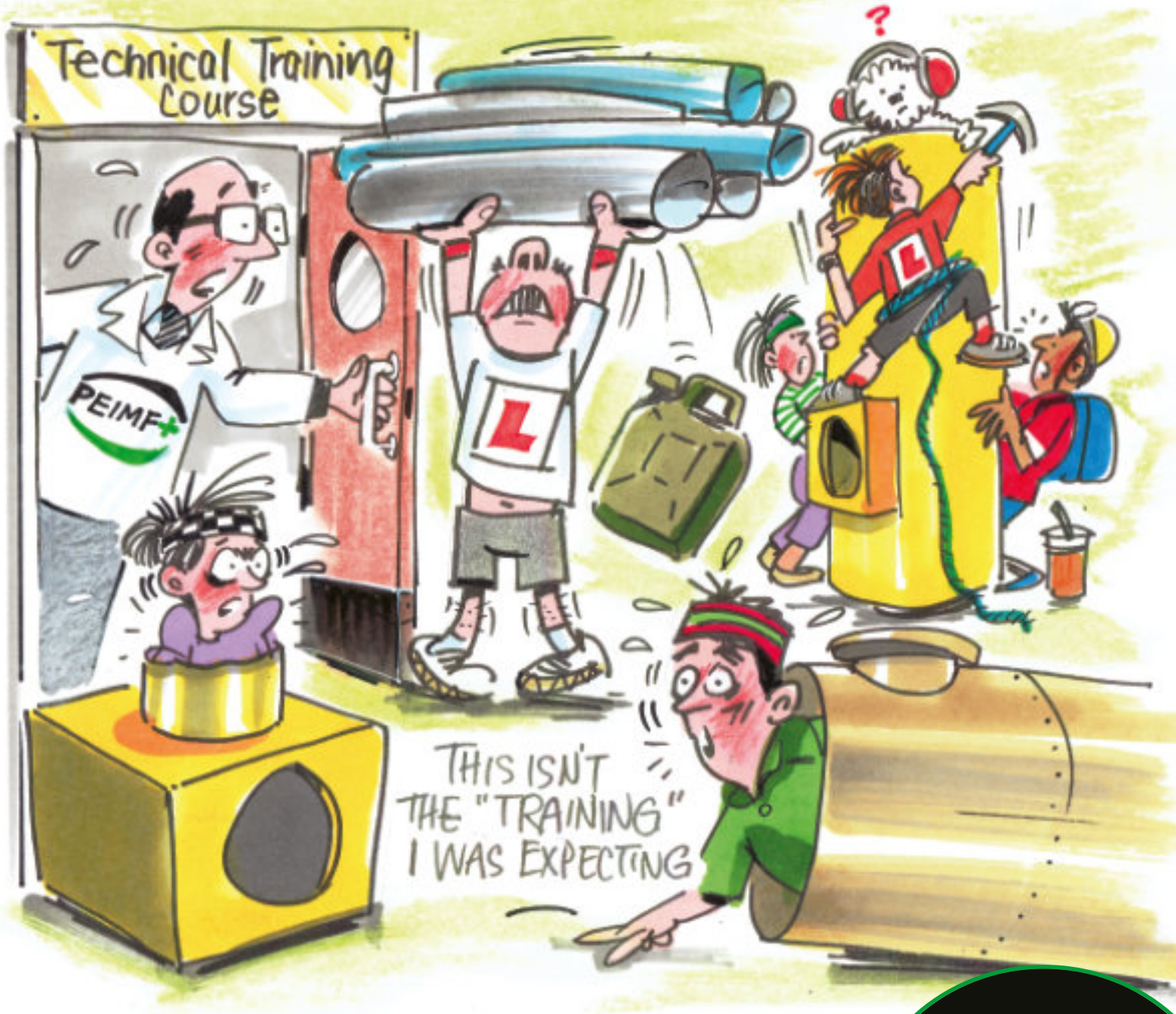


Insite

Insite is the official magazine of PEIMF+



THIS ISN'T THE "TRAINING" I WAS EXPECTING



In this issue :

- ***Tanks & tank services***
- ***Valeting***
- ***Pipework***
- ***Training***
- ***PEIMF+ unveiling***
- ***Mental health issues***

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So, PEIMF+ it is!

After much consideration (only about three years!) our members proposed and, subsequently, approved the renaming of the organisation at our recent AGM. The new identity helps to modernise our look and feel, future-proofing us as we incorporate new fuelling technologies.

This is very much a PLUS, and in no way overshadows our traditional home in the petroleum industry.

Bearing in mind the old adage, about asking a committee to design a horse - and you get yourself a camel - it has been a really quite humbling exercise to witness the deliberation of our committee over the past months.

Always respectful, always involved and always opinionated, they have done an excellent job, and on behalf of our members I thank them.

In this issue

So moving on; in this Spring issue of INSITE our main product features include storage tanks and tank services, pipework, training and vehicle valeting. In addition we have an enlightening, in depth study of mental health in the work place - a very sobering topic and we thank the contributors. We also include chapter and verse on our two day PEIMF+ extravaganza in February.

So I hope you enjoy reading this copy of INSITE. Thanks again to all those who helped to create the new look for our organisation. Finally, I look forward to bumping into PEIMF+ members through the year; starting with the UKIFDA exhibition in Coventry in May.

All the best

David Honeyman
Editor



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The Green Pages New Fuels Guide

8 pages packed with specialist information on new fuel technologies



New PEIMF members



DP FUEL TANK SERVICES
THE FUEL TANK SPECIALISTS



Xmo Strata Ltd

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and Insite Editor: David Honeyman

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Front cover illustration
Brian Sage

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So. The big news!

After very much deliberation, at our AGM in February, the members voted to rename our organisation, formally known as the Petroleum Equipment Installers & Maintenance Federation, quite simply:

PEIMF+

We believe PEIMF+ represents a modern development of a well-established principle. We continue to provide the services and expertise within the traditional petroleum industry PLUS the acceptance of, and welcome to, new developing fuelling technologies.

All contact info, website and banking details remain the same.



Annual meeting Working Together

Round-up

We enjoyed a fantastic 2 day experience.

Wednesday 8th February

A walking tour of Cranfield University, taking in research projects, such as:

- Hydrogen manufacture
- Electric vehicle battery development in motorsport
- Technology developments in airports
- Hydrogen use in aviation

Our tutors were given great attention and interest from our 40 plus guests (even if our Insite editor was admonished for talking at the back of class – thanks Mr Woolnough!).

The FREE members' 4 course dinner was a very jolly affair indeed. This was preceded by "Meet the members!". These were short, sharp, 60-second introductions, for our guests to introduce themselves and their companies. This was both entertaining and enlightening - a kind of 'Blind Date meets Dragons' Den' 😊

Thursday 9th February

Annual General Meeting

The whole event centered around our AGM, and the big decision of the day was obviously the re-naming of the organisation. All members were advised in advance, so thanks to the attendees for voting it through and for their robust opinions.

Robin Futcher and Andrew Olive were re-elected to the committee for the standard 3 year term and Terry Moody was seconded, so that we continue to gain the benefit of his knowledge and expertise.

Tom Burns was confirmed as our new treasurer. Chairman, Kirk Main, thanked Tom's predecessor Kevin Powell for his great job over the past few years as treasurer (following on from a number of years of Chairman) – I'm sure when we start a PEIMF+ hall of fame, Kevin will be in there!

The AGM was followed by 3 absolutely top draw presenters, covering meaty topics:

EV charging and a crystal ball

Michelle Machesney, EV Solutions Director of TSG Charge, got right under the skin of the trials and tribulations of driving an electric vehicle.

Hydrogen as a transport fuel

MD of Commercial Fuel Solutions, Robin Futcher has immense knowledge and expertise in this developing technology and offered a comprehensive guide.

And we are so lucky at PEIMF+ that we benefit from these talents on our management committee – just one example of what membership can offer.

They were followed by Steve Martin, MD of new PEIMF+ member Xmo Strata. Steve is well known in the industry for his amazing work in the difficult area of mental health. His interview in this INSITE demonstrates his commitment to workplace help, in particular with suicide prevention. A subject we highlight regularly.

So it's onwards and upwards for PEIMF+. If you are a member, then thanks for your support and we look forward to continue working with you.

**If you're not a member – you're missing out.
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Robin shares his hydrogen knowledge



Peter Jackaman - your insurance needs in 60 seconds - easy!



Jeff Young founder member



Hydrogen in aviation



Come on Lewis!



Work in progress



Michelle knows EV, inside and out



Steve Martin introducing 'COPE'

Don't underestimate the power of training. Invest for success!

TSG UK Solutions is recognised for the provision, installation and maintenance of forecourt equipment across the country. However, as with every good company, supporting its customer base is of paramount importance and remains pivotal to its success.

Training is an integral part of the foundation upon which TSG UK's after-sales service department is built, and a critical component of its customer satisfaction programme.

More than just a classroom

Tracy Oldroyd heads up TSG's training division and is responsible for setting and executing a packed training schedule for both customers and employees. Tracy's background as a retailer in both newsagents and off-licences means that she is best placed to understand the challenges that TSG's customers face. Tracy has in-depth knowledge of store management, stock control, retail marketing and consumer behaviour, which has proved invaluable when visiting sites that are struggling to optimise profits.

In addition, Tracy is very familiar with the software that TSG customers use on a daily basis, both from a training perspective and as a retailer. This knowledge helps her to appreciate their frustrations when they are experiencing difficulties.

Using her extensive skills, Tracy is able to advise site managers on topics such as; maximising the space available within the store, which products to display front and



centre, approaching suppliers for support with point-of-sale materials and offering free samples of tasty new snacks; tempting those whose sole intention was to purchase fuel. Furthermore, and potentially most crucial, how to run succinct and meaningful reports that advise managers on their best-selling stock and, likewise, their poorest performing items. All in an effort to improve the ordering process and stocking levels.

For TSG's own help-desk staff, the focus is on teaching the team to understand the problems faced by customers at a granular level, so they are able to show empathy with the callers and swiftly resolve their issues.

Pre-installation training

Prizma (formerly FuelPOS) is the industry-leading electronic point of sale (EPOS) system that seamlessly integrates with fuel dispensers, price signs, tank level gauges, car washes, electric vehicle charge points and the back office, providing fuel retailers with full site control. When investing in a new EPOS, such as Prizma, it is essential that key members of staff are able to set up the back office system to suit the business requirements - before the installation is concluded.

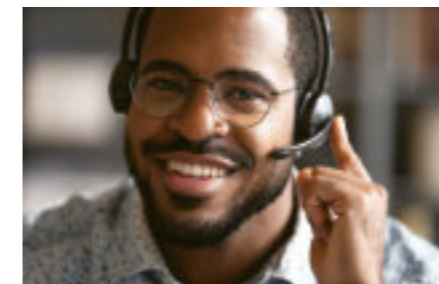
All training is done on a day and time to suit the customer, so as to minimise interference in daily operations. The first session is held online and lasts for a couple of hours; covering the basics such as: creating suppliers, entering the stock inventory and completing shelf labels. This is followed up by a visit to the site, where the nominated members of staff receive one-to-one coaching on setting permission levels to control employee access, generating standard reports, margin control, order entry and electronic delivery notes. Staff will be fully up to speed before going live.

Of course, TSG's training extends to many other products and solutions, including; DX Retail, T-Media, EMIS, Iridium and handheld terminals (HHTs) amongst others.

Small changes make a big difference

There's no denying the shopping experience has truly transformed in recent years, with many people choosing to shop online where possible. However, motorists will always need to visit forecourts to refuel and will often pick up a few necessities whilst they are there. So it is imperative that site owners make their experience as enjoyable as possible, to ensure they choose to shop there again.

TSG's training helps site managers to make small changes that make a big difference! For instance: requesting counter staff to acknowledge customers on entry to the store, opting for a clean store layout that is easy to navigate,



creating a colourful and welcoming display of merchandise, stocking fresh local farm produce and ensuring current special offers are well signposted.

When budget allows, the adoption of T-Media at the fuel dispenser can really help to boost shop sales and profit margins, by driving targeted advertising during the refuelling process. TSG provides training on all aspects of T-Media, from content management to the creation of a successful promotional strategy, that will generate additional footfall into the store.

Your training – your way

Training is something that supports consistency, efficiency, and productivity in a business, like a backbone that runs through everything that employees do. That is why it is essential, that the training chosen has been tailor-made to the company's operational requirements and, once completed, has proven to be beneficial in practice.

