability across a wide range of fuels and operating environments.

### Single & double wall

The system is available in single-wall and double-wall configurations, with sizes ranging from 32mm to 315mm. Applications are available from service station pipework,through to large-bore systems used in terminals and high-flow applications in marinas and elsewhere.

One of the strongest endorsements of SMARTFLEX is its 30-year product warranty, reflecting confidence in both material quality and system design. Millions of metres of SMARTFLEX pipework have now been installed in almost 150 countries, across projects ranging from independent petrol stations to major oil company sites.

Installations include:

- Retail petrol stations
- Oil terminals and tank farms
- Storage tank installations
- Airports and marinas
- Power generation and data centres
- Industrial and commercial fuel systems

### Strengthening the UK supply chain

To support growing demand and tighter project schedules, NUPI has significantly expanded its UK stockholding.
This investment allows SMARTFLEX pipework and fittings to be supplied faster and more competitively, reducing lead times and helping installers keep projects on track. Same day collections and next-day deliveries are possible from our UK stock.

### Technical support and installer training

Beyond product supply, NUPI places strong emphasis on technical support and correct installation practices. SMARTFLEX systems are designed to be welded using purpose-built equipment, ensuring joint integrity and long-term performance, offering bar code technology and welding reports. Installer training, technical guidance and ongoing support form a core part of NUPI's UK offering.

### Why choose SMARTFLEX?

- Proven performance with decades of real-world installations
- 30-year product warranty
- Fully welded, corrosion-free HDPE system
- Flexible installation with reduced joints
- Suitable for multiple applications beyond forecourts
- Strong UK availability and fast delivery
- Competitive prices

A UK Perspective – Maja Nedic, UK Director, NUPI Industrie Italiane S.p.A.

*"The UK has always been one of NUPI's most important markets. By expanding our UK warehouse and investing in local support, we are able to reduce lead times, improve service levels and support customers far more effectively.*

*SMARTFLEX has earned its reputation through decades of performance – our role now is to ensure the UK market has direct access to that quality."*

As the industry evolves, the focus is shifting towards whole-life performance, risk reduction and long-term assurance. SMARTFLEX continues to be recognised by customers as a reliable, high-quality pipework solution; strengthened by local UK support, training and technical expertise.

**For more information, contact our UK Director: maja.nedic@nupinet.com or visit www.nupiindustrieitaliane.com**

# This industry lost some great characters over the past 12 months

## Ian Reynolds

**Highly respected Director of Berrys Fuelling Technologies.**

## Robert Mortimer

**The driving force behind Revolution wash systems.**

## Alan Shorten

**Well-respected forecourt software specialist.**

## Jamie Shipstone

**A retail specialist for over 25 years.**

## David Wright (pictured left)

**Very popular guy, with many years in the petroleum industry.**



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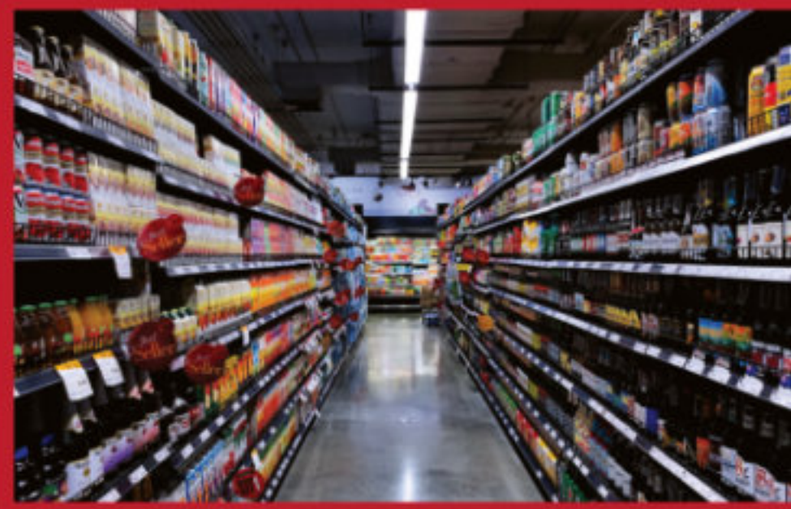

