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Insite

Insite is the official magazine of PEIMF+

PEIMF+
The future of fuel and energy services

In this issue :

- Environmental help
- AdBlue services
- EV charger insurance

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On the ball with the environment

There's a real theme running through this issue of INSITE as the industry, and society, becomes more and more conscious of environmental issues and the need to de-carbonise.

OAMPS have provided an excellent article covering the considerations when siting an EV charger. They take into account the safety issues and insurance implications.

AdBlue is a vital component on the journey to net zero. Often seemingly omitted in the decisions on tail pipe emissions, PEIMF+ members have a lot to offer.

Environmental services maybe self-explanatory as our members take on the toughest of clean ups as well as preventative measures.

In addition, we include an excellent contribution from VARS Technology, particularly considering facial recognition and security.

You can meet our new "Chair" on page 9 and our Technical Manager provides industry insight on page 23.

We offer our tribute to the late, great Tom Hocking, who we recently lost, and we wish Kathy Withers all the best in her retirement (pages 4 and 6).

And finally, the Euros has only just begun as I pen this. Hopefully when you're reading it's been good news for all English and Scots fans.

David Honeyman, Editor

New members

4BG GROUP

PPS Environmental

Committee

PEIMF+ The future of fuel and energy services

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Front cover illustration
Brian Sage

In this issue

Tom Hocking eulogy	5
Kathy Withers retires	6
Siobhan Keogh "In The Frame"	9
OAMPS : EV charger safety	10-11
Environmental Services	**16**
Ancorra Environmental	
Nupi	
Griphero	
PEIMF+ Technical Report	23
AdBlue Services	**27**
Commercial Fuel Solutions	
Nupi	
Griphero	
The benefits of apprenticeships	34-35
Facial recognition from VARS Technology	36
Edge POS from Henderson Technology	42-43

The Green Pages
New Fuels Guide

8 pages packed with specialist information on new fuel technologies

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PEIMF+ The future of fuel and energy services

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.

We lose an industry legend

To our great sadness, Tom Hocking, former Managing Director of Berrys, passed away surrounded by family on Sunday 14th April.

Tom was very well known and extremely respected, throughout the whole industry, for almost four decades. The vast majority of those years with Berrys.

Anyone that met Tom will recall the many funny and interesting anecdotes he shared, either across a meeting room table, on a golf course, or at a bar. Not many people could hold a room like him. Tom was a founder member and driver of the PEIMF (and we're proud that he is an honorary member) and was a major figure in the APEA. We're proud to share this eulogy, following the help and blessing of his family.

A proud Welshman

Born in Cardiff a proud Welshman, following school Tom went to work at the Post Office as a Telegram Boy. This lead him to Unigate – where he drove a van selling dairy products, then onto the South Wales Echo and Maybeline. He'd found his niche in sales, and belief in his product was paramount to him.

While at the South Wales Echo, Tom met his future wife. Legend has it, that he asked Chris to marry him on their 3rd date and they tied the knot in May '74, they then settled near Pontypridd, where they raised their sons – Rod and Rhys.

In 1983 Tom joined Ledbury Welding and Engineering and the family relocated to the area, where they happily stayed for the next 30 years. Tom moved on to Berrys, serving in senior roles, where he was a highly visible and popular figure in the industry - eventually retiring after 24 years with them.

By this time, Tom and Chris had moved to Balsall Common to be nearer Chris's sister and their boys, who were living in the Midlands.

Sporting icon

Tom played rugby from an early age – it was a passion and a sport he played into his 50th year. An enforced hiatus from playing due to a break to his nose presented the opportunity to qualify as a rugby referee, but his heart was still in playing and Tom returned to join the veterans side.

He was a much-valued member of Ledbury Rugby Club: Chairman, player, referee, he even coached the youngsters and captained the Vets. Tom was also a founder member and President of the 'Gladrags' Golf Society; enjoying rounds at home plus many trips away – at home and abroad.

Sport has always been a very important part of Tom's life; playing, watching or reading all sports, including cricket, athletlcs, golf and obviously rugby.

For their Silver Wedding Anniversary, Chris decided to whisk him away on a wonderful trip to Mauritius - somewhere he had always wanted to go. Typical of Tom, he got all excited, thinking she would be taking him to the Rugby 7's in Hong Kong! So maybe it wasn't Hong Kong, but they had a wonderful holiday nonetheless 🙂.

Loving parent

He was a very supportive dad, taking his sons to all their sports clubs, and a very proud and loving grandad to his four grandsons.

Tom was diagnosed with Parkinson's 9 years ago. He managed extremely well, although it did reduce his ability to play golf. Tom, understanding the need to keep fit, kept active by playing walking football 4 mornings a week for 7 years, and with his teammates took on the mission of trying to visit all the Wetherspoons pubs! As he developed more mobility issues, he joined the local table tennis club.

A true gentleman in business

After speaking to many people in the industry, the same themes run throughout.

A consummate professional who had to believe in the product he was promoting.

Despite not being an engineer, had an excellent understand of how good engineering looked and worked.

Always true to his word – never making promises to customers he couldn't keep.

One of the most well-known and respected Individuals within our industry.

Steve Evans summed him up:

"Tom didn't have to sell to me. I trusted and respected him enough to just buy from him".

Over the past year, his conditioned worsened and, very sadly, Tom passed away with Chris by his side in April. He will be so very greatly missed by all his immediate and extended family, as well as his many friends, colleagues and everyone who had the great fortune of knowing Tom.

Tom's funeral understandably had a huge attendance and he achieved a unique feat – as we English joined the Welsh in standing for 'Hen Wlad Fy Nhadau' (Land of my fathers) his beloved Welsh national anthem.

Gorffwysa Mewn hedd Tom (rest in peace).

Kevin presenting Tom with his PEIMF leaving gift, when he retired

Long-serving, much-loved Merridale colleague retires

Thanks from PEIMF+

After more than 20 years in the industry, 16 of which with Merridale as contracts manager, ex-PEIMF treasurer Kathy Withers has decided to retire, and enjoy some well-earned downtime.

Following a varied career that involved being a pub landlady and managing freemason premises, alongside raising two daughters, Kathy joined P M Services in 1991 as part of the accounts team. Throughout the 90s and early 2000s, she also worked at D Berry & Co, facilitating their computerisation of stock control, accounting and business management systems, and C H Jones (Keyfuels) within their accounts department.

In 2001 she joined Gilbarco (Marconi) as an administrative assistant to their commercial department, initially based at Walsall and later moving to Witton, Birmingham. Here Kathy's role involved meeting with customers to discuss their fuelling equipment, contractual maintenance and negotiating such arrangements, as well as the additional task of managing over £400k of maintenance agreements for commercial customers. She also worked in front-line support for the many trade shows that the commercial department took part in.

Reporting to Stephen Hannan, Commercial Sales Manager, Kathy, had secured significant growth within the commercial marketplace.

With the Witton office closing, Kathy left Gibarco, alongside Stephen, to join MIS Fuel Monitoring Ltd, now Merridale Ltd, to continue in a similar role. One of Kathy's significant achievements during this period was the increase in revenue for contractual (extended warranty) business by some 700% between 2006 and 2021. Additional revenue was also generated by the promotion of routine inspection and calibration visits.

During her time with Merridale, Kathy also spent nearly five years in the late 2000's and early 2010's, assisting Frank Hare as treasurer of the PEIMF. However, one of Kathy's favourite roles was to support Merridale at tradeshows such as The CV Show, both the Birmingham and Paignton Waste and Bus shows, and the Emergency Service shows.

Stephen Hannan said:

"Since 2001, Kathy and I have worked very closely as a mutually supportive team focused on developing long-term business relationships, this being achieved by ensuring that we acted continuously in a professional manner. The practice ensured that the sales team not only

recommended the best quality and most suitable products to our customers, but ensured that customers understood and received the best possible attention.

"Kathy has contributed throughout, by always ensuring that our proposals to potential and existing customers are fully understandable and accurate. Her admirably high standards continued into the Merridale order processing system, where she ensured that the requirements of the customer were identified correctly to the various teams at Merridale. It is sad that this working partnership has now come to an end.

"Everyone at Merridale wishes Kathy all the very best in her retirement and thanks her for her service to the industry. She was a credit to the team and will be missed by colleagues and customers."

And a big thanks to Kathy from everyone involved at PEIMF+ for your work for us.

Award for 4BG

4BG – British Gaskets Ltd, a privately owned manufacturing company based in Sudbury, were recently awarded their 2023 SER award.

Caterpillar's Supplier Excellence Recognition (SER) program is designed to acknowledge and celebrate the contributions of its top-performing suppliers. These suppliers consistently meet or exceed rigorous requirements and achieve world-class certification levels. The program recognises suppliers in several categories.

Caterpillar created this certification program to recognise suppliers who demonstrate commitment to excellence and drive a zero-defect culture within their organisations. Suppliers are certified by meeting or exceeding stringent performance standards, including product quality and on-time delivery performance.

This award covers supply to Perkins Engines, who are owned by Caterpillar. 4BG currently supplies 17 different Caterpillar/ Perkins manufacturing or parts distribution sites, globally.

There are two levels of SER award, Standard and Excellent.

4BG Sudbury awards:	• **2022 Standard**
	• **2023 Excellent**
	• **2024 On target for Excellent**

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In the frame...

Meet Siobhan, our new PEIMF 'Chair'

Siobhan Keogh, from Pumpwatch in Ireland, joined the PEIMF committee some 10 years ago (where's that gone!) and was a 'victim' of In The Frame back in the Winter of 2014. After serving the organisation diligently over this time, Siobhan was elected as our new 'Chair' at the AGM in February.

We will benefit from her serving a two-year term, before reverting back to her seat on the committee.

For those of you already fortunate enough to know her, here's an update on what she's up to; as we introduce her to our members.

Based over in County Kildare on the Emerald Isle, Siobhan has had to work doubly hard to establish Pumpwatch dispenser calibration measures across the UK (and worldwide).

Tell us a bit about Pumpwatch

At PUMPWATCH, we manufacture carbon fibre test measures to check the accuracy of retail fuel dispensers.

How did you get into the business?

I worked for PUMPWATCH when it was just a start up in a prefab in my neighbour's garden back in the 90's, but left to travel and work abroad. I came back to PUMPWATCH in 2008 when my daughter started school.

Do you have an engineering background?

No, not at all, just a keen interest in knowing 'how things work' and I love problem solving! My background is more Human Resources and Sales & Marketing.

How do you find it as a lady working in this industry?

I have to say it has never been something that has bothered me. I think the forecourt industry has changed greatly, and with many more women getting senior positions in the various companies and organisations, that has helped the gender balance.

What do you get up to in your spare time?

I enjoy travelling around the country with our local amateur dramatic society (consistent All-Ireland qualifiers) and I love sailing (F18 Catamarans) and have been very fortunate to have crewed in two world championships, which were fantastic experiences (I have the bruises to prove it!). I love all water sports.

Who's at home?

My daughter is now in her twenties, and mad keen on horses and riding. She pretty much lives at the local riding school, spending most of her evenings and weekends there, riding and helping out. She is permanently outside regardless of the weather with a wonderful group of friends – a wonderful experience for her!

Coming over to England must be so different to rural Ireland?

Having spent time living in city centres, such as Dublin, Madrid and Sydney in the past, I really appreciate living just seven minutes from work, with not a roundabout or traffic light in sight. I still do love the hustle and bustle of busier locations, but it is always nice to come home.

Maybe a philosophy of life?

Remember, there is a solution to every problem.

We're delighted at PEIMF+ that Siobhan is our new 'Chair.'

Thanks a million Siobhan

EV installations

What all contractors and site owner/operators should know

The push to roll out increasing numbers of EV charging stations sometimes means that not enough thought is given to the location of the EV charging areas, and also to the ramifications of what could happen in the event of an EV battery fire. The occurrence of EV fires is currently low, but the impact of an EV fire can be far more significant due to the challenges in extinguishing it.