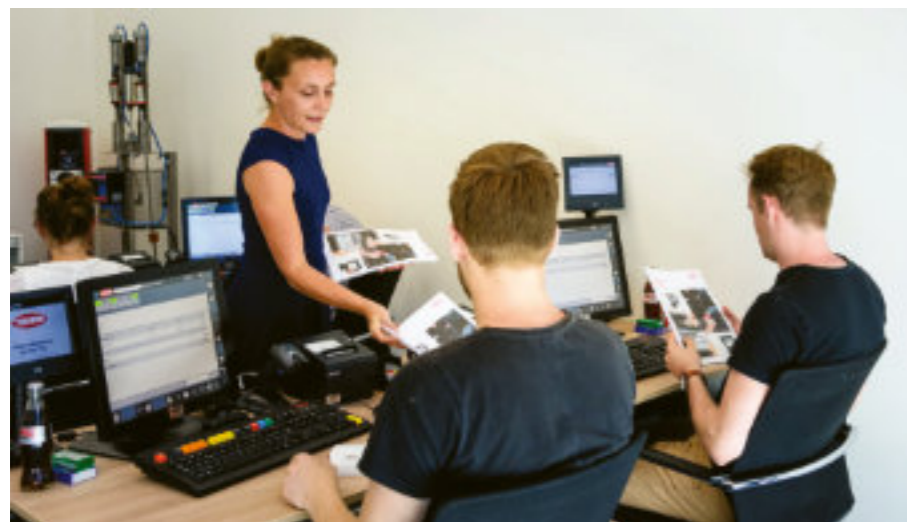


TSG is totally committed to improving its customers' performance and profit margins through the power of effective training. Tracy Oldroyd commented:

"Businesses should not be afraid to invest in staff training programmes to improve knowledge, skills and performance, which ultimately leads to better productivity."

"Dedicating time to your employees and adopting structured approach to training can reap substantial rewards."

If you would like to know more about TSG UK and its products and services, visit: <https://www.tsg-solutions.com/uk/>



Fuel Grade Identification to EN 16942




Additional Information:
www.elaflex.de/en/FGI

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In the frame...

“The person who makes every decision that nobody else wants to”

Emma McMullen is Managing Director of GSS Training Ltd. She enjoys Roman philosophy and woodwork – amongst many other things. As a training professional, she makes the ideal guest for this issue’s “grilling”.



Tell us about your present role

I only took over as Managing Director of GSS Training in April last year. I’ve been in training for the position for years and I’m still learning – I probably always will be!

My days vary massively. If anyone ever tells you that the title Managing Director cannot be accurately replaced by ‘Amateur Furniture Builder’, ‘Person Who Makes Every Decision That Nobody Else Wants To’ or ‘General Dogsbody’ then send them my way. They’re obviously much better suited to this position than I!

A large part of my time is spent ensuring the quality of every course. We run hundreds of courses monthly so this is no small job. Internal and external quality assurance is so important to us. We must at least meet the standards of the accrediting bodies who allow us to run

their courses. But we’re really trying to go beyond those standards, to be the best safety training provider out there; and our clients come back to us year after year.

I very much enjoy delivering courses, and I believe that the right course where delegates can learn, ask questions, challenge existing practices, share experiences and actually have a laugh whilst doing so is incredibly important. Our training includes the UKPIA Forecourt Contractor Safety Passport Scheme, which permits contractors to work on their stations.

Anyone can say that they care about safety, but when you’ve sat beside someone who’s shared a life-changing accident is a different thing entirely. To facilitate that is a wonderful feeling; and the reason I don’t believe in-classroom training will ever be entirely phased out.

How come you’re in the industry?

GSS Training is a family business. My grandfather John Morris Jones initially set up General Site Services – shortened to GSS in the 1970s. Safety training as we know it today actually came from the fuel industry. In fact it was a guy at Chevron years ago who came up with the idea of a safety passport scheme.

My parents, Kerry and Glyn Jones passionately continued my grandfather’s legacy and now I’m hoping to do the same, along with my partner Liz Thomas. I guess what I’m trying to say is that I got this role through birth right rather than skill 🙄!

I actually never thought I’d get into the family business, but I lost my uncle in a

totally avoidable workplace accident. Seeing my grandparents’ and my mother’s grief from that will stay with me forever.

It would be disingenuous to say that this was the only reason that I got started in safety training about seven years’ ago. I suppose I wanted to see if I could carry on the family legacy too. But Uncle Peter was a big part of it.

Your career to date

I started out in York with a civils background and then on to customer services and recruitment, where I learnt a lot of invaluable lessons about management, sales and productivity.

I agreed to come on board at GSS Training, originally to see if I liked the training itself, and could believe in the importance of our offering. So I passed my NEBOSH General Certificate in Occupational Health and Safety with Distinction, then my NEBOSH Diploma in Occupational Health and Safety. I found that I really loved safety training and the company. So I agreed to stay; and now here I am as MD.

Which role have you enjoyed most?

On my most challenging days, I’m not sure I’d use the word ‘enjoy’ but it has to be my current role. I definitely enjoy the learning and the hard work. I love the company, our team and what we’re striving to build, but nobody could have prepared me for the unique pressures of running a business. But I’m very lucky to have Liz running GSS with me – she’s my exact opposite in most areas of life and it works wonderfully.

The advertisement features the GSS Training logo in the top left. The main text reads 'SPA / UKPIA Petrol Safety Passport Training'. Below this, it says 'We deliver 2 Day courses and 1 Day renewals every week in Manchester, Runcorn & Bradford or can deliver the course at your location.' A central graphic shows a 'SPA Your Passport to Safety PASSPORT' card with a QR code and fields for Name (GSS Training), Delegate ID (0161 926 9510), and Passport ID (03466). At the bottom, it lists 'Our Other Courses; CITB SMSTS, SSSTS & HSA - ECITB CCNSG Safety Passport - IOSH Managing Safely' and the website 'www.gsstraining.co.uk - 0161 926 9510 - enquiries@gsstraining.co.uk'.





Also, I'm not sure that many people get involved in everything from marketing, accounts, customer services, training, quality to sales all in one role. And then there's the parts I never imagined I'd be doing: construction project management, plumbing, plastering. I'm becoming a jack of all trades – certainly master of none 🤪

What do you feel have been your biggest achievements?

A few years ago, I'd have answered with something more tangible – I've recently been appointed to the Engineering Construction Industry Training Board CCNSG committee. That feels like something that would have been a bigger deal for me in the past, maybe for the wrong reasons. But I accepted the position because I care about safety and I want to do my bit to improve safety through training. I can't do that without a seat at the table.

Now, what I may have recognised as achievements in the past don't feel quite the same now. As myself and Liz build the business together, it's the smaller successes and happiness of our team that give me a sense of accomplishment; the slight, continuous improvements that we strive for within our courses and delivery that add up. We're building a culture and environment that our team and clients enjoy.

On a personal level, I work with Liz and live with her. Yet she's put up with me for ten years and is still doing so. That definitely feels like a win!

Where do you see yourself in say, 10 years?

I'll still be at GSS Training, all going well!

Our training centres in Manchester, Runcorn and Bradford are doing very well. Our business model is working so I know it can be replicated across other venues and course offerings. But I don't want to lose our culture and quality.

Field toilets, old style - pre GSS



And in your spare time?

Anything involving learning, exercise or solitude. I could happily read or write for hours. I enjoy the gym. I'm currently learning Welsh. I love woodwork; our spare room is piled with Canadian Redwood as I've got so many projects on the go. I recently built a custom desk for our home office.

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

During my time in the industry - definitely EV technology.

And what do you think the future holds?

I think at the moment it's a race between electric and hydrogen; the clear winner for the moment is electric. But I think the future of the industry will include both. I don't think EV technology will be the same as it is now though – I think we'll have wireless charging and battery swap technology, maybe even electric motorways. But I think hydrogen vehicles will win out eventually.

At the moment, most hydrogen made in the UK is grey hydrogen produced from steam methane reforming. The obvious problem with grey hydrogen is that the process still emits CO₂. So this just isn't the answer. Medium term we'll see more blue hydrogen which is the same process but the CO₂ is captured instead. A number of sites such as Drax Power Station and Fawley Refinery are already looking into this. And eventually we'll move increasingly to green hydrogen powered by renewable energy which only gives off water vapour – they're already powering buses off this in Birmingham and Aberdeen. I don't think we'll ever move entirely to green hydrogen - we'll definitely need blue hydrogen and other fuels as a backup for when wind speeds are low for example.

It's traditional to ask for a 'philosophy of life'

My answer is probably too literal but it is, nevertheless the truth. I picked up an old translation of Marcus Aurelius' Meditations on a walking holiday in Scotland a few years' ago. It's still on my bedside table. I can pretty much open it up to any page and find a short, valuable lesson in Stoic philosophy. I find a lot of truth in it, regarding importance of self-improvement, self-control, kindness to everyone, moderate emotions, the pursuit of knowledge, a hard days' work, getting out in nature and the simple things in life. Take your pick. But I already had my own example of this – in my grandparents; and I admire them greatly for it.

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Saving someone's life. Can you put a price on that?

This is a profit-seeking business, but if profit was the only motive, there are surer ways of doing it, says its founder!

One rhetorical question drove a three-year development programme: "If you save someone's life, you can't put a price on that, can you?"

As an entrepreneur and mental health campaigner, Steve Martin has become well-known to INSITE readers in recent years. He's particularly prominent in construction, contracting, and the professional health and safety community for his efforts to reduce suicide.

His LinkedIn articles on this topic pull no punches.

Now, he's put his money where his mouth is, and launched an app to help companies give employees access to Mental Health First Aiders.

It's called Cope. It was developed in-house, and is owned entirely by a new company ('Sunset Oast Ltd'... though it'll simply be known as 'Cope').

It was a highly complex app to design and build, though it is extremely easy to use. It's cost him "comfortably into six figures" and he's by no means certain that he'll recover his costs.

We had questions!

INSITE: So Steve, what is Cope?

Steve Martin: One of the biggest obstacles to those reaching out for mental health support is stigma, even more so in the workplace. People fear it will affect their promotion prospects or job security (particularly self-employed contractors). They fear losing their income, homes, and families.

Sometimes the fears are overstated, but that's the nature of mental illness. It can be a major reason why, in the digital era, people resist calling for help. Even calling the Samaritans (116 123, lines open 24 hours a day, by the way) leaves a 'trace' on both private and work phones. Some people aren't bothered at all by that, and some are so terrified of taking that step that they just won't.

The Samaritans' number (for example) is advertised in the media, on social media and elsewhere. It is instantly recognisable to many people who may have access to the caller's phone or itemised phone bills (spouses, partners, children, work colleagues, the employer's accountancy department if phone bills are scrutinised for personal calls or other reasons).

Once called, it enters the call log and must be manually deleted for confidentiality (emotionally traumatised people may not remember to do that).

It will be recalled by the phone's memory and may even appear as a 'recently called' number or for other reasons on large



dashboard screens when using the phone in a car, visible to any occupant.

Some people in need of support don't want to call a Mental Health First Aider (MHFA) in their company for fear of being recognised. Voice, accent, and background noise can all help to break down anonymity, and an MHFA might even recognise the number.

Cope eliminates all these issues.

When you use Cope, no phone numbers are involved, so your phone won't remember one.

- The user doesn't need to speak, so the voice can't be recognised, and no background noises will be heard.
- Nothing will appear in the call register, and future users will have no means of accessing the contact.
- The underlying platform – a Progressive Web App – lets you communicate via a text-based system, yet without engaging your phone's text capability. So, there'll be nothing in your phone's text history.
- Nothing will appear on an itemised bill.
- Instant translation is available, so in global or international companies, the MFHA will not even be certain of the client's nationality, mother tongue, or continent they're on.

Put that all together, and it means that the MHFA receiving the contact will know nothing about the client (even gender) unless that information is volunteered.

For many potential users, this removes the initial stigma-based fear inherent in the process of asking for help.



INSITE: So, people call for help via text?

Steve Martin: It's a text-based system, but the critical thing is, it's not your phone's text system. Like a website live chat but much more confidential. Nothing will appear in your phone's text. It's called a web app, but you could think of it as just using a very secure website.

INSITE: Is text really the best medium for this?

Steve Martin: The thing about Cope is that it's an option. No one has to use Cope. Even if your company adopts Cope, you can still call The Samaritans or just phone an MHFA directly if you want to. Some people will, and that's fine. The important thing is that people can access help at the time they need it and in the best possible way for them.

But the evidence is clear. Some people won't simply call someone, because of the stigma we attach to mental health. For those people, Cope may be a better route to accessing support.

Using a text-based system means we can provide instant translation, which makes it easier for big companies to offer 24-hour MHFA access; because people will work and live in different time zones.

But the biggest factor, which tilted us towards text in the early development phase, was that suicide is a particular problem amongst younger, working-age adults, and there's now a mountain of research which says that many of them prefer communicating by text. It's a medium they've grown up with and are comfortable with.

Incidentally, it's also preferred by many people with even minor levels of neurodiversity (ADHD, Autism etc) and because they have to live in a world designed and constructed by neurotypical people, they're vulnerable to mental health issues.



It's becoming increasingly clear that neurodiversity is more common in the workplace, at all levels, than we ever imagined. I wouldn't have done it for that reason alone, but it's a great additional benefit.

INSITE: How does it actually work?

Steve Martin: Your company joins, pays a fee according to the number of MHFAs, sets up what we call a 'safe space', sends you an email telling you how to access it, and you're in. It allocates a random user name, which you can change, at any time, if you choose, and you'll have a password... but apart from that, it's easy.