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# Engineering fuel resilience in the South Atlantic

## Ledbury Welding & Engineering delivers bespoke fuel storage solution for Stanley Services

**When operating in one of the world's most remote locations, fuel infrastructure is far more than a storage asset. It is a critical component of everyday operations. It ensures vehicles, plant and essential services remain supplied and operational, regardless of the challenges presented by geography and climate.**

For Stanley Services Ltd in the Falkland Islands, securing a robust, future-proof fuel storage solution required a strong partner. A partner capable of delivering not only engineering excellence. They also needed the logistical expertise to transport and install a complex fuel system more than 8,000 miles from the UK. Ledbury Welding & Engineering was proud to take on that challenge.

### A fully integrated fuel storage solution

Working closely with Stanley Services, Ledbury designed and manufactured a bespoke modular Supervault fuel storage system capable of safely storing and dispensing multiple fuel grades from a single integrated structure.

The completed installation incorporates:

- 40,000 litres of diesel storage
- 20,000 litres of super diesel storage
- 20,000 litres of petrol storage
- An integrated 2,500-litre kerosene tank

Measuring 15 metres long, 4 metres wide and 4 metres high, the completed structure weighed in excess of 42 tonnes.

It represented one of the most comprehensive fuel storage systems manufactured by Ledbury for an overseas installation.

Designed as a split-compartment tank arrangement, the system enables Stanley Services to manage multiple fuel products from a single footprint. This improves operational efficiency while reducing the infrastructure requirements typically associated with separate storage installations.

### Designed around operational requirements

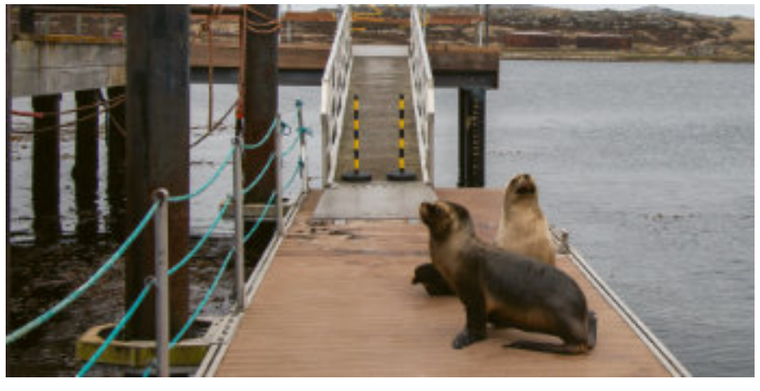
The project extended far beyond the manufacture of a storage tank. The Supervault was engineered as a complete fuel management solution.It incorporated six dedicated pump locations to facilitate vehicle and equipment refuelling, while providing the flexibility required for a busy refuelling operation.

A fully integrated transfer filling pump solution was incorporated into the design.

Associated fill and suction pipework, electrical control panels and overfill prevention controls were also included. By integrating these systems during manufacture, installation time on site could be minimised while ensuring all equipment was designed to operate as a cohesive package.

To improve operator safety and maintenance access, the tank was fitted with a full tank-top access system complete with ladder and handrails. This provided secure access to inspection and maintenance points.

A cladded fascia system was also incorporated, delivering a professional appearance while protecting key operational equipment from the challenging environmental conditions experienced in the South Atlantic.



### Manufacturing quality built for remote operation

Operating in the Falkland Islands places unique demands on fuel storage infrastructure.

Strong coastal winds, harsh weather conditions and the practical realities of supporting equipment in a remote location mean reliability must be designed into every aspect of the system from day one.

With replacement components and specialist engineering support often requiring significant lead times, robustness and ease of maintenance were key considerations throughout the design process.

