Summer 2025

ISSUE No.107

Insite

Insite is the official magazine of PEIMF+

PEIMF+
The future of fuel and energy services

In this issue :

- Environmental services
- AdBlue
- Business insurance
- Retail fuel management

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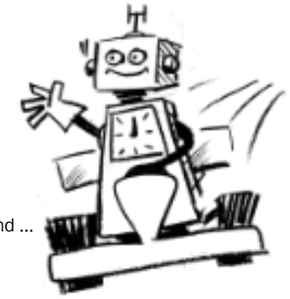
There's lots happening



Well there's certainly plenty going on with PEIMF+ in this issue of INSITE.

Firstly, we're announcing on pages 4-5 the details of next year's 2-day member event, including: our AGM, FREE members' dinner, technical presentation forum and ... wait for it ... the return of our great 'Karting Challenge.'

Our guests had great fun previously, knocking lumps out of each other (or their vehicles at least). You can get involved as an individual, or as part of a team; so please read up the full details and book your place.

Second; we're delighted that long-term PEIMF+ committee member, massively important and influential industry figure (and all-round great bloke) Terry Moody is our new Technical Manager. We introduce Terry fully on page 7, with his appraisal of health & safety policy statements following shortly after. The legendary Phil Monger is still with us in a consultancy capacity.

And, on a more personal note, yours truly has decided to run the clock down on my time with the organisation. I will still be around for another year yet, as we prepare to make the important changes needed to develop PEIMF+ for the future. You can see the full details on page 11. So if you, or a colleague, think you could pick up the baton, please contact Siobhan on the email provided.

Finally; there are wide range of topics covered in this edition including: environmental services, jet wash and valeting, your valuable business insurance and retail fuel management. So plenty to keep you reading.

David Honeyman, Editor

New member

REDS GROUP

Committee

Chair:	Siobhan Keogh
Deputy:	Robin Futcher
Treasurer:	Tom Burns
Business Manager and Insite Editor:	David Honeyman
Technical Manager:	Terry Moody
Technical Consultant:	Phil Monger
Committee:	Andrew Olive, Michelle Machesney, Adam Ruck, Kevin Powell, Maja Stirrat, Duncan Amos, Adrian Beeby, Mark McCleary
Honorary Members:	Jeff Young, Steve Devine, Malcolm Hogg, Tom Hocking

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Telephone: 01474 321999
Email: info@peimf.com

www.peimf.uk

Front cover illustration
Brian Sage

In this issue

AGM & Karting challenge 2026	**4-5**
Terry Moody, new PEIMF+ Technical Manager	**7**
Brian Sage obituary	**8-9**
Environmental issues	**10**
What's in your H&S policy statement	
Ancorra	
Adler & Allan (P42)	
AdBlue	**14**
20 years of AdBlue – Adam Ruck	
SmartPay from Greenchem	
Nupi help revolutionise exhausts	
Insurance: a comprehensive guide from Oamps	**20-21**
VARS forecourt protection	**24**
Valeting	**26**
Air-Serv	
Istobal	
40 years of Hytek	**30-31**
Retail fuel management	**36**
Automatic tank gauges – TSG	
Modern pumps, loyal customers – Gilbarco	
EDGEPoS from Henderson	
PEIMF+ members	**46-49**

The Green Pages New Fuels Guide

6 pages packed with specialist information on new fuel technologies

Insite is the official magazine of PEIMF+. Supplied articles from outside PEIMF+ may not be the policy of PEIMF+. PEIMF+ accepts no responsibility for these articles howsoever implied or stated in relation to any third party company or individual.

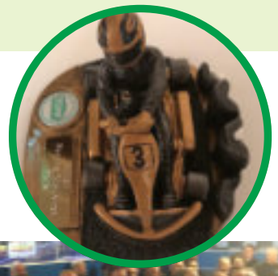
Advertisers and the suppliers of contributed articles are asked to ensure that material submitted is fair and accurate at all times. The Editor reserves the right to amend or withdraw such material which may not comply with this request after consultation.

Get your name on a kart!

Buckle up.
Start your engines.
It's back!

The great 2026 PEIMF+ Karting challenge

Wednesday February 11th 2026



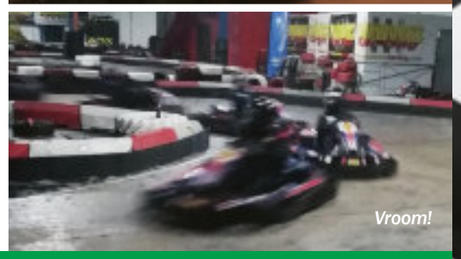
Plus dinner, AGM and presentations

It's been a few years since we last hosted this exciting, fun afternoon, which kicks off an excellent couple of days. There is plenty of opportunity to network with top quality contacts, around a great itinerary, including:

PEIMF+ 2026 AGM, our FREE Members' Dinner, excellent technical presentations and finally a buffet lunch.

It may seem a long way off, but team spaces are limited and you need to get in quickly.

Pre-match nerves



Vroom!

THE VIEW FROM THE PIT LANE

Previously, our intrepid reporter Jeff Young was in the thick of the karting action and gave this brief round-up from the race track.

I arrived at the karting track to find practice and safety instructions well underway. The team racing commenced shortly after, with full power and effort by ten very competitive teams.

The racing continued for a further two hours on the circuit, which is all on one level, with short straights and tricky corners. Accidents were minimal, but there was plenty of arm waving and verbal abuse!

Speed was of the essence and so it was easier to take photos when the yellow flags were waved.

Team places are limited so please

book your team now: £295

Four drivers in a 2-hour endurance test of stamina and speed

Presentations at the evening Dinner (always a great night).

If you're not putting a team forward, but you fancy yourself as a budding Lewis Hamilton, you can join our group of 'PEIMF+ Allstars' (£75 per head).

Contact David NOW to book your place:

david@peimf.com

Terry's key role at PEIMF+

After many years serving on the PEIMF+ committee, we are delighted that Terry Moody has now taken over as our Technical Manager. We've asked him to introduce himself to our members.

Our 'esteemed' editor at INSITE has asked me to write a piece on my background and career, so those of you who don't already know me can have some insight into my industry history and grounding.

After leaving school I started as an electrical engineer, and even today I still use those learnings and theory. After 7 or 8 years I grew to hate the workshop and hankered to get out on the road. In early 1986 I landed a job as a field engineer with Gilbarco. I didn't know the name, but little did I know how much influence that would have on mine and my family's life.

I loved driving around Dorset & Wilts fixing Highline 1's, 2's and old mechanical pumps. After four years I was promoted to Electrical and POS Engineer – mainly trouble shooting. This was the time of Edacom, Micrelec Datapos and Gilbarco TMS15, fast developing technology, EFT and endless supply updates. One of my most enjoyable times.

In 1997 I was approached to become Southern Field Service Manager. Over 100 people reported to me and hell it was tough. After a couple of years we were winning, but the commitment required was limitless, and with a young family - unsustainable. So in 2,000 I had the opportunity to switch careers when Gilbarco offered to sponsor me to train and qualify as a Health and Safety professional.

It was the best move I have ever made; so whilst it took me another seven years to achieve chartered status, I was suitably qualified within a year to lead safety for the UK.

This was at a time when major oil companies all had their own angle on safety management, so negotiating the various issues whilst staying onside with the clients was a real challenge. We were at the embryonic stage of the SPA Industry safety passport, which I helped develop, and subsequently became an accredited trainer, delivering many courses over several years.

At that time Gilbarco, now GVR were acquiring businesses in Europe, and following a significant acquisition in Scandinavia in 2008 I was promoted to HSE Director Europe. A year or so later with a company restructure the remit expanded to Europe Middle East and Africa.

In 2010, following secondment in Australia and New Zealand, GVR created a Global HSE Director role. So I was given a blank sheet of paper and pretty much a free hand to visit operations across the globe to drive HSE improvements. ANZ, China, India, Egypt, Dubai, South Africa, Brazil, Argentina, Chile, Russia and USA, and almost every country in Europe. These were fast moving times of real change and influence, vast amounts of travel and making many friends that remain close to this day.

The sustained hard work of the teams meant results followed, and global performance improved every single year. In 2015 that improvement was recognised, when I became Vice President Global EHS for GVR. This reflected directly on the entire global effort to make the workplace safer.

Along the way there were some extremely low points. In 2012 one of our engineers lost his life in an LPG explosion in Norway, and in 2018 a field engineer in India died following a major electric shock. These events are harrowing, and we can always be wise after the event, but they serve to remind us that the risk is real.

High points for me were managing the HSE aspect of acquisitions. I oversaw the successful post-acquisition integration of significant businesses in Scandinavia, Eastern Europe, India, North America, Germany and best of all South Africa.

As 2020 approached, early retirement was fast approaching, until COVID arrived and we were all tossed into a world of uncertainty. I was asked to delay retirement, and just worked from home, which, after travelling several times a month for so many years was very welcome.

Shortly into COVID, it was clear that GVR's parent corporation Fortive, (previously Danaher), were spinning off the industrial portions of their operation and creating a new corporation called Vontier. I was approached to head up corporate HSE of what was then a $2.2 billion organisation. This entailed playing my part in standing up the HSE function within the organisation, and largely migrating GVR best practices across the entire corporation; as we wrestled with COVID, and all from my home office!

By September 2021 I decided to call it a day – easing down to a day a week during the handover, then a final parting of the ways after about 35 years.

People often ask me about favourite places I visited, there are lots, but the top 10 would be: 1. Cape Town; 2. Sydney; 3. Buenos Aires; 4. Berlin; 5. Melbourne; 6. Boston (USA not Lincs); 7. Wellington; 8. New York; 9. Florence; 10. Hamburg. However, I was always content to sit on a plane that was heading home.

Now, overseeing the technical function for PEIMF+ goes a long way to connecting me back to my roots, which is proving to be rather cathartic. And, as they say, as one door closes - another one opens.

Brian Sage

We've lost a dear friend and our cartoonist extraordinaire, Brian Sage

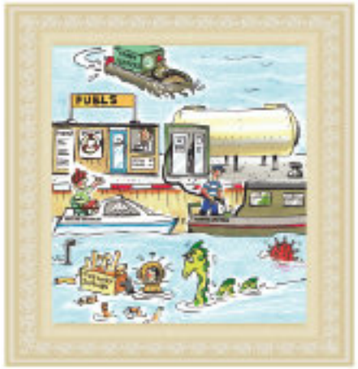
We learned recently of the passing of our great friend and colleague, Brian Sage. Brian has been our front cover cartoonist for over 20 years. The whole industry is aware of his work, as he was the major influence behind the look of INSITE. Unique - not just in this industry, but across all business to business publications in the UK. I have personally been involved in trade publishing for over 40 years – and there is NOTHING ELSE LIKE IT. We've been blessed.

Brian and I created the front covers together: 10% my suggestion, 90% his genius and inspiration. He could grasp the concept of the editorial content in that issue – and turn it into something unique and often hilarious. I'm delighted here to share just some of his 'scribblings.' Some are snippets from covers, and others relating personally to my predecessor, Frank Hare.

Mark Sage shares here a personal reflection on his dad.

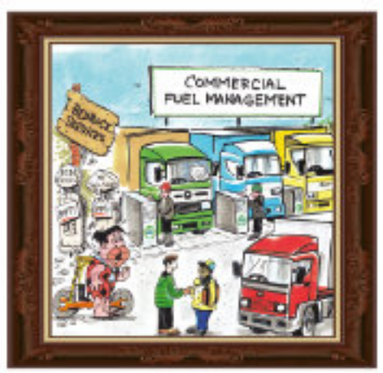
Born and raised in Salford, Brian was a man proud of his northern roots. It became apparent early on that Brian was artistic, so it came as no surprise when he studied at Manchester College of Art and later pursued a career as a graphic designer, working for many years in both Manchester and Macclesfield. For a few fallow years, Brian even tried his hand as a postman and unlike his colleagues, he relished the early sunny mornings out on his bike and embracing the hilliest parts of Stockport, a place he latterly made his home.

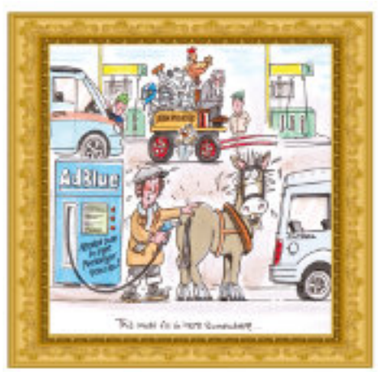
But it was working as a freelance illustrator where Brian particularly flourished. He often remarked on how fortunate he was to make a living doing what he loved and being his own boss. He relished his many years working as a cartoonist for Insite magazine, which he did right up until his cancer diagnosis in March 2024. He was extremely proud of his contributions to the magazine and if proof was needed, he had a few of his favourite covers framed and mounted on his studio wall.



