Summer 2022

ISSUE No.95

Insite

Insite is the official magazine of the Petroleum Equipment Installers and Maintenance Federation

In this issue :

- AdBlue specialists
- Environmental issues
- Insurance cover

PLUS: The Green Pages New Fuels Guide

Welcome to the latest issue of Insite

So the fuel crisis just gets worse, and I think everyone's aware of the combination of factors affecting supply and pricing. And who knows where we'll be when the next INSITE publishes in three months. Crystal ball anyone?

We have a really interesting article within this INSITE, on page 37, which uncovers why AdBlue is going through similar trauma.

Our Green Pages supplement has some really interesting articles on developments within both hydrogen and electric charging, as we strive to keep the PEIMF current and our members up to speed with new fuel technologies.

This issue is packed with articles covering key elements of the industry, including insurance, AdBlue services and environmental considerations.

With hardly any Covid-related conversation nowadays, trade events are up and running at pre-pandemic levels, and this Autumn, the PEIMF team will be at a number of venues around the UK (see page 6). Please come over and say hello.

Meanwhile, the terrible events occurring in Ukraine continue to dominate the worldwide economy and commodities supply.

David Honeyman
Editor

New PEIMF member

ALPHAeco
PIPEWORK & CONSTRUCTION SOLUTIONS

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Front cover illustration
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The Green Pages
New Fuels Guide

8 pages packed with specialist information on new fuel technologies

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Advertisers and the suppliers of contributed articles are asked to ensure that material submitted is fair and accurate at all times. The Editor reserves the right to amend or withdraw such material which may not comply with this request after consultation.

Merkland tank expand with new depot

Industrial tank cleaning and maintenance specialists, Merkland Tank, is pleased to announce the opening of a new depot in Rosyth, Fife as part of their ongoing expansion.

The new depot will add further capacity to Merkland's existing operations, which for over 100 years, have been based out of Glasgow. The company sees the Rosyth expansion as a 'significant opportunity' to support their future growth plans, providing improved geographical coverage and enhanced service levels across Scotland and the North of England.

The new depot will be based at Rosyth Dockyard, home to one of the largest waterside manufacturing and repair facilities in the UK. It will create a number of new job opportunities as Merkland recruits across a variety of roles including: High pressure water jetting technicians, tanker drivers, emergency rescue and confined space experts.

Managing Director Colin Hotchkiss said;

"The new depot in Rosyth is in the ideal location to support our ambitious growth plans. Being close to the customer is paramount in any business and this better enables us to provide both a planned and emergency response across Scotland and the North of England."

Merkland Tank has long been a name synonymous with quality and reliability across a range of industrial services associated with tanks, pipework, and vessels. Typical works include tank cleaning, inspection, repair, supply, installation, and decommissioning. Clients include Oil and Pipelines Agency, Nynas UK AB, Babcock, Amey, Balfour Beatty and Scottish Power.

www.merklandtank.co.uk

Prestigious award for TSG

TSG UK, as part of TSG Group, has secured Silver status under Ecovadis

The world's largest and most trusted independent sustainability ratings provider, Ecovadis annually measures organisations across a range of criteria, including environment, labour, human rights, ethics and procurement.
This prestigious award comes after a rigorous assessment process involving many teams from around the business, further elevating TSG UK's standing as a leading supplier to the energy sector.

TSG's commitment to sustainability

To meet the requirements for Silver status, TSG has demonstrated its commitment to sustainability through the following means:

- Transitioning from fossil fuels to greener and more sustainable energy sources
- Implementing a carbon footprint calendar to determine the business's environmental impact, taking steps to decrease emissions.
- Having a strategic focus on creating a culture of diversity and inclusion in the workplace, to help develop and retain staff, while attracting recruits of the highest calibre
- Maintaining a strict code of ethics and values, in order to uphold the integrity of operations and ensure effective information management.

All of these principles also extend to TSG's supply chain - the company actively seeks out suppliers who match its exacting standards for environmental and social practices.

About Ecovadis

Founded in 2007, Ecovadis is now the world's largest independent and most trusted provider of business sustainability ratings, through which buyers are able to determine how their chosen suppliers have been appraised against multiple sustainability criteria.

EcoVadis CSR assessment is designed to encourage businesses to drive continuous improvement, mitigate risks and provide transparency to their trading partners.

https://www.tsg-solutions.com/uk/ **https://ecovadis.com/**

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Technical Officer's report

HMRC - Red Diesel

The changes to rebated fuel entitlement came into force on the 1st of April and the expected fallout is beginning to emerge, as many current users of gas oil for commercial use have been left with fuel they cannot legally use. Reports of visits by HMRC officers taking samples of stored fuel after a comparatively mild spring, have discovered larger than expected stocks of rebated fuel.

In spite of being told that they can sell it to legitimate users, most are finding this impossible, and are having to suffer high costs of removal and disposal. The Interim guidance issued by HMRC has now been withdrawn and replaced by a revised Excise Notice 75. Copies can be obtained in a free download from the HMRC website.

Petroleum Enforcement Liaison Group (PELG)

No meetings have been held since January, but the next meeting is due to take place in June. This does not mean that the work of the committee has not been taking place; and the two sub-groups set up to deliver the high-level strategy recommended by the Petroleum Consolidation Regulations Post Implementation Review, have been continuing their work - which will be presented to the main committee at the meeting. The first of these has been preparing better training for petroleum Inspectors, which has been long overdue, considering the influx of new and inexperienced inspectors.

The second has been to improve on operational guidance; making it simpler to follow and understand, with a new executive summary for the Red Guide. This is all ready to present for approval. The aim is to make this into the first port of call, for operators wanting information on how to make changes that will keep their sites safe and legal.

Department for Transport

DfT are holding a series of Low Carbon Fuels Strategy Workshops, starting with light vehicles and buses in late May. The purpose of these workshops is to seek views on proposals and options from selected people for achieving the set objectives. One such option included a possible increase in the bio content of liquid fuel. Further news on these workshops will follow in future updates.

See us around!

The PEIMF team will be at an event near you this autumn

THE FORECOURT ROADSHOWS

Scotland – The Radstone Hotel, Larkhall on 15th September

Exeter – The Westpoint Centre on 20th October

Bradford – The Cedar Court Hotel on 10th November

***And at* APEA Live in Milton Keynes – Stadium MK on 17th November**

Come along and say hi – it will be great to see you!

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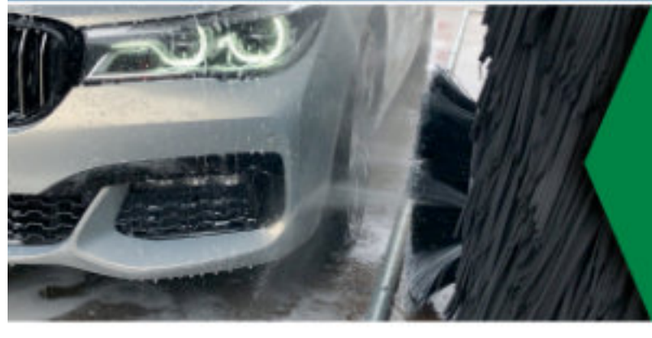

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ProFleet & TSG announce LOGmaster
The new depot control system

TSG is proud to announce the official launch of its new depot control system, LOGmaster; the successor to the DiaLOG fuel management system.

Profleet and TSG have worked together to devise a fleet management solution to support operators, as they transition their fleets from fossil fuels to greener and more sustainable energies.

LOGmaster facilitates smarter depot control for fleet managers, by providing a comprehensive, centralised overview of all of the equipment on their site, from traditional fuels to new energies and car wash. LOGmaster improves operational efficiency and streamlines business processes, resulting in faster throughput of the fleet and increased productivity across the site.

Visibility of all of the equipment across the depot provides operators with invaluable insight into business performance and, if necessary, take appropriate action.

Smarter depot control

One simple application, with a single dashboard, to monitor and control all forecourt equipment easily. Use one identification tag to secure access to any equipment, from the entry gate, dispensers, EV charge points right through to wash. LOGmaster connects to any make or model of equipment and allows for the installation of a mixture of brands on site.

Site operators can choose to connect to the cloud or their own network (without storage fees) and change the connection at any time. If the connection to a single site is lost, LOGmaster's replication process ensures operations will continue across the remaining sites until the connection is restored, without incurring data loss.

LOGmaster high-end terminal

Design
With its sleek and contemporary design, LOGmaster has one of the industry's smallest footprints. Both the standalone and wall box models are housed in robust frames with protective coated panels that ensure their longevity, even in the harshest conditions.

Authorisation
Drivers and/or vehicles are easily identified by the use of secured wireless tags (e.g. Desfire, Legic or MiFare reader) or one of the other verification options including; magstripe cards, barcode reader, or automatic vehicle identification. Being able to operate all devices using a single tag is just one of LOGmaster's many advantages.

Options
The LOGmaster standalone version provides additional space to upgrade the terminal with extra features like our best-in-class ticket printer, barcode reader, 4G router and more.

Display
The terminal's new touchscreen with an interactive display means a seamless and swift customer interaction. The landscape screen is positioned at optimum height and slightly tilted to offer the best user experience available on the market today.

LOGmaster product range

FuelLOG
Complete in-depth management of all fuel transactions, offering a multitude of parameters to set restrictions and prevent erroneous actions.

GasLOG
Control the dispensation of compressed natural gas (CNG), liquefied natural gas (LNG) or hydrogen in a reliable way, even when fuelling takes place overnight. Advanced settings such as quantities and low flow rate deactivation, allow stable and safe operations.

ChargeLOG
Straightforward monitoring of a site's EV charging operations, offering all of the required functionalities, while having the freedom to connect multiple charger brands; giving site operators complete control.

WashLOG
Enabling clean and swift operation of the car/truck/bus wash, through a simple wash programme selection process, user permission settings and automated reports per customer.

LOGmaster Interface

Time-efficient monitoring of all of the equipment on site, through a clear visual overview. The intuitive, user-friendly dashboard allows site owners to upload an image of their depot and easily identify the equipment using drag and drop icons.

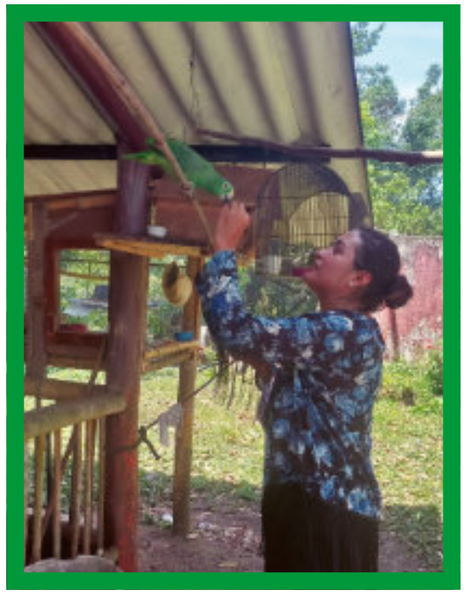
Status notifications indicate any potential issues and provide the exact location of the device, allowing site operators to respond in a timely and precise manner.

LOGmaster's responsive design ensures a perfect display every time, as the interface adjusts smoothly to various screen sizes or layouts, regardless of device type.

For more information on LOGmaster, visit:
https://www.tsg-solutions.com/uk/profleet-logmaster/

In the frame...

Parrot-loving, multi-lingual, our 'victim' this time round is Julie Patino, UKI & EU Business Development Manager for wetstock specialists Leighton O'Brien.



Tell us about your present role & how long you've held it:

UKI & EU had been on Leighton O'Brien's radar for a couple of years, and 2020 felt like the right time to launch ourselves into this market space. I have had the privilege of being part of this family for 20 months now!

My role is very diverse but, in summary, I am responsible for planting Leighton O'Brien in the region through direct business and partnerships, increasing our footprint and, along with our product managers, understand market gaps to expand our wetstock portfolio to suit specialist business needs.

How come you're in the industry?

I graduated as a linguist and learned four languages at university. My opportunities ranged from becoming a languages teacher or translator, or going into a multi-national corporate role. Consequently, I have been working in all these sectors since 2011 either full or part-time.

I landed my first role in the corporate world as a claims assessor for a travel & personal Injury claims company, specialising in Spain & France. Later, in 2013, I took on the role of EMEA & LATAM Sales Support for an American multinational; manufacturing gauges for a range of process applications.

In 2016, following a car accident, I had to suspend driving and find a local job that didn't require a 60-mile commute. It was then that a very gratifying opportunity at Gilbarco Veeder-Root Europe came my way and I joined them in early 2017 as Sales Support Executive. A blessing in disguise! So it's five years since I joined this fabulous industry!

Which role have you enjoyed most?

Every role has helped me grow and evolve as a person and a professional. I have had the opportunity to work with highly experienced and knowledgeable industry leaders from whom I have learnt a lot. For what is worth, I am at my happiest in front of customers. On the other hand, my current role has extended my patch to 25 countries; so dealing with different cultures and learning different business management models has also been a plus.

What do you feel have been your biggest achievements?

I guess making a life in the UK by myself is a big one for me. I randomly decided one day to leave my home country, Colombia, and my family at the age of 17 and venture to the UK. I brought my whole life in two suitcases! It was very tough at the beginning, and I faced many challenges, but I am so very proud of having achieved everything I have accomplished.

Where do you see yourself in say, 10 years?

I definitely still see myself in this industry. I look at all my mentors and I see how worthwhile they find it to stay here and how far you can go. Supporting colleagues comes as second nature so I would like to be in a bigger leadership role by then, providing others with the same opportunities I have had; helping them to learn, develop and grow.

And in your spare time?

I am a natural social butterfly, so I am usually out and about with friends, travelling and exploring new places. I am also a nature and animal lover (particularly parrots!) so camping, being outdoors, visiting zoos are always feel-good activities for me.

What have been the most significant changes in the fuel industry during your time?