Your company's 'safe space' shows you which MHFAs are currently available and gives a bit of information about them, and you send them a text message. It can be just one word - like "hi".

They'll pick up a dialogue with you from there. If you delete the chat, it disappears... both for you and the MHFA you're in contact with (in other words, no record is retained on their phone text log).

The MHFA doesn't know who you are or anything about you other than what you tell them. There's no footprint, and no one will

ever know you used the system, so the initial fear of seeking help is simply removed.

Apparently, some people use it just because it's simple, quick and easy, though. We're all human, and we're all different, whether or not we have mental health issues.

The important thing is that for anyone suffering from anxiety, plucking up the courage to ask for help is a major hurdle. If you've never experienced that kind of anxiety, it's hard to explain or understand, but it's one of the key obstacles to effective assistance. Some MHFAs have never, ever had a call. Some Employee Assistance Plans have never been used. But that doesn't mean that the company in question has somehow bucked the global trend and has no mental health issues amongst its employees; they're still suffering, doubtless in the same proportions as any other group. They just haven't asked for help.

The website explains it all and has how-to-do-it videos, which most people probably won't use. A lot of our Beta testers simply regarded it as intuitive and didn't want any kind of help or instruction on how to use it.

INSITE: What's the response to the launch been like?

Steve Martin: We were inundated from day one. Many people who know me, and deal with me in a contracting capacity, did the 'normal' thing; called up and asked some questions. People we didn't know at all, from other industries, just went straight to the website, and frankly that's the best thing to do, because all the questions are answered there. If you want to use Cope, that's where you have to go, anyway. This is a low-cost system, and it's been designed to keep the costs low; we aren't running around to companies doing sales visits and presentations, and there's no money for that. You buy it online, clean and simple.



INSITE: Why isn't it available on App stores?

Steve Martin: We investigated doing that, but the strict confidentiality at the heart of Cope ruled it out. App stores are dated platforms in the context of this sort of tech, and they want to know things like 'how will you police hate speech?'

The conversation between a client and an MHFA is strictly confidential, and there's no way of 'policing' it, even if we wanted to. No one else has any kind of access to it; that's built-in to the architecture.

Also, if the system is used by a large number of people, some of them distressed, traumatised, or perhaps on the brink of suicide, then it's unlikely that all the language will be polite and restrained(!)

They just couldn't get their heads around things like that.

They have inflexible, unbending rules which were just not compatible with an app addressing highly sensitive, highly confidential topics.

We tried, but not for long. Dealing with old-style app stores became too time-consuming, expensive and difficult. We soon realised that many forward-thinking app developers were moving away from app stores in their droves, for these reasons and others. The Progressive Web App we've used

allows us means we just don't need an app store. They drive up your costs considerably when you're working at scale, and for us, there was no real benefit and quite a few downsides (I've only listed some of them here).

App stores want simple, mass-use consumer apps that do one thing. The more complexity you put into an app, the less likely it is that an app store will be a suitable platform.

You can't use Cope as a consumer; the idea is to make mental health first aid in the workplace more efficient, so you have to work for a company which has downloaded the app.

Also, some of the quick-fix, jump-on-the-bandwagon, ill-thought-through mental health apps you can find on app stores aren't the sort of thing we'd want to be associated with. Their level of professionalism, expertise, and functionality isn't always the best.

You have to be careful about the company you keep if your brand operates in a sensitive space. Larger companies, which are potential users of Cope, can be put off by finding it ranked alongside some slightly dodgy products targeting, shall we say, a different demographic.

Cope is already becoming a brand, in every sense, and keeping the wrong company wouldn't be appropriate."

INSITE: What does it cost?

Steve Martin: The costs vary according to the number of MHFAs you register.

As a rough guide, MHFA England suggests one MHFA for every 10 employees. Larger companies will pay a few thousand pounds, smaller companies a lot less than that.

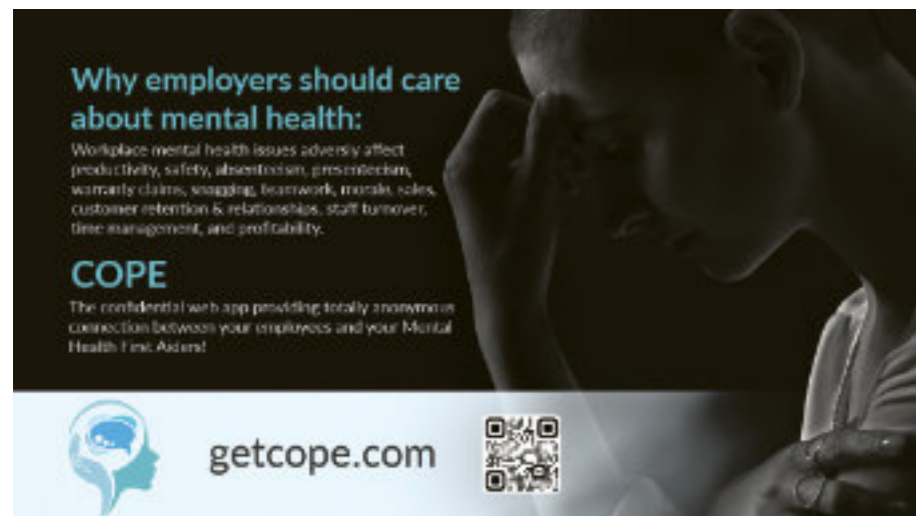
To give some sort of a handle, a typical company with, say, 500 employees, could do it for £80 a week - that's 16p per employee.

INSITE: What sort of companies are signing up?

Steve Martin: Initially, the people who saw the benefits quickly were companies with a large, geographically distributed workforce. We're working on case histories for some of those, and we'll publish them in due course.

We're already seeing interest from trade associations, trade unions, and alliances of smaller companies coming together to create one joint account, which makes a lot of sense.

We've had a preliminary conversation with an insurance company, which is working on a way of offering it as a benefit to certain types of client. We may need to change the model slightly to do that, but depending on what they want, we'd probably be prepared to do the work. It's just a conversation at the moment.





We've had similar conversations with a football club, a University, and an overseas charitable foundation with staff working in war zones. It remains to be seen whether they'll go anywhere.

One thing we had to decide on very quickly was identity. Some firms wanted more ownership and wanted their identity all over their 'safe space'. As a business leader, I can understand that, and it's something we're now able to offer.

INSITE: What has this cost you, personally?

Steve Martin: Well, I can tell you that initially, we brought in several of the world's biggest commercial app companies, and once we'd explained what we needed, we were talking sums comfortably in excess of £1m!

Changes to the architecture of an app can be difficult because you have to change a lot of it to retain the functionality. Even changes which seem very simple can involve high levels of re-engineering, so you could be doubling or tripling your costs before you had a workable model. We didn't do that.

We employed an app developer, well over three years ago, now, and we had to allow him time to do training on specific aspects of our very unique requirements, because no one had all the knowledge needed.

He also used specialists to carry out some other additional tasks, and they weren't cheap. We've installed special high-end water-cooled IT with stellar capability, bought some costly software, and written software of our own.

I won't give a figure, and it was a lot less than £1m, but within that, we still managed to make fundamental changes after several rounds of Beta testing. That took a huge amount of time – weeks, or months, to do things that would appear simple. Every time the Beta testers came

back with "can we just add this....?" my blood pressure peaked!!!

By bringing it in-house, the costs were more controllable, but the figure is eye watering.

Prior to launch, we had to expand the team a bit, but we're hoping that most users will go straight to the website and download the app without much involvement from staff, so it will remain a lean team. To be fair, that is now happening.

I think the real answer to your question is probably measured in sleepless nights and three years of stress, though!

INSITE: Are you going to make money at this?

Steve Martin: Honestly? I don't know. Possibly not. If we recoup the initial costs, then great. It is a business, with a business plan, you know? There's an expressed objective of making a profit, so I hope we'll make a few bob, but I've been realistic about that from the get-go.

In the end, if we save some lives or help MHFAs to reach more clients in distress, that will count for a lot. If we save one life, it'll have been worth it. Knowing that you saved someone's life? Can't put a price on that, really, can you?

The investment required to get us to this stage isn't something I can afford just to chuck away if I'm honest. But at the same time, and this is probably obvious, if you were setting out simply to set up a profit-making business, with no other objective, there'd be surer ways to do it!

I've never developed an app before, worked with app developers, had computers so powerful they needed specialised water cooling, or spent three years shelling out money in the hope that we'd eventually have a marketable system. They're all firsts for me!"

INSITE: How did your wife, Louise, feel about this?

Steve Martin: I couldn't (and wouldn't) have done it without her full and enthusiastic support.

She's been incredibly open and honest about her own battle with mental health, and I admire – hugely - her own commitment to helping others, including standing in front of an audience and talking with searing honesty about the last thing on earth she'd actually want to talk about.

INSITE: At the end of our interview, Steve came out with this unprompted comment:

David, there's one last thing I want to say, on the record, and it's not in answer to a question. But I'm going to say it, and I want this reported, please.

I owe thanks to a lot of people, not just for making Cope happen, but on a wider level, for giving me a voice in suicide prevention. Those people all know who they are, but you, and INSITE, are on that list, too.

You've been incredibly supportive of Mental Health First Aid, consistently, over time. I know that you understand the importance of the topic and its relationship to your industry, but even allowing for that, we couldn't have asked for a stauncher ally in terms of increasing awareness of mental health issues in a really important sector.

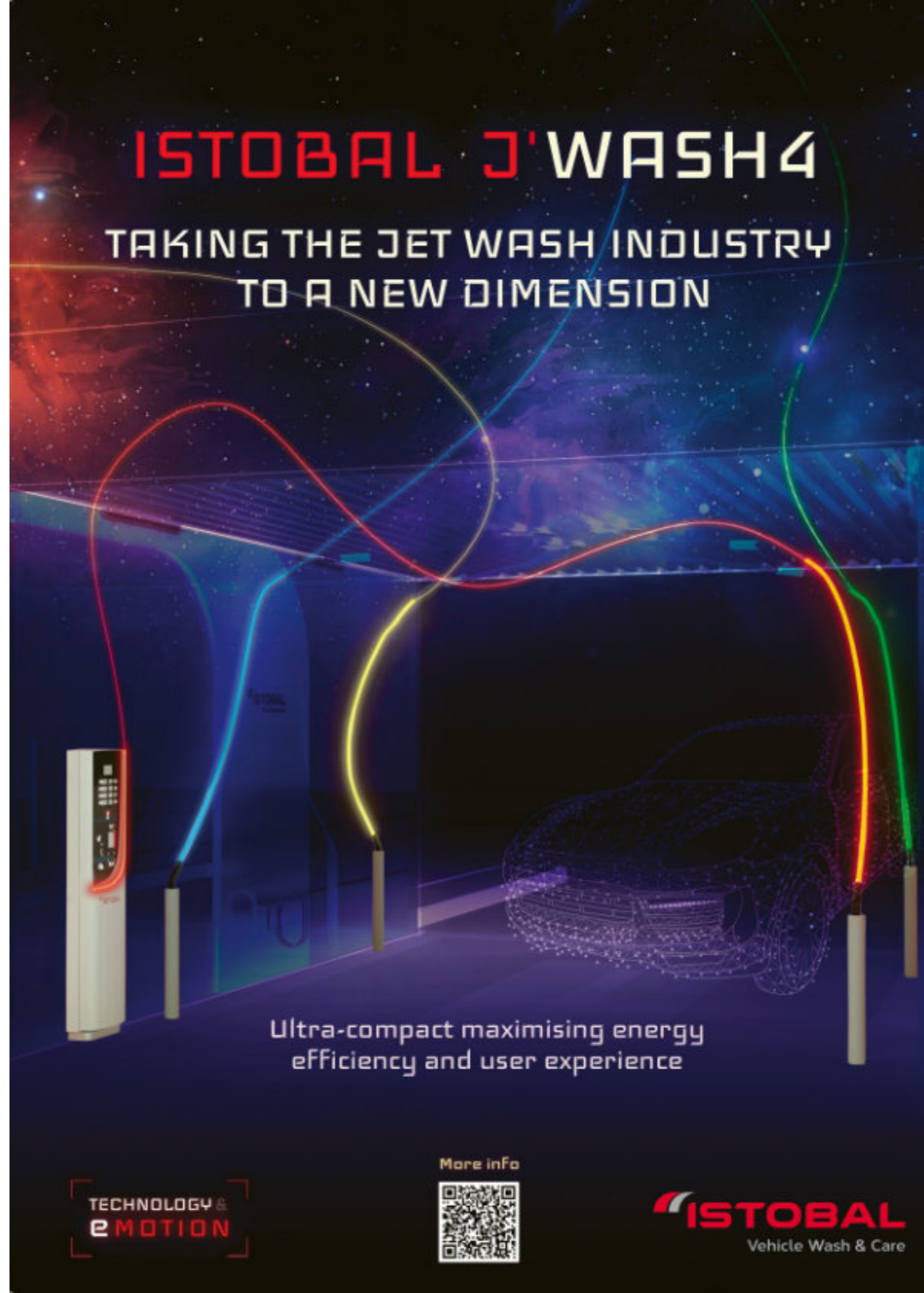
Your readers probably don't know that you haven't done this because you were pestered by a PR team, or because one of my companies advertises with you (we don't, so no one can accuse you of 'transactional' support).