Seeing the world in pictures, he was also able to pass on his interpretation of what he saw onto others with his incredible hand drawn cards that many people were honoured to receive on special occasions.

Brian's creative talents also extended to his hobby of photography. He owned literally dozens of cameras and lenses, leaving a legacy of family photos and memories from social events - his life in pictures.





Brian sadly passed away at the end of April aged 80, having fought a courageous battle against cancer for the previous 12 months. He will be remembered for having a unique talent, for his creativity and for being a free spirit. With a tremendous wit, Brian was someone people warmed towards. But above all, Brian knew what mattered in life. Content with what he had, he found joy in the little things. For this he was an inspiration.

He will be sorely missed.

You may wish to honour Brian's memory with a contribution to the Rescue Buttons - New Beginnings charity. Brian was a lover of cats & dogs and liked to include them in many of his cartoons.

Rescue Buttons is a charity which rescues, gives veterinary care and rehabilitates abandoned, stray and injured street dogs & cats. They then find homes for them in the UK, EU and Serbia.

For more details, please see their Facebook page, or if you wish to donate to the cause the PayPal account is: abby@rescuebuttons.com

To donate direct, contact david@peimf.com for bank details.

With Mark's blessing, we will continue to utilise some of Brian's classic covers over the coming editions, with his fee being donated to Rescue Buttons.

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• Pipework • Gauging

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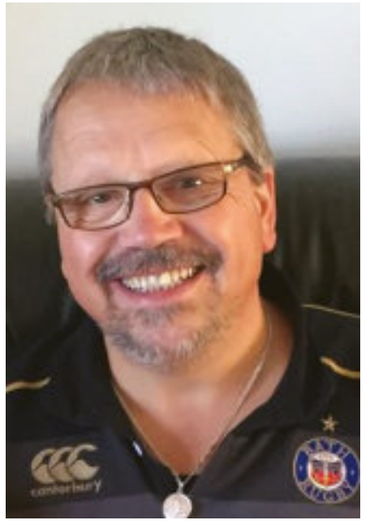
• Site Audits • Tank Inspections
• Calibration • Pressure Testing

Health, Safety and Environment – what's in your policy?



Misunderstandings of and misrepresentation within HSE policies are a regular discussion subject at PEIMF committee meetings. Terry Moody is Vice President Global HSE for Gilbarco Veeder Root and is an established PEIMF Committee Member. Here, he attempts to throw some light on the subject.

Many businesses underestimate the importance of their Health Safety and Environment Policy, possibly because these days it is so easy to go onto the web and download a sample policy, add your company name and then offer it to interested parties as your own.

Whilst on the face of it, this may get you your 'ticket to the game', or the ability to bid in a tender or to be able to demonstrate some level of compliance, this can be an approach fraught with problems. Hopefully I can show here, that by taking a little more time and care on this important document, you will better benefit you and your operation.

What is it?

What is the HSE Policy? It is your statement to all stakeholders what your philosophy is regarding the management of Health, Safety and Environment is in the workplace. Those stakeholders are both internal and external. Internal would include your employees. It is recognised widely that these things matter hugely to the Millennium Generation, more so than previously. I regularly get asked by new employees about our views on this subject, and environmental issues in particular.

External stakeholders are of course important too. We are all familiar with the need to submit policies with job tenders, so that potential customers can have the confidence that we take these things seriously and that they form a key part of our business ethics. Less obvious maybe are your insurance company, shareholders and local residents located adjacent to your business. A worst case scenario could be enforcement agencies following an incident. This is when the cut and paste approach can trip you up badly.

Policies taken from the web, that have not been adapted to reflect the activity of your business, your control measures and your mission statement become very obvious very quickly. For example; adopting a statement from the web that states that you will monitor your staff with regular audits, when this is not the reality, will create all sorts of difficulties. Over the years I have often seen examples of small businesses adopting corporate policies that are unworkable and unrepresentative, and no thought has gone into the actual content. Remember, your written policy is a legal document and a legal requirement for all businesses with more than five employees. For businesses with fewer than five employees, technically there is no requirement to write the policy, but it is of course good practice.

It could be argued that, it is worse to fraudulently claim that you undertake lots of risk mitigation activities in a plagiarised policy, than to have no policy at all.

What should the content be?

Your policy should comprise three main parts.

1. The mission statement

This will typically talk about not harming people, not polluting the environment and ensuring compliance with local legal requirements as a minimum. It may mention a continuous improvement philosophy or abiding by accepted industry practices, which is very relevant to many PEIMF members. The mission statement is your high level goals and is the part that interested parties will typically read. It does not have to be pages and pages long. Two or three paragraphs will normally suffice.

2. The roles and responsibilities

This will talk about who within the company will do which tasks to ensure the mission statement above is met. This may involve tasks such as audits or communications, it will normally include provision of resource, training, and it may also include consultation with workers or unions etc. The roles and responsibilities will normally cover all levels of management, and possibly a reference to workers also. A good tip here is to cite job titles, rather than people's names; that way the policy stays valid when one of the management team leaves the business.

3. Health and safety arrangements

In our industry that may involve aspects such as confined space working, working at height, permit systems etc. It is vital that this part reflects your own business activities and the methods or systems that you will use to manage the risks down to an acceptable level. This part can often run to many pages. When examining policies from prospective sub-contractors, I regularly see policies that run to 50 or more pages, listing risk control methods for activities that you know the company in question does not undertake. In the likely event that the policy is reviewed following a significant incident, a misleading policy will create major difficulties at a time when you least need them.

As you can see, especially in parts two and three, creating a policy that aligns with your own business, people and activity is vital.

The HSE website has examples of basic policies which should help you get the ball rolling, www.hse.gov.uk

Furthermore, be careful when employing consultants to produce a policy for you. Unless you make it very clear, and they know your business intimately, there is a possibility that you will be offered yet another one size fits all solution.

Who?

Signatures and dates on HSE Policies are often the source of questions. Who should sign, should it be dated, how often should it be reviewed etc?

In the first instance, the most senior person in the business must sign the policy to indicate that top leadership has bought in. These days that primary signature is often supplemented by other business leaders, finance, HR, operations, sales - not forgetting the safety function. I like this approach. It signals to stakeholders that the whole management team believe in the contents of the policy. Of course it should be dated, and the date should reflect when the signatures were added - not when the policy was created. Cadence of review is also important. The Policy should be reviewed at least annually, or if anything significant changes. Those changes may include, but are not limited to:-

1. Changes in legislation
2. Changes in activity that the company undertakes
3. Changes in customer requirements
4. Changes resulting from a significant incident
5. Changes in the organisation structure of the company

If no changes are made, then as a minimum the date should be made current. Reading a company HSE policy with a date from 4 or 5 years ago, simply tells me that this is not a priority in the business.

The bottom line is this;
Your HSE Policy must say what you really do, and then you must do what it says! Follow that mantra and you will not go too far wrong.

Could *you* edit this copy of INSITE?

Well, the opportunity will arise next year.

PEIMF+
The future of fuel and energy services

Our Editor, and PEIMF+ Business Manager, David Honeyman has announced his intention to depart us next Summer. He will be here until June to guide this transition.

In addition to INSITE, the Business Manager is responsible for the full range of tasks required to run a vibrant trade association including:

- **Advertising Sales**
- **Finance**
- **Membership liaison**
- **Committee management**
- **AGM/annual event**
- **Meeting planning**

This is a massively important and exciting time for PEIMF+, as fully embrace the development of fuelling technologies, we digitise further and welcome new ideas. So this is a key appointment for us.

So if you (or someone you know) could plan, manage and edit a quarterly 56-page trade magazine, and\or commit to these other tasks, please drop me a line.

This is not expected to be a full-time position, and could ideally suit someone with flexible working hours.

I look forward to hearing from you.

Siobhan Keogh, Chair PEIMF+ • info@peimf.com

Expanding Ancorra decontamination alert

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

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

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

Interceptor cleaning

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

Visual evidence of this procedure was taken throughout the process.

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

Maintenance

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

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

Ancorra Environmental are proud to announce its expanded online programme!

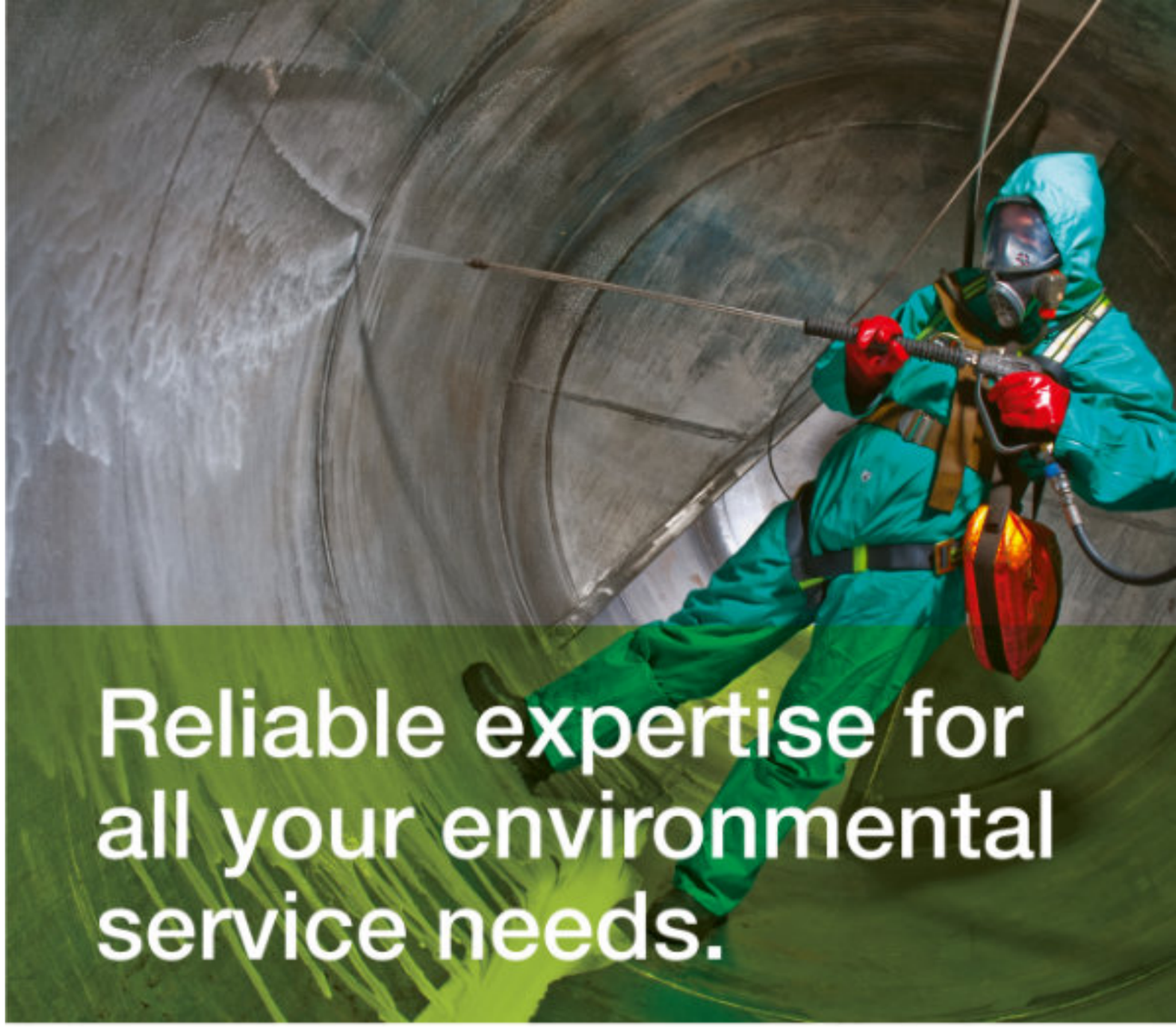
Our website has been updated with a brand new user interface to make learning more about us simpler and intuitive.

Other Services:

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

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

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



- Tank and vessel cleaning
- Interceptor cleaning
- 24 hour emergency spill response
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- High pressure jetting
- Foam filling
- Tank decommissioning and removal
- Water filling and dewatering
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For more information about Ancorra Environmental Services

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AdBlue® 20 years in the UK

Adam Ruck is a Director at Project-A and a leading expert in AdBlue. We are delighted that he is sharing his wealth of knowledge with us.

After recently becoming a fully-fledged member of the PEIMF+ committee, I started to reflect on my time in the petroleum industry. It dawned on me that AdBlue® has now been utilised in British transport for 20 years! After coming to the realisation that I'm no spring-chicken anymore, and that the whole AdBlue® landscape has changed significantly, I decided to write this article, an 'anniversary piece' so to speak. It's a means of reminding us all of what is important when it comes to AdBlue® and the key points we should remember, when purchasing or supplying and installing AdBlue® equipment and services.