Without a doubt, the current journey to net zero 2050. It is history in the making! For forecourt owners, it is making them reconsider their business, re-budget, understand profitability, demand, assess their alternatives etc. For fuel suppliers, it has meant to resource to new alternatives and join a very competitive race on how to get there first.

What do you think the future holds for the industry?

I guess the question everyone is asking themselves... Will fuel completely disappear? Yes, no, maybe? It's an on-going debate. I hear mixed theories from experts and customers, and opinions get more diverse depending in which part of the world they're based. We won't know for a while, but certainly for any fuel equipment and services supplier, looking at ventures that cover all potential outcomes is a must.

What about a "philosophy"?

Show ability, gain knowledge but always have a success-driven attitude... the first two sum up to your life, but the last one *multiplies*.

ProFleet **LOGmaster**
Smarter depot control

One simple application, with a single dashboard, to easily monitor and control all forecourt equipment, regardless of make or model.

LOGmaster's high-end terminal boasts protective coated panels to withstand the harshest conditions. Drivers and/or vehicles are easily identified using secured wireless tags or automatic vehicle identification.

LOGmaster's interface offers time-efficient monitoring of all of the equipment on site, through an intuitive, user-friendly dashboard. Status notifications indicate any potential issues and provide the exact location of the device.

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TSG Retail TSG Fleet TSG Wash TSG Technics

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Control the dispensation of compressed natural gas (CNG), liquefied natural gas (LNG) or hydrogen safely.

ChargeLOG
Monitor a site's electric vehicle charging operations, regardless of the number or make.

WashLOG
Swift operation of the car/truck/bus wash, through a simple wash programme selection

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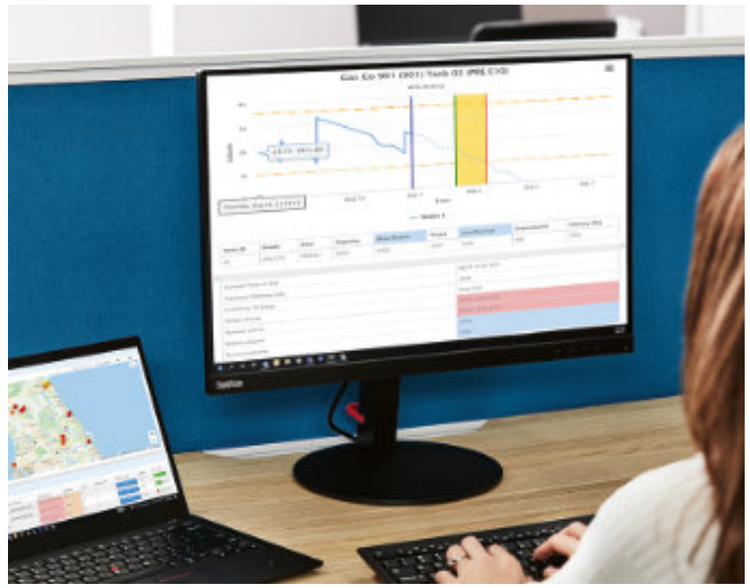
TSG

An ounce of prevention is worth a pound of cure

Clay Moore, Senior Director of Product, Leighton O'Brien Inc.

Gone are the days where the only way to measure the fuel level in an underground storage tank (UST) was to insert a long stick into it, "read" the height of the fuel and then consult a tank-strapping chart. Thankfully, there's been some noteworthy mechanical and digital advancements in automated tank gauging (ATG) and fuel monitoring since the days of tank sticking.



But the data these next-level systems are able to gather and monitor is still disjointed and largely reactive, with each monitoring component its own little ecosystem; with no universal connectivity. The next evolutionary step of site monitoring is a system that can not only pull information from an ATG, but collate, centralise and interpret this data on a minute-by-minute basis; and intuitively recognise points of failure before an actual failure can occur.

These systems would also collate this breadth of operational data across compliance, alarms, wetstock and fuel inventory, and then proactively suggest ways it could be used. For example, to identify the best day or time to order more fuel, improve nozzle flow before customers complain, or be alerted to a fuel system component that may be close to breaking down or becoming out of compliance.

At a typical forecourt fueling site, there are three significant pressure points: fuel inventory, compliance and maintenance, which must be monitored constantly. Any slippage in performance in these areas will put the site at risk of incurring excessive downtime, operational disruptions, out-of-compliance fines or even, in the worst-case scenario, a complete site shutdown.

Pressure point No.1: Fuel inventory

A forecourt that consistently runs out of fuel won't be in business for very long. Given ever changing demand and supply conditions, site operators need to have complete visibility into the fuel level in every UST at all times of the day. Often, however, fuel retailers are at the mercy of their carriers, who will schedule deliveries to suit themselves, and not necessarily the site owner. Which is why 'stuffing the tank' or runouts are not uncommon.

Another piece of the inventory puzzle is fuel reconciliation. When a delivery occurs, the operator must be confident that the amount of fuel that finds its way into the UST is the amount that was actually ordered; since everyone wants to get what they pay for. Traditionally, the only way to confirm the delivery amount was by trusting a potential erroneous ATG reading and matching it against the BOL, or allowing a threshold of variance per delivery.

Pressure point No. 2: Compliance

Staying in compliance is both an imperative and a headache for retail fueling sites. Storing and tracking testing, permits, certifications and inspection information and staying up to date on any changes in requirements is time-consuming, but there are dire consequences if a site falls out of compliance.

To stay in compliance, site operators must identify the cause and effect when an out-of-compliance condition occurs. To do this, they must have an almost supernatural ability to find an issue before it becomes a problem. For example, when frequent outages occur, it often causes air to get into the fuel supply lines, which in effect will put the system out of compliance and create other maintenance costs.

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Continued from p13

Site operators typically farm out compliance testing and tracking to third-party vendors. While these companies do a yeoman's job, relying on third parties for compliance information moves site operators further away from having true visibility and control of their operations. This is especially tricky, given the burden of proof relies solely on the site operator when a regulator inspects.

Pressure point No. 3: Maintenance

Industry-wide labour shortages (including maintenance departments) continue to plague fuel retailers. So, when a line-leak alarm is sounded, how can the site operator know when, or even if, a service tech is available to come out and inspect it?

Additionally, by their very nature, maintenance routines can be inefficient. After a call is made to the service provider to schedule a site visit, the technician must travel to the location, troubleshoot and identify the best way to fix the problem, which can be problematic.

The most efficient and profitable retail fueling sites are those that create a symbiotic relationship between the fuel inventory, compliance and maintenance areas of their operations. This can only be possible, however, if these three departments have the right data and tools at their disposal to proactively determine an issue long before it affects the customer.

Bringing it all together: A unified view

The next evolution of fuel management solutions can collect, centralise and analyse fuel sites' data via a single access point, putting actionable operational insights at the fingertips of the user.

Utilising the power of artificial intelligence (AI) and advanced data analytics, these solutions enable operators to gain a full picture of real events and fuel losses on site that pose an efficiency, business or compliance risk. They then provide notifications and workflows to manage each issue to resolution.

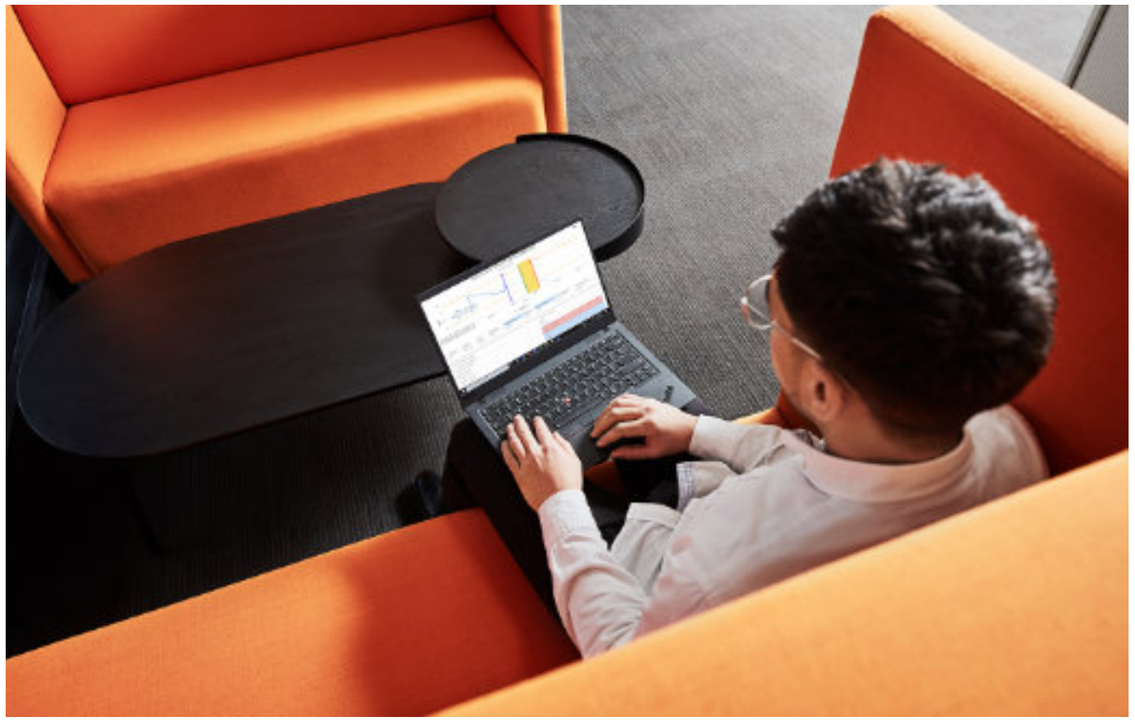
Instead of logging into multiple systems, the latest software solutions enable fuel managers to truly manage on a single platform. They are able to remotely diagnose key issues and automate traditionally repetitive tasks; such as staff entering daily variance totals on a spreadsheet, calling sites for inventory levels to order fuel, or running manual weekly reports to review ATG alarms.

Easy to connect and deploy, these tools perform two previously unattainable tasks when it comes to optimised fuel-site management: 1) It gives its users fingertip access to all key points of fuel inventory, compliance, alarm and wetstock data on one platform, and 2) It takes advantage of next-generation AI algorithms and machine learning to compile and analyse historical operational trends, in order to create a proactive system and workflows that alerts site operators to an issue before it becomes a costly problem.

So, while technology will undoubtedly continue to evolve, today's smart fuel retailers are shifting from a reactive to proactive mindset, armed with the tools to run a more efficient, compliant and profitable fueling operation.

About Leighton O'Brien

Leighton O'Brien is a leading global fuel-analytics technology provider that enables retail fuel networks to reduce environmental risk, prolong asset lifespan and optimise capital spend. Leighton O'Brien operates in 33 countries through direct operations and partnerships with 70+ licensed distributors. For more information visit **www.leightonobrien.com**.



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We all think we're in far more danger than we really are

According to a Harvard professor

For ten years he was right – probably!
Now he's wrong – probably!
And that could spell trouble for business.

Every generation thinks the young are out of control, crime is rising, and 'things were better when we were kids'. So what? Well – this stuff affects our mental health.

Steve Martin, mental health campaigner and boss of branding, sign maintenance, installation, and fuel dispenser spraying specialist Xmo Strata, explains.

In 2011, Harvard Professor Steven Pinker said most people believed life to be more dangerous than ever... but they were wrong, it was actually safer. Life expectancy was greater, healthcare widespread, famine and poverty lower than ever in history. There were laws, and law enforcement, and we were more likely to survive injury and serious illness.

He wasn't just talking about violence generally (though that was his major theme) he said, we think we're in more danger than we are.

It made sense.

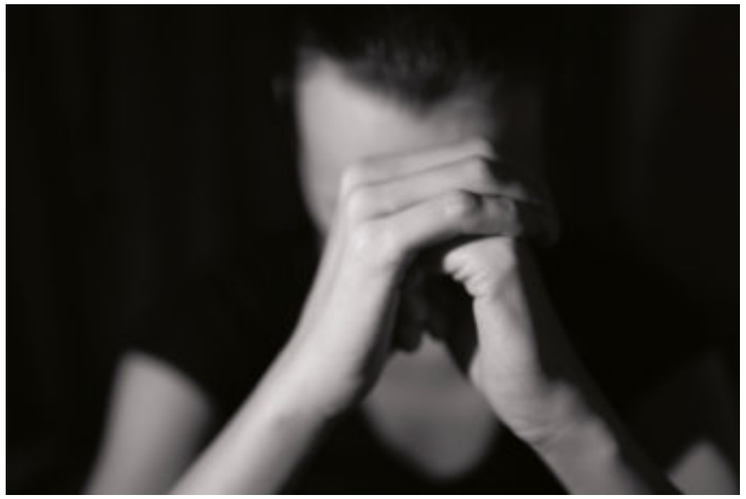
We're making progress

In our own industry, good health and safety practice was making progress. My first job involved chipping asbestos from submarines and ships, with virtually no protection (the employer knew the risks, but bunged us a few quid in 'hazard pay'). By 2011, bosses who did that would risk jail.

So, when I read Pinker's book (*The Better Angels of our nature: why violence has declined*) I 'got it'. In reality, his message reached few, and some of them didn't believe him.

Every day, the media published thousands of individual crime reports: shootings, stabbings, bombings, assault, and terrorism, which were all broadly true.

These things had always happened, but now they happened on TV, captured by smart phone video, CCTV, car videos, or satellite imagery. We knew it was happening, because we had the pictures.



There were no pictures of child rape in Victorian orphanages, or the brutal murder of teenaged slave prostitutes in Roman brothels.

"Show us the pictures or it didn't happen," we started to say.

Pre-20th Century, most available historical pictures were oil paintings, depicting religious scenes, or idyllic upper class lifestyles, from which the majority were excluded. If they'd portrayed the miserable, short lives of the working class, Pinker might have met less resistance.