Manufactured at Ledbury Welding & Engineering's Herefordshire facility, the tank underwent rigorous fabrication, testing and inspection procedures. This ensured the completed installation would provide dependable service for many years to come.

### Overcoming the logistics challenge

While designing and manufacturing the tank presented its own engineering challenges, transporting a 42-tonne integrated fuel storage system to the Falkland Islands created an entirely different set of obstacles.

Moving equipment of this scale requires detailed planning, careful coordination and close collaboration between manufacturing, logistics and installation teams.

As the project progressed through the transportation phase, the team encountered several unexpected challenges. Heavy goods vehicles suffered mechanical breakdowns and multiple tyres failed during operations at the port.

Situations such as these can quickly impact schedules and create significant complications for large infrastructure projects. However, through rapid problem-solving and a determination to deliver for the customer, the Ledbury team worked closely with logistics partners to overcome each obstacle as it arose.

The focus remained simple: ensuring the system reached its destination safely and without compromising quality.

### Supporting essential infrastructure

Following successful delivery and installation, the completed fuel facility now provides Stanley Services with a modern, integrated fuel storage solution capable of supporting a wide range of operational requirements across the Falkland Islands.

The project demonstrates how modern fuel storage systems have evolved far beyond simple tanks. Today's installations combine storage, fuel management, dispensing, control systems and safety features into a single engineered solution designed around the customer's operational needs.

For Ledbury Welding & Engineering, the project is a reflection of what can be achieved when technical expertise, manufacturing capability and customer commitment come together.

From Herefordshire to the South Atlantic, every stage of the project was underpinned by a shared objective: delivering a fuel storage solution that would perform reliably in one of the most demanding operating environments in the world.

The successful completion of the Stanley Services installation stands as another example of British engineering supporting critical infrastructure wherever it is needed, regardless of distance, complexity or challenge.

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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.

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***"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

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# 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.

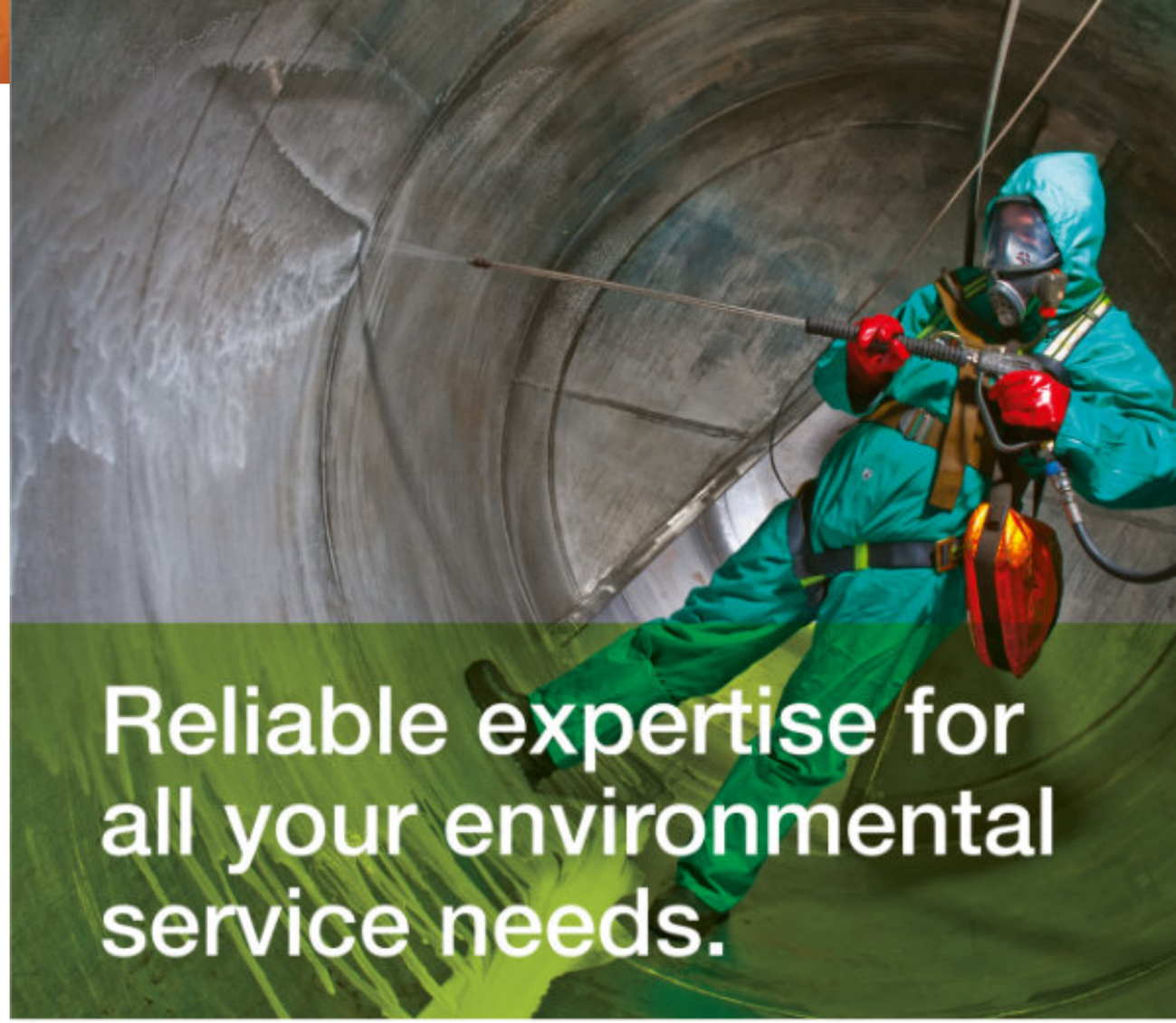
If you can't risk hidden issues compromising your fuel infrastructure, get in touch with us today to see how tank lining can reinvigorate your tanks.