The intention of this article is to not only reflect on a two-decade-old industry, but also to share some clear insight as to what we should all be looking for when picking up that 10 litre can in a petrol station, or indeed receiving our 26,000 litre bulk delivery! By being mindful of what we use, buy or install for our customers, we can all contribute to the high standards the industry deserves.

It was early 2005, as a young engineer working for a large chemical company, that my boss placed a 50ml sample of AdBlue® on my desk and said;

"This goes in trucks apparently, something to do with emissions, nobody really knows about it yet, but we want you to develop it'.

Little did I know that I was embarking on a journey into the unknown; a challenging but fortunate position - to develop the technical standard of an entire market from the ground up. There was no book, no reference, no standards; just a couple of German information documents.

Started small

Initially turning my attention to small projects, developing vehicles with OEMs, working out how we might transfer AdBlue® from an IBC to a vehicle, we had a steep learning curve. Manufacturers of equipment were not yet understanding the product and were re-badging incompatible diesel equipment. At this time, the curious myth that AdBlue® comes from animal urine appeared! When it re-surfaces, I roll my eyes and resist the urge to explain the detailed production process, asking simply; How do you suppose we collect those billions of litres of AdBlue?

AdBlue blending plant

From initial IBC's to small installations for bus companies, I ended up developing the entire technical offer for the world's largest producer of AdBlue® and for major Oil companies, also steering the standards for entire industry, both locally and internationally. Following this success I focused on production terminals and upstream projects before deciding to setup Project-A to serve a wider audience.

Educating industry, customers and users on the importance of quality, traceability and equipment standards has been a firm focus of my career. This is even more important, now that we find ourselves in the situation where many of the AdBlue® producers have been around for some time. It's easy to forget the fine details of the standards and why those standards are there.

Following recent world events (such as the Ukraine war impacting heavily on the natural gas prices and disrupted the Urea supply chain) lots of opportunist chemical producers saw a possibility to make Urea solution with imported products. They set up shop making 'AdBlue' without the first idea of what is involved or the fact 'AdBlue' is a registered trademark. Often the first time they realise they are doing something wrong, is when they get a 'cease and desist' from the legal team at the VDA notifying them of their illegal activity.

Supply chain issues

Urea for production of AdBlue® varies from manufacturer to manufacturer. Recently, due to volatile gas pricing and trade routes being disrupted, the cost of European-produced Urea has been high, resulting in producers sourcing material worldwide. Unfortunately, one of the biggest sources of Urea has been Russia.

Due to trade embargos, material from that region has rightly been stopped. Sadly, it is common knowledge that Russian material is being repacked and smuggled into Europe by dishonest traders, and potentially being used in European AdBlue® supply. Working with honest and well-known producers is important, both morally and for national security (food production is also impacted by Urea imports). All producers should be able to clearly define their raw material supply chains.

AdBlue canning plant

Water treatment plant for production of AdBlue

AdBlue distribution plant with full automated batch control

So what do installers, retailers and customers alike need to be reminded of?

The key points from a user's perspective:

- To manufacture, pack, label and distribute AdBlue® the producer/packer needs to have permission from a licence holder in the form of a properly documented Sub-licence agreement or a bonafide licence from the VDA (German Association of the Automobile Industry).

  This should be easily identified on labels or packaging, or indeed on any bulk delivery paper work. Cans and IBC's etc should always be sealed, have a batch number and clear details of where the product was produced.

- AdBlue® is produced, tested and distributed to a specific set of ISO standards; ISO22241-1, -2, -3. The standards set out very clearly what the product composition and tolerance should be, how it is tested, and how it should be distributed and handled.

Key points are:

Each batch should be able to be fully traced back to point of production.

The producer is responsible for the product quality to point of use by the end user.

The producer should be able to demonstrate that the material supplied meets the specification.

If requested a batch certificate should be easily and readily produced.

- All AdBlue® producers (if legitimate) can be found on the VDA licence list. A simple Google search for 'adblue licence list' will direct you to the VDA website where there is a fully published global list of bonafide producers.

  Here, anybody can cross check the credentials of a producer, however if they are a sub-licensed packer they will not be listed. The product label should detail the original producer, but if the purchaser has any doubts, the packer should be able to demonstrate evidence of a sub-license agreement.

The key points from an installer's perspective:

- AdBlue® is a high purity Aqueous Urea Solution at 32.5%. It is only called AdBlue® if the producer of that material has a licence and it meets ISO22241-1 specification - if it doesn't meet that criteria, it's not AdBlue®.
- Material compatibility is king when installing equipment. All wetted items need to be of approved materials, no galvanised, brass, copper etc, it should all be non-corroding, such as Stainless, Polypropylene, Polyethylene etc. You can check the material lists in the Energy Institutes Bluebook or in the ISO documents - if in doubt don't use the material before seeking guidance from an industry expert.
- Installations should be secondary contained or fully risk assessed to ensure any failures do not impact the local environment.
- AdBlue® installations shouldn't be treated like a fuel installation. AdBlue® is 32.5% Urea in a solution of high purity water, therefore it is miscible by interceptor. Spill kits need to be general purpose not oil - site fabric should always be considered before adding an AdBlue® installation.
- AdBlue® deliveries are made generally by articulated tankers that are not like fuel tankers, therefore if you are installing a system on a forecourt under a canopy or in a tight location, consider how a full size industrial tanker is going to get to fill-up an installation (particularly prudent for the onset of car dispensers).

Compliance, knowledge and reassurance

At Project-A we help producers, distributors and licence holders be fully compliant, and have worked with many large and small producers alike, to ensure they are meeting their obligations as a producer or packer of AdBlue®, also designing and installing full production plants if required.

Customers come to us for in-depth knowledge, support on developing their offer and growing their business efficiently, and reassurance that they are meeting the standards they set out to achieve. It's our position to help maintain standards and respect an industry that has a positive environmental impact.

Introducing SMART PAY

Contactless payment solution for refilling AdBlue®

SMART PAY is an innovative AdBlue® storage and dispensing system designed to provide a seamless refuelling experience for passenger cars, vans, and light to heavy trucks. Equipped with a secure, 24/7 contactless payment system, it supports debit/credit cards and mobile payments, with loyalty and fuel card options in development.

Most existing hauliers have some sort of home base AdBlue filing system in their yard, albeit an IBC or a bulk system, however there is increasing demand for more “Retail Bulk AdBlue” availability. Despite the call for EV vehicles, the number of SCR equipped cars, vans and light commercial continues to grow year on year; and will continue until such times legislation demands the cessation of the ICE engine.

With the growing number of plastic 10 litre cans reaching circa 10 million a year, GreenChem have developed a stand-alone integrated bulk retail, contactless payment AdBlue dispensing system - suitable to be placed in most locations, which just requires a permanent 240 volt supply. No more discarded empty or part empty plastic cans littering the forecourts or lay-bys.

Designed for maximum convenience and flexibility, SMART PAY’s compact footprint allows for easy installation in space-constrained areas, such as service station islands or other high-traffic locations. With automated management and secure transactions, it ensures a hassle-free and efficient AdBlue® refuelling experience anytime, anywhere.

- **Quick & secure payment:** Our Smart Pay systems are designed with the user's best interest. Users can tap and pay securely without having to go to the cashier. Multiple cards are compatible.
- **High quality product:** GreenChem AdBlue is made with highest quality materials and is ISO 22241-1 certified.
- **Ease of use:** Ease of use: Smart Pay comes with easy to fill, efficient nozzle (vs spout) reducing refilling time (over cans).
- **24/7 accessibility:** with Smart Pay, users can refill AdBlue at their convenience, no matter the time of day.
- **Zero plastic waste:** Eliminate use of plastic.

www.greenchem-adblue.com

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

VARS TECHNOLOGY

The VARS system can protect your forecourt in many ways

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

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

State-of-the-art ANPR solution

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

Fully compliant accredited member of the British Parking Association

Simple and fast reporting No Means of Payments and Drive offs

Audible and visual alerts of Blacklisted vehicles

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

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

VARS TECHNOLOGY

varstechnology.co.uk

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.

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

Business insurance:
a comprehensive guide

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

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

Policy wordings & schedules

The mantra here is simple: Check them!

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

Public liability

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

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

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

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

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

Employers' liability

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

Property

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

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

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

For example:

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

Professional indemnity

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

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

Cyber

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

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

Directors' & officers'

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

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

Environmental impairment liability

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

Motor

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

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

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

- Replacement vehicle hire
- Personal injury claims
- Vehicle repairs

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

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

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 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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SPECIALISTS SINCE 1986

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

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XMO STRATA MD Steve Martin hands over the reigns after 25 years

Steve Martin founded multi-award winning sign installation and maintenance company and PEIMF+ member Xmo Strata in the back bedroom of his parents' house, whilst going through a tricky divorce 23 years ago. They've now completed over 40,000 installation and maintenance jobs relating to signage, canopies and painting/dispenser spraying on UK filling stations (including brands like BP, Esso, Harvest Energy, Morrisons, Sainsbury, Shell, Tesco and Welcome Break.

Always wanting to do things differently, or as Steve describes it as 'properly' he started by employing a young graduate with a BA (Hons) in Design Management in whom he saw great potential. She has progressed through the company and will succeed Steve as MD in June.

From employing just two installation teams the company has grown to employing more than 50 people across the UK, with a 15,000 sq/ft warehouse and offices in Kent where they store client-specific software.

Teams are strategically located across the UK to facilitate 4-hour call-outs, when necessary, on the signware and canopy installation and maintenance contracts, some of which they have retained for as long as 20 years.

Amongst the many customer service awards they have won are from Artelia, BP, Bovis, ExxonMobil, IOSH, Shell and Vinci.

So what next?

Steve had a vision of doing things differently (or 'properly') - a sign company that trained people properly, used qualified people and actually protected customers from any litigation.

So roll on 23 years, after publishing an expose book detailing the different short-cuts that sign companies take to 'rip customers off', aptly named "Safety, Quality, Tricks and Lies." The company now has ISO 9001, ISO 14001, ISO 45001, is accredited to the International Contractors Safety Rating System by DNV, has accreditation by the NICEIC to work on hazardous areas and has what is believed to be the most robust competency management module built into XmoMan, their innovative Management Information System.

At this point, most business owners would sell the business to the highest bidder and retire, but again, Steve isn't like most business owners...

He doesn't want to sell it to someone that doesn't share his values and would run it like other sign companies, or who doesn't value employees (potentially merging and making redundancies).

He opts to set up an employee-owned trust!

What is an employee-owned trust (EOT)?

In simple terms, an EOT trust is a government-backed scheme that gives employees the opportunity to own the business that they work for; without taking out loans, re-mortgaging their house or putting any assets at risk.

The 'seller' gifts the shares to the EOT and tax-free payments are made only when the company can afford to do so. The structure varies dependent on the agreement made, but in Steve's case he not only agreed for payment to be made whenever funds were available - but also offered it completely interest free.

Steve's successor is Kate Parmentier, who has been with Xmo Strata for 22 years and been a Director for 13 years. Kate will take over as MD and lead the management team, who between them has more than 45 years' experience in the industry.

So what does the future hold for Steve?

After almost 48 years of full-time work and 23 years as founder and MD of Xmo Strata, Steve says he need a rest and wants to enjoy a few overseas breaks with his wife Louise, plus spend more time with his Black Russian Terrier, Khan and his miniature cockerpoo, Kaos.

Our editor says:

I've know Steve for sometime, and in addition to building a developing a great business, he has done massive work in supporting mental health in our industry. We wish you and Louise well for the future Steve, and good luck to Kate in her new role.

Over £2.8 million in stolen fuel costs recovered in 2024 by VARS Technology

Forecourt protection specialist VARS Technology recovered over £2.8 million in stolen fuel costs on behalf of petrol station operators during 2024. That figure marks a 50% increase on the total recovered in 2023, with the average VARS customer site receiving over £2,200 in recovered costs.

Organisations, including the Petrol Retailers Association, have warned that the issue of drive-offs, where drivers fill up their vehicle with fuel then leave without paying, is a growing issue for forecourt operators. Stretched police resources means that they are typically left to try and recover the cost of stolen fuel themselves, a lengthy process involving substantial paperwork and often unsuccessful.

Instead, many forecourt operators have turned to VARS Technology to pursue fuel thieves on their behalf. Throughout 2024, VARS recovered £2,861,400 for their customers. VARS dealt with over 61,000 separate drive off incidents, as well as a further 24,500 No Means of Payment incidents, where drivers fill up their vehicles before realising that they have no way of paying for fuel.