When his book came out, we were well into our romance with social media, which was even less concerned with accuracy than the tabloid media. Social media warriors revelled in the attention they got from exaggerated, outrageous, sometimes bogus stories. Anyone who criticised or disagreed with them was a 'Libtard', or 'Right Wing Conspiracy Theorist', or whatever label fitted.

Controversy drew attention.

Happy days.

All of which convinced us that in our direct, personal experience, life was more dangerous than ever.

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So, we thought, Pinker was wrong.

He was right, of course.

But it's when he was right that counts. And he was right in 2011.

Which was, oh, about 175 years ago, before the pandemic, lockdowns, extreme and ultra-divisive politics and politicians, Putin's War and the threat of nuclear conflict, the rise of bizarre conspiracy theories, fuel and food shortages, a cost-of-living crisis, racial and religious bigotry and hatred, murdering police officers, mass population movements, and a refugee crisis in the heart of Europe.

We've always had these things, but not all at once.

And they've never been covered so extensively by a resource-rich media and an army of unregulated, unconstrained social media warriors.

Last year, The Lancet published a paper by Professor Majid Ezzati, of Imperial College, London. His credentials and academic laurels take up a lot of space; but trust me, he's a serious Dude.

The work was funded by The Wellcome Trust; The Medical Research Council; Health Data Research UK; the National Institute of Research; and, of course, Imperial College, London. Serious people.

It said that whilst life expectancy had fallen for the first time in 40 years due to Covid-19, it had already been falling in many communities in the UK and the US.

For decades.

Putin's invasion of Ukraine may add to that, and global conflict certainly seems more likely now, than in 2011.

We've had mental health crises before in history, although we didn't know it (we only recognised 'Shell Shock' in World War One). But mental illness isn't new (as some people like to think) it has been endemic through the ages (the evidence is there, if you know where to look). PTSD wasn't invented in 1982.

But now we have real-world crisis on a previously unknown scale; and we do, indeed, have the pictures; and believe me, we'll have the real-world mental illness to go with them; so we'd better be ready for that.

Treat mental health the same

Managers in most enlightened companies know that mental health should be treated like any other element of their health and safety and HR strategies. If you're amongst the dwindling number who doubt that, here's why you should rethink.

Suicide is the biggest killer of men aged 18-45. The suicide of a colleague has a devastating effect on departments, teams, and the people who interacted (even remotely) with the deceased person. Suicide in a small company can threaten the company's very existence.

Even mental health problems which don't result in suicide affect teamwork, morale, staff retention, absenteeism, presenteeism, diligence, health and safety, quality, returns and warranty claims, customer and supplier relationships, leadership, employment disputes and many other areas of a business.

Which means they also affect costs, and profitability.

We're going to be facing a bigger battle with mental health than anyone predicted a few short years ago. At the very least, we should be training Mental Health First Aiders, and putting in place the infrastructures that will allow them to do their jobs.

Pinker wasn't wrong - Then.

But maybe, now, we are in as much danger as we think we are.

A lot of people feel more frightened, uncertain, threatened, and insecure than they have for decades, and this time, business leaders will be at the forefront of the mental health fall out.

We've got enough problems in the business world, right now. Adding a lack of preparedness for a mental health crisis that is already under way, and that we know will get worse, shouldn't be one of them.

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Is your insurance policy up to scratch?

Ask yourself these questions

- **Are you covered for 'gradual pollution'?**
- **Who would pay for a clean-up in the event of contamination?**
- **How old are your tanks?**
- **How would the discovery of contamination affect the sale of your business?**

General liability

Should an environmental accident occur on your property, in the main it is unlikely that a General Liability policy would fully contribute to any on-site clean-up costs where the spill occurred. Furthermore, certain policies do not consider the soil/groundwater beneath a location to be classified as 'property' for the purposes of insurance cover.

So why is an 'Environmental' Insurance Policy good?

Essentially, an 'Environmental' Insurance Policy does not restrict cover to only 'Sudden and Unforeseen' releases but includes cover for *loss arising from gradual pollution* and also responds to changes in environmental legislation.

Action to clean-up pollution, required by a Regulator under environmental law, might not be covered by traditional insurances. A Regulator is not a Third Party, and therefore any remediation or clean-up imposed by the Environment Agency may not to be considered as Third Party Damage.

Do you know how old your tanks are?

Crucially with this type of enquiry, Insurers will need to know the age and specification of the fuel tanks. Generally, insurers tend to *decline to Insure Policyholders where tanks are over 25 years old.*

Beware gaps in your cover

This can happen!
www.gov.uk/government/news/tesco-hit-with-major-8million-fine-for-pollution-incident

The summary table below also highlights some of the possible gaps in standard Liability cover, highlighting why it is important to consider whether a business needs environmental Insurance. (Please however check with your current Brokers/Insurers for your definitive cover arrangements or refer to us for a **free policy healthcheck.**)

	Cover	Environmental Policy	General Liability	Property
1	Own site clean up	Yes	No	Debris removal but not pollution extraction / clean-up of soils
2	Off site clean up	Yes	Yes – but only to TP property from an S&A event	No
3	Biodiversity Damage	Yes	No	No
4	Loss caused by Gradual Pollution	Yes	No	No
5	Loss Mitigation	Yes	Unlikely	Unlikely
6	Restoration costs	Yes	No	Yes – but only cost of repairing damage to own buildings due to 'sudden' incident
7	Statutory Liability	Yes	No – possible Bartoline extension	No
8	Crisis Cost	Yes	Not for pollution	Not for pollution
9	Business Interruption	Yes	Not for pollution	Yes – but only resulting from a 'sudden' incident
10	Environmental Response Service	Yes	No	No

An Environmental Liability policy can include cover for:

- Loss arising from Gradual, as well as, Sudden and Accidental pollution conditions
- Own site clean-up costs
- Off site clean-up costs
- Third Party Bodily Injury on and off-site
- Third Party Property Damage on and off-site
- Biodiversity Damage
- Defence and assessment costs
- Emergency Response costs
- Mitigation expenses
- Environmental Crisis Containment

Optional Coverages are also available for:

- Business Interruption profit loss and/or extra expense
- Transportation (including loading and unloading)
- Covered Operations (contracted works conducted away from main premises)

Jackaman Ins Services Ltd have sought an Insurer partner to address the potential crisis in the event of a pollution/ contamination disaster. Should you wish to discuss your options, please call **01474 557427**.

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Is your insurance fit for purpose?

Whilst businesses buy insurance for a variety of reasons, a common outcome that policyholders want is to have what they believe is a valid claim settled quickly, and for their insurers to challenge what they believe are spurious or fraudulent claims.

To help achieve those aims, it's important to ensure that your insurance cover is fit for purpose, as well your own processes and procedures meet industry expectations. This isn't an exhaustive list, but it does cover many of the more common areas relevant to the industry; where coverage might be an issue, or explain why insurers are settling claims that you don't feel they should be.

Policy wordings and schedules

Check them!

Is business description vague or comprehensive? A vague description could lead to insurers being able to decline a claim if your activities are not accurately described; such as 'Fit Out Contractor' or 'General Builder'.

You should also get confirmation of what activities have been disclosed to your insurers. The increasing use of insurer portals for quotations means that the choice of trades offered might not quite cover what you do, especially if you're involved in installing, servicing or decommissioning fuel storage systems or high voltage electrics.

Public liability

Many policies with Public Liability cover contain a property being worked on exclusion, which means that there is no cover for any damage caused to the property that you are actually installing or servicing.

The wording of this exclusion is very wide in some policies. We've seen a claim, where an employee incorrectly fitted a pressure relief valve, which failed to operate correctly when the system was refilled, and the pressure distorted the tank. Insurers declined to indemnify their policyholder because the wording stated that damage to any part of the system being worked on is excluded.

The Pen policies we provide have no such exclusion.

You might well also have a condition or endorsement stating that to have cover for your bona fide sub-contractors' activities, they must have valid insurance to the same level as yours; so check theirs too! Or get your broker to do it – they should know what to look for.

Employer's liability

Do your insurers sometimes settle employers' liability claims a little too easily in your view?

When I have seen this, it's usually due to the insurers feeling that there isn't a robust enough defence to dispute the claimant's allegations (PPE not provided, no training, everyone else does it that way etc etc).

Being able to evidence the work you undertake to keep your employees safe, and that you reinforce these policy statements with real world recording and intervention, goes a long way to giving your Insurers the confidence to be able to refute allegations.

Some businesses are using pre-employment health screening to try to avoid being saddled with spurious claims for conditions that pre-date the employee's time with the company. Occupational health plans can also support employees' physical health as well as general well-being.

Property

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

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

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

Continued on p24

SPECIALISTS SINCE 1986

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

CONTACT US

01372 869 700
team@oamps.co.uk
www.oamps.co.uk

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Email: sales@wright-eng.co.uk Website: www.wright-eng.co.uk

Continued from p22

For example:
Contents worth £100,000 to replace are insured for £70,000 and you have £10,000 of equipment stolen. Insurers may apply average, and only offer £7,000, less any excess. You can specify you only want replacement values to your insurers; just make sure it's shown on the insurer's documents.

The cost of building materials has increased dramatically recently, and if you haven't had a reinstatement cost assessment on your buildings for a few years, you really should think about it.

Reinstatement costs will typically include:

- The main structure, inc. foundations
- Half of the cost of party walls/protecting adjoining structures
- The peripheral features that form part of the development
- The cost of demolition of the above
- The cost of debris removal
- The cost of professional fees

Professional indemnity

This form of cover is sometimes purchased because of contractual obligations; and even though you might sub-contract the design element out, you still have to pay for the cover.

Ensure proposal forms are properly completed. If you only have 10% of your turnover on Design & Construct contracts, then this needs to be conveyed to the underwriters, otherwise you run the risk of being charged an inflated premium that doesn't reflect your exposure levels.

Professional indemnity policies often also have onerous claims reporting clauses too, so make sure you don't fall foul of them by not reporting a possible claim as soon as you know about it.

Directors and officers

Whilst these policies are not designed to provide indemnity for pollution events, many policies have a complete pollution exclusion which means that the policy will not even cover the costs incurred defending the company directors against allegations that their negligence led to the pollution. It's not a common exposure, but one that could be costly if the Environment Agency believes there's a case for individual directors to answer.

Environmental impairment liability. Do you have an exposure?

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

Something to consider if you're working (or asked to work) on underground storage systems. Even one litre per day in the "wrong" location could lead to significant remediation costs.

Motor

Securing competitive rates from the insurance market means you need to tick all of the underwriter's boxes, which typically includes:

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

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

- Replacement vehicle hire
- Personal injury claims
- Vehicle repairs

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

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

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, trading as OAMPS Hazardous Industries, 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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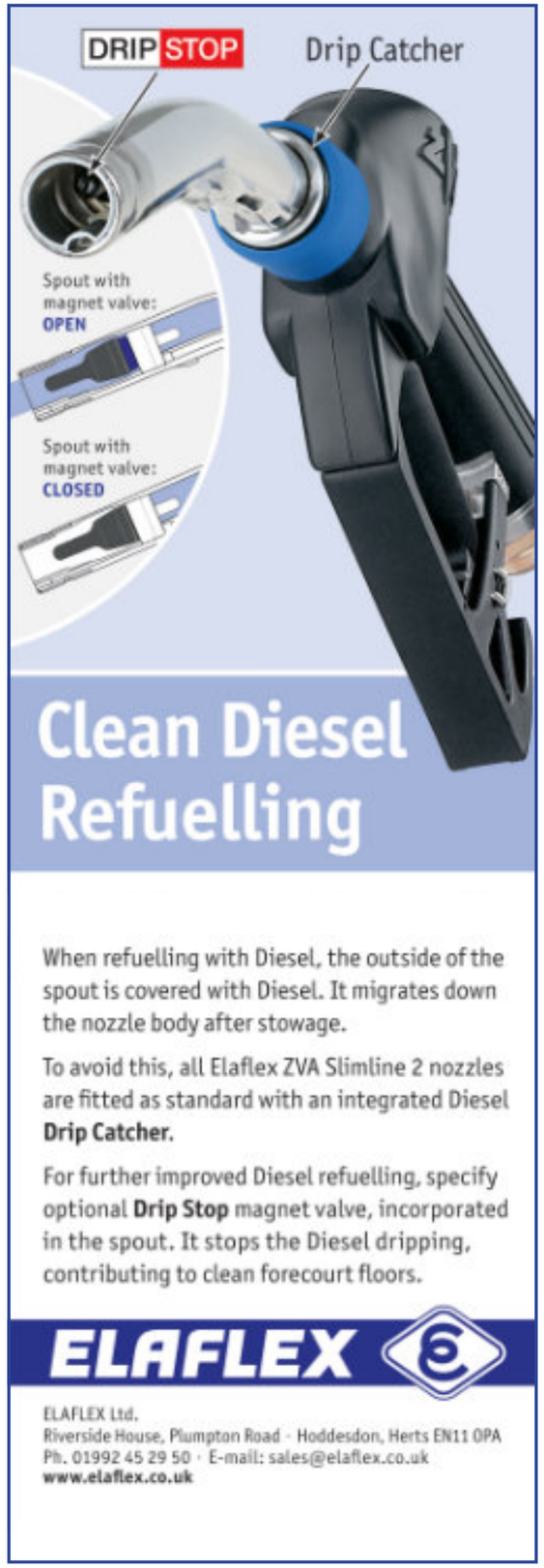


The Green Pages
NEW FUELS GUIDE
SUMMER 22 • ISSUE 10

ExxonMobil potential UK hydrogen hub

ExxonMobil is exploring a potential hydrogen hub at the company's Fawley refinery.

ExxonMobil has signed a memorandum of understanding with SGN and Macquarie's Green Investment Group (GIG) to explore the use of hydrogen and carbon capture to help reduce emissions in the Southampton industrial cluster.