**crownoilenvironmental.co.uk/services/industrial-tank-lining**
**0330 123 3399**

Failed tank

Completed tank lining



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# Outprice your competition with OMJ's new Pump Price Service™

**The new OMJ Pump Price Service provides real-time pump price data for every service station in the UK.**

The OMJ Pump Price Service tracks petrol and diesel prices at competitor service stations in real-time, giving operators clear visibility of local market pricing. The data helps empower service station operators to maintain a competitive edge at their pumps, while also enabling direct comparison between retail pump prices with Platts*1 cost prices*2

OMJ
The Oil Market Journal

*1 Platts is brand name of S&P Global Energy
*2 Platts prices are supplied subject to licensing

**Key features of the OMJ UK Pump Price Service**

- Receive an alert notification when competitors change their pump prices
- Create customisable watchlists of competitor service stations with their pump prices updating in real-time
- Pump prices available on the OMJ website and Smartphone App
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- Real-time Rotterdam wholesale prices for petrol and diesel also available on OMJ
- Comparison with regional and brand average
- View historical price trends and comparisons
- Live prices for blended ULSD, Unleaded E10
- Platts settlement prices

**For more information contact:**

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# Insurance rating hotspots – claims defensibility

**Good health and safety management creates safer workplaces, reduces incidents and provides evidence should a claim arise.**

Claims defensibility is your ability, and that of your insurers, to investigate and challenge. Where appropriate, to also defend claims that cannot be supported by the available evidence.

The focus of claims defensibility is usually aimed at controlling the risks that employees face in the workplace. Primarily due to the Health and Safety at Work Act 1974 placing a significant level of responsibility on employers. There is also an expectation that your business activities do not endanger members of the public.

In practice, employers can face significant challenges defending injury claims from employees; an accident has occurred, a safe place of work has not been provided, or safe working practices were not used, and so liability attaches for the injuries sustained.

Insurers are sometimes accused of settling these claims too easily. But in many cases, the issue is the lack of evidence available to defend the claim. In the event of legal proceedings being issued, it's often more commercially prudent to settle the claim given the lack of evidence rather than incur even more costs if the claim goes to court.