Plus ANPR protection

Alongside debt recovery, VARS Technology also offers ANPR protection for petrol stations, which flags up vehicles known to have previously stolen fuel as soon as they enter the forecourt. With staff alerted to potential fuel thieves, they can decline to release the pump unless payment is made in advance, preventing drive offs before they happen. The VARS ANPR blacklist protects sites from over 76,000 vehicles, and alerted forecourt staff to blacklisted vehicles more than 700,000 times throughout 2024.

VARS Technology Director John Garnett said:

"Our priority as a business is to protect our forecourt customers from the growing impact of crime, and we are delighted that we were so successful in doing so in 2024. Many of our customers are family-owned and run and operate on narrow margins, and the cost of fuel theft can be a real threat to the viability of their entire business.

"As we continue to grow, the level of protection we can offer customers grows exponentially as more problem vehicles are identified and added to the national blacklist."

Facial recognition

2024 also saw the rollout of VARS Technology's facial recognition solution, following a successful pilot programme with existing forecourt customers. Like with ANPR, the system uses a watchlist to notify retail staff when an individual previously reported for theft or aggressive behaviour enters a premises. The system has already proved successful at reducing theft for forecourt retailers, alerting staff to problem individuals more than 16,000 times throughout 2024.

Based on the Blackpool Airport Enterprise Zone, VARS Technology doubled its workforce and turnover during 2024, and the impact its technology had on forecourt safety was recognised by a prestigious APEA award in November.

www.varstechnology.co.uk

The Green Pages
NEW FUELS GUIDE
PEIMF+
SUMMER 2025 • ISSUE 22

Plan for future of Grangemouth

Summary of Project Willow

Plans to secure a long-term industrial future for Grangemouth have been stepped up as a feasibility study sets out nine options for its future.

The plan, which is backed by £25 million from the Scottish Government and £200 million from the UK Government, will support jobs, unlock investment and drive growth. The £1.5m feasibility study follows the recent decision by Petroineos to decommission the oil refinery.

It has identified credible long-term industrial options for the Grangemouth site and explored how Grangemouth can build on its skilled workforce, local expertise and long heritage as a fuel leader in Scotland to forge a new path in low carbon energy production.

The report provides nine proposals likely to attract private investment, including plastics recycling, hydrogen production and other projects that could create up to 800 jobs by 2040.

The Grangemouth Just Transition Fund, which will support businesses and stakeholders to bring forward investible propositions for the site over the next 12 months.

Scotland's First Minister John Swinney said:

"We will leave no stone unturned in order to secure the future of the Grangemouth refinery site, and the Scottish Government has already committed or invested a total of £87 million to help do so.

"Grangemouth is home to over a century of industrial expertise and employs thousands of highly skilled workers, placing the site at a massive competitive advantage and creating a unique opportunity for investors.

"This report sets out a wide range of viable alternatives for the refinery site, demonstrating that a long term, new industrial future at Grangemouth is achievable. We will continue to work closely with the UK Government to realise these opportunities and Scottish Enterprise stands ready to support inward investors looking to progress any of these technologies."

UK Energy Minister Michael Shanks said:

"We committed to leaving no stone unturned in supporting an industrial future for Grangemouth delivering jobs and economic growth. This report and the £200 million investment by the UK Government demonstrates that commitment.

"We will build on Grangemouth's expertise and industrial heritage to attract investors, secure a long-term clean energy future, and deliver on our Plan for Change."

Alongside launching a search for investors, both governments have also committed to review the Project Willow policy recommendations and understand how government funding can be deployed to mature proposals from the private sector.

BACKGROUND

The nine projects include:

Waste: hydrothermal upgrading (breaking down hard to recycle plastics), chemical plastics recycling, ABE biorefining (breaking down waste material)

Bio-feedstock: breaking down Scottish timber into bioethanol, anaerobic digestion of bioresources and digestate pyrolysis, HEFA (conversion of Scottish cover crops into sustainable aviation fuel and renewable diesel using low carbon hydrogen).

petroineos
REFINING AND TRADING

Offshore wind conduit: Replacing natural gas with hydrogen, using low carbon hydrogen to produce methanol and convert it to SAF, producing low carbon ammonia from hydrogen for shipping and chemicals.

Any National Wealth Fund investment will be subject to investible propositions and the Fund's criteria – the proposition must deliver a positive return, drive regional and economic growth or support activity to tackle climate change, invest in key sectors, and crowd in private finance.

The £25 million Grangemouth Just Transition Fund and £200 million from the National Wealth Fund for co-investment are on top of existing investments to ensure the long-term economic future of the Grangemouth area and support the workforce.

Hydrogen – powered trains

Two centuries after the UK led the world by opening the first passenger railway between Stockton and Darlington, here is Britain's first hydrogen-powered train.

Called HydroFLEX, the concept is now ready to be incorporated in a new fleet. It could replace diesel trains on lines that are too costly to electrify and where batteries would not be viable.

The prototype could herald a new age of environmentally-friendly transport on Britain's railways and boost the nation's ambitions of being a green industrial powerhouse.

The experimental train, developed at a cost of £13million by leasing firm Porterbrook, is a former 1980s Thameslink commuter unit that, in its previous life, took commuters in and out of London. It can run at a top speed of 90mph, has passed stringent safety checks and clocked up 3,000 miles of test runs on main lines.

LOOKS THE SAME

From the outside, the train looks and sounds no different to any other, though it is fitted with a boardroom, so Porterbrook can hold meetings there. But what is different and groundbreaking though; instead of seats, two-thirds of the carriage is taken up with 36 giant canisters, each weighing more than a human being, in three banks of 12.

Because hydrogen is so flammable, they are coated in leak-proof and blast-proof Kevlar and stored in cages designed to withstand the G-force of a crash. Yet each contains hydrogen weighing just a few kilograms.

Extra beams have been added under the carriage to take the 18 tons of extra weight from the canisters, fuel cells and equipment. Each aluminium tank is 3.1 metres (10ft) long and weighs 150kg (nearly 24 stone) when empty.

When filled at 350 bars of pressure, the train contains 7.7kg (17lb) of hydrogen, giving 278kg in total, allowing it to travel 350 miles.

There are 12 sophisticated detectors that look like smoke alarms along the length of the carriage to monitor leakage. There is also temperature monitoring equipment. Fans at ceiling level – fitted to double the capacity needed for safety standards – are there to ventilate the carriage if a leak is detected.

Exterior windows have been replaced with vents, which send out the train's only emissions... puffs of steam, reminiscent of those regularly seen on mainline railways some 60 years ago.

By combining hydrogen and oxygen to form water using a catalyst, rather than directly burning the hydrogen, the fuel cells produce direct current (DC) electricity for the engines.

AC POWER STILL POSSIBLE

The train, a former British Rail Class 319 commuter unit, has retained its ability to pick up alternating current (AC) from overhead wires via a pantograph on its roof, or DC from a third rail, so it can use conventional electric power where it is available.

For the driver, the old dashboards are still in place, with the addition of indicator lights for any fault with the hydrogen system.

The HydroFLEX train was shown at the COP26 climate summit in Glasgow in 2021. At that point, it had only recently been built and had to be towed up the West Coast Main Line to Scotland by a conventional locomotive.

Mainline operation was approved in 2022 after the train met stringent requirements set by the Rail Safety Standards Board and Network Rail.

For chief executive Mary Grant, the project demonstrates the importance of private sector innovation. She says a decision to develop a hydrogen fleet, potentially with the new Government owned Great British Railways, would be part of a '30-year traction strategy'. She says:

"This shows our value as long-term investors. Our backers are not short-term private equity; they are pension funds. The approach that we're demonstrating at Porterbrook is long-term commitment."

A new hydrogen fleet could cost a quarter of a billion pounds.

DFT FINANCE

An initial concept version, developed at a cost of £2million from 2017 and trialled on the mainline in 2020, involved the University of Birmingham and was part-funded with £750,000 from the Department for Transport.

Now, rather than academics, 35 small and medium size businesses are involved in developing the larger-scale project. Porterbrook's hydrogen-powered train is the first produced by a British company. Continental rival Alstom has developed a model which is in use in Germany and soon to be introduced on remote rural lines in Italy.

Despite a manifesto commitment to renationalise train operating companies, Mary says the Labour Government has recognised the role of the private sector in owning, maintaining and financing the UK's fleet of passenger trains.

"The current system provides economic stability. Private investment reduces the burden on the taxpayer when the Government is in a very difficult space".

ACTIVE IN GERMANY

Alstom presented the Coradia iLint™ for the first time in 2016 in Berlin at a trade show. The launch of the regional train with, zero direct carbon emissions, represented a real alternative to diesel power. This placed the manufacturer us as the first in the world to develop a passenger train based on hydrogen technology. And just two years later, in 2018, the Coradia iLint™ entered into commercial service in Germany.

In line with our their to facilitate a global transition to a low-carbon transport system, Alstom has pioneered several sustainable mobility solutions. Coradia iLint™ is an illustration of their commitment to designing and delivering innovative and environmentally-friendly solutions.

Coradia iLint™ is the world's first passenger train powered by a hydrogen fuel cell, which produces electrical power for traction. In operation, this train emits no CO2 and exhausts only water.

This train is special for its combination of different innovative elements: clean energy conversion, flexible energy storage in batteries, and smart management of traction power and available energy. Specifically designed to non- or partially electrified lines up to 1,000 km, it enables clean, sustainable train operation while ensuring the highest levels of performance.

DESIGNED IN GERMANY AND FRANCE

Coradia iLint™ was designed by Alstom teams in Salzgitter (Germany), their Centre of Excellence for regional trains, and in Tarbes (France), centre of excellence for traction systems.

The project first benefitted from the support of the German Ministry of Economy and Mobility and the development of the Coradia iLint™ was funded by the German government as part of the National Innovation Program for Hydrogen and Fuel Cell Technology (NIP).

SUMMER 2025 • ISSUE 22 • THE GREEN PAGES - NEW FUELS GUIDE

Zero Emissions Vehicle (ZEV) mandate

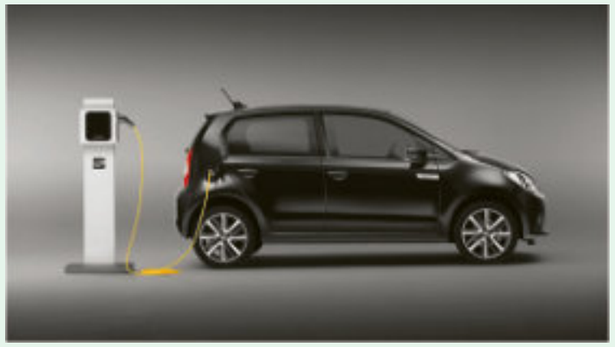
New electric car sales have stagnated recently, particularly private sales.

Figures from the Society of Motor Manufacturers and Traders (SMMT) show that more than three-quarters of new electric cars are being purchased by fleets and businesses, where more of the incentives are seen to be.

While 286,000 new electric cars have been registered in the UK in 2023 (up to November), this is a 16.3 per cent market share, which is only marginally above the 15.1 per cent share recorded during the same period in 2022.

From next year, however, manufacturers will have to meet targets of having a certain percentage of all their new car sales to be electric, which is known as the Zero Emissions Vehicle (ZEV) mandate.

But what is the ZEV mandate and what will its impact be? Let's investigate.



WHAT IS THE ZEV MANDATE?

The ZEV mandate is a scheme being introduced by the government to increase the number of electric cars on Britain's roads ahead of 2035 when all new car and van sales must be fully zero emissions.

It will be introduced in 2024 and will mandate a certain percentage of a manufacturer's sales are zero-emissions.

WHAT PERCENTAGE OF SALES ARE MANUFACTURERS REQUIRED TO MEET IN THE FUTURE YEARS?

The ZEV mandate kicks off in 2024, which is the first year manufacturers are required to meet the targets, though these can be delayed. If not, though, car and van firms face getting fines.

Annual ZEV targets have been set from 2024-2030, with the period up to 2035 being detailed later in the decade. The annual targets for ZEV sales can be seen below.

2024 – 22% ZEV mix

2025 – 28% ZEV mix

2026 – 33% ZEV mix

2027 – 38% ZEV mix

2028 – 52% ZEV mix

2029 – 66% ZEV mix

2030 – 80% ZEV mix

In the period between 2030 and 2035, it's expected there will be increments of 4% each to get to the 100% ZEV sales figure by 2035.

ARE ALL MANUFACTURERS INCLUDED IN THE ZEV MANDATE?

The government has acknowledged the importance of small-volume manufacturers in the transition period, and as a result, there are exemptions for manufacturers within the ZEV mandate.

Those selling fewer than 1,000 cars and vans in the UK – which are classed as 'micro-volume manufacturers' - aren't required to meet the ZEV mandate until the end of the decade and are automatically exempt. This is because the government says they might 'need more time', and includes firms such as Caterham and Morgan, for example.