Joe Blommaert, President of ExxonMobil's Low Carbon Solutions business said;

"We are pleased to be part of this collaboration, that includes a technical study to assess the potential for the Fawley facility to play a key role in both hydrogen production and carbon capture & storage solutions.

"With well-designed policy and regulations, hydrogen can help reduce the emissions of the Southampton industrial area."

They cited a feasibility study, showing annual hydrogen demand from the Southampton industrial cluster could rise to as much as 37 terawatt hours by 2050; including forecast heating demand from 800,000 homes in the south of England.

The study also estimated that carbon capture facilities could initially capture roughly 2 million tonnes per annum of CO2, including from initial hydrogen production of roughly 4.3TWh per annum. With the right government support, this could commence as early as 2030.

Edward Northam, Head of GIG Europe said;

"Hydrogen will play a vital role in decarbonising industrial clusters like Southampton, and so it is extremely positive that our recent exploratory study has concluded that this hydrogen project is both technologically and economically feasible.

"Getting the project to development will require close partnership with local industry. Which is why ExxonMobil, a potential cornerstone producer and user of hydrogen, joining our project is a significant step forward."

EV charging boost

New building regulations will create greater charging capacity

In the run-up to 2030, when the sale of new petrol and diesel cars will end in the UK, all new buildings, plus those undergoing major renovations, will be required to install electric vehicle charge points – possibly up to 145,000 extra charge points across England each year. This could prove to be a gamechanger in the shift to net zero transportation.

As well as new homes and non-residential buildings, any undergoing largescale renovations, leaving them with more than 10 parking spaces, will be required to install electric vehicle charge points.

Beresford, chief executive of the National Federation of Builders (NFB) said construction companies would have to foot the bill – while the electricity companies profited!

The NFB said that to achieve planning permission, constructors are required to fund substations so that electricity companies can provide enough load to both new and existing developments.

GRIDSERVE opens new Electric Forecourt® in Norwich

The first 'Compact' Electric Forecourt® opens as part of GRIDSERVE's £1 billion UK-wide investment into electric vehicle charging infrastructure.

The Norwich Electric Forecourt® is one of the most advanced electric vehicle charging facilities in the world.

This first of its kind EV experience facility, delivers the latest charging technology, supplied by 100% renewable energy, and helps to pave the way for mass EV adoption.

The new Electric Forecourt® is one of the most advanced EV charging facilities in the world, hosting 36 EV chargers, (including 22x high-power chargers with up to 350kW of power). These are the fastest chargers commercially available today, capable of adding up to 100 miles of range in only five minutes.

The Norwich site forms part of GRIDSERVE's £1 billion UK-wide investment being rolled out into its charging infrastructure network.

DOUBLING CAPACITY

This site more than doubles the number of high-powered chargers in the region, providing essential charging infrastructure that delivers drivers the confidence to go electric. Norwich and the wider East of England region currently have comparatively low EV charger coverage compared to other regions in the UK; hosting just 29 chargers per 100,000 people compared to the UK average of 42 per 100,000 people.

The immediate 10km radius area also has over 40,000 households with no access to off-street parking to accommodate home charging. The result is that currently EVs only account for 1% of cars on the road in the Norwich area. In addition to this, Norwich received government funding to assess the viability of a zero-emission zone in the city in a bid to cut air pollution from the city centre. If the plan goes ahead, all petrol and diesel vehicles could be banned from the city, making emission free electric vehicles essential.

IDEAL FOR BUSINESSES

The Norwich Electric Forecourt® also provides a great solution for drivers looking to switch to an EV who don't have the ability to charge at home, and for local businesses in the area looking to switch their fleets to electric.

GRIDSERVE Electric Forecourts® have also been demonstrated to increase electric vehicle uptake in surrounding areas. Since the company opened the world's first Electric Forecourt® in Braintree, Essex in 2020, the district has seen a significant uptake in EV registrations, growing by 82% – more than double the UK's average.

More than just great charging, Norwich Electric Forecourt® is an EV experience destination, where visitors without electric cars can find out more about them, and chat with impartial EV Gurus about charging or vehicle leasing options, whilst enjoying well-known brands including Costa Coffee, M&S Food, and WHSmith, along with super-fast WIFI and bookable meeting pods.

In the coming weeks, visitors will also be able to test drive the latest in electric cars from the biggest brands, all in one place thanks to GRIDSERVE Car Leasing. To celebrate the launch of Norwich Electric Forecourt®, GRIDSERVE is also now offering 1000 miles of free charging for every car they lease until the end of June (terms and conditions apply).6

Toddington Harper, CEO of GRIDSERVE said:

"This decade is crucial for climate action and it's vital that we deliver the solutions that will move the needle on climate change. The widespread transition to electric vehicles, powered by sustainable energy, is a key part of what's needed.

"Giving drivers the confidence to switch to an electric vehicle and enabling a widespread transition away from fossil fuel vehicles is a central aim of our Electric Forecourts®. That's why we have put the consumer at the heart of our design, with our Electric Forecourts® serving the needs of local communities in their transition to electric vehicles."

Tyseley ammonia to green hydrogen project

A consortium, led by Gemserv has secured around £6.7 million from the Department for Business, Energy and Industrial Strategy (BEIS) to deliver the Tyseley Ammonia to Green Hydrogen Project, through the Net Zero Innovation Portfolio Low Carbon Hydrogen Supply 2 Competition.

Tyseley Energy Park was the excellent venue for the PEIMF annual members' event in early March. We are delighted with their involvement with this project.

The project aims to design, build, commission, and operate the world's largest and most efficient ammonia to hydrogen conversion unit of its kind. The demonstration unit is based on innovative technology developed by H2SITE, and is located at Tyseley Energy Park, a strategic energy and resource hub in the West Midlands.

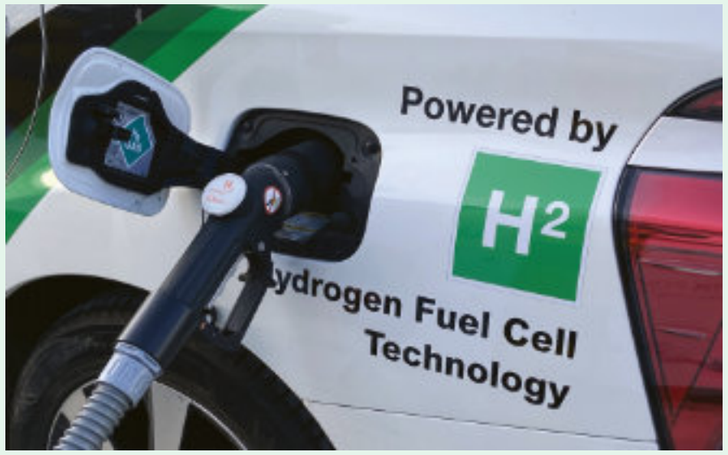
It forms part of the UK Government's commitment to enable 10GW of hydrogen production capacity by 2030, with projections indicating that hydrogen will form up to 35 per cent of UK final energy consumption by 2050. The ability to both effectively store large quantities of energy under a dispatchable form, and make use of cost-effective hydrogen generation located far from end users, will be key to delivering the security and flexibility required by the future energy system. However, at present, the economics and efficiency limitations of transporting hydrogen over long distances present barriers for widespread adoption.

The project aims to address these challenges by harnessing technology innovation and well-established ammonia supply chains, and in doing so position the UK at the forefront of an emerging global market. The demonstration unit will deliver 200kg/day of transport-grade hydrogen to an existing and co-located hydrogen refuelling station, equipped to service buses, goods vehicles and passenger cars.

The consortium estimates that over 97,000 jobs and £16bn GVA could be delivered in the UK through early investment in cracking technologies, enabling the use of ammonia as a hydrogen carrier. The consortium is actively pursuing opportunities for investment in order to roll out further sites in the UK.

Energy Minister, Greg Hands said:

"The UK is truly leading the world in hydrogen innovation thanks to the exciting efforts of companies such as those delivering the Tyseley Ammonia to Green Hydrogen project. The government support which they have received today will help to boost the development of hydrogen as the clean, affordable, homegrown superfuel of the future."



Alex Goody, Chief Executive Officer at Gemserv, said:

"We strive to be at the heart of the energy transition, supporting our partners to deliver the technologies and solutions required for Net Zero. Hydrogen is a key solution for decarbonising the energy sector and we are excited to be a part of this project which will help to deliver low cost, low carbon hydrogen for the future energy system."

David Horsfall, Director at Tyseley Energy Park said:

"We are delighted that our low and zero carbon refuelling station will be the base of a first-of-a-kind green ammonia to hydrogen facility. At Tyseley Energy Park (TEP) we are committed to working with partners, to find solutions that will underpin the transition to low or zero carbon future and this project will put Birmingham and the West Midlands at the forefront of the next green industrial revolution."

Martin Freer, Director of the University of Birmingham's Energy Institute said:

"Over the past five years we have been working with TEP to drive the decarbonisation of heat, transport, recycling and energy systems across the region and will ensure this project is linked into the many opportunities available at TEP."

Andrés Galnares, CEO of H2SITE:

"Ammonia is one of the most promising, fast growing, hydrogen carriers. H2SITE's integrated membrane reactor technology can convert it into H2 locally with highest efficiency in the market, reaching fuel cell purity without moving parts."

Graham, Divisional Managing Director for EQUANS UK & Ireland, said:

"This is a monumental step in the development of low cost green hydrogen transportation and the path towards a Green Industrial Revolution."

SUMMER 2022 • ISSUE 10 • THE GREEN PAGES - NEW FUELS GUIDE

Coalition for the decarbonisation of road transport

Launched by Green Finance Institute

The Coalition for the Decarbonisation of Road Transport has been launched by the Green Finance Institute. This will bring together global experts and leading figures from the finance, automotive, energy and infrastructure sectors to accelerate the transition to zero emission vehicles.

The Coalition's role is to unlock the level of private finance necessary for transport decarbonisation to happen at pace and at scale, whilst creating financing solutions required to support the transition to zero emission vehicles.

Analysis undertaken by the Green Finance Institute estimates that more than £150 billion of gross capital investment may be required to decarbonise the UK road transport sector between 2021 and 2030; a significant acceleration in the rate of investment into zero-carbon transport solutions.

FINANCE SOLUTIONS WILL INITIALLY COVER THREE AREAS:

Consumer finance and leasing
Financial innovation is needed to help consumers decide to choose electric vehicles. Key will be mechanisms to mitigate the upfront costs of EVs and accelerate the maturity of the used market.

EV charging infrastructure
The Institute estimates that over six million chargers are required, costing over £20 billion. Public and private sector collaboration will be needed to unlock the finance for a national charging infrastructure roll-out.

Commercialisation of battery technology
The UK urgently needs to scale up current levels of investment into battery manufacturing, to build a globally competitive battery sector. A capacity of up to 60 GWh P.a. may be needed by 2030, requiring at least three UK gigafactories and more than £5 billion in investment. Other issues include safe and sustainable battery disposal, and the creation of a sustainable supply chain.

Dr Rhian-Mari Thomas OBE,
Chief Executive of the Green Finance Institute, said;

"The Green Finance Institute has already demonstrated the impact of bringing together experts, to co-design innovative financial solutions and promote the enabling conditions needed to channel capital towards net zero goals.

"Identifying the most effective interventions and public investments in order to catalyse private sector finance requires thorough, detailed analysis as well as creativity and ingenuity. We're excited to be working with KPMG and our founding coalition members to tackle the challenge of financing the decarbonisation of road transport."

The CDRT brings together the public and private sectors, academia and non-profit organisations. Decarbonising transport is an essential part of the UK's plan to achieve net zero greenhouse gas emissions by 2050. The UK has committed to phase out the sale of new petrol and diesel cars and vans by 2030. Transport is the largest contributor to UK greenhouse gas emissions, responsible for 24% of total emissions in 2019.

UK Transport Minister,
Rachel Maclean, said;

"As we accelerate towards a net zero future, I'm delighted that government and industry are coming together to encourage more people to make the switch to zero-emission vehicles.

"From government-backed grants to electric vehicle charging infrastructure, we're offering £1.8 billion in support to help make EVs more affordable and to increase charging availability for those thinking about making an EV their next car. This will propel us further towards a green transport revolution as we build back better."

The UK Government is set to publish its Transport Decarbonisation Plan this Spring in the run up to the COP26 Climate Summit in Glasgow, and last year established the Zero Emission Vehicle Transition Council, bringing together ministers and governments representing some of the world's biggest car markets.

Smartflex and SuperSmartflex obtain EPD Environmental Certification

The commitment made by NUPI continues in determining the environmental performance of its products through the study of their life cycle (LCA).

In addition to the already existing EPDSs Environmental Product Declarations, available for the polypropylene and polyethylene ranges, today the company boasts the same certification for Smartflex/Supersmartflex, multilayer plastic piping system with electrofusion plastic fittings and mechanical fittings. The published EPDs have been drawn up in accordance with Standard UNI EN ISO 14025, following the rules of UNI EN 15804 + A1 for construction products, the regulation and PCR of the Italian Program operator, EPDItaly.

The contents of these EPDs are mainly aimed at industrial and commercial users of the product and allow to improve environmental communication between producers on the one hand (business to business), and distributors and consumers on the other (business to consumers). Having an EPD allows professionals to choose products that meet specific sustainability criteria, necessary for the design of buildings from a Smart and Green Building perspective.

EPD certified products are required by the main building certification systems such as LEED (American but also international), BREEAM (British but also international), HQE (French), DGNB (German) and ITACA (Italian) as well as in Italian legislative schemes (e.g. in sustainable public procurement, GPP).

These are voluntary product certifications, which further enhance NUPI pipe and fitting systems because they are produced according to the best standards of sustainability and responsibility.