Common positioning issues

In an effort to keep a lid on costs, EV charging areas are sometimes positioned where it's most convenient (and therefore cost-effective) to connect to existing incoming electrical feeds. This can be problematic.

Near exits

If your EV charging area is near (or even above!) emergency exit routes or sensitive or business critical infrastructure, then the consequences of a fire could be catastrophic.

Site perimeter

Similarly, putting the EV charging area at the perimeter of your site might avoid the problems listed above, but what about your neighbours? If a fire starts at your EV charging point and spreads to neighbouring sites, the financial loss they incur would almost certainly be laid at your door; and if you're in an industrial or commercial area, then the loss of income claims alone would likely dwarf any property damage claim, let alone if there's injury or loss of life.

Controlling the fire

If you do have a fire, then where does the run-off from the emergency service's attempts to control the fire go? An EV battery fire is actually an exothermic chemical reaction within the battery producing both toxic and flammable gasses. It cannot be extinguished until it has either run out of stored energy or the battery and be sufficiently cooled slowing down or stopping the thermal runaway process.

Clean up

Most fire services will use large volumes of water to try to control them. The water will absorb many of the toxic pollutants discharged during an EV battery fire, and again, dealing with the consequences of a pollution event can be expensive. Statutory clean-up costs can easily run north of £100,000 if the run off reaches watercourses, water tables or even the surface water drain system.

Can you avoid these risks?

The short answer is no. The installations themselves are invariably not the problem, as the fires in EV's usually occur as a result of damaged or defective batteries[1].

However, what you can do is give some thought to where EV charging stations are positioned and protected to minimise the likelihood of a fire causing catastrophic property damage, pollution or causing injury to both employees and third parties alike.

Who might be at fault?

This is an area where blame could attach to both site owners/operators, as well as the contractors involved in the design and construction of the installation.

If the site owner/operator provides the design brief to the contractor on the positioning of the charging area, then any property losses or physical injury claims arising from the positioning of the charging area would likely rest with them.

However, any changes to that brief made by the contractor could pull them into the claim.

If the contractor was responsible for the design of the site, then they would most likely be joining the site owner in any subsequent legal action.

So would my insurance policy cover me?

As is so often the case, the answer is "it depends"...

Insurers for the site owners/operators might take the view that positioning an EV charging area close to business critical areas or combustible materials was negligent, and that the policyholder has failed to mitigate their exposure in doing so. If the same insurers were not told about the installations, then it's certainly feasible that any claim resulting from the installation could be declined.

"Unexpected"

Unless they have cover for own site pollution clean-up costs, then the costs of remediating their own site would not be covered, and depending on the wording of the pollution cover, the policy might not even deal with any third party pollution damage.

The word "unexpected" has found its way into many UK pollution cover wordings, and it could be argued that if suitable precautions had not been in place (failing to place bunds or other drainage protections around an area that would leach toxic pollutants in the event of a fire for example) then the pollution could hardly be considered unexpected if there was a fire.

Contractors who assume responsibility for the design risks could also find themselves involved in claims, where the positioning of the charging area has either led to, or exacerbated, any losses or personal injury, or indeed if they have suggested moving the area to make the installation project easier and/or cheaper to deliver.

Contractors could also have issues with their own insurance cover if they've completed an installation, despite voicing their professional concerns about the design or location of the area. There are claims that have arisen from the design or location of the charging area.

The insurance problem gets amplified if the contractor has delivered multiple iterations of this site design, and is consequently required to carry out remedial works to sites where there has been no damage.

This is why a site-specific risk assessment is essential, to identify the risks and demonstrate what steps have been taken to either remove the risk or reduce it.

As ever, our suggestion would be that you engage with experienced professionals that have expertise in this area to ensure your interests are protected, and that appropriate consideration of the risks involved has been undertaken.

1 https://www.ev-resource.com/articles/burning-issues-the-truth-about-ev-battery-fires-part-one#/

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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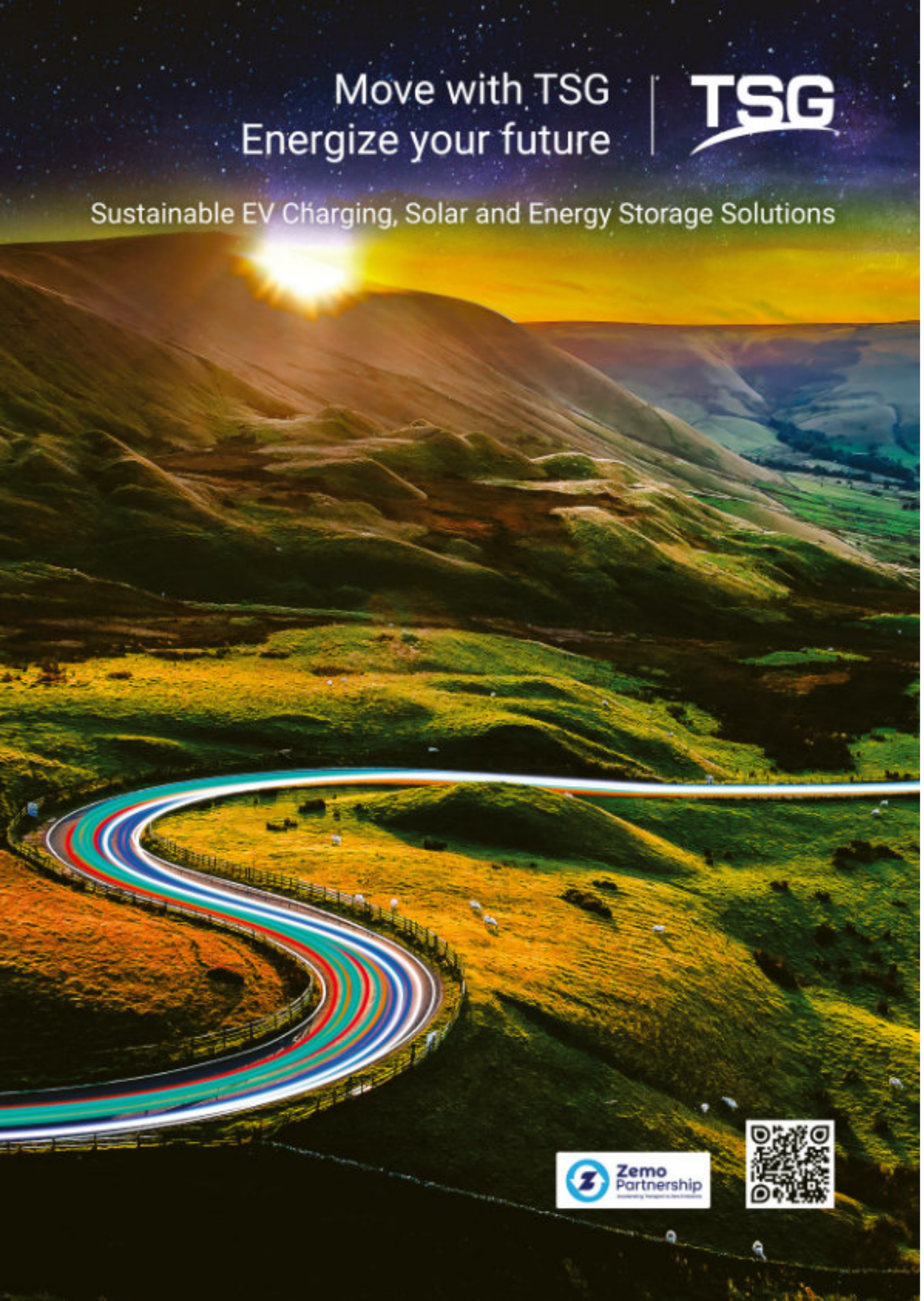
Graeme Warnell from EV-EXBOX is an expert in health & safety issues surrounding the area of EV installations. He contributed a fantastic article in the Winter issue of INSITE, which you can read at:

https://peimf.com/wp-content/uploads/Insite-101_Winter-2023-2024.pdf

The images used here are provided by Graeme



The greener forecourt of the future is here

Traditional forecourts have long been a familiar fixture of the UK's urban landscapes and motorways, and they are set to play a significant role in supporting the move to a greener future.

The transport sector is shifting; moving away from a petrol and diesel-dominated market segment and looking towards cleaner sources of energy, such as electricity, liquid natural gas (LNG), compressed natural gas (CNG) biofuels and hydrogen.

The key consumer trends of today regarding commuting, eating and shopping are the primary influencers that will ultimately shape the forecourt of tomorrow.

More choice on the forecourt is pivotal to success

The modern world is fast-paced; time is of the essence for busy commuters who demand convenience shopping, greater choice, efficiency, competitive pricing and an eco-friendly retail approach. Climate change and environmental concerns are impacting consumer shopping habits, prompting the purchase of healthier food alternatives in recyclable packaging, as they adopt a greener lifestyle. In response, retailers are publicly committing to a more conscious use of energy and resources by choosing natural materials for the store layout, such as wood, cardboard or bamboo, advocating minimalism and sustainability.

Additionally, more people are working outside formal office settings, either at home or travelling between customers and business associates, taking advantage of energy retail sites with cafes or rest areas and free Wi-Fi for higher efficiency.

Consumers will choose one retailer over another based on whereabouts, price or the availability of specific services. Whilst location will always remain a key factor in the decision, the presence of diverse convenient services is becoming more important as a differentiator.

Diversification on the forecourt

Forecourts of the future will have to offer a wider range of energy sources (electricity, natural gas, petrol, diesel, biofuels and hydrogen). This may require adapting the layout of the premises to accommodate more fuel storage tanks, charging points, dispensers, additional parking places and devising intelligent strategies to provide a seamless refuelling process for the drivers of a variety of engine/energy types.

Forecourts have evolved from fuel-exclusive businesses to mini supermarkets or convenience stores, where consumers can buy snacks or even complete a full shop. The forecourt store of the future needs to cater to a wider audience, whilst expanding its energy offering to meet environmentally conscious motorists.

Some customers might only need to refuel, however, others will enjoy a snack and a coffee while waiting for their electric vehicle to charge. Locals may use the store to restock their cupboards at home, while business people may use the rest area to work for a couple of hours or as a meeting place with colleagues.

As the customer experience becomes ever more complex, retailers will have to modify their infrastructure into modern, clean buildings with innovative interior designs; using environmentally friendly materials and smart technologies to create a pleasant atmosphere for people to enjoy.

Retailers support the move to EV

Fuel retailers are in the best possible position to capitalise on the prevailing transition to EVs. The installation of charge points will attract today's EV drivers to the site and retain those customers who are soon to make the switch from internal combustion engine (ICE) vehicles.

By installing EV charge points, retailers can play a significant role in strengthening the UK's charge infrastructure, thereby encouraging the adoption of EVs, and future-proofing their business.

Forecourt owners will need to revisit their business models and consider whether to enter the electric market independently or by partnering with third-party charge point operators (CPOs).

Payment made easy

Cashless transactions and digital payments have become more prevalent than ever in the retail sector. Customers expect to be able to pay for their fuel and goods via a whole variety of payment methods: Visa, Debit, Google Pay, fuel cards, Apple Pay, Mobile Apps, etc., either on their smartphone, in the store or at the pump.

Continued on p14

Continued from p13

One recent development that is proving very popular with motorists is the availability of digital receipts. While traditional paper receipts have long been a staple, the electronic receipt offers a variety of benefits that make it a game changer for the retail energy industry. Digital receipts revolutionise the transaction process at the point of sale (POS) making it faster, more efficient, and convenient for both customers and retailers. Receipts are delivered electronically, directly to the customer's phone via a QR code scanned at the POS.

By opting for digital receipts, retailers can significantly reduce their paper usage and carbon footprint. This eco-friendly approach aligns with the growing consumer demand for sustainability, showcasing a retailer's commitment to responsible business practices.