You've done it because you believe in suicide prevention and mental health awareness, and quite often, you've been the one pestering us for another chapter in the story.

It is so vital to have that kind of support, from people like you, and organisations like PEIMF, because others will follow that lead. I want to make a point of registering that, publicly, with humility and gratitude, and I think it's important that INSITE readers know this.

Find out more about Cope at www.GetCope.com.

The company is on Twitter (@CopeApp), LinkedIn (GetCope) and Facebook (Cope – GetCope.com). Steve Martin's personal LinkedIn account has nearly 70 articles, many on health and safety, or mental health (www.linkedin.com/in/steve-martin-50633429/).



TECHNOLOGY & e MOTION

More info



ISTOBAL
Vehicle Wash & Care

Ultra-compact maximising energy efficiency and user experience

AIR-serv supporting driver safety

Motorists in the UK may have noticed a focus on driver safety by National Highways, the government-owned company charged with operating motorways and major A roads in England, and local government bodies, such as Transport for Greater Manchester.

National Highways, are using digital gantry screens to remind motorists to carry out safety checks including checking tyres. Transport for Greater Manchester are using illuminated traffic information screens located on busy roads and intersections, to remind drivers to check their tyre pressure and screen wash levels; to stay safe and legal.

AIR-serv is the market leading air vending supplier, with a history dating back to 1984. From its head office and manufacturing facility in Wigan, AIR-serv supports petrol forecourt operators with accurate and reliable digital tyre inflation services; used around the clock by motorists. With a focus on supplying new equipment through its bespoke Revenue Share and Rental programs, AIR-serv is the go-to supplier for forecourt ancillary equipment.

Surveys and information

We all know that an air machine can help distressed motorists out of a short-term bind, to get them back on the road. However, surveys by the British Tyre Manufacturers Association report have repeatedly shown a quarter of vehicles to have at least one tyre 25% under-inflated. This leads to increased fuel consumption, poorer vehicle handling and reduced tyre life. This equates to over 600,000 tyres and 1.5 million tonnes of CO2 being



wasted in the UK every year due to tyre under-inflation; highlighting the need to proactively check tyre pressures.

Correctly inflated tyres have a positive impact on motorists' bank balances too. If a tyre is over or under inflated, less rubber will be in contact with the road; which leads to increased tread wear and resulting in tyres wearing out sooner. With the current cost-of-living crisis, this is an expense motorists can do without. Forecourt staff can advise any motorists struggling to find the correct tyre pressure that this information is usually available in the vehicle manufacturers' handbook, inside the fuel filler cap or driver's door sill.

Petrol Forecourts can benefit from these information campaigns, by offering modern air facilities and upgrading their machines to offer screen wash. In a recent survey, customers of a large convenience retailer explained that they choose to purchase screen wash from the AIR-serv air machine, so as not to be left with the empty 5-litre plastic container to dispose of; citing 'plastic guilt'. They also mentioned a fear of spillages from part-used open containers in the boot, and the cost of the larger 5-litre

containers, when they can take a smaller volume from the AIR-serv air machine at a lower price.

Reliable machines

AIR-serv preaches the importance of modern, digital and, most importantly, reliable air machines on retail forecourts; to both support the motoring public and to help forecourt operators to generate ancillary revenue. Advances in machine technology allow AIR-serv to monitor new revenue share machines, to check usage and diagnose some issues before motorists and site operators report the machine as unserviceable.

With forecourts increasingly focusing on the convenience side of their business, and the staff's time more constrained, it makes perfect sense to partner with the air vending market leader. This leaves time for site operators to focus on the convenience side of their business.

AIR-serv supply air, vac, and jet wash machines to compliment the valeting offer on any forecourt. Please contact the AIR-serv sales team on 01942 722333 or email sales@air-serv.co.uk for further information.

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The latest jetwash innovations

Brand new PEIMF+ member, Electrajel, offer the latest jetwash innovations

Buy time multifunction range

Available with up to 4 vend options in one cabinet, this new multifunction unit caters for all locations including: Petrol Forecourts, Electric Charging Areas, Car Wash Locations, Car Parks and any other high traffic sites.

Choose from 4 different variants including a 2-in-1, 3-in-1 and the deluxe 4-in-1 model.

All variants utilise a smart dual screen display with individual vend buttons, based on a buy-time format. The user is able to use up 4 modes in just one payment vend.



Product Variants

- 4-in-1 (Air/Vacuum/Water or Screen-wash/Fragrance)
- 3-in-1 (Air/Vacuum/Fragrance)
- 3-in-1 (Air/Vacuum/Water or Screen-wash)
- 2-in-1 (Air/Vacuum)

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UKIFDA Show and Conference 2023

Join the fuel distribution industry at the UKIFDA Show & Conference: Wednesday 10th May at the CBS Arena in Coventry.



Phillips 66 is the headline sponsor of this year's event, which will bring together the fuel distribution supply chain to showcase, debate and understand the latest developments and technologies shaping the sector's future. A broad range of companies will be displaying their innovative products and services in an already sold-out exhibition, with the content-rich conference running alongside.

A prestigious dinner and awards ceremony follows the show and conference.

Pre-dinner drinks will be served with live background music and the opportunity to mingle. The inspirational Great British gold medallist Amy Williams has been announced as the after-dinner speaker.

UKIFDA's Chief Executive, Ken Cronin, commented;

"We're so pleased Amy has agreed to talk at this year's event. She is a passionate speaker and has much to share with the industry. She will also be presenting the Young Person of the Year award and helping us to celebrate the sector's stars and latest achievements."

To book delegate tickets for the Show & Conference and dinner tickets, which are £130 per person, please get in touch with Dawn Shakespeare, UKIFDA's membership and events manager, at ds@ukifda.org.

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Recycle today for a better tomorrow

TSG's reverse vending machines support fantastic Deposit Return Scheme

The considerable number of discussions on sustainability in the news, on social media and in everyday conversation indicate that it is not a passing fad, but a trend to be taken seriously. Now, more than ever before, sustainability is one of the biggest challenges facing our planet; one that needs us all to play our part to ensure its success.

Nowadays, most single-use drinks containers are recyclable, but far too many of them end up in landfill, or worse, discarded as litter. The mountain of empty plastic/glass bottles and aluminium cans continues to grow and the consequences for our land, water and wildlife are disastrous.

Environmentally-conscious consumers may seek out a public recycling point to dispose of their drinks containers, but this is just a drop in an ocean already full of plastic. In the UK, consumers get through billions of single-use containers every year and sadly, only a fraction of these are recycled.

Litter left in our countryside, streets, parks and rivers isn't just an eyesore, it costs taxpayers millions of pounds in clean-up costs year after year. Broken glass bottles and shredded cans pose a major threat to animals, people and vehicle tyres; whilst plastic bottles typically take a minimum of 450 years to decompose - if at all.

Deposit Return Scheme

Mounting concern for the environment has prompted the introduction of Scotland's Deposit Return Scheme* (DRS), to offer a simple and effective way for consumers and retailers to help alleviate the country's litter crisis. At the point of purchase, a small deposit of 20p is added to the retail



price of a drink in a single-use container, which is subsequently refunded when the customer returns the empty bottle or can.

DRS is set to challenge the UK's throwaway culture and represent a significant step toward tackling climate change.

Reverse vending machines

The reverse vending machine is a user-friendly innovation, that effectively manages the efficient disposal of waste drinks cans and bottles ready for recycling.

The customer simply has to deposit the container into the RVM, where it is scanned and verified before being compacted and discarded in the collection unit. A printed voucher for the value of 20p is then issued to the customer and can be redeemed in the store. This initiative will no doubt encourage more consumers to recycle their empty drinks containers and be rewarded for doing so.



Many retailers have already opted to invest in an RVM, to demonstrate their commitment to the cause and support the DRS. In all probability, these proactive retailers will attract the custom of like-minded, eco-friendly shoppers wishing to actively engage in the project, and as a natural consequence improve their own community.

To summarise

In recent years, there has been a global focus on climate change, with the idealistic aim of achieving net zero by 2050. A good number of retailers have already embraced this ambition by adopting a climate strategy to improve operational processes and reduce their own carbon footprint. Of course, DRS alone isn't going to solve all of the UK's waste problems, but it is definitely a step in the right direction.

TSG UK supports the DRS

TSG UK has teamed up with Trovr to supply and install RVMs to fuel retailers across the UK.

As the largest service and equipment provider in the industry, with more than 30 years of experience, TSG UK is best known for the installation and maintenance of traditional fossil fuel stations. This new initiative is completely in line with TSG's sustainability strategy, as the UK progresses towards a greener, cleaner future.

For more information on the complete DRS solution, visit: www.tsg-solutions.com

*England, Wales and Ireland will follow in 2025



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The Green Pages

NEW FUELS GUIDE



SPRING 2023 • ISSUE 13

Car registrations this year to date

FEBRUARY					
	2023	2022	% change	Mic share -23	Mic share -22
Diesel	3,348	3,922	-14.6%	4.9%	6.0%
Petrol	32,311	23,952	34.9%	43.4%	40.8%
MHEV diesel	2,049	1,882	8.9%	2.8%	3.2%
MHEV petrol	10,067	7,261	38.6%	13.5%	12.3%
BEV	12,310	10,417	18.2%	16.5%	17.7%
PHEV	4,723	4,677	1.0%	6.2%	7.9%
HEV	9,633	6,883	40.0%	12.9%	11.7%
TOTAL	74,441	58,984	26.2%		

BEST SELLERS			
FEBRUARY 2023		YEAR-TO-DATE	
1	Vauxhall Corsa	2,818	5,243
2	Vauxhall Mokka	1,805	4,616
3	Ford Puma	1,590	4,318
4	Nissan Juke	1,561	4,042
5	Hyundai Tucson	1,528	3,936
6	Tesla Model Y	1,482	3,787
7	Volkswagen T-Roc	1,388	3,723
8	Ford Fiesta	1,303	3,671
9	Kia Sportage	1,262	3,478
10	Toyota C-HR	1,244	3,345

YEAR TO DATE					
	YTD 2023	YTD 2022	% change	Mic share -23	Mic share -22
Diesel	8,628	9,930	-13.1%	4.2%	5.7%
Petrol	91,281	75,420	21.0%	44.2%	43.3%
MHEV diesel	7,168	7,614	-5.9%	3.5%	4.4%
MHEV petrol	27,310	22,168	23.2%	13.2%	12.7%
BEV	29,607	26,850	10.7%	14.3%	14.3%
PHEV	13,832	13,724	0.8%	6.7%	7.5%
HEV	28,608	20,375	40.4%	13.8%	11.7%
TOTAL	206,435	174,081	18.6%		

BEV - Battery Electric Vehicle, PHEV - Plug-in Hybrid Electric Vehicle, HEV - Hybrid Electric Vehicle, MHEV - Mid-Hybrid Electric Vehicle

All data as at 7th March 2023



ICE vehicle ban from 2035 stumbles in Germany

Formal approval was scheduled for The EU's agreement to end the sale of new ICE cars and SUVs by 2035, for March 7. However, the signing was postponed because of unrest in Germany.

Apparently, the problem has come about because the conservative Free Democratic Party (FDP) wants synthetic fuels or e-fuels to be allowed after 2035. Some car makers say this can be an alternative to electric cars because they are CO2 emission-free.

German unions also sceptical and want the ICE ban mitigated. They say thousands of jobs in will be at risk if the ban goes ahead. Italy and Poland are also opposed.

It's not clear whether this is a short-lived issue or a potentially more serious hurdle to the arrangement.



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State of the art, green hydrogen production

From Wrightbus in Northern Ireland

Plans have been unveiled for an innovative, multi-million pound green hydrogen production facility in Ballymena; at the headquarters of renowned sustainable bus manufacturer Wrightbus.



Subject to planning approval, the new facility, which is being delivered by Wrightbus in partnership with Hygen Energy, will initially produce enough clean energy to power 300 hydrogen powered buses a day in Northern Ireland.

Green hydrogen is a completely renewable fuel, meaning it does not create any carbon emissions. It is made by using renewable electricity to separate water into oxygen and hydrogen – a process called electrolysis. The hydrogen is then used onsite or transported to where it is needed.

Since being acquired by Jo Bamford in 2019, Wrightbus has been one of the most successful proponents of the clean hydrogen revolution. This has included the company introducing the world's first hydrogen powered fleet of double-decker buses in 2020, which by November 2022 achieved the incredible milestone of travelling 1.75 million miles since first entering service.

ENSURING PRODUCTION

With huge emphasis being placed by the UK government, and governments across the world, on the role of green hydrogen in the drive for net zero, a central focus for industry is ensuring there is enough hydrogen being produced to fulfil those ambitions.