SMARTFLEX/SUPERSMARTFLEX EPD

Smartflex/SuperSmartflex EPD is product-specific and discloses the environmental impacts of all process phases, from the extraction of raw materials to the end of life of the product itself, also analysing use, maintenance and installation, and including possible end-of-life reuse, recovery and recycling scenarios. It is in fact an EPD of the type "From the cradle to the grave".

RESULTS OBTAINED AND THEIR INTERPRETATION

The environmental impacts have been calculated on the basis of a specific functional unit that takes into account the actual application of the system.

The choice was a type of service station consisting of two product tanks and two fuel distribution islands. Smartflex and Supersmartflex double wall pipes were included for the creation of product distribution lines and single wall pipes for ventilation, vapour recovery and tank filling lines. A total of about 140 meters of underground pipes (diameters 50, 63 and 90 mm with a typical wall thickness according to class SDR 13.6) and Smartflex fittings (elbows, tees, bends, couplers, flanged and threaded joints) for underground and pressure distribution. The service life attributed to Smartflex/ Supersmartflex pipes was 30 years in accordance with EN14125 and UL 971 standards, i.e. equal to the average of a service station. Since the impact categories are multiple and wanting to focus on the most "known" in common jargon, or on Global Warming. GWP) or carbon footprint, we can say that Smartflex/Supersmartflex piping system produces much less kg of CO2 than a similar system of metal pipes.

GENERAL CONSIDERATIONS ON THE ENVIRONMENTAL PROFILE OF NUPI PIPES

NUPI piping systems are energy efficient, as the extrusion and molding processes are less energy-intensive than those of metal materials. They allow to reduce the environmental impacts due to transport, thanks to the lightness of the plastic material. They eliminate the impacts relating to the use and maintenance phases; in fact, plastic pipes were considered to have zero impact due to their durability characteristics (equal to 50 years for the pipes for the distribution of hot and cold water inside the buildings, 100 years for the underground polyethylene pipes for the distribution of water, gas and industrial fluids and 30 years for underground plastic multilayer pipes for service stations). Strong, durable, lightweight and flexible, these piping systems require significantly less energy to manufacture, transport and install than metal alternatives (copper, steel) and, with superior corrosion and abrasion resistance, also ensure excellent hygiene of the transported drinking water or excellent quality of transported fluid.

NUPI EPDs are available both on NUPI website and on EPDItaly website that has published them within its environmental product certification program.

www.nupiindustrieitaline.com

Aberdeen City Council and bp to develop hydrogen hub

Bp are to design, build and operate a hub incorporating solar power, green hydrogen production and a refuelling facility for transport.

An initial three million pound investment will fund design work, to target production from 2024. This joint venture will also support supply chain development, hydrogen skills and training.

The Aberdeen Hydrogen Hub is to be developed in three phases, in response to growing demands for hydrogen.

Phase one involves delivery of a green hydrogen production and transport refuelling facility powered by a solar farm, is targeting production from 2024. This should deliver over 800 kilograms of green hydrogen per day; enough to fuel 25 buses and a similar number of other fleet vehicles.

The joint venture, named bp Aberdeen Hydrogen Energy Ltd, has committed three million pounds for initial design work; with a final investment decision for the phase one facility build expected in early 2023.

Future phases could see production scaled up through further investment, to supply larger volumes of green hydrogen for rail, freight and marine, as well as for heat and potential export. This expansion would be enabled by the expected increased availability of local renewable energy sources, including developments that emerge from the ScotWind offshore wind leasing round.

The Hub programme will support Aberdeen City Council's ambitions to build inclusive growth; through supporting hydrogen supply chain development, skills and training, and wider community benefits.

A study commissioned by Aberdeen City Council, on the growth in demand for hydrogen power, estimates that if the hydrogen hub enables the export of renewable hydrogen, then up to 700 skilled jobs could be created in the hydrogen industry by 2030.

Partnering with cities and corporations, as they shape their paths to net zero, is a core part of bp's strategy. They expect to partner with 10-15 cities globally by 2030, and aim to capture 10% of the low carbon hydrogen market in key geographies by 2030.

Louise Kingham CBE, bp's UK head of country and senior vice president for Europe, said:

"bp is investing across all the energy transition growth areas in the UK. In fact, we have committed to spend £2 in the UK for every £1 generated here out to the middle of this decade. This announcement is evidence of that commitment in action and is supported by other ambitious plans to produce clean energy from UK offshore wind, develop carbon capture in Teesside and grow the country's electric vehicle charging network.

"With these new business opportunities underpinned by our long-standing position in North Sea oil and gas, we are showing what an integrated energy company can do. All of this couldn't be possible without the skills and experience of a talented workforce and supply chain, eager to help make the UK's net zero ambitions a reality."

Aberdeen City Council's Convenor for City Growth and Resources Councillor Ryan Houghton added:

"Aberdeen City Council has spent £7million to date to deliver a hydrogen programme that in turn has seen us lever in £35m additional investment from external partners. That sends a positive signal to investors that we are delivering our ambition, and a feature of our success is how industry has responded to the opportunity we have created.

"This joint venture with bp provides the city with the expertise to grow a supply chain, develop new skills and jobs and I believe this model will be an exemplar for how councils implement plans to reach net zero."

Dr Oliver Taylor, incoming chief exec for bp Aberdeen Hydrogen Energy Ltd, said:

"We've long held the view that the energy and mobility assets that cities control can drive change, so we're delighted to be announcing this public-private joint venture. But we also believe that working with and within cities is key to achieving decarbonisation at scale.

Aberdeen City Council embarked on its hydrogen journey more than 10 years ago. It has already demonstrated how demand can be created within cities, using the zero-emission fuel to power a fleet of 25 buses, 60 public sector vehicles and waste trucks. More than two million passengers have travelled on the city's hydrogen buses, and CO2 savings to date are in excess of 100 tonnes over the past six years."

Commercial vehicles reach record share of vehicles on road

Vans, trucks, buses and coaches have reached their highest-ever proportion of vehicles on the road, with commercial vehicles accounting for more than one in eight vehicles in service.

This sector see increased vehicle numbers during 2021 as buses grow for first time since 2011.

Electric vehicle use reaches record high, but accounts for just one in 180 vans and one in 2,000.

The number of commercial vehicles on Britain's roads has reached the highest level in history, according to the latest annual Motorparc data, published by the Society of Motor Manufacturers and Traders (SMMT). Some 5,483,319 vans, trucks, buses and coaches were recorded in operation at the end of 2021, a 4.1% increase on the previous year.

Working vehicles now comprise 13.5% of the national fleet of over 40.5 million vehicles, following a bumper year for van registrations and a return to growth for trucks and buses.

Vans remain the most popular class of commercial vehicle in operation, comprising 4,804,833 units, up 4.3% from 2020. The segment has enjoyed continuous growth since 2010 but renewal has slowed. The average van on UK roads is now a record 8.7 years old, although there are significant regional variations.

The youngest vans can be found in the North East, averaging just over 7 years old, while Wales is home to the oldest, with the average van dating back to 2011. While these vehicles are essential for keeping Britain's economy on the move, renewing them with the latest low and zero emission models will be crucial if we are to deliver the country's green goals.

HGV numbers returned to growth after last year's fall, increasing 2.5% to 604,035. This was driven by significant growth in new registrations (up by 12.9%), but also retention of units already in service. However, the parc is still -0.7% off its 2019 peak.

Bus numbers had been in decline since 2012, including a sharp fall in 2020, which saw around one in 10 taken off the road as ridership was impacted by the pandemic. While there was marginal growth (1.1%) for the first time in a decade in 2021, the bus parc remains 9.7% below its pre-pandemic level.

Zero emission vehicle uptake is also increasing, although overall use remains at low levels. Some 26,990 plug-in vans are now in operation, equivalent to around one in 180, compared with around one in 50 in the car sector. With both vehicle classes facing the same end of sale date for non-zero emission models in 2035, there is an urgent need for a 'van plan' of infrastructure and incentives to match the commitments already made by the automotive industry. Commitments that have led to a plug-in option being available for a third of new models.

Buses are further ahead on their electrification journey, with battery electric units comprising 1.3% of all those in use. However, increasing this number and ensuring more equitable distribution across the country requires immediate investment in charging and refuelling infrastructure, and the quicker release of funding from policies in the Bus Back Better Strategy.

Truck electrification is also emerging, with 313 units in operation – less than 0.1% of the total fleet – with the recently announced government demonstration programme of zero-emission truck use having the potential to give operators greater confidence to invest in the latest technology. At present, some 98.8% of trucks are registered as running on diesel, although a proportion of these vehicles may be using alternative lower-emission drop-in fuels.

www.smmt.co.uk

Courtesy of SMMT

Oldest cars on the road – ever!

Vehicle numbers on UK roads fell to 40,350,714 in 2020, according to Motorparc data from the Society of Motor Manufacturers and Traders (SMMT), the first time the total number has fallen since the global financial crisis of 2009.

As the pandemic stifled new vehicle uptake, the average age of cars on UK roads is now the highest on record at 8.4 years. Van uptake, however, has grown to the highest level in history, accounting for 11.4% of all vehicles on the road.

The latest parc data illustrates that, for the second consecutive year, there were more than 35 million cars registered on UK roads (35,082,800), although that figure represents a small 0.2% dip as Covid impacted new volumes entering the market.

Light commercial vehicles (LCVs), the only vehicle type to see an increase, saw 1.7% growth over the past year, up to a new record high of 4,604,861 vehicles. Many of these have been instrumental in supporting the nation during the pandemic, providing support to the NHS, and delivering food and goods across Britain.

FEWER NEW CARS

With showrooms closed for large periods of 2020 due to lockdowns, fewer new cars were registered, resulting in the oldest average car fleet since records began. The average car on UK roads was built in 2011, while almost 10 million cars have been in service since 2008 or earlier. While this is testament to the durability and quality of modern vehicles, an ageing fleet risks stalling the UK's attempts to reduce emissions.

A new car from 2020 emits, on average, 112.8g/km of CO2, which is 18.3% better than a model registered in 2011. Fleet renewal is essential if the UK is to reach its net zero target, with both conventional and alternatively fuelled vehicles having a significant role to play in the transition.

As part of the journey towards zero emission motoring, the number of battery electric vehicles (BEVs) on UK roads increased by 114.3% to a record high of 199,085, while plug-in hybrid vehicles (PHEVs) also saw their numbers increase by 35.2% to 239,510. However, combined, they represented just 1.3% of all cars on our roads – emphasising the importance of replacing older vehicles with newer, cleaner ones.

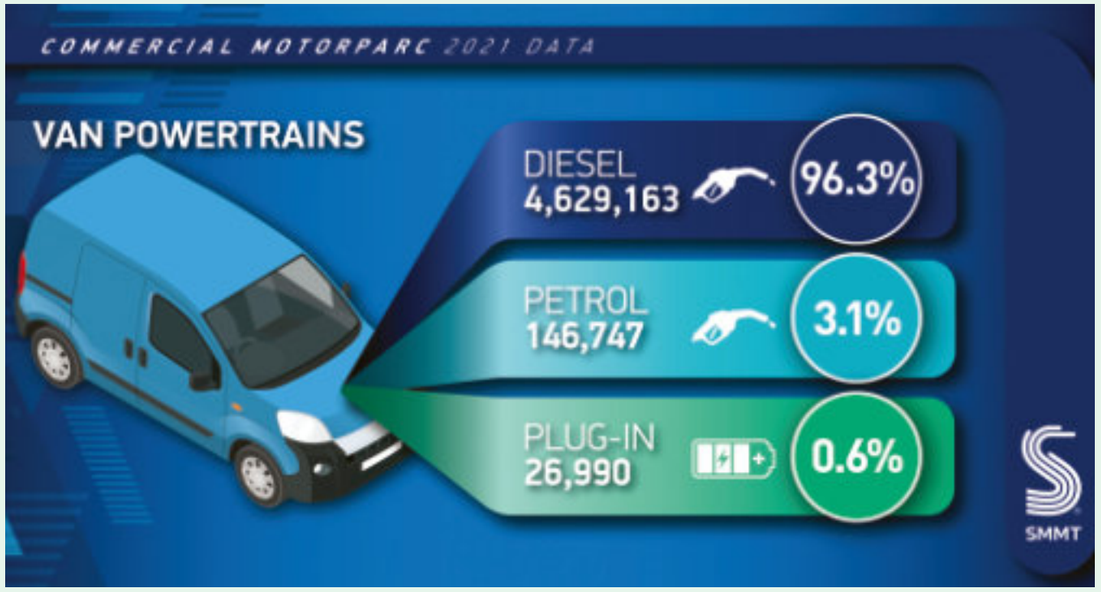
Hybrid electric vehicles (HEVs) saw their numbers grow by a fifth to 621,622 cars. Petrol car volumes remained stable, down 0.2%, with diesel falling 2.3%.

Combined, internal combustion engine (ICE) models accounted for 97.1% of the total parc – or 34,018,599 units.

Mike Hawes, SMMT Chief Executive, said:

"With the pandemic putting the brakes on new vehicle uptake in 2020, the average car on our roads is now the oldest since records began some 20 years ago, as drivers held on to their existing vehicles for longer. The technology is changing, however, albeit slowly.

Despite massive growth last year, just one in 80 vehicles is a plug-in electric car; while nearly 10 million petrol and diesel cars dating back to before 2008 remain on our roads. Encouraging drivers to upgrade to the newest, cleanest lowest emission cars, regardless of fuel source, is essential for the UK to meet its ambitious climate change targets."



Courtesy of SMMT

Digitally transforming the forecourt

The forecourt has been slow to digitally transform, but the work is essential. Here's how smaller retailers can go about it.

Eva Jones, Head of Product Development and Innovation at Suresite.

When it comes to digital transformation, forecourt retail might be a little behind other retail sectors, which have by and large embraced new consumer trends. Independent and smaller forecourt retailers face their own set of unique challenges in this transformation journey, meaning that some have been slower to adopt than the larger forecourt brands - who are already leading the way in several areas.