TSG is here to help

TSG UK Solutions is now established as a keen advocate of the transition to greener cleaner energies, working together with fuel retailers to transform their forecourts into eco-friendly operations.

TSG has long been recognised as a key player in the supply of retail fuel equipment and services, and as such has gained a wealth of experience in the sector. Now for many retailers, it is time for change and TSG is here to support them on their journey.

EV charge solutions

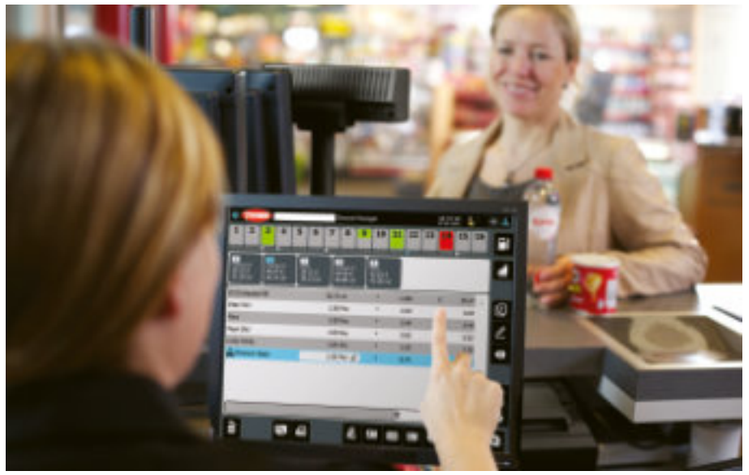
TSG has the expertise to provide a complete end-to-end turnkey EV charge solution, from site survey, design, consultancy and distribution network operator (DNO) connections.

With over 30 years of experience in the energy sector, TSG is now established as a first-choice EPC contractor in the UK, delivering all works within a predefined timescale and budget.

TSG suppliers EV charge points from reputable manufacturers such as Kempower, Alpitronic, Alfen and Power Electronics, all backed by a team of service engineers to maintain the chargers in tip-top condition.

Digital receipt server

Available from TSG UK, the all-new digital receipt server for Prizma, developed by Dover Fueling Solutions, (also compatible with self-checkout and integrated dispenser terminals). This innovative new feature allows customers to choose a digital receipt rather than a paper one.



Once the transaction is complete, the cashier simply selects the 'print digital receipt' on Prizma's screen. A quick response (QR) code appears on the sales display which the customer can scan to receive their digital receipt straight to their phone.

Similarly, for integrated payment devices or self-checkout, the customer selects the digital receipt option to generate the QR code for scanning.

Customer benefits

- Simple to use
- No time-consuming registration
- Receipts stored safely on their mobile phone
- Helps to protect the environment by saving paper

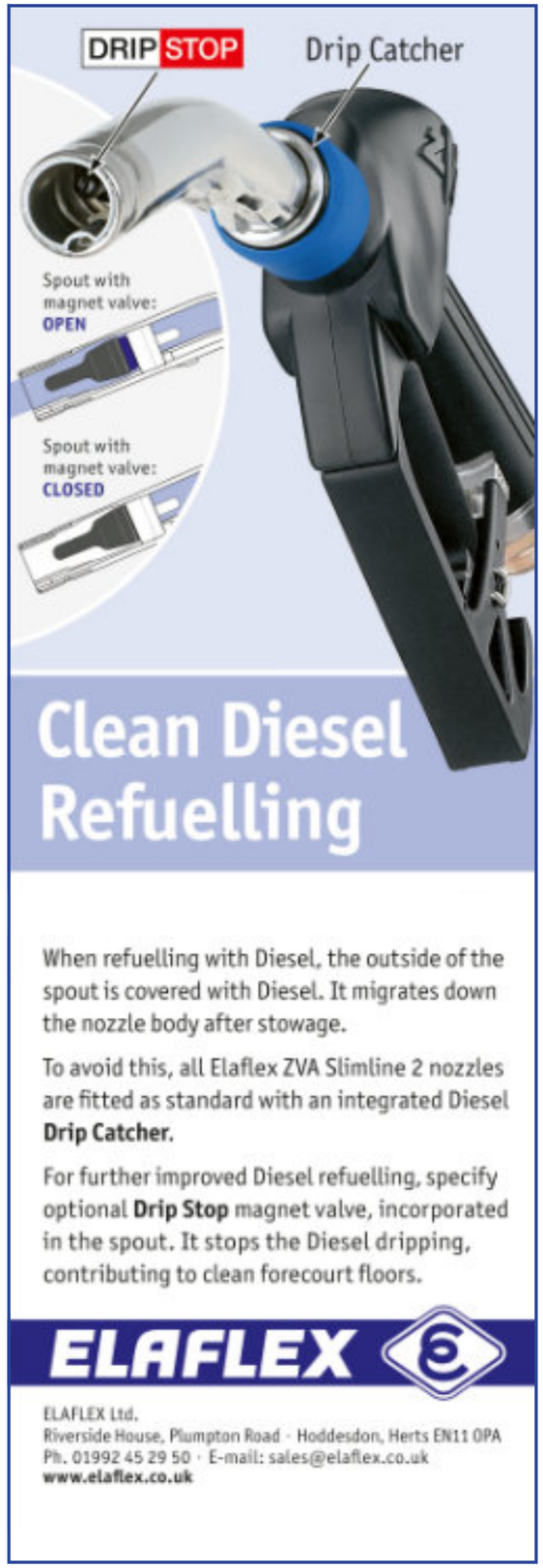
Retailer benefits

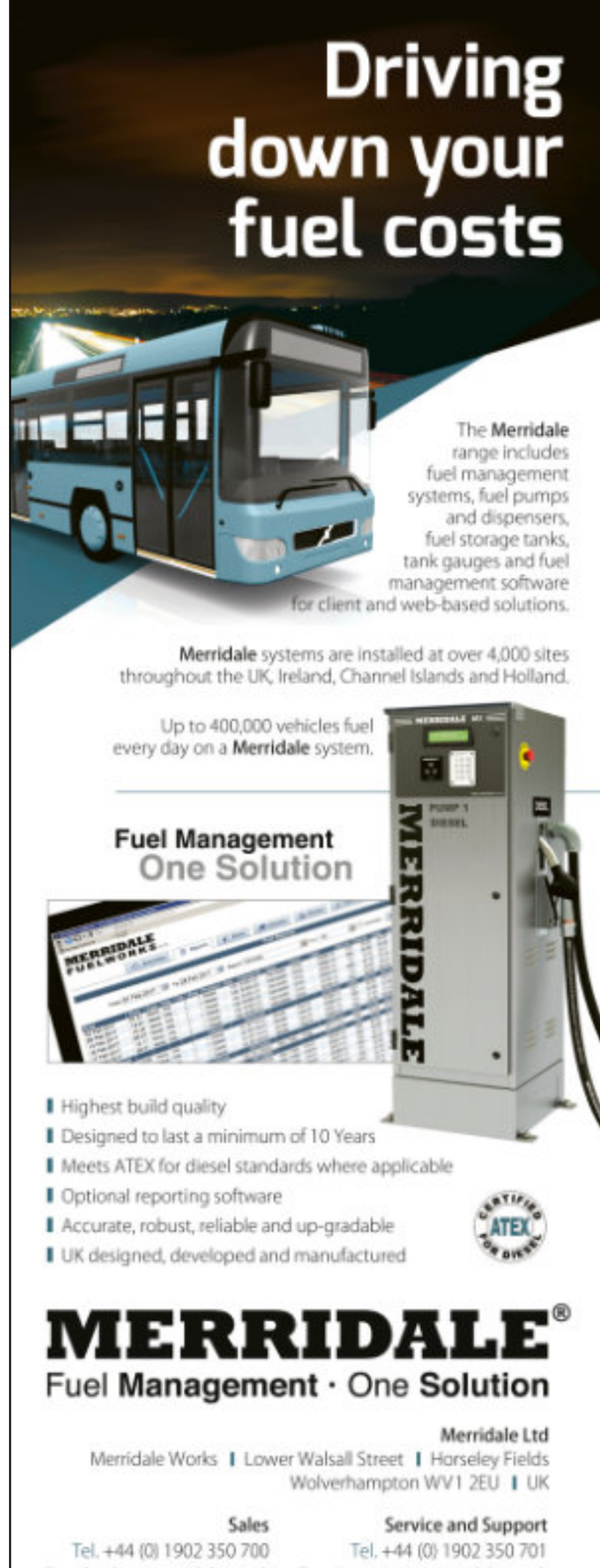
- Cost-effective solution
- Save money on paper
- Save time changing paper rolls
- Option of online access to all receipts
- Promote environmentally friendly practices
- Enhance the consumer experience

Helpdesk

The helpdesk (or digital receipt desk) is an optional feature that stores all of the transaction receipts for retrieval as required. The receipt desk is simple to use with an advanced search facility, to quickly and easily locate receipts to email to the customer.

For more information on TSG UK's service and solutions, please visit: www.tsg-solutions.com/uk





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Environmental services from Ancorra

Ancorra provides reliable environmental services using high quality equipment across all industry sectors.

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We have a proven track record in Health & Safety, Quality and Environment with our experience and BSI 9001, 14001 & 18001 accreditations. We combine innovation, safety, training and market leading equipment, to create a tailor-made first class service solution for you and all our valued customers.

Fly tipping case study

Fly tipping is an unlawful act for many different reasons including: unpleasant smells, attracts pests and can create a dangerous environment for children, pets and wildlife. Fly tipping is becoming more and more common, with the culprits having little or no regard for the environment.

Problem in Manchester

One of Ancorra's recent requests was to remove a large amount of fly tipped waste from a housing estate in Manchester. Ancorra are based in Liverpool and provide cover Nationwide.

To carry out the job safely and efficiently, Ancorra provided operatives with the suitable PPE, all compliant paperwork and method statements and risk assessment. The waste was then disposed of at a fully licenced waste facility.

www.ancorraenvironmental.co.uk

ancorra environmental services

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 EPDs (Environmental Product Declarations) available for the polypropylene and polyethylene ranges, NUPI now 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.

These EPDs are aimed at industrial and commercial users, 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).

From the cradle to the grave

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, including possible end-of-life reuse, recovery and recycling scenarios. It is an EPD from cradle to grave.

Results obtained and interpreted

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 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 EN14125and UL 971 standards, i.e. equal to the average of a service station. So in considering the carbon footprint, we can say that Smartflex/Supersmartflex piping system produces much less kg of CO2 than a similar system of metal pipes.

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 reduce the environmental impacts due to transport, thanks to the lightness of the plastic material.

Plastic pipes are considered to have zero impact due to their durability characteristics. 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

The unseen villains of disposable gloves

Why are disposable gloves provided at petrol stations?

Their chemical resistance provides a protective barrier for the hands of over 2-million UK drivers who, every day, are invited onto the forecourt premises to handle an explosive Category-1 carcinogenic/mutagenic substance.

Fuel handling health and safety regulations, such as Fuel Safety Data Sheets and CoSSH Regulations, require those exposed to these hazards to health are clearly informed and protected from skin contact.

While disposable gloves may be considered by some operators to be innocuous and an operational afterthought, behind closed doors they have an enormous impact on the environment; both locally to where they are used and during their production.

Disposable glove production: very inefficient

What most people don't realise, is that to get the 'hand' shape of a traditional glove, it is stamped out of a much larger sheet of plastic. The resulting offcut typically weighs more than the glove itself. This is one of the unseen villains of the story, and or every standard form of glove – there is an unseen 'sister' glove produced.

Disposable gloves in use

Furthermore, how often do you find several standard gloves come out at once when you pull them?

You go to get one and three come out - even if you're careful! This unnecessary waste routinely causes dispensers to run empty, and therefore forecourts to become non-compliant with fuel handling health and safety regulations (the devil is in the detail).