Jo Bamford, Chairman of Wrightbus, says: "Wrightbus is delighted to be working with Hygen on this hydrogen production project at our factory in Ballymena. One of our key objectives when we purchased Wrightbus in 2019 was to bring the first UK manufactured hydrogen double decker bus to market. We have done this, with our Hydroliner buses now moving passengers every day in a number of cities across the UK, including here in Belfast.

"Hydrogen is the best means of decarbonising many bus routes, but for this to happen bus operators need a reliable and voluminous supply of low cost low carbon hydrogen. It is great to see a project that is being sized to enable future demand for hydrogen here in Northern Ireland to be met.

"This project will initially be able to produce enough hydrogen to run up to 300 buses, and has the potential to triple in scale as

demand for hydrogen increases. We hope it will set an example for how these projects will be designed and built."

A community consultation process for the project is now underway, led by Renewable Connections, development partner of Hygen. This is aimed at encouraging people in the vicinity of the site to provide their feedback on the proposed project before any planning application is submitted.

It is intended that a planning application will be submitted to Mid and East Antrim Borough Council in April 2023. It is hoped a planning decision will be issued in winter 2023, meaning the facility will become operational in summer 2024.

Further information about the project is also available online at: <https://www.hygenenergy.com/project/hygen-ballymena-green-hydrogen-facility/>



The first EV charging corridor in Europe

The first charging corridor for medium and heavy-duty electric trucks (E-Trucks) in Europe has been announced by bp pulse.

Six public charging locations, with ultra-fast 300kw charge points aimed at E-Trucks, have been launched along a 600km stretch of the Rhine-Alpine corridor across Germany. The corridor is one of the busiest road freight routes in Europe, connecting key North Sea ports in Belgium and the Netherlands with the Mediterranean port of Genoa in Italy.

The new chargers have been installed on Aral retail sites, bp's German retail brand. In the next six months, two additional locations are scheduled to open to complete the corridor. Once complete, an E-Truck will be able to cover over 600km across Germany along one of Europe's major road transport routes.

20 E-TRUCKS PER CHARGER PER DAY

The 300kw charging stations are each capable of charging more than 20 E-Trucks, per charger each day. An E-Truck's range can reach up to 200km in around 45-minutes using the ultra-fast charge points.

Nigel Head, EV Truck Director, Europe, bp pulse, said:

"This is a significant moment for E-Trucks in Europe and an important step in our journey towards helping to decarbonise truck transportation. By electrifying this stretch of the Rhine-Alpine corridor with ultra-fast charging, bp is enabling EV Truck charging beyond "back to base" whilst rapidly learning customer insights, which will directly inform our longer-term European network and proposition.



"By beginning the roll-out of a dedicated charging network for freight operators and fleets, with a focus on major logistics corridors, bp is supporting the electrification of medium and heavy-duty vehicles, decarbonising the movement of goods, as well as people.

"Ultra-fast charging in the right locations, combined with depot and destination charging, is critical infrastructure to accelerate the electrification transition, unlocking the economic and environmental benefits of low-carbon commercial road freight and transport."

Alex Junge, Aral Board Member for E-Mobility, said:

"The discussion about e-mobility has been focused on the passenger car sector, but medium and heavy goods vehicles are also at a decisive turning point. Our strategy is designed to meet this demand with the right infrastructure and our first public electric truck charging corridor in Germany is an important milestone on this path."

By 2030, it has been estimated that approximately 270,000 battery electric medium and heavy-duty vehicles will be in operation in Europe and they will require up to 140,000 public and destination electric charging points. This transition is already underway; the German truck fleet is now over 3.5 million vehicles.

MOBILITY HUBS

In addition to developing new dedicated electric charging sites, bp also aims to create a network of mobility hubs along key logistics corridors across Europe providing freight operators with a range of energy options, including traditional fuels.

bp has a global ambition of having more than 100,000 chargers installed worldwide by 2030, focused on ultra-fast charging.

ABOUT bp PULSE

bp pulse is bp's electric vehicle (EV) charging business. It is one of the leading rapid and ultra-fast public EV charging networks in the UK and operates the largest number of sites with ultra-fast charging in Germany.

ABOUT bp

bp's purpose is to reimagine energy for people and our planet. It has set out an ambition to be a net zero company by 2050, or sooner and help the world get to net zero, and a strategy for delivering on that ambition. For more information visit bp.com.



Circle K Ireland's delivery fleet to be fuelled by 100% HVO renewable diesel

milesBIO HVO100, a fossil-free biofuel made from waste and by-products from the food industry, will be used to fuel Circle K's fleet of fuel delivery trucks in Ireland.

Circle K will become the first fuel retailer in Ireland to power its national fleet of delivery vehicles with HVO renewable diesel, made from waste and by-products from the food industry. HVO alternative diesel offers an up to 90% reduction in carbon emissions over traditional diesel.

Circle K, has announced that its fleet of delivery vehicles will be fuelled exclusively by milesBIO HVO100. Their fuel station located at Dublin Port will be the first to fuel the fleet with HVO renewable diesel, with work underway at two further locations in Galway and Cork; to ensure the full fleet is powered by milesBIO HVO100 soon.

While milesBIO HVO100 is new to Circle K Ireland, this renewable diesel has been available across Scandinavia at Circle K locations in Norway, Sweden and Denmark in recent years, which is helping to guide the introduction of the product.

The fuel will also be available to commercial customers at Circle K's service station in Dublin Port, to be rolled out at Circle K's locations in Cork and Galway in the coming months. This will support commercial customers in decarbonising the journeys of their own respective fleets. Circle K anticipates



that organisations operating large fleet transport vehicles in sectors such as refuse, retail, and logistics amongst others will benefit greatly from this new product.

Circle K is already supporting the commercial freight and haulage sectors, being the only forecourt to offer Compressed Natural Gas (CNG) refuelling stations at Dublin Port, Cashel, Clonsaugh and Ballysimon in Limerick, with City North to follow.

With more Irish motorists opting for EVs, Circle K is adapting to keep pace with this change. Through its strategic partnerships with ESB, IONITY and Tesla, the business already has the most advanced EV charging network within the forecourt sector in Ireland, with EV charging facilities located at 37 service stations nationwide and continues to add to this network.

Jonathan Diver, Fuels Director with Circle K Ireland commented:

"Circle K is committed to implementing environmentally sustainable practices across our product range and operations, as well as supporting our customers to reduce their level of carbon emissions. The launch of milesBIO HVO100 across our fleet of delivery vehicles will have a significant impact in reducing emissions across our Irish operations and once fully rolled out early next year, will equate to the emissions of over 2,000 cars being removed from the road."

"milesBIO HVO100 is a renewable diesel product that combines both excellent technical and environmental properties, that significantly reduces the net carbon emission when compared to regular diesel fuel, while at the same time offering the same performance as conventional diesel. We are delighted to be introducing alternative fuels of this nature to Circle K Ireland and hope our lead will encourage others to do the same."



From green hydrogen production to electric vehicles, six research projects at Cranfield University

Six Cranfield University projects, working with UK businesses, ranging from green hydrogen production to electric vehicle range extension, have been awarded funding from the Accelerated Knowledge Transfer to Innovate scheme from Innovate UK.



THE PROJECTS ARE:

H2Top – Novel coupling and control methods for green hydrogen production

HyWaves, in collaboration with Cranfield University, is developing a concept to address the current complexity and inefficiency in producing hydrogen from renewable energy sources. The project replaces current electronics with a robust, low-cost, and high-energy efficiency architecture.

Towards the lighter and safer transparent structures for transportation vehicles

This project with Turing Intelligence Technology Ltd aims to design lighter and safer transparent vehicle structures such as windscreens. Building improved safety performance will benefit both the research community and relevant industrial sectors.



Control system development for a high-performance, low-power active suspension system

Domin Fluid Power Ltd and Cranfield University will work together to develop a control system and validate technology relating to Domin's innovative, high-bandwidth, low-power suspension system, capable of delivering a 10% range extension to electric vehicles.

CREPs: Corrosion resistant bipolar plates for PEM electrolyzers

Titanium is a preferred, but expensive material used to produce green hydrogen from renewable sources. An exciting commercial project aims to reduce the cost by replacing titanium with stainless steel to make this route competitive with hydrogen from fossil fuels.

Blockchain-based system for visibility and sustainability in shipping industry

This project, with Modular Clinton Global (MCG) Ltd, aims to develop a blockchain-based digital platform, to track and assess cold-chain containers in maritime operations to achieve improved visibility and sustainability.

The novel platform integrates advanced technologies, to automatically capture product flow and compute carbon intensity index throughout maritime journey; enabling transparency and control to maritime service providers.

Financial crime vaccines trials

Cranfield University will support the proof of concept of FinCrime Dynamics' solution for financial services within areas of anti-financial crime. The 'vaccine' is a safe way for financial institutions to understand and improve their financial crime controls.

The projects secured over £150,000 in funding.

Professor Leon A. Terry, Pro-Vice-Chancellor for Research and Innovation at Cranfield, said:

"This funding focuses on accelerating the development of projects or concepts which can bring rapid and significant impacts for businesses. I'm delighted that we can build on our close ties to industry with Innovate UK's support for this series of exciting projects."

ULTRACHARGE 160 from Rolec Services

The ULTRACHARGE 160 is the most economical unit to date from Rolec Services, with a scalable, modular design, custom-built to grow with your needs.

It offers DC charging capabilities of up to 160kW and a continuous power output segment of 300-1000v; providing a charge of up to 80% in around 20 minutes. Optimising speed to provide you with a significant increase in revenue potential.

Not only does the unit have the capacity to charge 2 vehicles simultaneously, the ULTRACHARGE 160 is also capable of supporting the charging requirements of not only standard EVs, but also expanding to include larger commercial vehicles such as HGVs and buses. Its wide output range switches automatically according to the vehicles' requirements. All of which can be configured in relation to your site's unique power limitations and adjusted in real time with the help of the unit's dynamic power sharing function. This allocates power equally to each vehicle depending on the site's power provision as well as vehicle demand; automatically diverting 100% of its output once one vehicle reaches full charge.

BRANDING

If there's one thing that working in the EV industry has taught us, it's that changes can happen quickly and unexpectedly. With this in mind, if/when your needs change, you can easily

upgrade your unit by increasing the number of power modules. It's purpose-designed to expand our range of power offerings from just 60kW to 160kW in 20kW increments; giving you the power to customise your energy at a rate that suits you. You can also further customise your unit with our bespoke chargepoint branding services, tailoring it by adding your brand colours and logo to make them as much a part of your business as they are ours.

As with all our units, the ULTRACHARGE 160 comes with 4G and ethernet connectivity as standard. It is also OCPP1.6 compliant, making it easy for you to manage your unit through any compatible back-office, such as our own VendElectric and other preferred back-office partners (like MONTA, Fuuse and ChargePlace Scotland). So that you can receive real-time data on usage, CO2 emissions and revenue. The integrated



RFID/NPC/contactless payment terminal gives EV drivers a direct and app-less way to pay.

We designed ULTRACHARGE 160 to suit fleets of all sizes, meaning it is compatible with a multitude of different operational methods; choose from simple plug & charge, RFID or app-controlled access. Allowing you to track your staff or fleet's activity and usage. As well as over-the-air firmware and software updates to further future-proof your unit.

www.rolecserv.com



Essar reaches new milestone in transition to low carbon operations



UK Government shortlists Stanlow hydrogen and carbon capture projects

Essar Oil UK has achieved a new milestone in its ongoing transition to low carbon operations, following the UK Government's decision to shortlist the construction of a new hydrogen project and separate carbon capture project at its site in Ellesmere Port, Cheshire.

The announcement by the Department for Business, Energy & Industrial Strategy ('BEIS') confirmed that the projects have been selected as part of the UK Government's Carbon Capture, Usage and Storage (CCUS) Cluster Sequencing programme.

The new hydrogen plant will help Essar deliver its goal of producing 3.8GW of low carbon hydrogen by the end of the decade - almost 40% of the Government's recently extended target of achieving 10GW by 2030. Part of HyNet, the plant is being built by Vertex Hydrogen and will significantly reduce

CO2 emissions every year. The project will also create thousands of new jobs in the North West and North Wales.

The installation of industrial carbon capture technology at the Stanlow refinery, which will enable the direct capture of more than 800,000 tonnes of CO2 per year, is also shortlisted.

ONE MILLION POUND INVESTMENT

The two projects form just part of the company's £1 billion investment in a range of energy efficiency, low carbon energy and carbon storage initiatives, designed to decarbonise its production processes and put Essar at the forefront of the UK's shift to low carbon energy. The company has plans underway to reduce its emissions by 90% before the end of the decade.

As part of Essar's ongoing investment, the company announced last February

its plans to install a new £45 million furnace, capable of running 100% on hydrogen; the first of its kind in the UK. The furnace should be fully operational this year. It will deliver major improvements to onsite energy efficiency and has the potential to reduce 242,000 tonnes of CO2 every year once it is powered by hydrogen from 2026.

Deepak Maheshwari, Chief Executive Officer at Essar Oil UK, commented:

"Essar Oil UK continues to deliver on its promise of leading the UK's low carbon transition. Our programme of major investment is decarbonising our own operations and supporting the development of low carbon economy across the North West and North Wales, creating thousands of jobs and securing the long-term future of this crucial facility."