But change happens, whether you're on board or not. In order to keep pace with the competition and to meet customers' expectations (which have rocketed in the wake of the pandemic) digital transformation of smaller and mid-size forecourt retail businesses is essential.

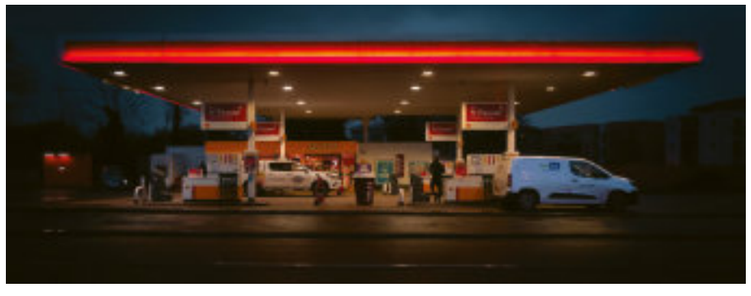
The key challenge is in weighing up the cost of digital transformation versus the business value and gain. In 2021, independent forecourt retailers invested, on average, £16,000 into each of their stores. Whilst a substantial investment, the amount is a drop on the preceding year, when retailers spent an average of £24,000 per store. The impact of a global pandemic, ongoing staffing problems and rising costs have taken their toll on all UK businesses; and a careful and even conservative approach to investment and innovation is an understandable response to such uncertain times.

So how can small and medium sized forecourt businesses approach digital transformation in 2022? Where should they start, and how can investing in innovation be made more accessible to independent brands?

Know your customer

Retailers have access to vast amounts of data, but don't always put it to good use. To kick off their digital transformation, forecourts should focus on extracting value from the data they already have, in order to understand who their customers are and what they need. Data from POS, customer card payments and wetstock management solutions are all little pots of gold; and can be made to work even harder for forecourt businesses.

If just starting out on the digital transformation journey, then retailers should begin with the most accessible data available; from point of sale and payments. POS data is collected every time a transaction happens, and doesn't specifically require the most sophisticated system either. In-store transactions create data points about customers, such as their buying habits. Just by analysing these datasets, a retailer can start to see patterns and trends in shopper behaviour or the peak trading hours for their store. They can also compare fuel and shop purchases, identify basket spend and size, and even determine which products are most often bought together and create promotions based around this information, in order to drive further sales.



Forecourts can also use data for stock management, ensuring that the right amount of product is bought at the right time in a bid to reduce waste. Data can also support retailers in identifying where a promotion is needed to effect faster sales of a particular product that is taking up space in a stock room. Knowing a forecourt's busiest and quietest times can also help manage resources and drive operational efficiency, whilst still delivering on customer experience.

Going digital-first with loyalty

When paying for fuel and other goods at one of the big brand forecourts, customers are often asked for their loyalty card, increasingly in a digital format, at checkout. We see this a little less in the independent forecourt space, which can be a limiting factor in driving loyalty to the brand. Investment in a digital loyalty programme can be costly to smaller businesses too.

Continued on p30

Continued from p28

But loyalty programmes have much to offer SMEs, and one option may be to partner with a well-known, credible loyalty partner that requires less investment, but can still yield a financial benefit. One example in this space is the collaboration between BP and Nectar. Rewarding loyalty has become a baseline expectation from customers, and can be the difference between growth and decline of a business. A customer is far more likely to spend their money somewhere they feel they "get something for nothing", versus a retailer where they hand over their money with no additional reward.

Technology such as QR codes - an incredibly accessible and affordable way to introduce new digital processes - can also be an effective way to encourage customers to sign up for loyalty programmes.

When paired with data, customer loyalty schemes become an even more powerful business tool. For smaller and independent forecourt retailers, investing in a partner to understand the insight that data brings can be paramount. The obvious advantage of loyalty data is that it gives a retailer the ability to target customers directly with promotions that will be of particular interest to particular audiences - based on the previous buying behaviour. The big brands are already doing well in this area. The digital-first rewards programme Shell Go+ reached 1 million registered customers a year after its launch.

Data is only useful however, if it is 'good' data, showing one version of the truth. Retailers can find themselves inundated with data from various sources. This then needs to be integrated to show a 360 degree, single view of customers and their buying patterns. Data needs to be credible, reliable, accurate and automated for easy interpretation of analysis and insights.

Introducing rapid delivery services and omnichannel models

Digital transformation of the forecourt is essential, simply for the reason that customers want and demand choice.

Tight fuel margins also mean that smaller forecourt businesses must turn to additional sources of revenue. In the wake of the pandemic, we have seen a significant rise in forecourts offering home delivery and click and collect services, particularly as the trend for non-fuel retail (NFR) and e-commerce continues to grow. Many sites have also become important retail hubs for local communities.

One in three shoppers in the UK have used a rapid delivery service; with UK examples including Appy Shop and Snappy Shopper. An omnichannel shopping experience has become a requirement for survival, enabling customers to choose how they shop and receive their goods, whether in person, online, or via a third party service. With omnichannel shopping, consumers can get their groceries without having to drive to a store or queue to pay.

Sales channels should not be thought of separately either. For example, a loyalty programme's offers should be available both in-store and online or on mobile, and customers should be rewarded wherever they shop. Data should be shared across the omnichannel model too. Knowing a customers' shopping habits via grocery delivery services can also inform in-store retail offers and promotions.

Online grocery shopping is at a tipping point; and whilst it might feel like the domain of the larger players, there is plenty of room for independent forecourts to enter this space too. Partnering with a delivery service such as those listed above is a great way for smaller forecourt retail businesses to drive additional value for independent forecourt retailers.

Insight and understanding

Digital transformation might seem like an overwhelming task for those smaller retailers who are limited by the investment available and the expertise at hand. But change needn't be immediate, nor exceptionally costly. Data insight is of critical importance; and the very best place for forecourt retailers to start their transformation journey. The most cost-effective option is to capitalise on the free data which retailers already have access to, such as POS, card payments and wetstock data. By taking the time to understand and anticipate customer needs, retailers can revolutionise their entire forecourt offer for the new era of fuel retail.

www.suresite.co.uk

Reputation saving cross-fill prevention system wins the day for Malta-based fuel distribution leaders, Enemed

Global supplier of systems and solutions for safe and efficient fuel distribution, Secu-Tech, has successfully completed the installation of its cross-fill prevention system with Enemed, Malta's leading fuel distribution company.

Working with PEIMF member STA Technical as its exclusive distribution partner here in the UK, Dagmar Hoeckner-Schallmeiner, managing director of Austrian-based Secu-Tech shares details of the transformative Maltese project.

With the contract started in March 2020 at the start of the Covid pandemic, and completed last June, Secu-Tech's award-winning Multi-Tank cross-fill prevention technology has been installed across Enemed's tanker fleet and forecourt portfolio.

Dagmar explains;

"Enemed is Malta's leading fuel distributor, a wholly owned subsidiary of the Maltese state owned Petromal Company Ltd. Having met us at an industry exhibition in Poland in 2019, they quickly committed to install our SECU MultiTank system across their network of 70 fuel forecourts and on 12 of their tankers."

Operating a fuel distribution terminal delivering automotive fuels to petrol stations across the Mediterranean island, Enemed road tankers are loaded with different types of products for each trip. In spite of the trucks being equipped with visual aids to indicate which product had been loaded in each compartment, mistakes were unfortunately being made during the discharge operations, resulting in petrol station fuel chambers being cross-contaminated.

Ing Philip Borg, chief officer operations at Enemed says;

"In view of the recurrence of these incidents, we went in search of a technical solution. Whilst all the systems we considered could prevent the discharge of gasoline into diesel tanks and vice versa, all the systems except SECU MultiTank, depended on the density of the fuel for identification, meaning it could not prevent the discharge of different grades of the same type of fuel from being contaminated, i.e. normal RON95 gasoline could be discharged into a storage tank of high-octane gasoline.

"The SECU MultiTank system, however, uses a digital means of identification of the fuel type and so no two products, irrespective of how similar their physical characteristics, can be blended with each other. This was the game-changing benefit that prompted our decision to install the SECU MultiTank system."

Whilst cross-fill prevention isn't a legal mandate, the majority of incidents happen due to human error. Philip Borg explains;

"When a cross-fill happens it then becomes a major problem. The fuel mixture has to be pumped out of the tank and replaced with fresh fuel. Dealing with the fuel mixture is also an issue as it has to be blended, downgraded or disposed of. If no one was aware of the cross-fill after delivery, the fuel would then be dispensed to vehicles and the situation becomes much worse, as vehicle owners then need to be compensated for any repairs.

"Recovery incidents cost us around €500 in man-hours. Other expenses are more difficult to cost and vary from one incident to another depending on how many motorists, if any, are involved. The other issue to factor in is reputational damage, which is potentially the most harmful, and cannot be costed."

With the installation of SECU MultiTank system across most of Enemed's Maltese network now complete, the fuel company is reaping the numerous benefits of the innovative technology.

Some small stations with direct drop fill system could not accommodate the equipment on the tank fill line as this rises above the ground level. Dagmar continues;

"Our system also records any unauthorised opening of the valves before unloading, records data such as when the truck was loaded, the route taken and the times of these activities.

Installation of Secu-Tech's system on road tankers and the forecourts' storage tanks was quite a straightforward operation. An installer from Secu-Tech's head office in Austria visited Malta to undertake the first truck installation, with the rest of the project undertaken by Enemed's staff. Philip Borg continues;

"It's also really important to mention that the support of Secu-Tech was of the highest level, prompt and continuous. The installation of the first trucks and petrol stations were monitored on site by one of their technicians, enabling any early day snags to be easily and efficiently ironed out. Back-end support is also of the highest level."

Looking at the advantages the system provides, Philip says;

"Completely eliminating the waste of time cross fill incidents take to deal with, we are delighted to report there's been no contaminated product to recover since the system's installation, which also means our reputation stays intact. And our truck drivers are saying they now feel more comfortable when delivering the fuel because they know that the chance of making a mistake is mitigated before they start discharging."

Secu-Tech's managing director, Dagmar Hoeckner-Schallmeiner, concludes;

"It's great to know that Enemed is now benefiting from the peace of mind and potential cost-savings our cross-fill prevention system provides. With other major SECU MultiTank projects having been recently completed for OMV in Romania, Bulgaria, and Serbia, Warren Peters at STA Technical is able to assist with any enquiries from companies here in the UK looking to learn more about our innovative technology."

For further information contact Warren Peters at info@statechnical.com or visit www.statechnical.com

For full details of Secu-Tech's range of products visit: www.secu-tech.at

Rising through the ranks

Ancorra Environmental are specialists in their field and have and a fantastic record of development from within.

M.D Trevor Evans celebrates 50 years in the environmental sector this year; a Golden anniversary and a terrific achievement of a lifetime's dedication. We were fascinated to find out about a valuable lesson learnt early on, which has proved to be not only one of the major secrets of his success, but also the reason why he won't take full credit for his triumph. Trevor says...

Trevor Evans, Managing Director

The first time I set up in business my wife was pregnant with our second child – so not ideal timing, but I was so fed up feeling undervalued, treated poorly in my job, that I couldn't stand it any longer. Whilst very stressful at the time, that experience was a defining moment, not just in giving me the push to set up myself, but also in determining the type of employer I wanted to be.

Respect every individual

Having employed people for over 40 years, I have always respected every individual working with us. I want to know them by face and name, although that got difficult with 120 people! I want them to feel they can pick up the phone or come and talk to me.

We spend a large portion of our waking hours at work, so it's important to build a team that feels valued and happy in their jobs. We all have our own merit to the business and everyone's contribution is important. I may have amassed a lot of experience, but it is a long time since I climbed into a tank. So it's important that the people doing that job today have a contribution to the development of our practices and working methods.

I also look for the potential in people rather than placing too much importance on their CV. I left school before my exams to pursue a career in professional football, but when this was cut short by injury I had to re-enter the world of work with no qualifications beyond my eleven plus. There are many reasons why the brightest sparks may emerge from school without any certificates. In 1998 I took on a tanker driver, a hard-working family man whose undiagnosed dyslexia had hindered his education. Twenty three years later that tanker driver, Steve Davies, is now my business partner and the best Commercial Director I have seen in all my time in the industry.