Additionally, standard gloves blown out of dispensers don't even make it to the bin; quickly scattering in the environment; resulting in complaints from councils and local people directly affected by the litter.

Environmental impact of disposable gloves

Combining production inefficiency, with the raw materials standard gloves are made from, creates a massive carbon dioxide and plastic footprint. A typical group of 300 forecourts will generate 1,440 cubic-meters of plastic every year, emitting 213 tonnes of CO2. While this sounds alarming, many may see this as simply numbers behind the scenes. However, what this physically means for the environment provides a much more striking visual.

Industry best-practice

GripHero puts in the hard-work upfront; to provide a flagship material proudly made from 100% recycled 'open-loop' plastics; repurposing the equivalent of over 600 plastic bottles to protect 10,000 drivers.

Compared to dispensing standard gloves, this results in an environmental saving (independently verified to ISO14067 standard) of more than:

- 80% reduction in plastic
- 90% reduction in cardboard
- 90% reduction in CO2

Did you know, an average grown tree absorbs 25kg of CO2 per year. Using GripHero, typical UK forecourts can easily designate a single tree to absorb the CO2 emitted protecting its customers. By contrast, using standard gloves, the same forecourt would need over 20 trees, which is unrealistic.

Static safety in the ATEX fuelling zone

The second unseen villain: standard forms of gloves are made from materials that both generate their own static and significantly amplify the static energy on the person. This is via the static phenomena of friction-charging and tribo-charging.

By contrast, GripHero's unique, ATEX-certified, anti-static properties both prevent and block static energy from discharging between drivers' hands and fuelling equipment. This enables the provision of customer protection directly at the point of contact within ATEX fuel zone-1.

Customer safety front and centre

The first point of contact with the customer is when they handle the fuel nozzle. This is the forecourt's front-of-house. Getting this first interaction correct with point-of-contact protection is easy, and has huge knock-on benefits:

- A highly visible demonstration of safety and environmental best practice to your customers and stakeholders
- Safeguards against fuel contamination injury claims
- Maintains full and valid insurance cover
- Reduces staff and operational costs
- Increases follow-on shop sales by removing the physical residue deterrent on drivers' hands

Now used on over 10,000 sites globally (with 6 years of perfecting the dispensing mechanisms and glove production techniques) industry feedback shows GripHero's latest design provides the ultimate ease of use and efficiency:

Saeed Noorani, Operations Manager at Sharma Garages says:

"Not only have we seen an elimination of the waste and litter experienced with standard gloves, but now that our gloves are efficiently dispensed at the first point of contact with drivers, we can keep more of our customers' hands clean before they enter the shop.

This in turn helps to drive follow-on shop purchases, and we have now recorded as much as 10% increase in C-store revenue since using GripHero across our sites."

Luke Jenkins, GripHero's Head of Client Accounts adds:

"Over many years of specialising in protecting drivers, we have become expert in the industry in how to do forecourt customer safety correctly, being the go-to consult by law firms for fuel handling incidents. The fact that prioritising customer safety with GripHero also results in eliminating waste and environmental impacts, reducing operational costs and increasing shop revenue makes it a win-win for all."

www.griphero.com

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• Pipework • Gauging

Maintenance
If you want to avoid downtime or even fines, then on-going inspections and maintenance are critical to the smooth running of your fuelling infrastructure.
• Site Audits • Tank Inspections
• Calibration • Pressure Testing

BEFORE AFTER

New General Manager for CTS

We would like to give a big warm welcome to Harkesh Bains, or Kesh to you and me, who has recently joined the team as General Manager at Centre Tank Services Ltd.

He has over 20 years' experience in senior management, with a background in managing sales and operations teams in retail, B2B and the automotive industries; for businesses such as Vodafone and V12.

Harkesh was employed after Gurdeep, our previous Sales Manager, moved to Saudi Arabia to start our Middle East division. With the CTS group growing through acquisitions, the role was developed into a General Manager role - to take on some more of the day-to-day commercial functions from MD Matthew Terry.

Quote from Kesh:

"I am thrilled to have joined CTS as General Manager. The team has been very welcoming to me from day one. I've been out to meet with many customers and suppliers to get their feedback on products and their business needs, as well as working with my own new team to develop procedures and our goals going forward.

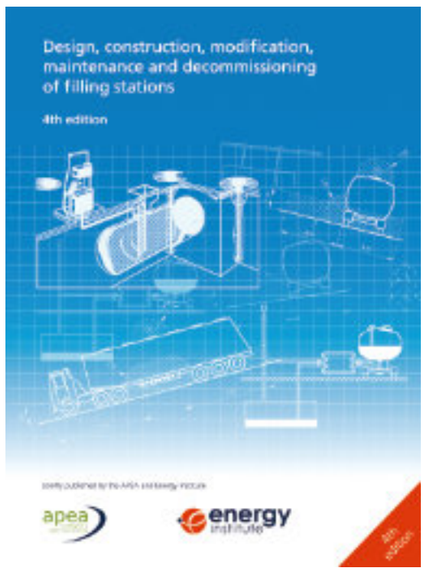
I can't believe how much I've learnt about the fuel industry in such a short amount of time! I am excited to contribute to our growth plans and further cement CTS's position as the leader in the industry."

If you're a customer or supplier and haven't yet met with Kesh, we expect you will see him at a meeting or trade show soon.

www.centretank.com

Technical update

PEIMF+
The future of fuel and energy services



Blue Book review

Members are asking when the latest edition is to be published, as the final draft had been released some weeks ago. Whilst most comments had been received, it was discovered by one company that their requests had not been incorporated in the new edition.

The subject had previously been raised at a meeting of the Petroleum Enforcement Liaison Group (PELG) and agreed that this should be submitted at the upcoming review of the Blue Book.

Over time, this had been overlooked, so the relevant sub-group were not considering it on their agenda. This has meant additional sub-group meetings, to agree on revised wording prior to the whole document going through the editing process.

The group agreed to remove the section at this late stage, with a view to including it as an addendum later - once the text was agreed as suitable.

PETROLEUM ENFORCEMENT LIAISON GROUP
PELG

The Environment Agency

Non-compliance with hazardous waste regs

The Environment Agency has been sending out letters to a selection of petrol retailers, requesting copies of their waste consignment notes; in order to establish compliance with the Hazardous Waste Regulations. Apparently the review has discovered that some sites have not treated interceptor waste as hazardous, and therefore are not complying with the Hazardous Waste Regulations (England and Wales)2005.

Warning has been published that the review is ongoing and retailers may yet be contacted. This also has implications for PEIMF+ members who carry out waste clearance or who, in the process of maintenance, may be involved in dealing with spillages that have reached interceptors. As usual the importance of retaining good records of consignments and all activity is paramount.

Environment Agency

Dispenser filter blockage

Since the introduction of biodiesel, the periodic cleaning of dispenser filters has been necessary, and many annual maintenance contracts include the cleaning or replacement of filters. For those site operators not checking their filter health, the first sign of blockage is the dispenser running slowly or the nozzle cut-offs failing - with customers getting splashed.

The regular blocking of filters has frequently led to further investigative work, to check tanks and fuel lines with extensive cleaning necessary.

Once microbial growth in storage systems is found, it can be hard to completely clear; with the problem often recurring.

Less attention has been given to finding the source of the infection. This is mainly because each occurrence is in isolation, with the site operator having no knowledge of other sites in the area suffering at the same time.

More recently, it seems to be happening more frequently in certain geographical areas. Attempts are being made to collate the data, with site operators encouraged to provide information. There is also a further request to forecourt contractors, to identify where they are being called to clear the problem more frequently, whilst maintaining confidentiality.

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The Green Pages
NEW FUELS GUIDE
PEIMF+
SUMMER 2024 • ISSUE 18

UK vehicle sales

UK car registrations

MAY

	2024	2023	% change	Mkt share -24	Mkt share -23
Diesel	9,220	11,074	-16.7%	6.2%	7.6%
Petrol	81,058	82,800	-2.1%	54.9%	57.0%
BEV	26,031	24,513	6.2%	17.6%	16.9%
PHEV	11,866	9,025	31.5%	8.0%	6.2%
HEV	19,503	17,792	9.6%	13.2%	12.3%
TOTAL	147,678	145,204	1.7%		

YEAR TO DATE

	YTD 2024	YTD 2023	% change	Mkt share -24	Mkt share -23
Diesel	55,524	62,410	-11.0%	6.7%	8.1%
Petrol	462,860	440,712	5.0%	55.9%	57.1%
BEV	133,062	121,268	9.7%	16.1%	15.7%
PHEV	64,918	49,385	31.5%	7.8%	6.4%
HEV	111,136	98,679	12.6%	13.4%	12.8%
TOTAL	827,500	772,454	7.1%		

BEV - Battery Electric Vehicle, **PHEV** - Plug-in Hybrid Electric Vehicle, **HEV** - Hybrid Electric Vehicle. Diesel and Petrol figures include Mild Hybrid Electric Vehicle (**MHEV**)

UK van registrations

MAY

	2024	2023	% change	Mkt share -24	Mkt share -23
BEV	1,077	1,041	3.5%	4.2%	4.1%
Diesel	23,950	23,593	1.5%	92.6%	93.0%
Others	826	725	13.9%	3.2%	2.9%
TOTAL	25,853	23,359	1.9%		

Year to date

	YTD 2024	YTD 2023	% change	Mkt share -24	Mkt share -23
BEV	6,877	7,028	-2.1%	4.8%	5.2%
Diesel	133,798	125,300	6.8%	92.6%	92.6%
Others	3,879	2,968	30.7%	2.7%	2.2%
TOTAL	144,554	135,296	6.8%		

Courtesy of SMMT Datashop – The primary source of UK vehicle data. www.smmt.co.uk

Best selling car brands for May 2024

TOP MODELS MAY 2024	
1 Kia Sportage	4,202
2 Ford Puma	3,812
3 Audi A3	3,017
4 Volkswagen Golf	2,922
5 Vauxhall Corsa	2,671
6 Volkswagen Polo	2,669
7 Nissan Qashqai	2,637
8 MG ZS	2,630
9 Hyundai Tucson	2,613
10 Nissan Juke	2,468

Best selling car brands year to date

YEAR-TO-DATE	
1 Ford Puma	23,205
2 Kia Sportage	20,026
3 Nissan Qashqai	19,687
4 Audi A3	16,520
5 Volkswagen Golf	15,573
6 Nissan Juke	15,538
7 BMW 1 Series	14,190
8 MG HS	14,161
9 Volkswagen T-Roc	13,323
10 Vauxhall Corsa	12,925

May new car registrations 2008-2024

Car manufacturers and dealerships shift gear to EV

The UK government is phasing out petrol and diesel new vehicle sales, to accelerate the transition to electric and achieve net zero by 2050. How does this impact the car manufacturers and dealerships?

The rising fear of global warming, and the devastating effect on the environment and the livelihoods of many generations to come are front and centre of the UK's government policy. The strategic focus on environmental issues and zero emissions has prompted a seismic shift in the car industry, forsaking well-loved traditional fossil fuels in favour of electric vehicles (EVs). This radical transformation is escalating at breakneck speed in terms of switching vehicle production lines, remodelling the business roadmap and preparing the franchisees for a new tomorrow.

THE RISE OF ELECTRIC VEHICLES

Electric vehicles gained popularity due to their environmental benefits, reduced operating costs and government incentives. The advancements in battery technology have significantly improved the range and charging capabilities of EVs, making them a viable option for everyday use. As a result, the demand for electric vehicles has surged, and major car manufacturers are investing heavily in their EV offerings.

Consumers are increasingly prioritising sustainability and are attracted to pure electric vehicles due to their negligible carbon emissions. The rising awareness about climate change and the need for eco-friendly transportation has prompted many drivers to switch to EVs.