Manufacturers registering fewer than 2,500 cars but more than 999 cars and vans a year can submit what's known as a derogation application, and if accepted, can make them eligible for not having to comply with the ZEV mandate until 2029 with a 'transitional year in 2030'. Based on current SMMT sales figures, this would include firms such as Alfa Romeo, Bentley and SsangYong.

Continued on GP6

SUMMER 2025 • ISSUE 22 • THE GREEN PAGES - NEW FUELS GUIDE

Continued from GP5

WHAT IF MANUFACTURERS DON'T CURRENTLY SELL ANY ELECTRIC CARS OR ARE UNABLE TO COMPLY WITH THE ZEV MANDATE?

While the majority of manufacturers currently sell at least one electric car, there are some quite significant exceptions. Dacia, Land Rover and Suzuki, for example, are well above the threshold and currently don't offer an electric car. A Range Rover EV and electric Dacia Spring are due in 2024, but Suzuki's first EV isn't expected until 2025.

For those firms that either don't sell an EV yet or are unlikely to meet the mandated ZEV sales mix – such as Ford and Toyota – there will be ways to still be compliant without facing fines.

The first is a scheme based on borrowing credits from other manufacturers with a far greater ZEV mix – such as those only selling EVs like Tesla. The other option manufacturers can use is banking credits for future years – such as firms that currently meet the ZEV mix but might struggle to do so on some occasions.

Manufacturers that have historically had lower CO2 emissions, such as Toyota, will receive 'short-term support' to help with the ZEV mandate too, while there will also be 'pooling' allowed within a group, such as Dacia being able to utilise Renault's higher EV sales mix to meet the ZEV mandate.

WHAT WILL THIS MEAN FOR NEW CAR SALES?

Manufacturers have already had to meet CO2 emissions targets, but this ZEV mandate does pose a challenge, particularly for manufacturers that currently sell no or few electric cars in relation to their overall sales.

Towards the end of 2023, it's already been observed that several manufacturers delayed registering their electric cars until 2024 so that they could get an early start. Across the board, manufacturers will be pushing their electric models hard – in terms of advertising, finance offers and general incentives – to try and persuade motorists to have them.

We will likely see a position where some manufacturers cap the number of non-electric cars they sell to secure the required ZEV mix. It's worth noting that in the UK, using year-to-date figures up until November 2023, only a handful of manufacturers were already at the 22 per cent EV sales mix required for 2024. These include BMW, Cupra, Genesis, Jaguar, Mercedes, MG and Porsche, along with electric-only firms BYD, GWM Ora, Polestar, Smart and Tesla.

WHAT IS THE POTENTIAL IMPACT ON USED CAR SALES?

It's no secret that used car prices continue to plummet, with steep depreciation across virtually all zero-emissions models. While there are signs of improvement, if there are even more used EVs coming to the market, and there aren't enough buyers out there, values are unlikely to improve.

We could see a situation where – if manufacturers are unable to sell the number of new non-electric cars to meet demand because of the mandate– buyers choose used cars instead, with the potential for nearly-new petrol, diesel and hybrid vehicles to be particularly in demand. This will likely continue to be the case up to 2035 unless there are more incentives in place for private buyers to choose an all-electric vehicle.

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AIR-serv: leading the way in forecourt vending solutions

For over 40 years, AIR-serv has been at the forefront of providing innovative forecourt vending solutions across the UK and Europe. As a market leader, AIR-serv's commitment to operational excellence and sustainability sets it apart, ensuring that forecourt operators receive best-in-class solutions while embracing environmentally responsible practices. With a well-established presence throughout Europe, AIR-serv continues to deliver high-performance equipment that drives revenue while contributing to a greener future.

UltraJet: Drive new revenue with AIR-serv's premium jet wash

Investing in a professional jet wash bay is one of the smartest moves forecourt operators can make – and AIR-serv's UltraJet range is designed to maximise that opportunity. With its sleek design and robust construction, the UltraJet is built to endure the demands of high-traffic sites, ensuring consistent performance that both operators and customers can rely on.

The UltraJet machines offer the perfect combination of performance, durability, and user experience. Housed in a stylish, durable stainless-steel cabinet, it stands up to the harshest weather and the busiest sites without losing its appearance. For even greater customer satisfaction, many of AIR-serv's jet wash setups include stylish, covered jet wash buildings, providing a protected, well-structured area for vehicle cleaning — no matter the weather. These dedicated spaces not only enhance the experience but also add a modern, professional touch to any forecourt.

Designed for customer convenience, the Buy Time Jet Wash system delivers powerful, reliable cleaning while allowing users to control their wash time, boosting satisfaction and repeat visits. High-rise boom arms ensure hoses stay off the ground, making the system flexible, easy to use, and reducing wear and tear.

This thoughtful design minimises trip hazards and prevents hose damage, enhancing both safety and durability.

The UltraJet includes six versatile wash programs, catering to a range of cleaning needs. It is equipped with an advanced frost protection system; combining heating and insulation to ensure year-round operation, even in the coldest months.

Why choose UltraJet?

UltraJet is not only designed to enhance the customer experience, but also significantly boost site revenue. Its advanced jet wash system allows for a safe and efficient cleaning process, reducing the risk of vehicle damage through its controlled water pressure and soft-contact wash programs. Built with a fully regulated draining system, UltraJet ensures compliance with environmental regulations, maintaining site cleanliness and minimising hazards.

Additionally, the environmentally conscious wash chemicals used in the UltraJet process are formulated to be tough on dirt while remaining gentle on the environment. This commitment to sustainability reflects AIR-serv's broader mission of delivering high-quality services with minimal environmental impact.

Jessica Lilley, Senior Marketing Manager at AIR-serv says;

"With thousands of UltraJet machines across the UK, we've seen first-hand how customers return time and time again for a quality wash experience. Our robust design and user-friendly systems are key to that loyalty.

"We're proud to support forecourt operators in delivering a premium service that customers trust."

By adding an UltraJet bay to your site you can:

- Generate additional revenue from high-margin services
- Attract new customers looking for a quality, self-service car wash
- Enhance your site's appeal with modern, professional equipment and stylish Jet Wash buildings

With customers increasingly valuing convenience and quality, an UltraJet machine is a proven way to increase customer spend, build loyalty, and drive profits. Its intuitive design and reliable performance mean happier customers and a stronger revenue stream for your business.

An UltraJet machine, alongside stylish, covered Jet Wash buildings, elevates your forecourt, drives new revenue, and contributes to a sustainable future. With its combination of modern design, reliable performance, and customer satisfaction, UltraJet is the clear choice for forward-thinking operators across the UK & Europe.

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Remote Monitoring & Diagnostics
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Reduce cash handling and improve site safety.

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Istobal, driving the future of vehicle wash innovation in its 75th anniversary

Revolutionising vehicle wash systems for a smarter, cleaner future

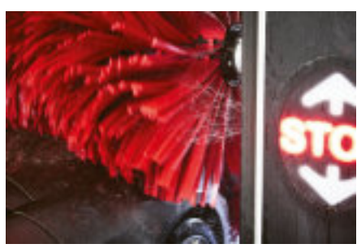
ISTOBAL, the Spanish leader in the design, manufacturing, and marketing of integrated vehicle wash and car care solutions, is once again setting the standard in the sector. With a strong focus on innovation, user experience, and sustainability, the company has enhanced its portfolio of solutions with cutting-edge technology designed to meet the evolving demands of the car wash industry; a reflection of the company's 75-year legacy of continuous adaptation to the market.

The M'WASH Range: The new generation of Rollovers that covers all car wash needs

With the latest series of M'WASH rollovers, ISTOBAL redefines standards in flexibility, efficiency, and customisation within the car wash industry. This innovative equipment range is fully connected, enabling intelligent management through real-time data, advanced remote maintenance, and monitoring services. These features work together to improve productivity and reduce downtime at the facility.

Designed to offer a seamless and high-quality user experience, the M'WASH line combines a sleek, modern look with silent operation and fully customisable wash programs. It is also fully compatible with Smartwash by ISTOBAL, allowing for 100% connected management that simplifies maintenance and maximises business profitability.

With its modern, efficient, and sustainable design, this latest line of automatic wash systems represents the future of vehicle washing.



M'WASH2

The ISTOBAL M'WASH2, an evolution of the previous M'START model, features a more compact design without compromising on performance. It supports up to fifteen customisable wash programs and integrates advanced foam application, variable frequency drives, and tilt brushes, allowing businesses to tailor services to meet customer preferences.

Its optimised drying system and low noise levels make it especially suitable for urban settings, while its updated aesthetics — featuring new fairings, lights, and vinyls — enhance the overall customer experience.

M'WASH3

Designed as the successor to the M'NEX22 and FLEX5, the ISTOBAL M'WASH3 offers a more intuitive, cost-effective solution for precise and reliable cleaning. It incorporates two vertical and one horizontal brush, variable frequency drives, and a drying system designed to reduce both service time and energy consumption.

Enhanced features—such as improved chemical application, multiple tilt positions, and high-pressure wash options—make it adaptable to fleets of different sizes and operational needs.

M'WASH3 PRO

As ISTOBAL's most advanced rollover, the ISTOBAL M'WASH3 PRO takes performance and design to the next level. Featuring dual-direction brush inclination, centralised high-capacity control, and a 7-inch Smartwash ready touchscreen interface to ensure a superior clean across all vehicle types.

Its infinite mousse foam arch, integrated high-pressure systems, and customisable appearance options make the M'WASH3 PRO a standout solution for businesses aiming to combine top-tier function with strong visual impact.

M'WASH4

Positioned at the top of the M'WASH range, the ISTOBAL M'WASH4 is a premium rollover designed to offer the most complete solution in vehicle washing. It combines high-end features with maximum energy efficiency, reduced water and chemical consumption, and an outstanding user experience. Delivering superior wash and dry results in less time, it reinforces ISTOBAL's commitment to innovation and sustainability.

Thanks to its optimised brush system, dynamic chemical dosing, and adaptive nozzles, the M'WASH4 achieves a flawless finish on all types of vehicles. Its new 360° rotating drying system and intelligent lateral dryer further boost performance without increasing energy consumption or noise.

ISTOBAL J'WASH4:

Redefining manual car washing with smart, sustainable innovation ISTOBAL continues to lead the transformation of the vehicle wash industry with the launch of the ISTOBAL J'WASH4, its most advanced and sustainable high-pressure jet wash system to date. This fully connected, high-performance platform sets a new benchmark in manual vehicle cleaning, blending intelligent technology with eco-conscious engineering and an exceptional user experience.

Designed with sustainability, profitability and ease of use at its core, the J'WASH4 features a remarkably compact footprint—just one square meter—while offering a flexible configuration of up to eight washing bays. With support for fifteen customisable wash programs, it adapts seamlessly to a wide range of customer and operator needs, making it an ideal solution for modern car wash businesses seeking high efficiency in limited space.

One of its standout features is its advanced resource management. By precisely controlling water, chemical, and energy usage, the J'WASH4 achieves impressive savings: up to 35% less water, 30% less energy, and 10% less chemical consumption compared to conventional systems. This not only reduces operating costs but also reinforces ISTOBAL's commitment to protecting the environment.

Built-in sensors and smart connectivity allow for real-time monitoring and remote diagnostics, ensuring optimum uptime and faster response to maintenance needs.

Additionally, the J'WASH4 incorporates noise reduction technology and offers aerothermal water heating, increasing energy efficiency while minimising environmental impact and noise pollution—an essential benefit for urban or residential settings.

Whether for small self-service stations or large-scale facilities, the J'WASH4 is designed to deliver a smarter, quieter, and more sustainable wash experience that meets the demands of both operators and end users. It is not just a jet wash — it is a milestone in ISTOBAL's ongoing innovation journey.

A holistic vision for the future

With the introduction of its new range of rollovers and jet wash systems, ISTOBAL continues to innovate across all fronts: technology, sustainability, design, and user experience. From intelligent system management and optimised chemical dosing to visually striking, modern aesthetics, ISTOBAL demonstrates that effective vehicle care can be both profitable and environmentally responsible.

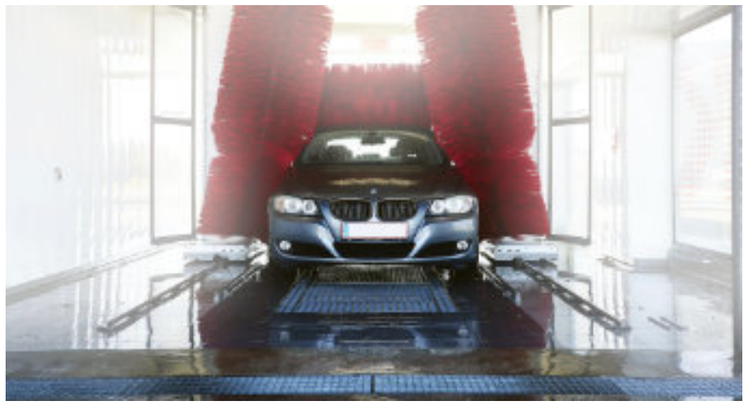
Since the United Kingdom's departure from the European Union in January 2020, the hand car wash sector has seen a notable decline. One of the main factors has been the tightening of immigration policies, which significantly reduced access to the european workforce that previously supported much of the industry. As a result, many operators were forced to rethink their business models and explore alternatives that are less reliant on manual labour.