In this article, we share some guidance on how you can improve your claims defensibility based on our experience and the claims we have seen.

## So, what can you do?

One of the most important things most businesses can do to improve their claims defensibility is to record the details of training provided. The date on which the training activity was carried out and a statement (or test) to confirm the employee has understood and will abide by the given training.

Most businesses also carry out risk assessments on tasks and processes; these must also be recorded and used to create adequate documented training and/or operating methods. Otherwise, there is no evidence beyond any anecdotal information, leaving your insurers with a defence that is not as robust as it could be.

In many cases, the ability to produce contemporaneous evidence of training, supervision and safe systems of work can significantly strengthen a defence to a claim.

## If it's not written down, it didn't happen

Documented evidence is often critical in demonstrating that appropriate controls, training and supervision were in place.

Good safety management is based on assessing the risks that are present in your business activities. Your Risk Assessments & Method Statements (RAMS) need to be relevant to all of your business activities, and reviewed periodically, especially if there are changes to your business.

Having a formal induction plan for all new employees, including temporary and agency staff, helps ensure everyone receives the relevant health and safety training consistently. All training should be appropriately recorded and reviewed regularly to ensure it remains up to date and provides evidence that you are doing all you can to keep employees safe.

It's one thing to get employees to sign to say they've received PPE and know they should use it, but if this isn't being enforced at local management/team leader/supervisor level, then it diminishes the importance of those guidelines. It would become difficult to argue such guidelines are mandatory in that business if they are being largely disregarded by the employees and not enforced.

## Near misses matter

Near miss recording is another invaluable tool in being able to assess where potential claims could arise, and how to try to minimise the likelihood of something actually happening. The challenge for businesses is to create a culture where employees are comfortable in reporting these events; if they face sanctions for speaking out, it's likely they will keep quiet.

With the impact of the current economic challenges likely to be felt by many businesses, employers could find themselves unable to retain staff in what are likely to be difficult trading conditions. Economic pressures can increase scrutiny of historic incidents and workplace practices. Maintaining comprehensive records can help businesses respond effectively if a claim arises months or even years after an alleged event.

Ultimately, effective claims defensibility starts long before a claim is made. Robust risk assessments, documented training, consistent supervision and accurate record keeping not only help protect employees and the public but also provide valuable evidence should an incident result in a claim.

The stronger your documentation, the stronger your ability to demonstrate that appropriate steps were taken to manage risk.

**www.oamps.co.uk**

The sole purpose of this article is to provide guidance on the issues covered. This article is not intended to give legal advice, and, accordingly, it should not be relied upon. It should not be regarded as a comprehensive statement of the law and/or market practice in this area. We make no claims as to the completeness or accuracy of the information contained herein or in the links which were live at the date of publication. You should not act upon (or should refrain from acting upon) information in this publication without first seeking specific legal and/or specialist advice. Pen Underwriting Limited and OAMPS Hazardous Industries (part of Pen Underwriting Limited) accepts no liability for any inaccuracy, omission or mistake in this publication, nor will we be responsible for any loss which may be suffered as a result of any person relying on the information contained herein.

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# SMARTFLEX™ pipework: supporting data centre resilience and energy security

**As global investment in data centres continues to accelerate, the focus on resilience, uptime and risk mitigation has never been greater.**

While much attention is placed on IT hardware and cooling technologies, the reliability of fuel infrastructure supporting backup power systems is equally critical.

Diesel generators remain the backbone of emergency power supply for data centres worldwide. In this context, fuel pipework is not a commodity component – it is a safety-critical system that must perform faultlessly over decades.

## Fuel infrastructure: a mission-critical system

Data centres are designed to operate 24/7, 365 days a year, with zero tolerance for unplanned downtime. In the event of grid instability or power failure, backup generators must start immediately and continue running reliably for extended periods.