BALANCING THE MODEL MIX

The electric revolution has been a rollercoaster ride for car manufacturers across the world, trying to keep pace with consumer demand and changing governmental priorities. Undoubtedly, the next ten years will be very challenging, as manufacturers strive to balance the model mix, so they can fulfil the mounting order bank for EVs and satisfy the die-hard fossil fuel drivers.

Many car manufacturers had already committed to the mass production of hybrid and electric-only ranges based on the government's previous 2030 policy, ultimately driving the prices of greener vehicles down. Meanwhile, prices of petrol and diesel models are likely to rise due to their limited availability and extended lead times.

In September 2023, the prime minister delayed the ban of new internal combustion cars until 2035, causing yet more confusion and consternation for the manufacturers and frustration for the dealer networks. Now that the pressure is off motorists to switch to electric, the surge in EV new car sales has understandably eased.

The delay in the ban brings the UK into line with the European Union, which is also prohibiting sales of new petrol and diesel cars by 2035.

THE UK GOVERNMENT IS SUPPORTING THE ROLL-OUT OF EVS

The government's EV roll-out includes backing the expansion of the charging infrastructure to support the rising number of EVs on UK roads. Thus creating robust zero-emission vehicle supply chain networks, providing alternative sustainable transport methods to ensure greenhouse gas (GHG) emissions are reduced, as outlined in the Net Zero strategy.

From 2035 no new conventional petrol or diesel cars will be sold in the UK, meaning that all new cars after that deadline will be zero emission.

In addition to government support, the private sector is actively participating in the expansion of the UK's EV charging infrastructure. Key players in the market are investing in the development of innovative charging solutions such as ultra-fast charging hubs, wireless charging systems and advanced battery technologies.

NEW RESTRICTIONS FOR MANUFACTURERS*

From January 2024, car manufacturers will be forced to meet strict quotas for the sales of electric cars, despite the ban on sales of new petrol and diesel vehicles being deferred. The government's mandate requires car makers to ensure that 22% of new vehicles sold are electric, this will rise year on year and is expected to reach 80% by 2030. Failure to hit the objective will result in substantial fines (£15,000 per car and £18,000 per van) for the shortfall in EVs sold. Manufacturers selling fewer than 2,500 vehicles per year will be exempt.

There is a positive clause to this mandate which allows car makers to purchase credits from other manufacturers that exceed their EV mix.

This 'free trade' allowance will be in place until 2026 and will make the objective far easier to achieve, at least for the next two years.

*Source: Car Dealer Magazine

DEALERSHIP CHALLENGES

The rise of electric vehicles has disrupted the traditional business model of car dealerships. Unlike internal combustion engine models, electric vehicles require less maintenance and have fewer mechanical components. This change poses a sizeable challenge for car dealerships, as they rely heavily on revenue generated from service and repairs.

Car dealerships play a crucial role in the sale and distribution of vehicles. However, with the increasing adoption of electric vehicles, their role is evolving. Dealerships now need to become knowledgeable about electric vehicle technology, charging infrastructure, and government incentives. They must invest in training their sales teams to effectively educate and assist customers in making informed decisions. Furthermore, dealers should establish a seamless customer experience by providing test drives, assisting with charge point installation and offering comprehensive after-sales support.

While the shift to electric vehicles presents challenges, it also offers numerous opportunities for car dealerships. Dealerships can embrace EVs by investing in charging infrastructure on their premises, providing customers with a convenient charging experience. They can also offer specialised services such as EV maintenance, repairs and battery replacements.

TSG LEADING THE CHARGE

The government's policy toward transport decarbonisation is driving public demand for a practicable charge point network, to keep pace with the growing number of EVs. Without a robust infrastructure, the ambitious plan to hit net zero by 2050 will undoubtedly stall.

It is critical for car dealerships and vehicle manufacturing plants wishing to provide charge points on site, to partner with a reputable supplier that can effectively project manage the entire installation.

TSG is leading the way in establishing a charging infrastructure capable of safeguarding the future of EVs across the UK. With over 20 years of experience in the industry, TSG has the expertise to provide a scalable and practical solution for any size of operation, leveraging the characteristics of the site to maximise the opportunity.

TSG is now established as the UK's first-choice engineering, procurement and construction (EPC) contractor and has the expertise to provide a complete end-to-end turnkey EV charge solution, from site survey, design, consultancy and distribution network operator (DNO) connections.

For more information on TSG UK's service and solutions, please visit: www.tsg-solutions.com/uk

SUMMER 2024 • ISSUE 18 • THE GREEN PAGES - NEW FUELS GUIDE

Hydrogen: Why your investment isn't up in the air

Hydrogen remains a central pillar on the road to net zero with the fuel source predicted to make up 22% of final energy demand globally by 2050. However, investing in dedicated hydrogen pumps to help future-proof your forecourt businesses demonstrates a significant financial contribution.

Here, experts at Dover Fueling Solutions explain why investing in hydrogen is a worthwhile decision, which will pay off in the long run.

Given its potential to decarbonise heavy industry, hydrogen is likely to see an abundance of private investment, which should improve infrastructure across the continent. So while the initial financial outlay may be daunting for some station owners, the hydrogen market demonstrates enough growth to merit the investment.

DEDICATED PUMPS

Hydrogen is particularly effective in parts of the economy difficult to decarbonise, such as long-haul transport with its natural abundance and easy nozzle-to-pump filling dispensation.

With the global fuel cell electric vehicle market expected to be worth 428.7 billion by 2032, forecourt owners are wise to invest in dedicated hydrogen pumps to help future-proof their businesses. However, the investment also demonstrates a significant financial commitment, which will pay off in the long run.

HOW IS HYDROGEN DISTRIBUTED AND AT WHAT COST?

The distribution of hydrogen is via three main channels: pipelines, high-pressure tube trailers and liquefied hydrogen tankers.

At present, pipes typically remain the least expensive way to deliver large volumes of hydrogen, with 4,300km of pipeline currently in place across the continent and 23,365km predicted by 2030.

Another option is tube trailers which transport compressed hydrogen gas by truck, rail or sea. This is typically an expensive method and is used for shorter distances of 200 miles or less.

Liquefied hydrogen tankers are another method used to cool hydrogen to temperatures where it becomes a liquid. This is also typically expensive but can be transported more efficiently and over longer distances too.

STORAGE

In addition to these different logistic methods, the dispensing mechanism is more complicated as well, due to the various temperatures hydrogen needs to be stored and dispensed at.

As a gas, hydrogen requires storage in high-pressure tanks of around 350-700 bar or 5000 – 10,000 psi. Liquid storage, meanwhile, requires cryogenic temperatures of -252.8 degrees. Both of these can be costly procedures with an estimated $10 per kWh of stored hydrogen capacity.

SO, IS ALL OF THIS EXPENSE WORTH IT?

Clearly then, championing hydrogen fuel pumps demonstrates a significant investment for forecourts but that isn't to say it doesn't make shrewd business sense, particularly given hydrogen's stratospheric potential.

The International Energy Agency notes that the move towards hydrogen is enjoying "unprecedented momentum" around the world as it finally presents itself as a longstanding clean energy solution.

In Europe, the 'Basque Hydrogen Corridor' has seen 200 million investments alone in various projects, with the market expected to swell to $428 billion globally by 2032.

Of course, to facilitate all of this demand and growth, the sector will need a fully scaled infrastructure, which caters to the needs of drivers, be they commercial or consumer. To accommodate, hydrogen refuelling stations are expected to grow by 17% with North America leading the growth.

FALLING COST

The hope is that as hydrogen becomes more widely adopted, the cost of hydrogen adoption will fall dramatically. This will be in part due to technological improvements across the sector including renewable energy generation and declining costs of hydrogen electrolysis. Forecasters predict that the costs of hydrogen production could decline as much as 70% by 2050.

In fact, stock market analysts Motley Fool believe that hydrogen is one of the best alternative fuel investments to make right now. Given its potential to decarbonise heavy industry, the fuel is likely to see an abundance of private investment which should improve infrastructure across the continent. The website estimates that it could well become a multi-trillion industry of the future.

CONCLUSION

While the initial financial outlay may be daunting for some station owners, the hydrogen market demonstrates enough growth to merit the investment.

www.doverfuelingsolutions.com

Bentley delays first EV
pushing back electrification date

Bentley was apparently intending to introduce its first electric model in 2025, but this is now not happening. It's been delayed by a year because of technical problems caused by software issues, as well as platform-related concerns. The inaugural EV is now expected near the end of 2026, with customer deliveries in 2027.

Apparently, Bentley wants to completely lose petroleum cars by 2033. The three-year delay allows them to invest more in plug-in hybrids to provide a smoother transition to an EV-only lineup. The high-end manufacturer is pouring "hundreds of millions" into a new wave of PHEVs that'll remain on sale early into the next decade, to meet customer demand.

UK MANUFACTURE

The inaugural EV should be manufactured at home in the UK, supported by the Premium Platform Electric co-developed by Porsche and Audi. While all three brands sit below the Volkswagen Group umbrella, Audi has technically owned Bentley (as well as Lamborghini and Ducati) since 2022.

The now-delayed EV won't replace an existing model as it'll be a completely different product. Before the first zero-emission model arrives, Bentley is preparing to launch a high-performance plug-in hybrid, based around a V-8. It'll indirectly replace the W-12.

It's planned for the battery inside Bentley's first EV will run for 350-450 miles on a single charge, taking around 20 minutes to charge the battery from 10 to 80 percent.

State of the art, green hydrogen production
From Wrightbus in Northern Ireland

Buying an electric car

Best practice guide from Zemo Partnership

With used electric vehicle sales reaching a new record in 2023, more and more consumers need clear, unbiased information to inform their purchase decision. Zemo's new Best Practice Guide aims to help those that sell or assist in the selling of EVs consistently communicate key information to prospective buyers of used EVs.

According to the Society of Motor Manufacturers and Traders, sales of used EVs nearly doubled in 2023 to 118,973. That rise followed a sharp increase in 2022. More and more electric vehicles are expected to arrive in the used car market in the coming years.

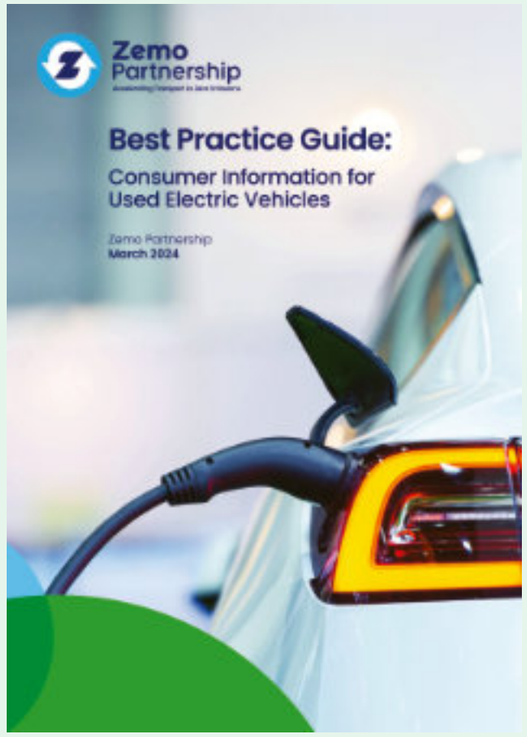
Used car buyers are now faced with a greater range of choices than ever, with a variety of powertrains, tested to different cycles and requirements. Buyers of battery electric vehicles (BEVs), in particular, need to understand new categories of information, different units of measurement and an array of new features and capabilities associated with electric propulsion.

Moreover, there is a lot of confusing information - even some misinformation - that is likely to influence the choice of consumers about their next vehicle.

GUIDE FROM ZEMO PARTNERSHIP

Zemo has published this Best Practice Guide as an acknowledgement of the challenges consumers are facing and to help ensure that core information is communicated to consumers as clearly and consistently as possible.

Even used car dealers may not yet be fully equipped with the necessary understanding of the vehicles, and their charging requirements, to market BEVs effectively and comprehensively.