This shift was further accelerated by the COVID-19 pandemic. Health and safety concerns led to the temporary—and in many cases, permanent—closure of hand car washes across the country. In contrast, automatic wash systems, especially unmanned rollovers, experienced a sharp increase in demand, thanks to their ability to operate without physical contact—an ideal solution in a context of heightened hygiene awareness and minimal human interaction.

At ISTOBAL, we have seen this transformation take shape. In response to these dual pressures—post-Brexit labour shortages and evolving post-pandemic expectations—investment in automated vehicle wash solutions has grown significantly. Our rollover equipment has gained strong traction among fuel forecourts and convenience retailers, who now view them as a more efficient, reliable, and scalable solution to meet increasing customer demand.

As the automotive and mobility industries continue to evolve, ISTOBAL remains committed to delivering forward-thinking, sustainable solutions that meet the needs of today's businesses—while contributing to a cleaner, more efficient future.

www.istobal.com



Celebrating 40 years of innovation and reliability:

The Hytek Story

This year, we're proud to celebrate 40 years of Hytek (GB) Ltd — four decades of dedication to the fuel, lubrication, and fluid handling industry. From humble beginnings in 1985 to becoming a respected market leader, our journey has been driven by customer service, product expertise, and a spirit of innovation.

How it all began

Hytek was founded in August 1985 by Ian Taylor and Kevin Arnold — a unique pairing of mechanical savvy and electronics expertise. Ian had a background in welding and fuel systems, while Kevin brought a precision-focused electronics skillset to the table. Together, they set out to fill a gap in the market for a reliable commercial cabinet diesel pump that could be ordered today and delivered tomorrow; something unheard of at the time.

Our very first product was the SK109 cabinet diesel pump, manufactured in Germany and modified in the UK to meet local needs. We assembled and wet-tested every unit ourselves. At a time when competitors had 12-week lead times, we promised next-day delivery; and delivered on it.

Country Pumps: a moment that defined us

Andy Seal recalls visiting Country Pumps several years after our early days. They remembered a phone call from Ian to Ann Rodda, offering a new diesel pump with a bold promise:

"Place your order today and you'll receive it tomorrow." Ann relayed the message to her business partner Ted Etty, who laughed and said, *"Go on then — place the order. It won't turn up."* But it did. Before lunch. Still unconvinced, Ted challenged the odds with another order the very next day; and once again, the pump arrived before lunchtime.

That moment turned heads and changed minds. It cemented a relationship that continues to this day, with Country Pumps still relying on Hytek nearly four decades later. As Andy says, "Ian sold and Kevin delivered." And you can see a photo of that original SK pump in this article — a reminder of the reliability that's been at our core from the very beginning.

From an idea to a brand

Kevin coined the name "Hytek." Short, modern and flexible enough to suit whatever we might go on to offer. Ian headed out to register the business, only to discover someone had beaten us to the name. His solution? Add "(GB)" to make it unique. Kevin wasn't convinced at the time, but it's worked for 40 years and still sounds just right.

You can see one of our favourite early photos: Ian standing beside two silver cars in front of our first units at Golds Business Park — a snapshot of the beginning of a journey that would eventually take us to Delta House.

Built on strong principles

Our founding values remain central to how we work today:

- We only sell to trade professionals — resellers and installers.
- We stock the products we sell.
- We dispatch quickly, on the same day, with next day delivery as standard for UK mainland addresses.
- We make it easy to order from us.
- We understand our products inside out.
- We take responsibility.
- And above all, we're nice to people.

If you've ever visited our website, you'll see this in action — pricing and ordering is exclusive to registered trade customers.

Milestones, moves and momentum

In 1987, we hired our first full-time employee, Clive Wellings, who played a pivotal role in designing our ALPHA pump range and Hytek alarms. By 1990, we had moved into purpose-built premises at Golds Business Park; a move that gave us the space we needed to expand, just in time to navigate a recession and diversify our product offering.

The early '90s saw us achieve ISO 9000 certification, a standard that helped lay the groundwork for future regulatory compliance, including ATEX. We introduced our own engineered products, developed international supplier relationships, and kept growing through every challenge.

In 2001, we moved into Delta House — a £1.1 million facility more than double the size of our previous home. The move brought our team under one roof and helped us improve stockholding and operational efficiency. We'll be showing a current photo of Delta House in this article — a modern image of what Hytek looks like today.

Innovation at the core

Over the years, we've designed and launched our own ATEX-certified alarms, updated our ALPHA range, and expanded into new sectors including agriculture and plant. We introduced lean principles across the business, improving internal processes and customer response times. Our technical team grew too, with long-serving team members like Chris Barton now leading the way.

We also welcomed new companies into the Hytek family — Pumptronics Europe and O.L.E. UK — and transferred their manufacturing to our UK site. These moves expanded both our expertise and our capacity.

Leadership for the future

Ian retired in 2006 and Kevin followed in 2017. We thank them for their vision, integrity and commitment to building something lasting. In 2022, Jacquie Davies became Managing Director, bringing with her a deep understanding of the industry and a clear focus on innovation, digital transformation and service.

"It's an honour to lead Hytek into its next chapter," says Jacquie. "The founders built a business rooted in reliability, trust and innovation — values that still guide us today. As we celebrate 40 years, we're just as focused on delivering for our customers as we were in 1985."

Thank you for 40 years

Many of the companies that received our very first invoices — Vectec (formerly FPT Installations) Centaur, Ideal Tanks, Metcraft, Arnold Diggle and Premier Service— are still our customers today. That's something we're incredibly proud of.

To mark the occasion, we'd love to hear your Hytek memories. If you've got a story, a photo of a Hytek product in use, or a fond anecdote from working with us, please email it to us along with your permission to share it. We'll select ten entries to receive a £40 Amazon voucher; and feature them (with credit) in future marketing.

Looking ahead

2025 also brought the launch of our brand new website — a fresh platform that goes beyond a web shop. It showcases our full product range, service sectors, editorial content, and industry news — all designed to support our trade customers and keep you informed.

To everyone who has been part of our journey so far — thank you. Here's to the next 40.

Our roving reporter, Jeff Young, is back on the trail

During a motorcycle tour of the Pecos de Europa in northern Spain, at a refuelling point, I came across this fuelling filter system, (see before you buy!)

The vessel is visible above ground on the suction side of the pump. The clear glass shows the filter and you can see the cleanliness of the fuel. If there is any air in the system, this would be visible at the top of the glass vessel. If water was present in the fuel, it would congregate at the bottom of the vessel.

In the UK, up to about late 1970s - early 80s, British standards said that the pump had to be equipped with a visual sight glass - located at the highest point of the out system. The display would be labelled 'Sightglass must be full before and after use'.

The sightglass also had a spinner within this, which was to indicate movement of flow. These points were also part of a weights and measures varifcation test, and all had to be functioning correctly - along with correct measure.

Until next time!!

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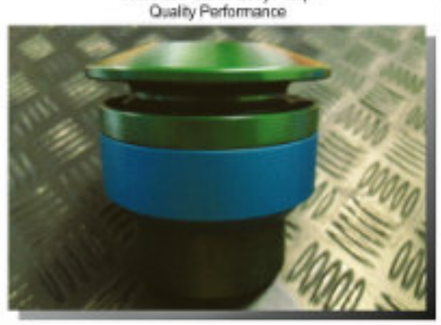

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OTS Group strengthen leadership, to drive innovation and future growth

OTS Group, a leading provider of fuel storage, environmental waste solutions and advanced engineering services, is strengthening its leadership team to enhance operational efficiency, drive innovation and position itself for long-term growth.

These changes will ensure that OTS remains an agile, future-focused partner for its clients while continuing to deliver the high-quality solutions it is known for.

From December this year, Claire Duffy will step into the role of Chief Executive Officer (CEO), while Steve Gain transitions to Strategic Development Director. This move strengthens OTS Group's ability to respond to evolving client needs, drive innovation, and ensure long-term business sustainability, balancing financial strategy, operational excellence, and forward-thinking growth.

A leadership structure designed for the future

Claire Duffy, CEO

Claire's financial and operational expertise provides a strong foundation for OTS Group's next phase of growth. As CEO, she will ensure that OTS remains financially robust, operationally efficient, and strategically aligned with client needs and industry advancements. Her leadership will reinforce OTS Group's role as a trusted turnkey solutions provider, balancing innovation, sustainable expansion, and long-term business success.

Steve Gain, Strategic Development Director

Steve has played a pivotal role in shaping OTS Group into a strategically driven business, ensuring it can adapt to the changing needs of its clients. In his new role, he will focus fully on long-term growth, partnerships, strategic development and market expansion, ensuring that OTS Group is always one step ahead in a rapidly changing market.

Shaun Ferreira, Sales Director (Expanded Responsibilities)

Shaun will continue leading sales and client relationships, with added oversight of Environmental Waste and Technology Development, reinforcing OTS Group's commitment to sustainability and innovation.

OTS Group Leadership Team
From left: Claire Duffy, Steve Gain, Neil Betteridge, Shaun Ferreira

Neil Betteridge, Project & Production Director

Neil will oversee production, engineering, and project execution, ensuring OTS continues to deliver high-quality, precision-built solutions efficiently and at scale.

Positioning OTS for long-term success

These leadership changes reinforce OTS Group's long-standing commitment to delivering seamless service, operational excellence, and strategic innovation. Clients can expect business as usual, with no changes to existing contracts, projects, or relationships.

With Claire ensuring strategic leadership, business growth and operational efficiency, and Steve fully dedicated to business strategy and future growth planning, OTS Group is now structured to deliver even greater value to its clients.

Bruce Woodall, OTS Group Owner said;

"At OTS Group, we have always made decisions that put the business and our clients first. Claire's appointment as CEO ensures that OTS remains both financially strong and strategically forward-thinking. At the same time, Steve's transition to Strategic Development Director reflects his long-standing commitment to ensuring OTS Group is adaptable and future-proof. This evolution ensures OTS continues to be a trusted industry partner for years to come."

The Four Pillars of OTS Group

As part of its long-term strategy, OTS has formalised its business around four key pillars, strengthening its ability to deliver end-to-end, client-focused solutions:

- Manufacturing & Engineering
- Site & Installation Services
- Design & Technology
- Environmental & Waste Solutions

This structure ensures that each area of the business is fully aligned to meet evolving client demands while maintaining the high standards OTS Group is known for.

No Disruption to Clients – Business as Usual, as OTS Group remains committed to ensuring a seamless transition with no disruption to ongoing projects, service commitments, or client relationships.

ABOUT OTS GROUP

With over 50 years of experience, OTS Group is a recognised leader in the fuel storage, environmental waste, and engineering sectors. Renowned for their advanced fuel storage systems and turnkey solutions, OTS Group designs and delivers practical, high-quality solutions for fuel storage, re-fuelling, distribution, environmental waste management, and infrastructure servicing.

www.otsgroup.co.uk

Maximise forecourt safety, efficiency and compliance with Automatic Tank Gauges (ATGs)

What is an ATG?

An Automatic Tank Gauge (ATG) is a sophisticated monitoring system used in fuel retail operations to track various parameters within storage tanks, whether they are underground or above ground. These systems are essential for detecting and measuring fuel levels, water levels, liquid temperature, volume and available space within the tanks.

Primarily utilised in petroleum and chemical storage tanks, ATGs ensure precise monitoring and reporting. They can issue alerts for high or low fuel levels and may include advanced features such as monitoring interstitial spaces, overseeing pressurised piping and enabling remote communication capabilities.

The ATG system comprises several key components:

Probe: Inserted into the tank, it measures the liquid level and temperature.

Console: Displays tank level information and calculates the volume of liquid in real time.

Communication System: Allows the console to transmit data to a remote location.

Some ATG systems are equipped with alarms and automatic shutdown features to prevent overfilling and other safety hazards. These systems are crucial for accurate and efficient stock management of liquid storage tanks, providing essential safety measures for handling flammable or hazardous liquids.

It's worth noting that some devices only report stock levels and temperature without addressing compliance issues such as interstitial monitoring and sensor alarms, so it's vital to choose wisely.

Importance of ATGs

ATGs are indispensable tools for forecourt owners in the UK, offering a range of benefits that enhance operational efficiency, safety and regulatory compliance.