Steve Davies, Commercial Director

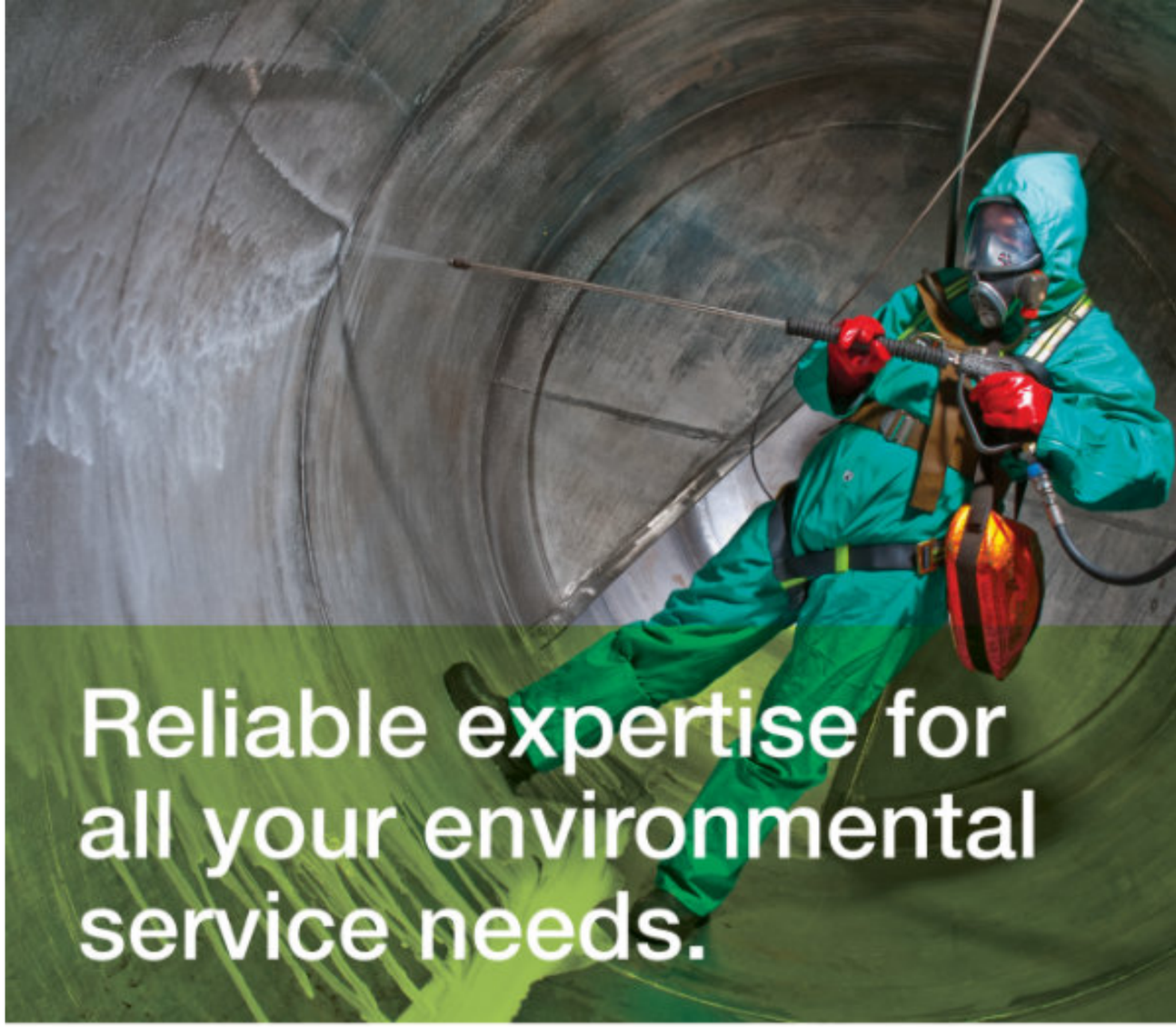
This isn't a one-off either. Tony Mitchell has just, most deservedly, been made Logistics Director, having originally been employed as a tanker driver fifteen years ago, and there's been similar progression for a number of the other Directors too. It's natural that people will want to undergo personal development and progress in their careers and if you don't provide the opportunity, they will swiftly become an asset for someone else. It's been great to establish long term working and personal relationships with them, whilst watching them grow in to highly competent and successful professionals.

Support at grass roots

We share this approach with the grass roots level of Ancorra too. Our programme of advancement, whereby an individual can join as an unskilled operator and then, through extensive internal and external training, plus on job experience, can progress through HGV licences and on to management. As a result of this approach we have a high retention rate of very experienced and skilled personnel, plus the personal pride that we are providing opportunities to our valued staff. This impacts positively in their personal lives and we all know that a happy and fulfilled work force benefits the business too.

When I look back over my 50 year career it is the people I remember most. We are there to get the best job done, but the working day is a lot more productive and pleasant if we have good working relationships with those around us. Jobs get completed and the fleet is replaced, but it is the team we build around us that is the most enduring. It's our individuals who are worth investing in for long term success.

ww.ancorraenvironmental.co.uk



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For more information about Ancorra Environmental Services

ancorra environmental services

ancorraenvironmental.co.uk 0151 546 3012

AdBlue: A global challenge

Robin Futcher is MD of Commercial Fuel Solutions and represents the PEIMF in a number of technical areas. He has unrivalled knowledge of AdBlue production and supply, and shares this fascinating insite into a global challenge.

The past few years have been challenging for both the transport and refuelling industries.

Most recently, the Ukraine conflict has caused repercussions throughout the world, leading to unprecedented cost increases, supply disruption and product shortages.

This all came at a time when the UK's transport network was still suffering from driver shortages, the aftermath of the Covid-19 pandemic and, most recently, the impact of the red diesel reform. It's not been easy by any stretch of the imagination.

Another topic that impacts the cost of operating HGV's is one which also continues to make headlines, but might at first may not be one which is immediately associated to transport. I am referring to the increasing, unstable and rising cost of natural gas.

You may ask yourself, how does the cost of gas impact the cost of transport? Quite simply it's due to your AdBlue consumption. Whilst many of you probably use AdBlue in your network, you may not be aware of how it is produced, and the processes involved before the product makes its way into your storage tanks.

For those of you without any chemistry experience, it might not be obvious. AdBlue itself is perceived as an environmentally friendly solution, and when produced in the way that our AdBlue is, it is exactly that. However, not all AdBlue is created equally, and these differences are explained in detail below.

Not all AdBlue is created equally!

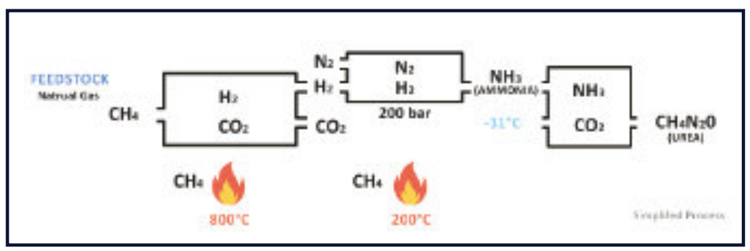
Firstly, please remember that AdBlue is a high purity solution, and in order for it to remain effective, it must also be produced from high purity components and protected from contaminants, which would otherwise poison your vehicle's catalyst.

To manufacture AdBlue, you need a few simple ingredients; Methane (Natural Gas), Nitrogen, Oxygen and high purity de-ionised water.

Natural Gas (Methane, CH4) is used as both a feedstock and as a catalyst for production. And this is the reason why the cost of AdBlue has been so heavily impacted by the recent rising gas prices.

Initially, the Methane feedstock undergoes a process which, for those of you familiar with Hydrogen production, is knows as Steam Methane Reforming (SMR). This is a process where the Methane gas itself is heated in a vessel to an extreme temperature, typically 700-1000°C. This causes the 4 Hydrogen atoms in each Methane molecule to separate from the single Carbon atom, which otherwise bonds them together.

During this process, separated Carbon is held for onward use later on in the process. This is an important part of the procedure, which differentiates the way our AdBlue is produced to others. There is very little waste in our process, other than that which is associated to the combustion of gas needed to generate heat to produce the product; whereas other sources of Hydrogen may allow this carbon by-product to either escape, or require for it to be stored and transported for onward processing elsewhere.



Ammonia production

After gas reformation, the Hydrogen (H2) molecules then move swiftly on to the next stage of production, which is to make Ammonia (NH3). Ammonia is typically produced using a method called the Haber-Bosch Process, where pressure and heat are applied to bond Nitrogen (N2) molecules with the Hydrogen molecules to make Ammonia (NH3).

Then the Carbon atoms, which are a by-product of the SMR process, combine with Oxygen to formulate Carbon Dioxide (CO2). This Carbon dioxide is then recombined with the Ammonia to make Urea (CH4N2O), which is the base product for making AdBlue. This all takes place in the same factory, on the same production lines, minimising the risk of external contaminants and adventitious influences.

So what makes our AdBlue so different to our competitors'?

Firstly, as our AdBlue is made entirely from raw materials in a single factory, all the way down to the aqueous product, and is done so by using a chain of in-house processes, not only does this reduce the risk of impurities entering the system - but it is also the most energy efficient way to produce AdBlue.

Almost every single other brand of competing AdBlue available in the UK is made from blended Urea Prill, which has been produced either in the Baltic States or, in some instances, imported from the far east. Blending AdBlue from Urea Prill is both energy intensive and creates more waste product than the AdBlue produced in our European factories.

How is it more energy intensive?

Quite simply; before blending, the Urea Prill needs to be kept dry throughout both the storage and transport processes, as it rapidly depreciates in quality if it is not maintained in a dry, warm environment. Then once shipped in, usually in containers, the product has to be blended here in the UK using water, which also has to be treated as it is often too 'hard' containing high levels of calcium carbonate.

These additional, convoluted, processes differ greatly from our AdBlue, which is made at a single location and then shipped directly into the UK; straight to your tank from terminals at the dock.

Commercial FUEL SOLUTIONS

With 15 million litres of storage at the terminals, no excess energy, additional processes, or further transport is needed for us to be able to deliver AdBlue directly into your bulk storage tank.

Conclusion

So in conclusion, not all AdBlue is created equally. Tested, validated and certified at every step throughout our production and supply network, our product is more energy efficient, requires less transport and is less susceptible to external influences, which is why we are able to guarantee our product quality and can ensure unrivalled availability throughout the UK.

www.commercialfuelsolutions.co.uk

AdBlue®: a vital contributor to reducing vehicle emissions

With the advance in natural gas, hydrogen and electric vehicle technologies plus the government's sharp focus on net-zero, many speculate that the dependable diesel engine is on the way out. However, given the fact that, as yet, these emerging energies are still a relatively new concept for bigger and heavier vehicles, it is likely that diesel fuel will have a vital role to play in modern business fleets for many years to come.

In an effort to mitigate the harmful effects of diesel exhaust fumes, the European Commission imposed regulations stipulating that all diesel vehicles built from 2015 onwards must be compliant with the Euro 6 emission standard; which centres on restricting the production of nitrogen oxides (NOx) and particulate matter from the exhaust system. AdBlue® plays a simple but critical part in this process.

For many UK companies, the use of AdBlue® is a legal requirement when running heavy goods vehicles (HGVs) powered by diesel fuel. But what is AdBlue®, how does it reduce greenhouse gas emissions, and what happens if it runs out? This article addresses these points and provides a clear insight into the contribution made by AdBlue® in the fight against climate change.

What is AdBlue®?

AdBlue® is the trading name given to diesel exhaust fluid (DEF) and comprises one-third aqueous urea solution and two-thirds de-ionised water. Whilst AdBlue® is non-hazardous, non-toxic and non-flammable, it is corrosive and should always be stored in corrosion-proof containers out of direct sunlight. Keeping the product safe from contaminants will help to maintain its quality, prevent product degradation and avoid any damage to the vehicle's engine during use.

Contrary to popular belief, the urea in AdBlue® is not a by-product of animal urine but instead is made from ammonium cyanite, a substance that when heated forms colourless crystalline urea that is completely synthetic.

How does it work?

AdBlue® is injected into the catalyst of an advanced active emissions control technology system, known as selective catalytic reduction (SCR). The high temperatures of the exhaust gases cause the AdBlue® to vapourise into its two constituent components - ammonia and carbon dioxide. Inside the SCR, the ammonia is blended with the exhaust fumes, provoking a chemical reaction that converts nitrogen oxides (NOx) into nitrogen, water and a small amount of carbon dioxide (CO_2). As a result, the gases emitted are less harmful to the environment and our health.

What are the consequences of running out of AdBlue®?

If the AdBlue® tank reaches empty, it is important for the driver to proceed (without shutting down the engine) to the next distribution point and to replenish the supply as soon as is practicable. That said, running out of AdBlue® is a somewhat rare occurrence, as a dashboard warning light will appear when the remaining tank range is approximately 1,000 miles. This warning will continue to flash at 31-mile (50 km) intervals and may be accompanied by an audible alarm. If these notifications are not acted upon, the vehicle will not restart once the ignition is turned off.

Whilst the engine will not be damaged in the absence of AdBlue®, its performance may be affected, as the power drops automatically to reduce the emissions in line with the legal limit, returning to normal when the AdBlue® tank is refilled.

How does AdBlue® contribute to the fight against climate change?

Leaders from around the world have committed to tackling climate change head-on and working towards a more sustainable future for us all. A fundamental element of this strategy is for fleet operators to make the transition to vehicles powered by greener alternatives such as: electricity, liquefied natural gas (LNG), compressed natural gas (CNG) and hydrogen.

However, whilst this trend will undoubtedly continue, it is important to recognise that complete energy transition could take many years, as the supporting refuelling/charging infrastructure struggles to keep pace with demand.

As a consequence, traditional fuels such as unleaded petrol and diesel will remain dominant on our roads for the foreseeable future. With this in mind, it is imperative these fuels continue to evolve, in order to minimise their impact on the environment. In the same way that the recent move from E5 to E10 petrol (containing more ethanol and less fossil fuel) goes some way to reducing carbon emissions, so too AdBlue® helps to transform toxic nitrogen oxides expelled from diesel engines into harmless nitrogen and water vapour.

AdBlue®is a simple but very effective solution that helps to reduce poisonous gases in our environment and plays a significant role in contributing to a cleaner, greener world.

How can TSG help fleet operators?

TSG UK is able to support businesses looking to participate in the transformation from traditional fossil fuels to new, greener fuelling solutions including EV, gas and hydrogen.

However, it will also continue to sustain the existing fleet fuelling networks, including the supply, installation and maintenance of a wide range of AdBlue® dispensers and container solutions to suit any size of fleet or usage requirements. From plastic intermediate bulk containers (IBCs) to integrated steel tank versions (twin compartment for diesel and AdBlue®) complete with dispensers, all of the TSG AdBlue® dispensing solutions are ISO 22241-compliant

Visit: https://www.tsg-solutions.com/uk/

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;

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For more information, contact our European Sales Manager: maja.nedic@nupinet.com or visit www.nupiindustrieitaliane.com

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The best AdBlue™ pump for you?
5 questions to ask yourself

Centre Tank Services have been supplying AdBlue™ equipment since it first entered the market in 2005, making them the leading Piusi AdBlue™ pump supplier in the UK. Here they address some key questions.