To address this gap and empower both sellers and buyers, Zemo Partnership has developed a Best Practice Guide specifically tailored for those involved in selling used EVs, whether online or in person. Through the guide, used car dealers are provided with direction on what information should be included in sales materials for electric cars and the reasons for its inclusion. Through this route, Zemo aims to provide consistency and clarity across the consumer's used EV purchase journey.

Zemo has a long history of providing reliable information to consumers about the environmental performance of cars available to purchase. As the Low Carbon Vehicle Partnership, Zemo was the originator of the colour-coded environment label for new cars which appears in car dealerships and alongside online and other sales materials. Zemo extended the new car label to used cars and this has been used as the basis for the 'Environmental Car Label', produced by the Vehicle Certification Agency (VCA), which is now legally mandated to be displayed in new car showrooms.

Report author Zemo's Naomi Brandon-Bravo said:

"Making an informed decision to buy a used electric vehicle requires time and research. I hope that by explaining and clarifying many of the key terms and things to consider when buying a used EV, more consumers will be encouraged to make the leap into an electric motoring future."

www.zemo.org.uk

Adler and Allan accelerates EV push

New acquisition of Utility Line

PEIMF+ member Adler and Allan have acquired Utility Line, a leading Independent Connection Provider (ICP) and grid connection specialist, focused on commercial electric vehicle (EV) infrastructure.

Founded in 2021, Utility Line has established itself as a trusted partner for industry leading clients seeking a full "turnkey" solution for specialised EV charging infrastructure and grid connections. Their team of experts handle everything from design, planning, installation, and maintenance of commercial, industrial and residential schemes, from inception all the way through to energisation and handover.

Nick Ravden, Managing Director, for Utility Line, said:

"We are thrilled to join the Adler and Allan family. Their established position in the utilities and transport & logistics markets, combined with their mission and service offerings, creates the perfect platform to integrate our capabilities and support even more companies, on their renewable energy journey."

This strategic acquisition aligns perfectly with Adler and Allan's commitment to sustainable solutions and positions them as a key player in the rapidly growing EV sector.

"We're excited to welcome Utility Line to the team. This acquisition strengthens our specialist EV and high voltage capabilities and broadens the range of services we offer across all sectors. Together, we become the go-to partner for companies seeking to achieve net-zero carbon goals and fulfil their ESG commitments."

Henrik Pedersen, Chief Executive Officer of Adler and Allan said.

"This marks Adler and Allan's ninth acquisition in the last three years; underscoring their commitment to ambitious growth and leadership in the environmental solutions space.

The combined expertise of both companies strengthens Adler and Allan's position as a comprehensive "turnkey" partner for EV projects; catering to a wide range of needs: from installation of high-end, bespoke charging systems on retail forecourts to residential grid connections to large-scale public transport infrastructure."

ADLER AND ALLAN – IN THEIR OWN WORDS

As the UK's most trusted environmental services partner, our mission is to help organisations reduce risk to the environment and their operation by managing assets compliantly, while achieving commercial, ESG and Net-Zero goals.

We enable utilities, energy, and industrial infrastructure owners to overcome the biggest environmental challenges of the 21st century. We're doing this by innovating and engineering solutions to enable compliant asset installation and maintenance. Plus the transition to new energy infrastructure whilst reducing environmental risk, operational downtime, reputation damage, and regulatory enforcement.

Key facts:

- Over 1,500 specialists across the UK
- Over 35 locations across the whole of the UK
- Completed 32,500 on-site projects for clients over the last 5 years
- 400,000m of drainage surveyed and remediated each year
- Attended over 50,000 emergency pollution callouts over the last five years
- 5bn + environmental data points collected every year
- 600+ ultra rapid EV charging points installed to-date

ABOUT UTILITY LINE

Utility Line is a specialist Independent Connections Provider company, focused on delivering comprehensive "turnkey" solutions for commercial EV charging hubs and grid connections. Their team of experts provide a full end to end service from concept, all the way through to design, build and maintenance, specialising from LV to 33kv electrical infrastructure.

www.adlerandallan.co.uk

SUMMER 2024 • ISSUE 18 • THE GREEN PAGES - NEW FUELS GUIDE

Government rules out VAT cut and more EV grants in response to Lords report

The Government has responded to the House of Lords Environment & Climate Change Committee's EV inquiry saying that it will not change VAT rules for public EV charging or bring back incentives to stimulate sales of electric cars.

The Lords report, published in February, warned that a combination of higher purchase costs, insufficient charging infrastructure and mixed messaging was threatening the continued adoption of electric cars.

While noting agreement with many of the report's findings, the Government said it disagrees with commitments around infrastructure, as well as new incentives to purchase EVs and proposals to equalise the VAT differential between public and domestic charging.

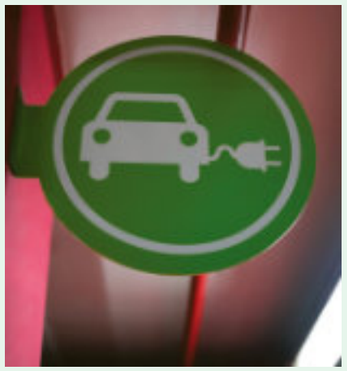
On the issue of public charging costs, the Govenment said: *"VAT is a broad-based tax on consumption and the 20% standard rate applies to most goods and services. Whilst there are exceptions to the standard rate, these have always been limited by both legal and fiscal considerations.*

"Expanding the VAT relief already available would impose additional pressure on the public finances to which VAT makes a significant contribution."

GRANTS

On the reintroduction of incentives, the Government said: "Government grants have been in place for over a decade to help reduce the up-front purchase price of new EVs. All Government grants are kept under review to ensure the best value for money for the taxpayer. The Plug-in Car Grant was closed to new orders on 14 June 2022, having injected £1.5 billion in taxpayer funding to support the growth of the early electric car market.

"In June 2022, the Government published a public evaluation report, which highlighted that the Plug-in Car Grant was vital in building the early market for electric vehicles. It then had less of an effect on demand than other existing price incentives, such as company car tax."



In response to the Government's comments on the Lords' report, chair of the inquiry, Baroness Parminter, said: "Whilst we welcome the Government's acceptance of some of the recommendations in our report, it is particularly disappointing that it is not committing to incentivising the purchase of more EVs, equalising the VAT differential between public and domestic charging, or addressing our concerns about barriers to charging in multi-occupancy buildings.

"If implemented, these recommendations would help people to adopt EVs and ensure a smoother journey towards net zero. Peers will keep urging the Government to do more, as otherwise the EV revolution is a non-starter."

AdBlue: The unsung hero of clean diesel technology

Why forecourts need dispensers – now!

By Sean Cole, National Account Manager - AdBlue, Commercial Fuel Solutions

In the race towards cleaner emissions, electric vehicles (EVs) often steal the spotlight. However, for many user cases and older car owners, EVs are still a distant dream due to range limitations and price point. Diesel (and biofuel) engines are now so refined and efficient, it feels a shame to consign them to the scrap heap. Whilst they still produce emissions, these can, to a greater extent, be mitigated thanks to AdBlue; a critical but often overlooked partner in this cleaner diesel revolution.

What is AdBlue?

AdBlue is a non-toxic, water-based solution made from urea. It plays a vital role in Selective Catalytic Reduction (SCR) systems, a technology present in most modern diesel engines.

However, for a forecourt owner, AdBlue can cause a bit of a headache. It is typically sold in 10 litre cans. These are heavy and cumbersome for customers to haul from the shop front to their car; hoist up, and carefully (thanks to the thin and flexible plastic) pour into their car's AdBlue filling point. This can be positioned under the bonnet, in the boot or under the fuel flap. And thanks to bonnet struts and boot hinges, customers need to get into all sorts of contorted positions as they slosh AdBlue around the forecourt, into their boot or engine bay and over their paintwork. It is far from ideal.

Increasing demand

Consumer demand for AdBlue is increasing, so this headache isn't going to go away. Currently, 2 million cars and 1.5 million commercial fleet vans in the UK require regular AdBlue replenishment.

There is, however a neat and, most importantly, a revenue making solution. An AdBlue dispenser such as the COSSU (Consumer Operated Self Service Unit) from Commercial Fuel Solutions that can mitigate all those issues.

The COSSU unit is a revolution in AdBlue dispensing. Designed from the outset to increase profitability, minimise disruption to your operations and reduce waste plastic product, the COSSU system delivers a simple, yet uniquely patented solution to your consumer dispensing needs.

Patented COSSU system

COSSU AdBlue Dispensing Tower for Cars 230v, available as either a token-operated or NAYAX payment gateway system. This uniquely patented system enables consumers to self-service their AdBlue in the same manner as they currently do with other self-service machines (Air, Vacuum, Jet wash, etc.) by either purchasing a token or by using the contactless payment system.

This unique AdBlue vending system enables the site operator to sell a single dispense of AdBlue, over a predefined period of 60 seconds at a rate of up to 5 litre/min. Multiple value vends can be assigned to both the token and Nayax payment systems.

As the COSSU is located away from the fuelling islands, it means that disruption to traffic flow through the fuelling lanes is minimised. For high-volume sites, the COSSU system can be connected to the existing AdBlue storage tank. For those sites which have lower demand an independent 650 or 1300 litre storage solution is available that can be directly coupled to the unit.

The filling interface is engineered to the industry standard ISO 22241-5 for passenger cars and light commercial vehicles. The delivery hose is suspended with a spring mast to reduce wear and eliminate trip hazards.

Reduce/eliminate waste plastic

Every COSSU dispense replaces around two plastic can dispense. By operating a COSSU at your site, you will significantly reduce or eliminate the need to use single-use plastic dispensing cans on site. You will eliminate the cost of disposal, and of empty and half-empty containers being left around the site - littering the forecourt and creating an unsightly trip hazard.

Minimise fuel island waiting times

The COSSU AdBlue dispenser is located independently from the fuelling island, reducing driver waiting times and associated CO2 emissions considerably. A comprehensive SPA-certified risk assessment and installation service is available, meaning there is usually no need to shut down your fuelling islands to effect installation.

Increase merchandising revenue

The token-operated systems ensure customer interaction with your store enabling upselling of merchandise. Alternatively, a contactless payment option is available for unattended stations.

Improve profitability

Not only will the COSSU increase your profit margin on AdBlue sales when compared to cans/bottles, but this unique solution also frees up valuable shelf space.

Future-proofing forecourts

Investing in AdBlue dispensers now positions forecourts to cater to the growing biodiesel market. This ensures they remain competitive and relevant in the evolving fuel landscape.

Beyond convenience: The strategic advantages of AdBlue dispensers

The benefits of AdBlue dispensers extend beyond simply offering convenience to diesel and biodiesel users. Here are some additional strategic advantages for forward-thinking forecourts:

Enhanced brand image: Offering both diesel, biodiesels and AdBlue allows stations to position themselves as leaders in sustainable fuelling options, attracting environmentally conscious customers.

Improved customer loyalty: By catering to the specific needs of diesel car and van drivers, stations can foster stronger customer loyalty, encouraging repeat business.

Future-proofing investment: As emission regulations tighten and the demand for cleaner fuels rises, forecourts with AdBlue dispensers are well-positioned to navigate the changing landscape.

Investing in AdBlue dispensers signifies a commitment to a more sustainable future for the transportation industry, and underscores commitment to cleaner air for everyone. It positions stations as partners in the clean fuel revolution, attracting environmentally conscious customers and future-proofing their business models.

Consumer awareness: Initially, some consumers might not be familiar with biodiesel or AdBlue. Investing in educational signage and promoting these cleaner fuel options is key to driving awareness and adoption.

Addressing these concerns proactively through strategic planning and clear communication can ensure a smooth transition and maximise the return on investment.

www.commercialfuelsolutions.co.uk

Revolutionising diesel exhaust systems:

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

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

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

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

Comprehensive system components

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

Why choose NUPI's solution?

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

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

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

What is AdBlue/DEF?