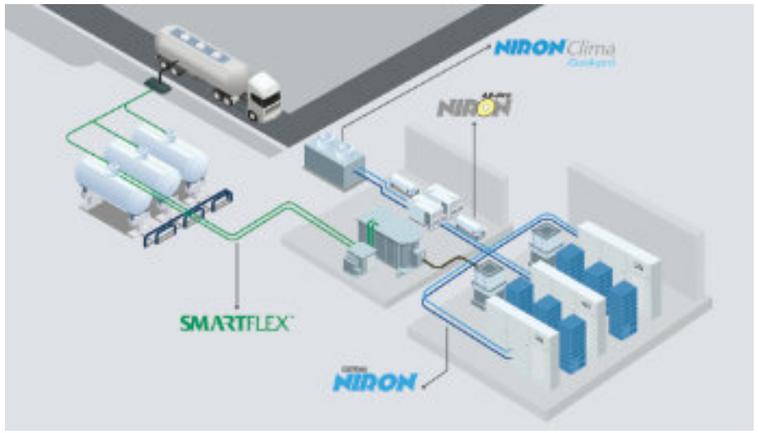
This places strict requirements on fuel pipework systems:

- Absolute leak tightness
- Long-term resistance to corrosion and degradation
- Compatibility with monitoring and leak detection systems
- Minimal maintenance over the life of the facility

SMARTFLEX HDPE pipework from NUPI Industrie Italiane S.p.A. has been widely adopted in data centre projects for precisely these reasons.

## Why SMARTFLEX for data centre fuel systems?

The double wall pipework system from SMARTFLEX, specifically engineered for fuel conveyance, is a full coaxial system that can be monitored 24/7 with a leak detector unit.




## A proven solution in a rapidly growing sector

Global investment in data centres continues to grow year on year, driven by cloud computing, AI and digitalisation. Energy security has become a fundamental design principle.

SMARTFLEX is already installed in data centres across Europe and worldwide.

30 YEARS WARRANTY
UK STOCK

SMARTFLEX is supplied in coils and long lengths, reducing installation time and the number of joints required – an important advantage on complex data centre sites where routing flexibility is essential. The system is backed by a 30-year product warranty.

## NUPI complete solution for data centres

NUPI provides a complete pipework portfolio for data centre infrastructure, including:

- Cooling and chilled water systems
- Air-conditioning and HVAC pipework
- Hot and cold aisle climate control networks
- Potable and non-potable water systems

This allows designers and operators to specify compatible systems from a single manufacturer, ensuring consistent quality and simplified coordination.

## UK & Ireland data centre growth

The UK and Ireland continue to be key growth markets for data centre development, driven by cloud adoption, AI workloads and digital infrastructure investment. These projects place increasing emphasis on resilient fuel systems supported by reliable local supply chains.

With expanded UK stockholding, technical support and installer training, SMARTFLEX is well positioned to support data centre developments across both markets.

**For more information, contact our UK Director: maja.nedic@nupinet.com or visit www.nupiindustrieitaliane.com**

# RAC trialling HVO in recovery trucks

**As part of its strategy to reduce carbon emissions, the RAC is trialling 100% renewable hydrotreated vegetable oil (HVO) as an alternative fuel to power its recovery trucks.**

**The RAC has installed a tank at its headquarters in Walsall to store the fuel, which can generate a reduction of up to 85% in CO2 emissions. It will be used to run the seven recovery trucks based there and is hoped could save up to 300,000kg of CO2 per year.**

The RAC has chosen Certas Energy – the UK's largest distributor of fuel and lubricants – as its HVO supplier. Its HVO is made from 100% renewable raw materials and sustainable waste from verified vegetable fats and oils, making it ideal for use in both on and off-road commercial vehicles and machinery.