Greenergy and Octopus Hydrogen begin strategic green hydrogen partnership

Octopus Hydrogen and Greenergy Flexigrid ('Greenergy') have agreed a logistics partnership for the collection and delivery of green hydrogen to Octopus Hydrogen customers.



The NanoSUN mobile refuelling units will be transported by Greenergy, and allow delivery, storage and dispensing of green hydrogen on customer sites. The first delivery was completed last month, with more scheduled for 2023.



Will Rowe, Founder and CEO of Octopus Hydrogen said:

"We want to support our customers to achieve their decarbonisation strategies. The efficient transportation of green hydrogen direct to where they need it is a core part of what we offer. It's great to be working with Greenergy on providing this essential service to our customers. Together we're making green hydrogen happen today."

Christian Flach, CEO of Greenergy said:

"As part of our approach to support our customers through the energy transition,

we are working with Octopus Hydrogen as the first step in our strategy to deliver hydrogen. Greenergy's expertise in specialist logistics and our scalable service offer allow us to provide safe, efficient, and cost-effective transportation delivering green hydrogen directly to

customer sites across the UK, helping them to decarbonise."

Octopus Hydrogen aims to tackle sectors which cannot be decarbonised easily through electrification, for example heavy goods transportation, industrial applications, marine and aviation.

Rising cost of EV's means drivers may not buy them!

Lack of government support, leading to the rise in prices of electric vehicles, is meaning a possible eighty percent of drivers may not buy them; according to some new research.

These statistics, commissioned by the used car buying service, ChooseMyCar.com, are part of a larger study into driver beliefs around EVs. The study includes questions around the costs of EVs, which prove that there are major barriers to drivers supporting EVs as the future.

Currently, EV drivers experience 100% discount on the congestion charge in London, and in a couple of years, the Government introduces vehicle excise duty on EVs. However, according to the research, these costs are putting off a number of car buyers. It shows that a potential 80% of UK drivers stated a belief that the Government needs to do

more to support EV ownership, possibly suggesting that it scraps plans on EV tax, congestion charge, and low emission zones.

Founder of ChooseMyCar.com, Nick Zapolski, said that the statistics prove how important it is that the Government provides incentives for people to buy EVs.

"EVs have hit the press for all the wrong reasons lately, with complaints about charging difficulties dominating the headlines. "These stats prove that people have valid concerns about EV ownership - and instead of helping ease those concerns, the Government chooses to introduce extra barriers.

"If the Government truly wants to support its green agenda and encourage EV ownership, it needs to take action now, or EVs will become a disaster."



Smart cloud software suite for EV charging management

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Forecourt service to the highest standard

Ancorra Environmental Services are dedicated to fulfilling all of your forecourt service requirements to the highest standard. We offer a wide range of services including: tank cleaning, foam injection works, forecourt maintenance, civil works and fuel uplifts.

Tank cleaning

Ancorra carry out above and below ground tank cleaning; from all grades on forecourt and commercial installations to chemical tanks in the industrial sector.

Foam filling

Our team have been carrying out different aspects of foam injection works since 1993. Simon Palmer, our Group Sales Director, is one of the most experienced in this field; having decommissioned thousands of tanks over the years. We have several fixed machines and some mobile, capable of reaching even the most remote locations throughout the UK and Ireland.

Forecourt maintenance

Ancorra are able to provide solutions for all aspects of forecourt including:

- Interceptor, drain and gulley cleaning
- Civil & maintenance works
- Decommissioning of tanks using foam/ water or inert hydrophobic foam
- Removal of tanks, associated pipework and pumps.

We also carry out fuel uplifts, tank testing and cleaning of tanks and pipeworks.



The Ancorra team has a combined 150 years' worth of experience & expertise across both the UK and Ireland companies.

It is no wonder our customers trust Ancorra to complete works to the highest standards, see for yourself from a small fraction of testimonials below:

'Please pass my regards to Will McCarten (Tanker Driver), I cannot speak highly enough of him, Will did a fantastic job on site today'

'Ricky and the team have done a brilliant job on site today, the buds look good as new!'

'A job well done, tank cleaning completed to a very high standard. The Ancorra team on site were excellent and very professional at all times'

Further information can be found on the Ancorra website: www.ancorraenvironmental.co.uk



Reliable expertise for all your environmental service needs.

- Tank and vessel cleaning
- Interceptor cleaning
- 24 hour emergency spill response
- Fuel uplift & transfers
- Grade changes
- Fuel recycling
- High pressure jetting
- Foam filling
- Tank decommissioning and removal
- Water filling and dewatering
- Waste management
- Forecourt maintenance

For more information about Ancorra Environmental Services



Welcome Rick!

Ancorra are pleased to announce a recent addition to their company management team, as Rick Tilney becomes their new Business Development Manager.

Ancorra's Ops & Marketing Coordinator, Amy Davies put Rick on the spot **"Rick - Why did you want to work for Ancorra?"**

In his response he said

"My initial contact with Ancorra actually started at one of the PEIMF roadshows when I first met Ancorra's Commercial & Logistics Directors Steve Davies & Tony Mitchell. Our relationship and contact has continued and got stronger over the years. I, like many others, knew that Ancorra have a good name within the industry, and I was impressed that the company had achieved so much continual growth over the decade since its inception in 2013.

I am looking forward to what the future will bring. Having now met the entire team at Ancorra I can really see myself enjoying

my time here, and contributing to the ongoing growth of the company.

Blades fan

Rick & his wife Rosie both have very busy 'work lives' but find the time to support each other, not only from a work perspective but also domesticall;, taking care of 6 children - including twins!!

He also enjoys spending a lot of time outdoors with the family and following Sheffield United – The Blades.

No doubt you will be seeing Rick around as he will be attending the roadshows this year on behalf of Ancorra, alongside Amy & Steve,

Rick is also not the only newcomer in January, as Ancorra have additionally appointed a further team of people to expand the Ancorra Civils department.

KPS introduces lightweight electrostatically safe 6" piping system

Making high-flow fuel & chemical transport simpler & safer



This new system, a world first, has been designed to combine KPS piping's industry-leading safety and installer-friendly qualities with a high flow rate of up to 2,500 litres/minute. This is to meet demand from applications including: depots, fuel distribution, ports, mining, rail, data centres and many more.

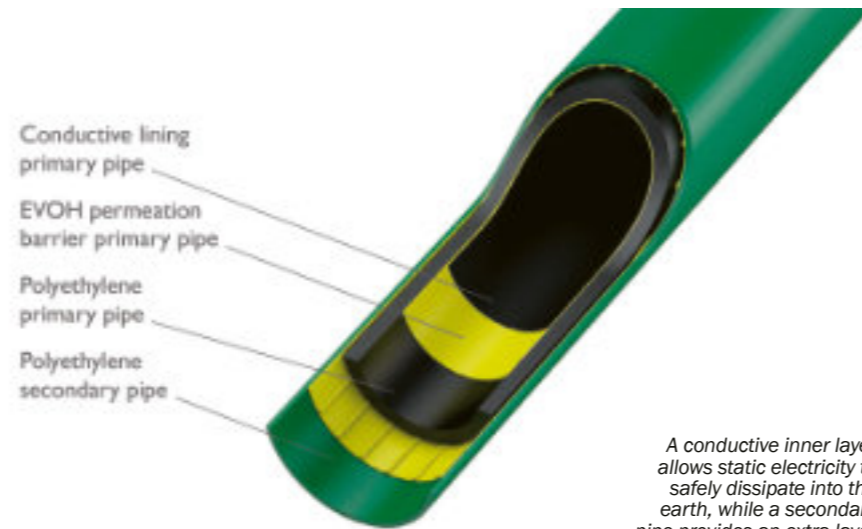
The importance of conductive piping

Staffan Helleday, Technical Director KPS, explains:

"When fuel flows through a pipe it creates friction, creating an electrical charge on the pipe wall. If the material is not conductive, the charges (free electrons) can't flow anywhere and consequently accumulate until a rapid discharge can occur - a spark!"

"In 1997, we developed the world's first conductive HDPE piping to combine the lightweight, corrosion-free benefits of HDPE with the conductive safety of metal. A conductive inner layer allows static electricity to dissipate into the earth."

Now, a number of countries, including China, Germany, Slovenia, Croatia and the Baltic States, require conductive piping to be used for filling stations, as well as a



A conductive inner layer allows static electricity to safely dissipate into the earth, while a secondary pipe provides an extra layer of protection and enables interstitial monitoring.

number of major oil companies, including: BP, OMV, PetroChina, Q8, Aral, Total and Esso. As future fuels containing oxygen which generate more friction are increasingly used, conductive piping becomes ever more important."

High flow, high performance

KPS' new 6" double wall conductive piping system provides flow rates up to 2,500 litres/minute, the highest flow rate available in the KPS piping portfolio. This innovative conductive system consists of a 160mm primary pipe and a 200mm secondary pipe, providing an extra layer of protection and enabling interstitial monitoring. Suitable for sensitive liquids like fuel and chemicals, including: petrol, diesel, biodiesel, ethanol blends, AdBlue, Jet-A1, alcohols, acids and other chemical products. The system is approved to EN 14125, ATEX 137, EN 13463-1, as well as many other country and fuel-specific standards.

Engineered for easy installation

Like all KPS piping, the new 6" system is engineered for installers to reduce cost and build time. The complete range of fitting and components for the new 6" conductive double wall pipe system are electrofusion welded, with no butt welds needed. The range is supported by the KPS technical team, including training and certification (classroom and on-site).

Jo Stott, Marketing Director, OPW (KPS' parent company)

"We're excited to launch another KPS world first: the 6" piping range, centred around making fuel transport safer and installation easier."

For more information visit kpspiping.com/6conductive-HDPE-pipe

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Demand fuels fleet investment at Merkland Tank

Merkland Tank, the UK-wide provider of tank cleaning, maintenance and installation services, has announced a strong start to 2023 with significant investment in their fleet.

Fuelled by ongoing growth, the company has recently added a number of custom-built tankers to the fleet including a CycloVac, two High-Volume Jet Vacs, two high performance artic vacuum tankers, a WhaleVac ADR artic vacuum tanker and a dedicated, custom-fitted confined space rescue van. They have also expanded their management, office and operations teams, while recognising the demand to service works more efficiently across the country with the establishment of a second depot in Rosyth, Scotland.



Wilson Forgie, Sales Director, Merkland Tank said:

"We're pleased to have made a strong start to the year with additional investment in our modern fleet and robust management systems, alongside new appointments across the business."

Our focus remains on keeping our customers operational and compliant, and at reduced risk of spillage and downtime - the new additions will provide much-needed extra capacity to service our growing customer base."

Distinguished history

The company has a long and distinguished history, with a reputation for quality and customer service.



It has the expertise and capacity to carry out all aspects of fuel system management through bespoke cleaning services, installation, inspection, calibration and maintenance.

Merkland Tank's services include:

- Tank cleaning and decommissioning
- Sale, installation and maintenance of:
 - Fuel tanks
 - Fuel pumps
 - Gauges
 - Fuel dispensing equipment
 - Hoses and reels
 - Alarms / leak detection
 - Adblue tanks and equipment
- Tank inspections
- Tank and pipework cleaning, inspection and pressure testing
- Fuel sampling, polishing and filtering

www.merklandtank.co.uk



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SMARTFLEX™ just got BIGGER!

Full range of sizes up to 315mm



Smartflex fuel pipework system by Nupi Industrie Italiane S.p.A. has been well known in the industry for its fully developed range of single and double wall pipes and fittings.

The typical service station installation uses sizes from 32mm to 110mm.

However, over the years we have seen a growing demand for bigger diameters, such as 160mm in the marina and airport sector, where a higher flow is requested (typically 1000l/min).

Smartflex already has lots of experience in this sector, with hundreds of installations around the world. These range from luxury mega yacht and cruiser marina ports, where we have delivered our full double wall system 160/225mm, to small fishing ports requiring smaller diameters.



But we have taken a step further and developed a full range of 315mm pipes and fittings.

Heavy investment in R&D

Nupi has been listening to the demands of our customers for 50 years. We have invested heavily in research and development of the new products that are moving in line with demands in the market.

We now have four factories in Italy, two in the USA and several warehouses around the world, including the one in the UK; so we can provide our products and training at a competitive speed.

Smartflex is a complete multi-layer piping system for the transfer of automotive and aviation fuels, biofuels and hazardous



fluids. A system with UL, EN, IP, Kiwa and many more approvals that is in use and approved by all major international petroleum companies.

Special approvals

SMARTFLEX piping system has been tested for special AVIO fuels such as JETA1 and AVGAS100 and has shown its suitability for marina and airport filling point applications.

SMARTFLEX has been qualified by such companies as TOTAL for airport applications, and has been approved for marina applications by the Florida Department of Environmental Protection amongst others.