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

The function of AdBlue/DEF

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

INDUSTRIE ITALIANE nupi

30 YEARS WARRANTY

UK STOCK

Conclusion

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

Contact information

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

Producing AdBlue with less CO2 emissions. It can be done!

Managing Director of GreenChem Solutions Ltd, Chris Haynes, explains how they are reducing their carbon footprint in the manufacturing of AdBlue.

At GreenChem, we are always looking for ways to make positive (environmental) impacts; not only through our AdBlue solutions, but also in our operations.

AdBlue has long been a unique product, that is key in reducing harmful emissions in diesel engines. Its production traditionally requires the use of fossil fuels – which has presented certain environmental challenges. This blog will introduce and explore a case study in the production of AdBlue, that pushes the net zero transition even further.

It can be done!

Traditional AdBlue production

AdBlue is a 32.5% urea solution mixed with demineralised water. It works in the selective catalytic reduction (SCR) systems to reduce harmful nitrogen oxide (NOx) emissions from vehicles. Its usage and applications have gained prominence since the EU (European Union) tightened regulatory controls on pollution; starting back in 2006 with Euro IV, making it an essential component in the battle for cleaner air. Despite AdBlue's environmental benefits, the manufacturing process traditionally remains dependent on fossil fuels, especially during the dissolving process.

Traditionally, AdBlue is produced by dissolving an appropriate grade of urea (AMU or AGU) in pure water. This process is called endothermic, which means that during it, the temperature of the blend (mixture-solution) drops.

Because of this endothermic phenomenon, water needs to be heated to prevent the urea solution from freezing.

The standard procedure when dissolving urea in water in the AdBlue® production process is to heat water to approximately 40 °C. In order to heat water, one can use any type of heating, e.g., an electrical boiler, a boiler with combusted (i.e. burnt) natural gas, oil, coal, or biomass.

Innovation in producing AdBlue with less CO2

Thankfully, a new dawn is breaking in AdBlue manufacturing. Always keeping our motto

"Let's make the environment cleaner"

in mind, we have carried out a small exercise in our UK office, and with our local partner Brooke Energy.

Brooke Energy specialises in producing high-quality dry wood chips for the biomass boiler market. They are an authorised and proud supplier of clean-burning, low-moisture, and efficient wood fuel.

So, to be clear, Brooke Energy's production of AdBlue® is like any other AdBlue® production process, i.e., dissolving urea in water. What is specific in their case is that they use biomass instead of classical fossil fuels (natural gas, oil, coal) to heat the water used for urea dissolving.

Brooke Energy incorporates waste wood, a form of biomass, into the AdBlue production line. This waste wood, which would otherwise contribute to landfill or incineration, is instead repurposed as a source of heat. This innovative approach addresses two significant environmental challenges simultaneously. By replacing natural gas with a renewable energy source, the carbon footprint of AdBlue production is dramatically reduced.

Furthermore, waste wood provides a sustainable alternative to fossil fuels and diverts tonnes of material away from landfills, contributing to a circular economy.

The heat from the Biomass units is used, not only in the manufacturing of a lower carbon footprint AdBlue, but also generates electricity via a steam turbine, feeding the national grid. Furthermore, future development of this process is to incinerate non-recyclable waste which will in turn be used to heat up to 8,000 homes, supplying both electricity and direct heat from the plant. Reducing landfill waste, helping to contribute to a sustainable future and preserve the environment.

Inspirations to follow

The collaboration between GreenChem UK and Brooke Energy is an achievement. The technology and processes developed here are notable examples that inspire others to follow. The automotive industry may be slow to catch up, but positive changes are definitely happening. And together, we can make it happen!

www.greenchem-adblue.com

World famous luxury island resorts in the Maldives & Seychelles upgrade to KPS piping to protect the environment

Case study

KPS' conductive HDPE piping was specified for new luxury resorts in the Maldives and Seychelles to fuel power generators and local boats while protecting the environment. In the Maldives, KPS double wall piping replaced the existing carbon steel which had significant issues with corrosion and was time-consuming to install, in part due to local regulations requiring it to be installed in concrete trenches.

Key Requirements

- Protection of the environment, seas and wildlife.
- Corrosion-free piping (especially important under jetties due to the constant exposure to salt water).
- A long-term solution with minimal maintenance, unlike the existing carbon steel piping.
- Easy, fast installation.
- Conductive piping (to prevent electrostatic buildup).

The KPS Solution

KPS' 2" conductive HDPE piping proved an ideal long-term low-maintenance solution to fuel the generators and marinas at both resorts thanks to its easy-install, corrosion-free properties.

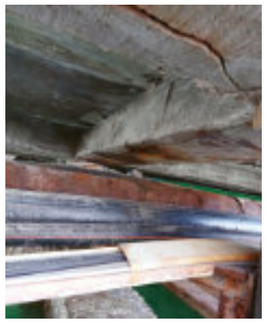
The pipelines were installed in record time thanks to the KPS piping system's easy-install design, minimising disruption to the islands (unlike previous carbon steel piping installations). The Seychelles installation included on-site training by a KPS expert.

KPS double wall piping (Maldives) provided an extra safety layer of protection to preserve the environment as well as negating the need to build concrete trenches.

The KPS technical team supported both projects, including the pipeline below the runway at the Seychelles resort (which was also the only way to access the island).

Like metal piping, KPS' conductive HDPE piping prevents electrostatic buildup.

Explore KPS' technical case study library: https://kpspiping.com/maldivesInsite/



Corrosion and rust of carbon steel fuel piping is an issue for island resorts like these. Yearly inspection, repairs, and pipe replacements are required, with significant associated costs

Corrosion-free KPS piping ready for installation in the Maldives

KPS piping is designed for easy, fast installation

Preparing KPS piping to be installed in a trench in the Seychelles

Installation of KPS' corrosion free piping on the jetty of the Seychelles resort

Installer training on KPS' installer-friendly system

Apprenticeship benefits

STA Technical shares the “win-wins” achieved by taking on an apprentice

In today’s dynamic business landscape, SMEs are always looking for innovative ways to stay competitive and sustainable.

Here Warren Peters, managing director of STA Technical, shares the benefits gained from the decision to take on and support the company’s Level Three Fabrication apprentice, Alex Bloomfield.

“Now I’m not in the business of trying to teach Insite readers how to suck eggs (as many companies will have supported a host of apprentices over the years). So the reason for penning this article is to share how genuinely thrilled I am that, as the MD of an SME, the decision to embrace the apprenticeship pathway has transformed not only Alex’s future career but brought substantial advantages to our company.”

With Alex joining STA Technical back in 2019 on a six-week training scheme designed to give youngsters a taste of the working world, Warren takes up the story:

“Having come up through the apprentice background myself, I have always been an advocate of on-the-job learning. Seeing potential in Alex during his time as a trainee with us, taking the leap to take him on as apprentice, not only provided a chance to develop his skills, but for me to give back and play a similar role to the engineering company that took me on as an apprentice back in New Zealand.”

Starting his Level Three Fabrication apprenticeship at Colchester Institute in September 2021, benefits accrued by STA as a direct result of Alex’s apprenticeship include:

- A cost-effective means of bringing new talent into the business. The apprentice pay scale is typically lower than taking on a fully qualified employee, thereby reducing overall labour costs. Additionally, there are often financial incentives or subsidies for businesses, which further offsets costs.
- The ability for apprentices to meet the unique needs of a company means that apprentices provide a blank slate, on which an SME can impart its company-specific skills and knowledge.
- With an apprentice’s skills developing over time, along with their ability to work independently, their input can significantly boost productivity. Also their infusion of fresh thinking and new perspectives can lead to novel solutions and improvements in processes.

“Helping to future proof the business, our decision to take on Alex wasn’t solely an act of altruism. Rather, it was a strategic move for the long-term business-growth of STA.

“Undoubtedly enhancing our reputation as a socially responsible and forward-thinking SME, it has improved our relationships with those customers, partners and suppliers who value corporate social responsibility.”

Apprenticeship completed

Having completed his apprenticeship in July, STA is delighted that Alex is staying with the company and is now planning to undertake his fabrication coding qualifications.

Alex says:

“Unsure what direction I wanted to go in having left school, being accepted for that initial six-week training programme with STA was a total game-changer in terms of my ambitions and career opportunities going forward.

“Loving the fact that I have been earning whilst learning, the four days of on-the-job experience has enabled the scope of the jobs I am involved in to develop. These days I am undertaking MIG, TIG and MMA welding, as well as providing input into the design of new jobs as they come in. I even got the chance to design and build my own welding table.

“With STA’s reputation very much based on its bespoke engineering expertise, no two days are the same and I’m excited to continue my career at STA.

“Now the greatest fan of the apprenticeship programme, in just a few years I have progressed from having no clear or defined career path, to finding my passion and something I excel at. Taking on an apprentice is a big gamble for any company, especially when it is a small team, but STA’s belief in me has shown me what I’m capable of.”

Warren concludes:

“Offering strategic benefits that extend beyond our immediate labour needs, I’m a firm believer in the power of a university education, but it is not a pre-requisite for all. Our adoption of the apprenticeship scheme has not only served both STA and Alex well, but it means that we are contributing the to the broader goal of advancing the engineering profession and the industry.

“And with the new academic year looming, we are excited that in September STA is taking on its second apprentice. And we’ve already h ad the conversation with Alex about adding mentoring to his responsibilities in order to support our newbie to get the most out of their on-the-job learning.”

www.statechnical.com

The world's most advanced forecourt protection system

Now with facial recognition

VARS Technology have the world's most advanced forecourt protection system. As well as stopping drive offs and no means of payments, VARS can manage traditional and EV parking using ANPR technology. With many added benefits, and the highest recovery rates in the industry, they are the leaders in this field.

Over the years, many companies have attempted to prevent drive-offs with limited success. According to VARS Technology director John Garnett, recognising this gap in the market, the team behind VARS saw an opportunity.

Every vehicle monitored

"Fuel thieves prefer easy targets. Our system's effectiveness lies in this deterrence. This means our system redirects drive-offs to other stations, making those without our system more likely to be targeted."

John explains, that VARS developed a system that reads every vehicle entering and exiting the forecourt, operating behind the tills, monitoring each vehicle.

"If a vehicle has previously committed a drive-off, it is added to our blacklist. When such a vehicle enters a forecourt, an alarm notifies the cashier, providing advanced warning of the vehicle's history of drive-offs, non-payment, aggressive behaviour, retail theft etc. This proactive approach stops drive-offs and crimes before they even occur."

A major advantage of the system, is the quick and simple process for forecourts to report drive-offs back to VARS.

This can be done through the company's tablet - taking less than 30 seconds to report a drive-off and less than two minutes to report 'no means of payment.'

Once VARS receive the claim, they look at the evidence provided, receipt time and date etc of the alleged incident. When the evidence has been verified, the claims team then begin the process, contacting the DVLA for drive-offs, obtaining details, and starting the process of recovering the stolen fuel money. They send two letters to the vehicle owner, and if needed, employ a debt collector; achieving a high recovery rate in as early as two weeks.

Continued growth

VARS has grown quickly over the past few years, their team of employees, and sites covered, doubled from 2023 to 2024

In terms of recovery, VARS claims have an impressive success rate. 90% of NMOP cases are resolved within three days, another 15% within two weeks, and the remaining unpaid cases are treated as drive-offs.

John continued:

"We introduced the system to retailers four years ago. Currently, it is installed in about 1200 forecourts across the UK, with different tiers available based on need, and approximately 500 sites using the full system. Last year, we had claims submitted, worth £2,487,462 and we have recovered well over £1 million for our clients."

FACE: facial recognition

Recently, facial recognition technology has been introduced in shops and supermarkets as a proactive measure to prevent crime and deter antisocial behaviour. This innovative system functions similarly to Automatic Number Plate Recognition (ANPR) systems used in forecourts.