RAC fleet manager Matt Hilliar said:

*"This is an exciting project which will deliver both environmental and business benefits. If the trial continues to be as successful as the early indications show, we will explore using HVO more widely."*

# Membership code of ethics

**All membership renewals will be accompanied by this document, as all member companies are expected to agree with, and adhere to, these principles:**

## OUR AIMS AT ALL TIMES ARE:

- To provide the best possible service to our clients and customers.
- To observe superior standards of conduct in our dealings with clients, customers and peers regarding integrity, fairness and honesty.
- To maintain a strict duty of confidentiality of our clients' affairs.
- To acknowledge that contracts should be fair to all parties and, where appropriate, to settle disputes by voluntary agreement or impartial arbitration.
- To continually strive to achieve best practices and methods relevant to our industry.
- To provide superior quality leadership, materials and workmanship to the best of our ability.
- To undertake to share best practices and learnings with other members thus promoting our 'Working Together' philosophy.
- To show that, by virtue of membership of PEIMF+, the members have and do signify their commitment to the above principles.

# Government announces increased grants for household & business chargepoints

**The Department for Transport (DfT) has announced an increase of over 40% in grants.**

This will enable renters, flat owners, homeowners without driveways and businesses to save up to £500 when installing electric vehicle chargepoints.

In a separate development, the DfT has introduced a new Electric Vehicle Infrastructure (EVI) Support Service for organisations involved in delivering the EV charging network.

DfT says that the chargepoint grant uplift will cover almost half the cost of a typical charge point installation until March 2027. Helping more drivers access domestic electricity rates at home or in the workplace to charge their vehicles.

Aviation, Maritime and Decarbonisation Minister, Keir Mather said:

*"We're taking action to make EV ownership the affordable choice for everyone – not just those with driveways. Bigger grants mean families, flat owners, renters and small businesses can now install a charger for almost half the usual cost, with home charging costing as little as 2p a mile."*

### Streamlining the system

The updates will also simplify the current EV chargepoint support schemes available. By reducing eight grant types down to five and streamlining the system, people can navigate and select schemes and discounts more easily. Schools will be eligible for grants of up to £2,000 per socket, building on 3,700 sockets installed to date.

Last year, a £25 million scheme was also launched making it easier for residents without driveways to install home chargers. Accessed through local authorities, the scheme supports the installation of discreet, embedded pavement channels and is additional to the expanded charge point grant. This means those with on street parking could get help with installing the charger and the cross-pavement channel.

### Support and policy development

It will also provide support for ongoing UK Government schemes such as the Local Electric Vehicle Infrastructure (LEVI) Fund and the Electric Vehicle Pavement Channels Grant. This is in addition to future policy development and the wider delivery of public chargepoints.

The initiative includes capability funding, allowing local authorities to recruit over 350 specialist EV infrastructure officers in England, with further recruitment underway.

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# Are your contractors PEIMF+ members?

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SR Electrical Services Ltd
STA Technical Ltd
T.P.I (Ireland) Ltd
Tanks & Pipework Ltd
The Jetwash Co.
Transflo Instruments Ltd
TSG
The Triscan Group
Tuffa Tanks
United Pipework Services Ltd
VARS Technology Ltd
Vectec Ltd
Westfield Services (UK) Ltd
West Fuel Systems Ltd
Worcester Petroleum Services Ltd
Xmo Strata Ltd
Yara UK Ltd

OMJ
The Oil Market Journal

# Outprice your competition with OMJ's new Pump Price Service

**The OMJ Pump Price Service tracks petrol and diesel prices at every UK service station in real-time. Giving service station operators clear visibility of local market pricing.**

The data empowers operators to maintain a competitive edge at their pumps, while also enabling direct comparison between retail pump prices with Platts' cost prices.

**Other Benefits include:**

- Receive an alert notification when competitors change their pump prices.
- Create customisable watchlists of competitor service stations with their pump prices updating in real-time.
- Data also available by PDF, Excel, API, SFTP and OMJ messaging systems.
- AdBlue wholesale prices.
- Platts settlement prices.
- Real-time Rotterdam wholesale prices for petrol and diesel also available on OMJ.
- AdBlue wholesale prices.


**For more information contact:**

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