One of the primary advantages of ATGs is their ability to provide accurate and real-time measurements of fuel levels within storage tanks. This precision ensures that forecourt owners can manage their stock levels effectively, avoiding both stockouts and overstocking. By optimising fuel orders and reducing holding costs, ATGs contribute to improved overall operational efficiency. Additionally, accurate data supports demand forecasting and planning for future fuel deliveries, ensuring that the right amount of fuel is always in stock.

Leak detection is another critical function of ATGs. These systems continuously monitor storage tanks for any signs of leaks, which is crucial in preventing environmental contamination. Early detection helps mitigate the risk of soil and groundwater pollution, addressing issues before they escalate into significant problems. This proactive approach not only protects natural resources but also helps forecourt owners maintain compliance with environmental regulations, avoiding hefty financial penalties and reputational damage.

The automation features of ATGs significantly boost operational efficiency. By automating tasks such as measuring fuel levels, monitoring temperature and conducting leak tests, ATGs reduce the need for manual measurements. This automation saves time and labour costs, allowing staff to focus on other essential tasks. The real-time data provided by ATGs also enables quicker decision-making and more efficient management of fuel resources.

Regulatory compliance is a significant concern for fuel storage operations, and ATGs are essential in meeting these requirements.

They provide precise and continuous monitoring of fuel levels and tank conditions, generating automated reports that can be used to demonstrate compliance with local and national regulations. These reports are crucial for audits and inspections, ensuring that forecourt owners can easily prove their adherence to safety and environmental standards.

Safety is paramount in fuel storage and handling, and ATGs are key to enhancing safety measures. By preventing overfilling and detecting leaks early, ATGs help avoid spills that pose fire hazards and environmental risks. Alerts for high or low fuel levels help to prevent such incidents, and early leak detection reduces the risk of accidents and ecological hazards, ensuring a safer working environment for both staff and customers.

In summary, ATGs offer forecourt owners in the UK a comprehensive solution for managing fuel storage efficiently and safely. By providing accurate stock management, early leak detection, operational efficiency, regulatory compliance and enhanced safety, ATGs are an invaluable asset in the fuel storage industry.

Key factors to consider when choosing an ATG

Accuracy and Reliability:

Opt for an ATG system that delivers precise and dependable measurements of fuel levels, water presence, temperature and leak detection. Verify the system's industry reputation and track record for accuracy.

Regulatory Compliance:

Verify that the ATG system is compliant with the regulatory requirements and standards in the UK. Compliance with environmental regulations and industry standards, such as EN 13160 for leak detection systems, ensures effective monitoring of fuel storage, leak detection and data reporting as required by authorities.

Compatibility:

Ensure the ATG system is compatible with the site's current infrastructure, including storage tank types and communication protocols. It should integrate seamlessly with the fuel management system and other relevant software.

Features and functionality:

Evaluate the features provided by the ATG system to ensure they meet operational requirements. Standard features include real-time monitoring, remote access, automated reporting, alarm notifications and integration with systems such as point-of-sale (POS) or fuel dispensers.

Scalability:

Consider the future needs of the business and growth plans. Select an ATG system that can handle the current number of tanks and any future expansions. Scalability ensures the system can accommodate increased tank capacity or additional locations without significant upgrades.

Data management and reporting:

Look for an ATG system with robust data management capabilities. It should store historical data, generate comprehensive reports and allow for easy analysis of fuel stock, usage patterns and leak detection. Customisable reporting options can help meet regulatory requirements and internal analysis.

User interface and ease of use:

Assess the user interface of the ATG system. It should be intuitive, user-friendly and provide easy access to relevant data and functionalities. A clear and organised interface simplifies staff training and minimises errors.

Support and maintenance:

Assess the levels of support provided by the ATG system supplier. Ensure they offer dependable customer service, training and maintenance. Having a responsive support team is crucial for resolving technical issues and answering queries.

Continued on P38

Continued from P37

Cost and return on investment (ROI):

Evaluate the total expenditure of the ATG system, including initial investment, installation and ongoing maintenance expenses. Assess the potential return on investment in terms of improved stock management, reduced fuel losses, regulatory compliance and operational efficiency. Compare upfront costs with long-term benefits to make an informed decision.

By taking these factors into account, forecourt owners can select an ATG system that meets their specific requirements, improves operational efficiency, ensures compliance with regulations and delivers a strong return on investment.

TSG is here to help

TSG UK is one of the leading providers of services and equipment in the industry, boasting over three decades of expertise in installation, maintenance and servicing. With a rich history of supporting a diverse range of clients, including independent networks, multinational oil corporations, supermarket chains and fleet operations throughout the UK, TSG has built a reputation for reliability and excellence.

Its extensive experience ensures that it meets the unique needs of each client, delivering superior traditional and new energy solutions that adhere to the highest standards of quality and safety.

ProGauge MagLink LX® Console Family

TSG supplies the ProGauge MagLink LX® Console Family, a trusted name in ATG systems. This family comprises the MagLink LX Ultimate®, MagLink LX Plus® and MagLink LX 4® consoles. These consoles are designed to be environmentally friendly, seamlessly integrate with existing site cabling, maximise uptime and offer cost-effective solutions.

ProGauge MagLink LX Ultimate Console:

The MagLink LX Ultimate console represents the next generation of tank gauge consoles. It is cost-effective, featuring patented multidrop technology to reduce installation costs. The user-friendly 12” display can show the status of up to 9 tanks simultaneously. Sustainability is a key feature, with Static Leak Detection (SLD) and Continuous Statistical Leak Detection (CSLD), as well as Electronic Pressurised Line Leak Detection (PLLD), included as standard.

The MagLink LX Ultimate console seamlessly integrates with existing site cabling, offering flexibility and precision. It ensures high security with precise algorithms for 24/7 site monitoring and protection. Scalable to meet growing needs, this console can monitor up to 48 probes and 480 sensors across a fuel network. Additional features include automatic calibration and reconciliation, certified leak detection, support for wired and wireless probes, extensive reporting capabilities and programmable alarms.

ProGauge MagLink LX Plus Console:

The MagLink LX Plus console features a vibrant 7” colour display with intuitive 'touch and swipe' technology, enhancing user interaction.

Designed for scalability, it can monitor up to 12 probes and expand to include CSLD, PLLD and up to 48 sensors. Its advanced graphical display, brighter screen, faster processor and simplified reporting make it one of the most sophisticated tank gauge consoles. Additionally, its precise line leak detection system ensures continuous site protection, allowing leak tests on up to eight pressure lines via the console.

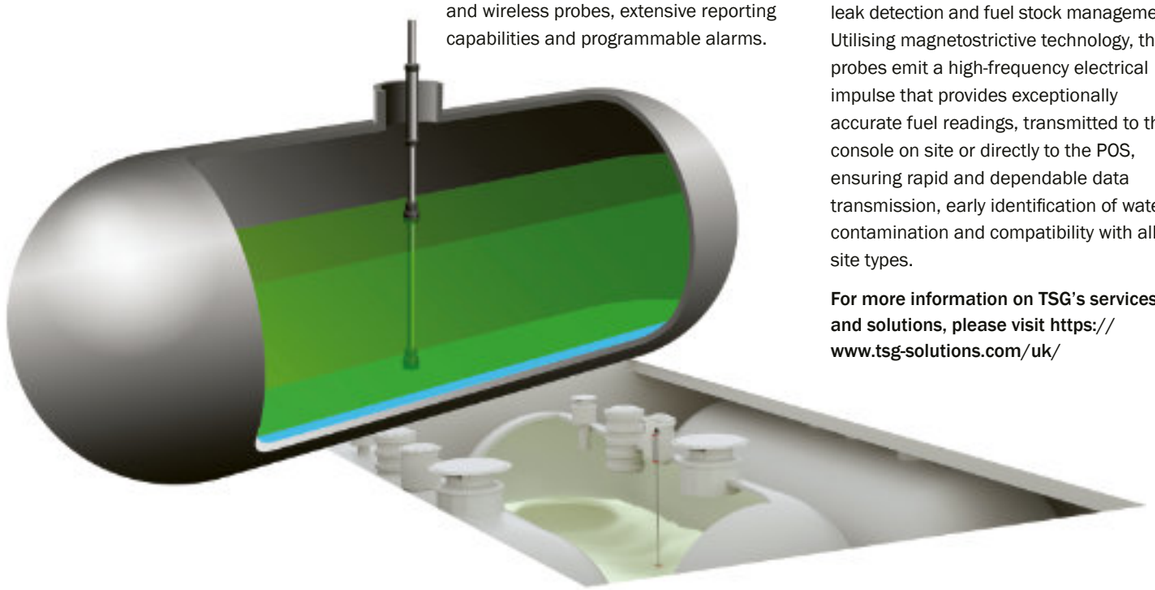
ProGauge MagLink LX 4 Console:

The MagLink LX 4 console is designed for seamless interaction with its user-friendly touchscreen interface, featuring 'touch and swipe' navigation. It supports up to 16 probes, both wired and wireless, and can monitor manifolded or grouped tanks. The console provides automatic calibration and reconciliation, displaying comprehensive tank data, including volume, ullage, water level and temperature. It provides automatic leak detection and offers local or remote PC connections. Configurable through a web interface, it includes audio, visual, email and printed alarm notifications.

Probes:

ProGauge probes monitor various fuel types and additives, including biofuels and AdBlue®. They support density measurement, phase separation detection, leak detection and fuel stock management. Utilising magnetostrictive technology, the probes emit a high-frequency electrical impulse that provides exceptionally accurate fuel readings, transmitted to the console on site or directly to the POS, ensuring rapid and dependable data transmission, early identification of water contamination and compatibility with all site types.

For more information on TSG’s services and solutions, please visit https://www.tsg-solutions.com/uk/



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TSG

Modern pumps, loyal customers

Your customers run on routine and your forecourt is part of it. The same route, the same stop, the same pump. But when that experience is disrupted by outdated, slow, or even unreliable equipment, the routine breaks and so does their loyalty.

In a world where convenience is king, even a small delay can send customers looking for alternatives. Upgrading your pumps isn't just a technical decision, it's a strategic move to protect your place in their weekly rhythm and keep your business running smoothly.

Downtime costs more than you think

Old dispensers and pump systems are more prone to breakdowns. Every time a pump is offline, you're losing sales and likely frustrating customers. Even minor faults can slow throughput, cause queues, and push drivers toward competitors.

Worse, ageing systems often need emergency callouts when they fail, and those bills add up quickly. With newer, more reliable equipment, you reduce unplanned downtime and gain predictability in your maintenance schedule and budget.

Compliance isn't optional

Regulations around fuel safety, emissions, environmental controls, and digital payments are only getting tighter. Older systems, especially those installed more than a decade ago, likely weren't built with current standards in mind. That includes everything from leak detection to EMV compliance and vapour recovery.

New fuelling equipment takes these requirements into account and often includes automated monitoring and reporting systems, helping you stay compliant without the paperwork or the panic.

Better technology means more sales

Newer dispensers aren't just more reliable; they're smarter. Features like bright, engaging multimedia displays, contactless and mobile payment options, and on-screen marketing allow you to deliver faster, more engaging service, which is vital on self-service or unattended forecourts and pumps. It can enhance upselling at the pump, effectively promote loyalty rewards, and visually cross-promote shop items, ensuring customers feel valued and connected even without direct staff interaction.

This kind of customer-facing tech helps modernise the forecourt experience and creates new revenue opportunities that older systems simply can't support.

Lower maintenance and operating costs

Older fuelling systems tend to be costlier to keep running. Parts wear out, become obsolete, or need constant attention. Service calls become more frequent and expensive, especially when manufacturers no longer support or offer components.

New systems are designed for efficiency, often with modular designs that are easier to service or upgrade and remote diagnostics that can resolve issues before they become serious. Plus, many offer improved energy efficiency, further cutting operational costs over time.

Upgrade your image and customer trust

The visual state of your pumps matters more than many operators think. Faded screens, rusty corners, cracked housings, or clunky card readers create a perception of neglect and in some cases, cause customers to question fuel quality or card security.

Modern, clean, user-friendly dispensers project professionalism and give customers confidence in your brand. That impression can be the difference between a one-time visit and repeat business.

Be ready for what's next

The future of fuelling is increasingly diverse, with growing demand for biofuels, alternative energy sources, and evolving consumer expectations. Modern dispensers are built with modularity and flexibility in mind, allowing your forecourt to scale, adapt and stay relevant as the market shifts.

By investing in the right infrastructure today, you minimise downtime and position your business to meet tomorrow's customer expectations with confidence.

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Adler & Allan's 2024 ESG Report:

Setting Benchmarks

Adler & Allan is leading the way in environmental risk reduction, dedicated to turning ESG principles into tangible impact. The company tackles five critical challenges: pollution prevention, water resource management, biodiversity protection, energy transition, and climate change adaptation.