When a crime or suspicious activity occurs, the cashier can input the details into the VARS portal, along with evidence of the incident and a description of what transpired. This will set an alert off when the offender walks into a premises with the VARS Face system.

Once the facial recognition team at VARS receives the incident report, they review the evidence and assess the severity using a scoring system. This system determines the geographical range over which the alert will be shared, ensuring that other nearby stores and supermarkets are aware of potential threats.

By doing so, the technology not only helps to prevent repeat offences, but also enhances overall security, creating a safer environment for both customers and staff.

www.varstechnology.co.uk

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

The VARS system can protect your forecourt in many ways

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

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

State-of-the-art ANPR solution

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

Fully compliant accredited member of the British Parking Association

Simple and fast reporting No Means of Payments and Drive offs

Audible and visual alerts of Blacklisted vehicles

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

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

VARS TECHNOLOGY

varstechnology.co.uk

Not all tank alarms are created equal

There are of course a good many tank alarms on the market with a range of features and benefits. But, at Hytek, we humbly think our own Hytek Engineered products lead the way. And we'd like to tell you why.

ATEX, as standard

A good number of our customers ask us why we offer our three-channel tank alarm with ATEX certification as standard? Like everything we do, the decision was made with our customers in mind. When diesel was reclassified as a flammable liquid almost a decade ago, we decided that in order to make it easier for our trade customers and installers ensuring they were ATEX certified meant you would always have the correct alarm for the job – removing the need to visit a site first.

Of course, ATEX certification has traditionally come with a greater cost than those without. But we have tried to alleviate that, with even our lower cost compact versions offering ATEX certification as standard. And we believe they are competitively priced in the market, when compared to non-ATEX versions.

We always have our customers' needs front of mind

To help our customers with their stock holding, you can buy the alarm housing separately and then, when needed, buy tank float switches suitable for the specific fuel type. It's worth noting that our AdBlue version has a stainless steel tank float switch so it can be used with water and some chemicals as well.

All of the tank float switches are the same for overfill, bund or low level, you just simply use the configuration dip switches inside the housing. Or, as an alternative. You can buy a kit, which contains the alarm housing, and one, two or three float switches. And when it comes to fitting the switches, each one has a flat metal plate and gasket, making them ideal for fitting to plastic tanks, and a brass 1.5" threaded cap, ideal for fitting to a steel tank.

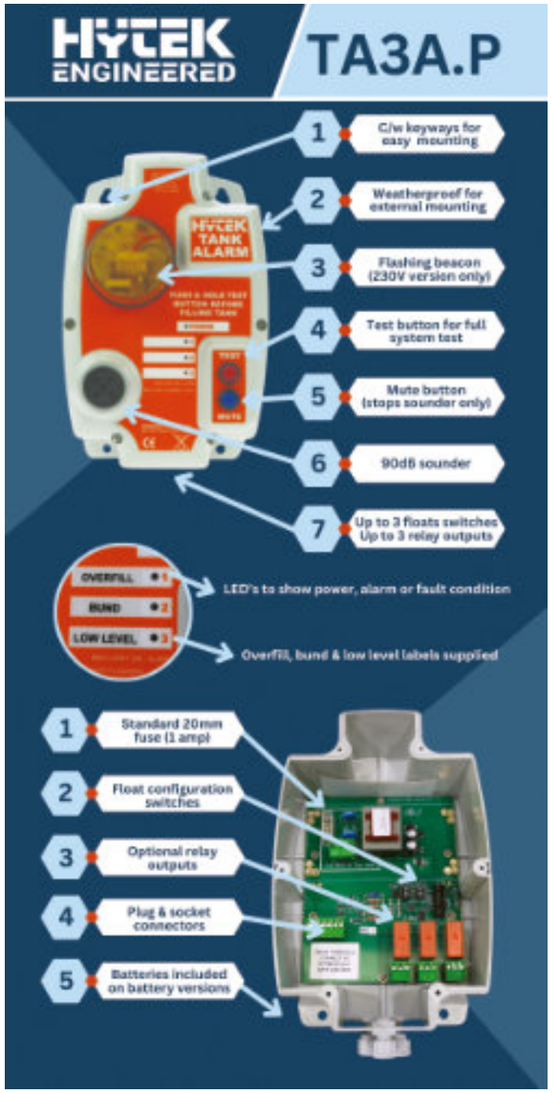
Another useful feature is that the housing can be bought with integral relays. The relays can be used to switch to secondary equipment, for example our remote waring device, or are often used to connect the alarm to a building management system.

Multiple configurations

The three-channel tank alarm is the very definition of versatility. For example. you can use one alarm to show an overfill situation on three separate tanks, or one alarm on one tank to show an overfill, bund or low-level situation. Pretty neat, hey?

No matter what the weather

Finally, the alarm housing is fully weatherproof and has a one-piece O ring seal located in a groove which means it offers, unlike many other alarms on the market, complete protection against condensation.



Try before you buy

Over 23,000 of our alarms are in use across the globe; the Hytek Engineered products are trusted for their quality. If you'd like to discuss your alarm requirements in more detail or to try one on 30 days sale or return, please contact us. We are confident you will not be disappointed. And standard versions available for same day dispatch.

Hytek only supply the trade, for your copy of their latest product catalogue please email: sales@hytekgb.com or call: +44 (0) 1279 815 600

HYTEK

HYTEK ENGINEERED

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Battery

Mains

Tank Alarm Float Switches

AdBlue® is a trademark of the Verband der Automobilindustrie e.V. (VDA)

Tri-line tank lining system

Tanks and Pipeworks is a leading company specialising in tank lining, petrol filling station solutions, tank cleaning and much more. With years of experience and a dedicated team of professionals, Tanks and Pipeworks have established themselves as a trusted provider of lining systems in the industry.

The most notable service offered is the EN approved, UK patented Tri-Line tank lining system.

We understand the importance of maintaining the integrity of storage tanks, whether it's for fuels, chemicals, water, or other substances. Our expert team utilises advanced techniques and high-quality materials to ensure tanks are properly inspected, prepared, lined, and monitored; to protect against corrosion, leaks, and other potential hazards.

By providing reliable tank lining solutions, Tanks and Pipeworks helps businesses maintain the compliance, safety and efficiency of their operations.

12 fault-free years

We have recently revisited a retail petrol filling station in Birmingham, with an order to Tri-lIne five single skin steel underground fuel tanks.

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

The tank had been monitored for the previous 12 years by a constant vacuum monitoring system, and no faults or alarms had been reported in that time.

While preparing the five single skin tanks for lining, the previously lined tank was cleaned and internally inspected and, apart from some discolouration of the topcoat resins, shown on the photo, the lining was found to be in perfect condition. The tank surface was then lightly abraded, and a new topcoat resin resistant to all modern standard fuels was applied.

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

Digital monitoring

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

The data log has proved invaluable, in demonstrating to customers when tank alarms have been investigated, that third party interference with, or damage to, the monitoring system is the overwhelming cause of alarms with the Tri-Line system. With over 700 tank lining systems installed, only two tanks have required warranty visits to rectify issues within the tank lining systems themselves.

This case indicates why Tanks and Pipeworks remain the leading installer of lining systems in the UK; and why we are delighted to offer an inspection and refurbishment service and to extend for another 10-years the warranty on our lining systems. Not all lining systems are the same.

www.fassuk.net

EDGEPoS from Henderson Technology

The premium destination for cutting edge EPOS solutions

EDGEPoS is an award-winning EPOS software system developed by Henderson Technology.

Designed by retailers for retailers, EDGEPoS supports all retail business needs by offering retailers a real-time solution, and carefully addresses the key areas of security, operational efficiency and business development.

Henderson Technology sees how forecourt retailing is a rapidly changing business and recognises the impact of innovative technology. The company provides forward-thinking solutions for forecourt retailers, enabling their businesses to maintain their competitive edge and ultimately boost profitability.

Three main areas of retail

EDGEPoS covers the three main areas of running a retail business – operational efficiency, security and business development. It includes an intuitive point of sale system, an integrated payment solution and comes with a number of comprehensive analytical tools, supporting convenience and forecourt stores. Designed to streamline operations and enhance customer experiences.

With continuous development and innovative integrations and partnerships, EDGEPoS is now one of the most powerful and feature-rich systems in the UK.

This cutting-edge technology not only enhances operational efficiency but also provides customers with a seamless shopping experience.

Used now in over 940 sites across the United Kingdom and Australia, EDGEPoS is the future of retail technology and with its innovative and cost-effective self-checkout solution for retailers, alongside the award-winning Gander, Appetite, Deliverect and Ubamarket integrations.

CASE STUDY: Self-checkouts, Glory Cash Management and Electronic Shelf Edge Labels at Madigans Court SPAR forecourt, Belfast

Madigans Court installed the Glory Cash Management Closed Loop solution in 2023. We spoke to Josie McKernan, Operational Manager, Charioteer Ltd (Madigans Court), to hear how this award-winning fuel site benefits from what EDGEPoS has to offer.

Self-checkouts

"One of the key factors to the success of the self-checkouts (SCOs) at Madigans is that we made sure that there were no barriers for customers that would prevent them from using them. Customers can pay by card or cash, having the Glory Cash Management Unit at each SCO enabled us to do this. Customers can pay for fuel, cigarettes, alcohol, PayPoint and Lottery.

There is always one member of staff supervising, with two members of staff supervising at busy times. This means that we ensure that customer can pay and leave quick and easy. We gave a lot of thought to the layout.

Customers can clearly see where they need to go to scan their goods through, and we are on hand to assist them as soon as they need help. The SCOs have really helped us to be more convenient for our customers, as they now know that they won't have to stand in a queue when they come to Madigans.

Introducing SCOs hasn't compromised our customer service, in fact if anything it has helped to improve it. There was a bit if hesitancy from some customers at the start, but we invested in having additional staff on hand, so that they could educate those that were unsure and help build their confidence. We have had the SCOs installed now for 8 months, and we are averaging 71% of all customer transactions through them. This is incredible, we had the goal of 65% and we have exceeded that goal already.

Having a continual presence at the SCOs, is critical in managing theft. Also, our layout helps. They are not located beside the door, and there is always another member of staff on the two manned tills. The manned tills are overlooking so they have eyes on them too. This is combined with a defined theft prevention strategy that all team members know and follow, and it has meant that the introduction of SCOs has not resulted in increased loss through theft."

Electronic Shelf Edge Labels

"Electronic Shelf Edge Labels (ESELs) are fully integrated into EDGEPoS and enhance the in-store shopping experience for customers while streamlining operations for independent retailers.

ESELs cut down hours of manual price-changing for store staff and ensures stores stay compliant. In addition, they can align retailers' commitments to sustainability by replacing paper labels with digital displays, significantly reducing paper waste.

ESELs have had a big impact on the improving the effectiveness of the running of the store. Like the SCOs, we have reinvested staff hours into ensuring that all the basics for a successful convenience retail business are consistently achieved.

We now have resource to ensure that the shop is tidy, clear of obstruction, shelves filled with stock, and promotion ends replenished as soon as they empty. Not to mention, that we have staff available to assist our customers in finding products etc.

There has been a significant number of hours saved by having ESELs, particularly during promotional changes. The promotional changes would have been challenging in that the staffing had to be flexed up, which could sometimes prove difficult. Old promotions can be switched off at the click of a button.

They have also helped ensure that if a product sells out, staff don't over face another product to fill the gap by removing the paper label."

Choose EDGEPoS by Henderson Technology

Also available is a new digital offer which enables forecourt store teams to communicate effectively with shoppers via digital screens, displaying daily and weekly value deals and campaigns.

To find out how Henderson Technology can help enhance your forecourt site operations and maximise profitability or to get a free tailored demonstration, visit: www.henderson.technology or contact: sales@henderson.technology / 028 9094 1900.

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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 PEIMF+, the members have and do signify their commitment to the above principles.

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Continued on page 46

Continued from page 45

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