SMARTFLEX™ is produced using the latest techno polymers that are bio-compatible and fully recyclable. The quality of the materials used and the strict quality controls in its manufacture allow NUPI to provide a product warranty of 30 years.

www.nupigeco.com



SMARTFLEX™
Piping at its best

BUILT TO LAST

SMARTFLEX™
PIPING SYSTEM FOR THE TRANSPORT OF FUELS

SMARTFLEX is the complete system of pipes, fittings and equipment for the distribution of fuels at road and motorway service stations, airports and marinas. The system is already used and approved by major international petroleum companies. The double wall range prevents spills of polluting fluids that are harmful to the environment.

All products are available in a wide variety of sizes and configurations making the system suitable to various kinds of installation. Please refer to www.nupindustriaitalane.com for more information.

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- Vapour recovery testing
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Mono tank chambers & pipework

Perfect for thousands of forecourts - worldwide!

As the centrepiece of the Berrys ATLAS system, the Mono tank chamber's steel enclosure binds every stretch of pipework, beneath thousands of forecourts worldwide. Mono chambers, combined with the Aliaxis PLX containment system, ensures safe delivery of fuels: from tanker to tank and from tank to pump; a partnership exceeding 30 years in the retail fuel industry. Extensive market research and adapting to customer feedback is the core reason Berrys are able to provide a system that is not only easy to install, but fit for purpose.

Gone are the days of shoving steel pipe into brick layered chambers, leaving unattainable structures with minimal access to change pumps, or perform even the simplest of maintenance jobs. This combines with the added burden of potential fuel damage to the environment, due to a lack of containment. Hence the introduction of the Mono chamber; a fuel-tight structure arriving to site with pre-defined entry points for pipework. Also, custom-built adaptor plates mean installers simply plug and bolt any pipework or modules to suit specific layouts.

Less downtime, increased profits

CEO and designer of the system, Martin Berry, wanted to contribute to the once growing petrol station industry; as owners were now able to see their sites developed in days rather than months. In addition,



if part of the system were to fail, they would have easy access to the surrounding areas of the tank, and simply retro fit any damaged parts. This left operators with minimal downtime and increased profits.

Partnership with Wefco

An important element in Berrys' history, and an additional comrade in advancing the Mono chamber, is Wefco; a manufacturer of storage tanks. The two companies joined forces in 1999, together bringing the UK's first pre-fitted tank chamber system to market. This is a chamber that is directly welded to the tank, arriving as a complete unit and nullifying any risk of leaking fuels or water contamination. A revolutionary turning point for the industry, as the 30-year warranty meant site owners were given a system designed to last.

For those who are content with their existing tanks, but wish to make use of the Mono's reliable features, a 'Retro' version is available which is welded on-site. This along with PLX one weld pipework, makes difficult site layouts far more adaptable.

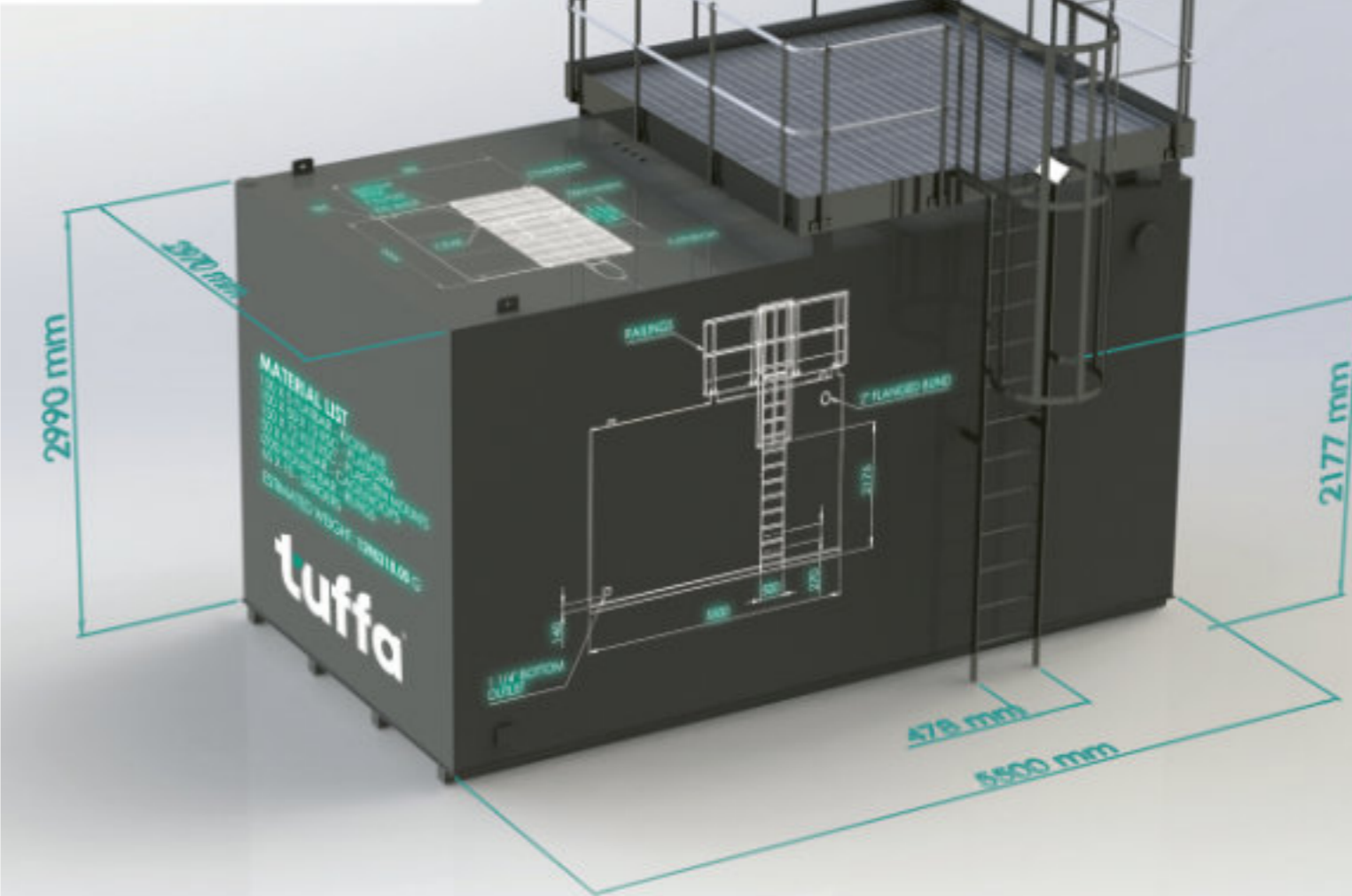
The BERRYS ATLAS systems were installed on over 100 developments in 2022. Circa 600 Chambers, over 100 Fill and Vent Systems, all connected with over 60,000 mtrs of PLX pipework.

www.berrys.com



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DESIGN FUNCTION PERFORMANCE

The Billion Barrel Blow!



James Shenton, Tuffa Managing Director

Brand new PEIMF+ member, Tuffa Tanks offer their insight into how businesses have had to 'pivot' their strategies, to meet changing demands, during and post-Covid.

Early in 2020, two words became ubiquitous as the dreadful pandemic ran rampant throughout the globe. The two words were 'Unprecedented' and 'Pivot'.

Unprecedented speaks for itself, but 'pivot' needs a more robust understanding. Perhaps even to a granular level. What does it mean when a business has to pivot? It means it's changing some aspects of its core business.

Businesses might have had to pivot to meet demand better, shift their target audience to boost sales or combine both. Pivoting is a strategic move that you can take to ensure that your business remains viable and profitable.

So far, so 'pivotable'. But what about other pivots? Let's take fuel. In little over what felt like 12 months, we had two fuels crises; but at differing ends of the spectrum.

Firstly, fuel had a negative value. For the first time in living memory, this has happened. April 20th, 2020, was the first day in history when oil recorded negative values. US oil benchmark West Texas Intermediate (WTI) fell from \$17.85 at the start of the trading day to negative \$37.63 by the close. Oil producers paid you to take it off their hands.

We sold a record number of the highest capacity tanks we make, with the 30,000-litre 'top of the storage pops.'

More recently, fuel prices have skyrocketed again, to record highs. Whilst you might imagine this has had a rebound effect on the enquiries for our large storage tanks, this couldn't be further from the truth. People are bulk buying fuel, to ensure their buying power.

Both scenarios forced businesses to pivot from how they had historically managed their fuel reserves. Such a pivot caused other business decisions to pivot. CapEx, RevEx, fuel storage and distribution and especially fuel security became business-critical decisions.

U.S.A facing diesel shortfall of 700,000 barrels per day

The Perfect Fuel storm is brewing!

Recently, America's Energy Information Administration (EIA) announced a diesel shortfall of 700,000 barrels per day. Think about that number for a minute. That's **29.4 million gallons** of oil every day. In **ONE** country!

The announcement will almost certainly impact the UK's diesel supply chain and associated costs.

With the real probability that diesel costs will hit record levels again, more customers will be proactive with fuel storage, distribution and security.

Read any article about diesel, and you will undoubtedly read about biofuels as either a supplement or a replacement for fossil fuels such as diesel.

The wealth of information can be dizzying: from B20, B100, AdBlue and HVO, where do you start? Which fuel 'pivot' is the best option for you?

Biofuel is an important buzzword in transportation circles, and for a good reason. Plant-based or first-generation biofuel can be produced almost anywhere, comes from a renewable resource, and produces cleaner emissions than petroleum-based fuel.



50,000L Tuffa diesel tank giving NE Transport fuel security

However, the energy to produce a plant-based fuel isn't without its difficulties and controversies.

Top issues with pure biofuel include:

- **Food security.** Biofuel production using food crops such as corn, soybeans, sorghum, and rapeseed can drastically alter the world's access to affordable food.
- **Water usage.** Ask any school child what a plant needs to grow, and they will mention sunlight and water. While the first is a bit beyond the control of biofuel producers, the second is at the core of a potentially severe drawback of plant-based fuels.
- **Deforestation.** It seemed like a win-win idea, with European demand for biofuel set to spike, driven partly by regulations aimed at reducing greenhouse gas emissions. Environmental chaos ensued. Industry researchers have found an answer in palm oil, a relatively easy-to-produce biofuel source. According to some estimates, expansion by Indonesian palm oil plantations caused the vast majority of that nation's deforestation.
- **Fuel to produce.** It might seem somewhat counterintuitive, but scientists argue that widespread biofuel production is a negative-sum game: Producing enough biodiesel or ethanol to replace one gallon of fossil fuel, they claim, requires the energy equivalent to several gallons' worth of petroleum-based fuel.
- **Technical challenges.** The most obvious of biofuel's drawbacks is that it isn't a petroleum-based fuel. It operates differently in internal combustion engines designed for fossil fuel. Corn-based ethanol, for example, has a higher density than diesel fuel injectors and must be larger in an ethanol-only engine to match the fuel flow of a comparable diesel engine. And alcohol fuels (including ethanol) can corrode or damage some of the metal and rubber fittings used in petroleum-powered engines.



Hydrotreated vegetable oil (HVO)

HVO is a low-carbon, low-emission, fossil-free and sustainable alternative to conventional fossil diesel.

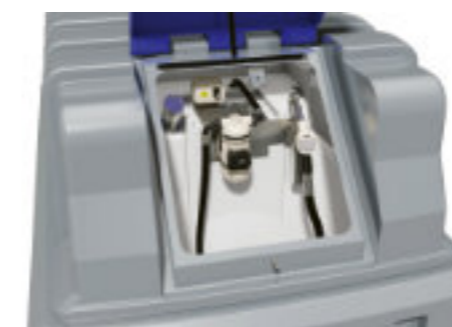
We must acknowledge that technology will play a fundamental role in rescuing our planet. Still, we shouldn't lose sight of proven technology, systems, and processes. An example would be the differing approaches, as mainland Europeans were earlier adopters of B100 fuel rather than the UK's continued HVO and B20 biofuel approach.

France, in particular, appears to be adopting B100, pure crop oil such as rapeseed, rather than HVO, which refines a waste oil product. HVO is a second-generation biofuel because it uses technology to refine and reuse these waste oils.

The decision to adopt the pure crop route is a little surprising, especially as you consider the concerns around food production not meeting global demand.

According to the GLEC framework, HVO offers around a 64 per cent reduction in emissions. Still, Neste, a company that provides the majority of HVO in Europe and Prema Energy in the UK, can achieve up to 90% emissions reduction compared to fossil diesel with their HVO.

So far, so great.



Not quite. HVO does have some inherent issues, just like the biofuel issues outlined above.

- **Expensive.** HVO can be costly, so environmentally-aware companies tend to blend HVO with conventional diesel, especially in the haulage sector. Blending is a step forward from purely using fossil fuels, but adoption would increase if the cost came down. A missed opportunity?
- **Available and sustainable.** The immediate problem is one of availability. The world has woken up to the possibilities for HVO, and demand is increasing. Currently, supply is limited, however, and not matching demand. New production plants scheduled to come online are still some way off. As a result, finished fuel has to be shipped long distances.

Prema Energy, pioneers and early adopters in the HVO landscape, are leading the way in HVO technology, with sustainability at the heart of their work.