Adler & Allan recently announced the release of its 2024 ESG Report, highlighting a landmark year of sustainability progress and strategic benchmark setting.

Over the past years, Adler & Allan has firmly embedded ESG principles across its operations and services, establishing key measures that provide a strong foundation for long-term impact. The company has not only strengthened its own sustainability performance, but also helped clients navigate ESG challenges through its innovative solutions.

Henrik Pedersen, CEO of Adler & Allan said:

"ESG is not an initiative for us—it's part and parcel of what we do as a company on a daily basis. It shapes how we operate, how we support our clients, and how we drive change.

"The benchmarks and measures we've set this year are just the beginning. We are committed to continuous improvement, ensuring our ESG strategy remains at the forefront of industry leadership."

Key Highlights from the 2024 ESG Report:

Industry benchmarking success

Adler & Allan has achieved a 13-point increase in its EcoVadis sustainability rating, elevating its position to the 80th percentile globally, a significant jump from the 49th percentile in 2023.

Carbon intensity reduction

Despite substantial business growth, the company has successfully reduced carbon intensity by 19% compared to 2023, demonstrating a clear decoupling of emissions from expansion.

Social impact & inclusion

Adler & Allan employs over 115 ex-service personnel, with plans to further expand this initiative through an enhanced recruitment program in 2025.

Health & safety

A 44% increase in health and safety training hours, alongside the launch of employee-led inclusivity programs, underscores the company's commitment to workplace well-being.

Governance & ethical leadership

Strengthening business integrity; Adler & Allan has enhanced business ethics training, expanded supplier ESG assessments, and introduced a whistleblowing platform to reinforce transparency and accountability.

Adler & Allan is committed to accelerating its ESG strategy by expanding its decarbonisation efforts, deepening stakeholder collaboration and pioneering industry-leading environmental solutions related to pollution prevention, water resource management, biodiversity protection, energy transition, and climate change adaptation.

The full 2024 ESG Report is available at: adlerandallan.co.uk/about/esg

Fuelling the future:

Why forecourt retailers are investing in EDGEPoS – the smarter retail tech solution

As fuel retailing evolves, so do the expectations around convenience, speed and in-store experience. Forecourt operators are under increasing pressure to deliver on all fronts - without compromising operational efficiency or profitability. In this environment, technology is more than a tool; it's a strategic advantage.

That's where Henderson Technology comes in. Their EDGEPoS platform is a flexible, scalable retail management solution that meets the unique demands of forecourt and convenience operators. With a robust suite of tools, including EPOS, self-checkouts (SCOs), electronic shelf edge labels (ESELs), and the Glory cash management system, EDGEPoS is helping retailers reduce complexity, improve performance, and enhance customer satisfaction.

Recent case studies from Northern Ireland and Scotland show how the right technology can transform forecourt operations and future-proof businesses for the long haul.

Left - Henderson Technology BDM, Quinten Scallon
Right - Joint Managing Director Johnathan McCullagh

Classic Service Station, Omagh, Northern Ireland: Embracing change with self-checkouts and smart integration

For Classic Service Station, a well-established, family-run forecourt business on the outskirts of a busy town centre in Northern Ireland, tradition has always been important. But so has innovation. With a wide-ranging offer, including food-to-go, an off-licence, and an in-store chippy, the Classic Service Station serves a diverse customer base, from loyal locals to passing trade.

Faced with growing demand and a desire to improve efficiency, Jonathan McCullagh, joint Managing Director, was initially cautious about self-checkouts. He said;

"We were hesitant due to concerns over shrinkage and customer resistance."

But with proper planning, team training and technology support from Henderson Technology, the transition has been a resounding success.

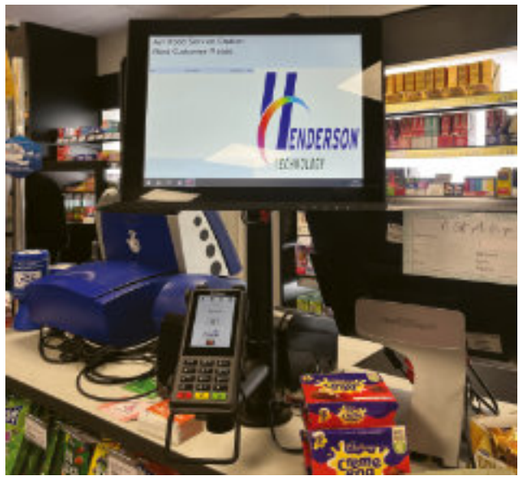
These days, 70% of all transactions now go through the self-checkouts. Customers enjoy the speed and choice, and the systems, backed by robust security features, have eliminated concerns around loss. Integration with EDGEPoS and the Glory cash recycling solution has also streamlined back-office operations, freeing up staff and improving reconciliation.

Key to the success was Classic's considered rollout: self-checkouts were placed close to traditional tills, a team member was assigned to assist and educate customers, and based on feedback, the system was upgraded to include cash payment options and the ability to pay for fuel.

Jonathan says: "The reporting features, especially on the back office, are fantastic. You can dive deep into accurate data and make changes with confidence."

Another major win? Electronic Shelf Edge Labels. What used to take days now takes hours or less. Price updates are instant and reliable, reducing error, freeing up staff, and helping Classic Service Station raise store standards - a key factor in winning Forecourt Trader Awards: Northern Ireland Retailer of the Year.

Left - Brian Connolly, Director of Dalmellington Service Station
Right - Store Manager, Cara Templeton



Dalmellington Service Station, Ayr, Scotland: Powering expansion through data and automation

In Scotland, Dalmellington Service Station faced a different challenge: growth. Following an expansion to include an off-licence and broader range of products, the team needed to move away from manual systems that were holding them back. Orders were handwritten, promotions were updated by hand and stock tracking was slow and reactive.

The decision to install EDGEPoS was based on seeing its success in other JET-affiliated stores. Director Brian Connolly explains;

"We needed to modernise before expansion made things even harder."

The store introduced EDGEPoS ahead of the upgrade to give staff time to adapt - a move that paid off.

Today, the store benefits from real-time reporting, automated promotions, and simplified stock ordering. Using handheld devices, staff can manage inventory efficiently and respond to demand quickly. Integration with JET forecourt tech ensures smooth, fast transactions at the pump with no delays, no friction.

Perhaps most impactful is the shift to remote access and mobile data visibility. Managers no longer need to be on-site to monitor performance, freeing up time and enabling more agile, informed decisions.

Cara Templeton, Store Manager, says staff now spend less time on routine admin and more on customer service and merchandising - areas that directly influence satisfaction and sales.

With the foundations in place, Dalmellington is now planning to introduce self-checkouts and ESELs with Henderson Technology in the coming year, confident these will bring further gains in efficiency, pricing accuracy, and customer experience.

Support that goes beyond installation

One of the reasons forecourt retailers like Classic Service Station and Dalmellington Service Station choose Henderson Technology is the depth of partnership they receive - before, during and long after installation. The onboarding process is consultative and highly tailored, ensuring that every element of the system is configured to the store's needs and staff are confident from day one.

Jonathan McCullagh adds:

"The team didn't just drop in the kit and leave - they really listened. We were supported through every stage, from layout planning to staff training to live testing."

This approach means transitions are smoother, adoption is higher, and performance gains are faster. Ongoing support is just as strong. Whether it's remote troubleshooting, staff refreshers, or system upgrades, retailers know they have a reliable team behind them.

At Dalmellington, this was critical to the store's ability to expand without disruption. Brian Connolly says.

"Any time we had a query or needed help, someone was there. That kind of support gives you confidence to grow."

It's this collaborative mindset, combined with robust, retail-specific functionality, that helps forecourt operators not just manage change, but embrace it.

Future-ready retailing: Why EDGEPoS leads the way

EDGEPoS is built around the idea that great retail experiences start with great operational foundations. From real-time reporting and integrated payments to loyalty schemes and automated promotions, every feature is designed to save time, reduce error, and drive performance.

ESELs eliminate the need for manual labelling while supporting sustainability goals by cutting paper waste. The Glory cash management solution ensures secure, efficient handling across the front and back office. And with the launch of dynamic digital screens, forecourt retailers will soon be able to manage in-store promotions in real time - driving shopper engagement and adding new levels of flexibility.

Darren Nickels, Retail Technology Operations Director at Henderson Technology, puts it simply:

"EDGEPoS is a highly effective way for retailers to improve operational efficiency by freeing up employee hours to focus on customer service and other value-added tasks. Our new integrations further reinforce why EDGEPoS is the ideal solution for convenience and forecourt operators looking to optimise their operations.

"As consumer expectations evolve, embracing flexible, efficient technology is essential. We are committed to exceeding retailers' expectations and delivering an exceptional customer experience from start to finish."

Classic Service Station and Dalmellington Service Station show what's possible when traditional service meets smart retail tech.

Whether it's scaling with confidence or delighting shoppers with convenience and speed, EDGEPoS is helping forecourt retailers across the UK run leaner, smarter, and more customer-focused businesses.

Further information

To find out how Henderson Technology can help enhance store operations and maximise profitability and to get a free tailored demonstration,
visit: **www.henderson.technology**
contact: **sales@henderson.technology**
tel: **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 overleaf

Continued from page 47

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MDM Services (Cardiff) Ltd
01633 277277
www.mdmservices.co.uk
Installation and maintenance of forecourt and commercial fuel products

ME Group
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www.me-group.com
Vending, Revolution Launderette, photo booths & speed labs

Merridale Ltd
01902 870037
www.merridale.co.uk
Fuel management systems for commercial diesel supplies

Merkland Tank
0141 440 6130
www.merklandtank.co.uk
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Mitchell & Webber
01209 823439
www.mitwebservices.co.uk
Specialist fuel services supplier inc, tank cleaning & fuel polishing

Nupi Industrie Italien S.p.A
07736 751161
www.nupiindustrieitaliane.com
Pipework, tank and dispenser sumps, remote spill containments, manhole covers

OAMPS Hazardous Industries
01372 869700
www.ohes.co.uk
Specialist insurers for the petroleum industry

O'Connell Site Services
0151 546 9888
Tank installation, demolition, decommissioning, pump calibration

Octane Holding Group
0113 201 2460
www.octane.uk.com
Pumps, tanks, environmental and technical services

Oil Tank Supplies Ltd
01386 853409
www.oiltanksupplies.com
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On The Level
0780 0731489
www.ontheleveluk.co.uk
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OPW
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www.opwglobal.com
Manhole covers, underground enclosures, tank & dispenser sumps

Panks Engineers (Castle Hill) Ltd
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www.panks.co.uk
Water specialists, dirty water, bore hole drilling, treatment and installations

Pennine Pump & Tank Company
01254 679099
www.penninepump.co.uk
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Petroassist
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www.petroassist.uk
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Petrol Sign UK Ltd
01302 346968
www.petrol-signuk.com
Supply & install brand signage, sister company to Global MSI

The Petrol Tank Company Ltd
01283 820213
www.thepetroltankcompany.co.uk
Manufacture small above ground petrol tanks

PFS Fueltec Ltd
01376 535260
www.pfsfueltec.com
Specialist suppliers of fuel equipment to contractors owners/operators

PPS Environmental Ltd
07515 891366
www.pps-environmental.com
Health & safety training and consulting for petrol retail & maintenance

Premier Forecourts & Construction
01792 310600
www.premierforecourtsandconstruction.com
Specialists in PFS fuel systems, construction & maintenance

Project-A International Ltd
07785 570185
www.project-a.uk
AdBlue consultancy, project management, compliance auditing, process engineering and environmental management

Protego UK Ltd
01543 420660
www.protego.com
Safety valves and tank accessories

Pumpwatch Ltd
00353 458 92155
www.pumpwatch.ie
Carbon fibre test measures for checking the accuracy of fuel dispensers

REDS Group Ltd
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03334 440004
www.redsgroup.co.uk
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www.risbridger.com
Forecourt products to protect the environment and make forecourts safer.

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Scotia Forecourt Services Ltd
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www.scotiaforecourt.com
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www.sdm-fuelsolutions.com
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www.srelectrical.com
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www.suresite.co.uk
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www.tpi-ni.co.uk
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www.fassuk.com
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www.transflo.co.uk
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The Triscan Group
0845 225 3100
www.triscansystems.com
Onsite commercial fuel management solutions, including tanks, pumps, gauges & software

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www.tuffa.co.uk
Petrol, diesel and HVO fuel tanks

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01922 722737
www.united-pipework-specialists.co.uk
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VARS Technology Ltd
www.varstechnology.co.uk
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www.vectec.co.uk
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www.westfuelsystems.co.uk
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Worcester Petroleum Services Ltd
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