Unlike a loaf of bread or a new t shirt, an AdBlue™ pump isn't something you'd usually find yourself buying on a regular basis. Therefore, selecting the one you need can seem like a minefield, especially when you consider the vast amount of AdBlue™ pump product lines available. Whilst most options can be used for several applications, each AdBlue™ pump tends to have different features that make it more or less suitable for a particular use.

There are five key questions to ask yourself when you're in need of an AdBlue™ transfer pump... and it's the answers to these five questions that help determine a model, or a shortlist of models, that are most suitable. So, if you're a little blown away by the array of products available to you, here's how you should go about choosing.

How is the AdBlue™ stored?

AdBlue™ is usually stored in one of three ways: drums, IBCs or tanks. How you are storing it is an important indication as to which pump you may need, as there are specific kits designed for mounting onto the different containers.

205l drums: Usually AdBlue™ is stored in drums when usage of the fluid is low, perhaps only one or two vehicles require it and purchasing bulk quantities isn't worthwhile. AdBlue™ drum pumps usually come with a down tube and drum connector to allow easy connection and dispensing from the barrel.

Intermediate Bulk Containers (IBCs): As usage grows, many companies move to storing their AdBlue™ in 1000l IBCs. AdBlue™ IBC pumps are usually very specific in design as they require a special SEC connector and are often mounted to a plate that hangs off the side of the cage.

Tanks: Onsite AdBlue™ storage tanks are growing in popularity as more and more vehicles in a fleet are using the product, and it starts to make sense for the fluid to be bulk purchased just like diesel. AdBlue™ tank pumps are usually compact models, integrated into the tank at manufacturing stage that needs to be replaced with one of a similar size and orientation.

How will the pump be powered?

What power you have available at the point that the AdBlue™ transfer takes place is another important factor. For static applications where vehicles pull up to refill at a tank installed in a fixed location, electric pumps may likely be your preference as they simply run off the mains, which is usually either 230v or 110v.

If you're refilling out "in the field", for example in agricultural and construction applications, mains supply may be inaccessible, leaving battery powered or manual pumps as your options. For speed, 24v or 12v AdBlue™ pumps complete with clips and cable for vehicle battery connection are preferred. Which voltage you chose here depends upon the battery voltage of your vehicle the pump is refilling.

If the volume of fluid you're transferring does not necessarily warrant the cost of a quicker, electric or battery powered pump, an AdBlue™ hand pump may be a more appealing option price-wise.

Is a dispensing kit or pump alone required?

AdBlue™ transfer pumps can be supplied alone, or as part of a dispensing kit complete with nozzle, hose etc. Alone, a pump is pretty much of no use, but if you're replacing the pump in an existing set up and the other parts are all still in working order you may not want a kit.

If a complete dispensing kit is required, you then need to consider which other components you need. Do you want a manual or automatic shut off nozzle to prevent overfilling a vehicle? Do you want a meter to count the amount of AdBlue™ dispensed each time? What length delivery hose is needed in order to reach the vehicles' fill point?

What type of flow rate is preferred?

The larger the volume of AdBlue™ you want to transfer in one go, the quicker the pump you need and therefore the higher the flow rate you want to consider. Most electric AdBlue™ pumps fall around the 35lpm mark, which is a good speed given that vehicle's AdBlue™ tanks are not as large as their diesel tanks. If you're filling a car rather than a lorry or agricultural machinery however, lower flow rate pumps are more suitable.

How will the AdBlue™ transfer pump be used?

Consider exactly what you want the AdBlue™ pump to do and what environment you want it to work within, as it may make certain pumps even more ideal. For example, if you're using it in a particularly heavy-duty, off road environment like a construction site, you may want to consider a pump that comes in a heavy-duty box to protect it from dirt and damage.

And there you have it...

5 key questions to ask yourself when choosing an AdBlue™ pump. Thinking about each of these one by one will help you break down the choices available to you quite quickly. For example, knowing the type of container you are dispensing from will immediately cut out 50% of the pumps in the range. As you progress through the questions you will probably end up with just one or two options to choose between.

With AdBlue™ being stored and dispensed from a range of containers, our range covers IBC pumps, drum pumps and solutions for bulk tank delivery. As official Piusi agent, we have a large stock holding of the Suzzara Blue range of Piusi AdBlue™ pumps; the leading brand in DEF dispensing renowned for its quality and reliability.

For advice on which AdBlue™ transfer pump is most suitable for your application, call their technical sales team on 0121 351 4445 or send an email with the answers to the above five questions to sales@centretank.com.

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Royal recyclers join the digital age with Merridale

Experts in waste management, Baco-Compak, have recently opted to move away from paperwork for monitoring their fleet; and have transitioned into digital reporting using Merridale's FuelWorks.

Before the move, they relied only on handwritten accounts of their fuel usage to track and report on their fleet of tankers, rear-end loaders, and articulated lorries.

The Kings Lynn-based, family-run business has over 40 years' experience in waste disposal, and provides a range of waste collection services across West Norfolk; including to Her Majesty The Queen's Royal Estate - Sandringham.

As part of the upgrade, Baco chose to use Merridale's web-based software, FuelWorks, to work in conjunction with the systems. These included a Merridale MX-T tank management system and MX-I fuel pump with an integrated fuel management system. Users can access data from any device connected to the internet and export reports as spreadsheets if required. FuelWorks gives the user complete flexibility and accessibility, eliminating the need for the software to be installed on a limited number of nominated devices.

Quick and easy to use

When asked about Baco's transition to FuelWorks, Sue Worley, who oversees the day-to-day running of the fleet said;

"We initially wanted a system to help prevent fuel theft and allow us to spot irregularities, but it allows us to do so much more. After a short training session on how to use FuelWorks and once all the drivers were set up with their new fobs, we were confident and ready to go. I was surprised at how quick and easy I found it to learn the new software."

"FuelWorks allows multiple users to report on and monitor their environmental impact, fuel usage, costs, and vehicle performance across multiple sites or tanks. Reports can be fully customised and scheduled to be sent directly to your inbox. It also has the capability to monitor tank levels and predict low stock, with email alerts being sent in such events.

"With our company having so many different branches and sectors all operating under the same fleet, Merridale's FuelWorks has made it simple to cross-reference and run reports on specific areas.

Previously, we had bits of paper passed between departments and would have to input the data into spreadsheets and do some workings out yourself. That could sometimes take a while, whereas now it's done for you at the click of a button."

To find out how Merridale FuelWorks could benefit your company, contact Merridale on 01902 350700 or visit www.merridale.co.uk.

What do the new red diesel rules mean for distributors?

On 1st April the Government changed the rules on who is eligible to use red diesel; with the aim of taxing most users of diesel more appropriately, given the harmful emissions they produce.

Various sectors lost their entitlement: construction, plant hire, road maintenance, haulage and logistics, manufacturing, mining & quarrying and commercial and backup power generation. If you're a distributor supplying any of these industries, you're no doubt aware of the change in legislation. But have you fully considered what it will mean for your facilities and processes?

With fewer operations using red diesel, you're going to need to store more white diesel to meet demand, and you're going to have to be very careful not to contaminate any of your customers' white diesel tanks with red dye.

Russel Rhodes, BDM Scotland & Northern England, Adler and Allan, discusses the implications and options available to your operation.

Option 1: Don't change anything

You can decide to keep your depot as it is; but do consider that you will need to engage with your RDCO to alter your delivery schedule, so you can refill your white diesel stocks more regularly as demand increases.

Also be aware that white diesel is considerably more valuable (especially now) and is vulnerable to theft. You should consider additional security measures, such as CCTV monitoring, as well as spill response cover given that theft often also results in damage, careless handling, and spills.

Option 2: Repurpose some tanks from red to white diesel

To meet the change in demand, this is a sensible strategy, but you will need to ensure the tanks are fully cleaned prior to the grade change, as you cannot risk putting traces of red dye into a customer's white diesel tanks.

You should engage with an environmental services partner to ensure your tanks are cleaned with 100% compliance and minimum disruption to your operations.

Option 3: Consolidate your red and white diesel in separate depots

To make operations more clear-cut, you might decide to separate your red and white diesel storage to entirely different depots, for a more focused distribution strategy and less risk of any cross-contamination.

A specialist environmental services provider can undertake the fuel uplift and transfer, cleaning and buyback in preparation.

Option 4: Increase your overall tank capacity

Another strategy is to increase your overall tank storage to accommodate the greater demand for white diesel.

Consult an expert in fuel infrastructure to advise on the new tank supply, undertake safe and compliant installation and provide long-term maintenance.

Option 5: Install an injection system

One final option is to switch entirely to storing white diesel, but install an injection system to convert white to red diesel on demand, claiming back the tax.

This would require a specialist to install a fuel injection system and process at your depot.

Finding the right option for you

Whichever strategy you decide best fits your operations, you'll need to act swiftly. An upfront investment will ensure you keep up with the changing fuel demands of customers, avoid contaminating any white diesel stocks, and have adequate security measures in place.

With decades of experience in fuel handling and tank storage, in-depth expertise in the relevant legislation, and nationwide coverage, Adler and Allan can provide trusted advice and cutting-edge processes for all the options open to you.

www.adlerandallan.co.uk

APEA Live, 17 November 2022

Learn from, network with and celebrate the industry's best

Last year's triumphant return of APEA Live demonstrated the immeasurable value of this significant annual occasion to the downstream forecourt market. The event's upward momentum was not only unimpeded by the pandemic-enforced delay that preceded it, but actually turbocharged by it. The industry's brightest and best enthusiastically embraced the opportunity to meet again and descended on Marshall Arena at StadiumMK, to collectively create the most highly-regarded edition ever staged.

Arguably the most action-packed and valuable 24 hours on the UK industry's calendar, APEA Live 2022 returns to Milton Keynes on Thursday 17 November; and will raise the bar higher still.

This is now a 'must attend' for all the market's movers and shakers. Organisers F2F Media have confirmed that the event's three core component parts: the daytime exhibition and conference and evening awards, are each progressing at record rates.

At the time of writing, the show's exhibition is almost sold out, with just a few stands left. Leading market brands are signing up en masse, to ensure their mainstay services and latest innovations are seen and experienced by the event's unique delegate mix; from decision-making reps at forecourt owners (oil-company, retail and independently owned) to prominent architects and contractors (with procurement power) and expert influential regulators. No other event delivers such a concentrated blend of the full market spectrum. To grab one of the last remaining stands, contact F2F's Raj Jadeja on 01442 289928, Raj@f2fevents.co.uk – and do it quickly!

The renowned conference will deliver top quality learning from an esteemed speaker line-up, which F2F promise will hit all the major industry talking points.

Event Director Tom Treverton says;

"Our objective is always to secure the opinions of respected thought-leaders on the issues that really matter, in order to provide delegates with genuine practical takeaways that will make a positive difference to their businesses".

The programme is unconfirmed at the time of writing, but we're told will centre on current challenges for petrol retailers, the role of low carbon liquid fuels in the future mix, a regulators' update, plus the latest thinking in forecourt architectural and logistical design. You can book your free conference place today at www.apealive.co.uk.

At day's end, it's time to network, celebrate and have fun at the glittering evening awards dinner. A sensational black-tie occasion frequented by over 600 of the 'who's who' in our market. The night opens with elite networking at the pre-dinner drinks reception, before guests take their seats for a fabulous night of fine food, drink and electric entertainment. Eight prestigious awards then await the industry's most deserving achievers. It could absolutely be you!

Entering the APEA Awards is free and the online platform is now open now at www.apealive.co.uk. Get your entry in and make sure you secure your seats too. We're told that over half of the tables have already booked.

The PEIMF team are excited to attend APEA Live 2022, and we look forward to seeing you all there.

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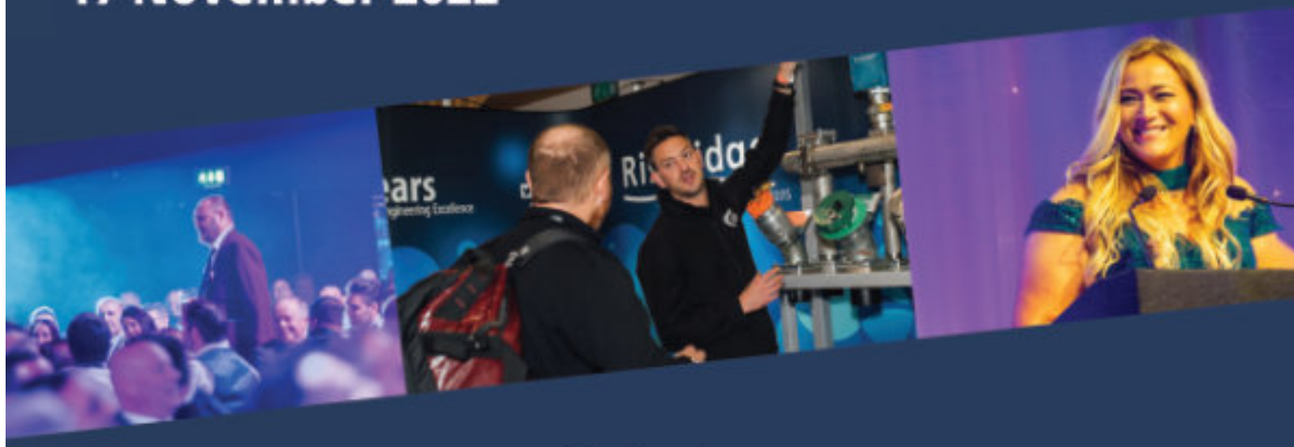
Marshall Arena StadiumMK
17 November 2022



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Membership code of ethics

In addition to our complete review of the PEIMF constitution, we have also had a team dedicated to reviewing and updating our members' 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 the Petroleum Equipment Installers and Maintenance Federation, the members have and do signify their commitment to the above principles.

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Htec Ltd
02380 689200
www.htec.co.uk
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Hunter Fuel Solutions
07766 807645
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01604 843359
admin@idealtanksandpumps.co.uk
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