Continuing to pivot in the future

So, it appears that more 'pivots' are heading your way. Sadly, your business decisions may clash with your personal beliefs and standards, as you 'pivot' the way you use fuel and the type of fuel you use.



Another word that has gained colloquialism is hybrid! Perhaps the only meaningful solution is to adopt a hybrid approach between fossil fuels and more environmentally aware options, such as AdBlue.

We will all continue to 'pivot' as we traverse the terrifying economic landscapes that farmers, haulage, shipping, and aerospace face in the coming months (and years). Organisations dependent on a constant power source also have to 'pivot'.

Long gone are the days, for now at least, where you could almost guarantee uninterrupted supply from the national grid. The dependency notwithstanding, the threat of forced power outages continues to rumble on and instead, resilience and disaster recovery are the new buzzwords.

If your business needs to 'pivot', rest assured we have all the solutions for you. Whether it's bulk, secure fuel storage and dispensing, AdBlue, HVO or B100, we can help you ride out the incoming storm.

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Managing your hydrocarbon vapour recovery systems effectively while transitioning to new energy technology

Controlling Volatile Organic Compound (VOC) emissions, resulting from the storage of petrol and its distribution through vapour recovery systems, such as those employing carbon adsorption, was cemented into legislation in 1996. As most units are now 16 to 25 years old, owners are likely to be looking to upgrade or decommission them.

However, with the need to diversify your energy infrastructure in the race to net-zero, it can be difficult to justify the cost of managing your aging hydrocarbon infrastructure. In this article, Jeff Robson from Flotech, an Adler and Allan company, discusses how to effectively manage your existing hydrocarbon vapour recovery systems safely and compliantly; until such times as they become obsolete while avoiding costly replacements.

Legislation

It was estimated that in 1988, the evaporation of hydrocarbon vapour during the transportation of petrol from refineries to service stations resulted in 128,000 tonnes of VOC emissions in the UK alone. As a result of this EU Directive 94/63/EC, and under the BAT conclusions for the refining of mineral oil and gas under Directive 2010/75/EU, controls were placed on VOC emissions resulting from the storage of petrol and its distribution from terminals to filling stations.



The guidelines have been revised, to incorporate good practice learnt during the implementation of EU Directive 94/63/EC, both in the UK, and elsewhere in Europe.

How vapour recovery units work

A basic Vapour Recovery Units (VRU) system comprises a pressure swing absorption process with two activated carbon bed vessels, alternating on a 15-minute time cycle.

Adsorption, is the process where the hydrocarbons in the air form a weak bond and form a liquid on the surface of the activated carbon, allowing the air to pass through the bed to atmosphere. The bond formed becomes stronger the larger the molecule, so high carbon number hydrocarbons are more strongly adsorbed. Because the carbon has a very high surface area (in the region of 1250m²/g before pre-conditioning) it has a very high working capacity for the vapours and, because the gasoline is forming a liquid, the energy is released in the form of heat. Hence the carbon temperature increases.

Regeneration of the carbon reactors is accomplished primarily by vessel evacuation, with a vacuum pump to a pressure level of around 80mBar(a) (approximately -0.92 Bar(g)). As the pressure falls, the hydrocarbons will begin to boil, taking the heat from the carbon, and be

removed in the vapour stream through the pump. Not all hydrocarbons, particularly the small amount of heavier molecules (high Carbon numbers) will be removed with vacuum alone, so a small amount of ambient air purge is admitted into the bed during the last 25% of the regeneration cycle. The changes in partial pressures help to break the stronger adsorption bonds, to fully clean the carbon.

The desorbed hydrocarbons are recovered by absorption in a packed absorber tower using a counter flow of gasoline absorbent pumped from the supply tank. This gasoline is also used as a heat exchange fluid for removing compression heat from the vacuum pump(s).

All product recovered by the system is pumped back to the absorbent supply tank mentioned. The enriched recovered liquid product is allowed to disperse throughout the supply tank environment.

Many different types of VRUs

There were a number of Vapour Recovery Units (VRUs) in use in the UK before the legislation came into effect, however the first units installed to comply with the new legislation began to be built in 1996, with further requirements by 2000 and then finally by 2004 for smaller terminals. By far the majority of installations in the UK are



carbon adsorption units. The technology required is quite simple, however to meet the legislation, they had to be reliable, while operating for many motor running hours and valve operations per day. For example, a typical unit with a 15-minute cycle which is required to operate for 10 hours per day will have valves operating nearly 15,000 times a year.

After around 25 Years of controlling VOC emissions resulting from the storage of petrol and its distribution, a lot has been learned about maintaining and improving efficiency.

What are the risks?

In most cases there is very little redundancy of equipment, meaning any defect can potentially result in a loss of recovered product and failure to meet legislation. For owners and operators, this means they can be susceptible to potentially dangerous faults if not operated correctly. Also as units become older, equipment becomes obsolete, and replacement parts are not always compatible. This is a particular issue for units built before ATEX.

Current regulations for emissions at 35g/Nm³, Non Methane VOC's are currently easily achievable, and in the UK we have been policed fairly rigorously to achieve them. Legislation will only get tougher, and it is important to be ready to do what is needed.

Legislation does not give freedom to continue to operate in the event of breakdowns, so it is essential the availability of spares is continually monitored. Where equipment begins to become obsolete, then preparations and plans should be considered for methods of overcoming the changes.

What the guidelines state

The Energy Institute (EI) Working Group for Vapour Recovery set out the 'Guidelines for the Design and Operation of Petrol Vapour Emission Controls at Distribution Terminals'

and regularly update them. This document focuses on key points covering initial design of vapour containment systems and VRUs, as well as system maintenance techniques, safety considerations, and testing procedures.

The document is a good source of information, not just during initial design, but also when carrying out modifications or upgrading existing systems, to ensure all safety and legal aspects are reviewed and considered. It can also be a good reference when carrying out HazOp reviews.

Maintaining an efficient VRU

VRU's are complex mechanical and electrical systems which operate in hazardous atmospheres. Failure to service these units correctly can lead to financial inefficiencies, operational issues, safety complications and environmental emission problems.

The benefits of maintaining an efficient VRU are reduction in VOC's, improved safety through reduced risk of flammable atmosphere and reduced losses of valuable product vapour. They are also very economic to run. Testing in 2000, showed that the cost of recovering gasoline was in the region of 1.5p/litre, and at current prices this is around 4p/litre. Typical recovery rates over a year for an efficient VRU are in the region of 1.5 litres per 1000 litres of gasoline loaded (0.15% gasoline throughput).

Maintenance can take multiple forms from preventative maintenance, gas analyser and instrument calibration, system operation checks as per OEM data on site repairs and replacement and performance testing including compliance testing, HM Revenue and Customs tests and capacity testing, carbon replacement and programmable logic controller replacement and modifications.

Upgrading the carbon

The working life of the carbon can expire after 10 years, although with good maintenance and operation, in excess of 20 years has been achieved. Replacement of carbon is an expensive operation, which also requires the VRU to be out of service for several days. The EI Working Group carried out some early research into suitable types of carbon and conditioning procedures, as well as looking at ways to test carbon for remaining operational life. Understanding the remaining lifespan of your carbon can help you to develop a strategy for migrating to new energy infrastructures, reinvesting the expense associated with carbon replacement with new technologies.

The biofuel conundrum

VRUs are associated with traditional hydrocarbon energy and will no longer be required when these fuels are no longer in use. However, there is consideration to be made with biofuel blends as we transition through greener fuel types, the process in the VRU will be required to be altered to account for varying biological elements in the fuel.

Currently the existing VRU's are expected to be able to continue operations with up to E10 blends. E5 has been in use for some time with very little impact on the systems, and E10 is beginning to roll out. Older VRU's employing liquid ring vacuum pumps, with Mono Ethylene Seal systems, are expected to be the first concern when E15 comes in. Mainly this is to do with the ability of the seal fluid to separate from gasoline, but there are also more complex issues around vapour pressures above 10% Ethanol as well.

Being prepared for these problems in advance will help make transitions much easier and smoother.

Balancing the Race to Zero with managing an ageing infrastructure

There are a lot of uncertainties with net-zero, but what we do know is that the world won't change overnight. Businesses are trying to keep legacy infrastructure going to see them through to new technologies. VRUs for hydrocarbon fuel infrastructures are no exception. You need a partner that can help you maintain the units that you have safely and compliantly, while supporting you to build a strategy for transitioning to new technology with the least cost and operational impact for your unique decarbonisation journey.

www.adlerandallan.co.uk

Fuel tank lids get STA revamp

STA Technical has redesigned the design of the forecourt critical tank lid; to ensure its effectiveness, flexibility and ease of operator use.

The requirement of a liner in failed single-skinned tanks has prompted the need to review the design of the lid, as STA's managing director, Warren Peters explains:

"Historically the lid's entry holes were close to the edge, but with a liner now an integral part of the tank design, the traditional lid format isn't fit for purpose.



Innovation delivers new tank lid design

"Requested by Eurotank and others to look at the issue, STA's new design sees the lid entry holes moved further into the centre. This not only overcomes the constraints of the liner, but enables us to provide more entry holes per lid."

With over twenty lids now installed (and all working like a dream) the new design is ticking all the boxes both in terms of effectiveness and flexibility. Warren says:

"Most lids we have manufactured meet a five 3" entry, two 2" entry and one 4" entry, but the combination can be changed to meet the forecourt's needs."

Reinforcing the company's 'evolution not revolution' philosophy, Warren continues:

"Our tank chamber adapter plates provide a perfect solution for older underground storage tanks that don't benefit from a chamber support frame. The plates we



MD Warren Peters

manufacture are simply sandwiched between the manway upstand and the tank lid and as they are laser cut to micro millimetre accuracy, can be built into any design layout. They also negate the need to weld in a tank upstand support frame in a zoned area, which brings untold health and safety benefits."

Engineering Innovators!

STA Technical, secure funding from small grant scheme



STA Technical team celebrates small grant fund success

Engineering company STA Technical is delighted to announce that it has been awarded a grant from the Small Grant Scheme, which is part of the New Anglia Business Growth Programme and part-funded by the European Regional Development Fund.

Managing director of the Rendlesham based company, Warren Peters, says:

"We're thrilled to have secured the grant, which enables us to increase our capacity and diversify the company's offering; with a dedicated paint spray booth and welding fabrication bay.

"Both additions to our business will provide STA greater flexibility and the ability to adapt to changing market forces. We're hugely grateful for the support we had from the New Anglia LEP in putting forward our application, and would urge every SME to investigate similar funding opportunities; they really can make the difference when it comes to making business ambitions a reality."



For further information about STA Technical visit: www.statechnical.com

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What are the key things to know about fuel storage tanks and pipework?

PEIMF+ member, Fuel Storage Systems, talk us through the minefield.

Questions to ask when choosing the correct tank

- What product will be I be storing?
Petroleum, LPG, Diesel, Aviation, Bio or Heating Fuel?
- Where can the tank be installed?
Above ground or below?
- What type of tank should I choose?
Bunded or single skin?
- What material will the tank be manufacturer from?
Steel or plastic?
- What shaped tank should I choose?
Rectangular or cylindrical?
- Which orientation would suite best?
Horizontal or vertical?

Each answer has a significant effect on the design and installation process we go through with our suppliers. Knowing which supplier to choose to meet the requirements of our clients, is crucial. As a result of years of hard work, we are proud of our ability to provide this service.

We have built a formidable reputation for the quality and reliability of our services; providing the installation and maintenance of fuel pumps, fuel storage tanks, level gauges, fuel polishing systems and fuel pipework; offering a full turn-key solution.

Manufacturing standards associated with tanks

Plastic storage tanks

Oil Firing Technical Association (OFTEC) standard OST T100, BS EN ISO 9001 & BS EN 13341.

Steel storage tanks

Oil Firing Technical Association (OFTEC) standard OFS T200, UL142, UL2085, BS799 Part 5, BS.EN.14015:2004, BS EN12285-1 and BS EN12285-2.



Tank pipework and connections

A typical fuel storage tank comes with a standard amount of pipework and connections. Every one of them has its own purpose. Fill, vent, drain, draw off, gauge, overflow, bund and spares.

Many bespoke designs can incorporate additional connections to suite the needs of our customers.

For example: return, waste removal, fuel polishing and dipping points.

Fill pipework can either be installed at the manufacturer's facility or onsite. If a tanker deliver can fill a tank close by, then usually, tanks can be fitted with fixed pipework, either in a cabinet or without. Some installations require the tank to be in an area where the tanker driver is unable to gain access to the tank close by. This then requires a remote fuel fill point cabinet to be installed, with the minimum of a gauge and an overflow alarm.

Paint finish

This can be an overlooked element of a fuel storage tank. Many manufacturers of storage tanks paint the external surfaces with a primer and a topcoat of gloss to suit the customers' requirements.

In some cases the tank surfaces need to be fully prepared by using grit blasting to receive a higher durability paint finish, which exceeds this basic standard. For example in harsh marine environments, steel storage tanks require a thicker DFT to help preserve the life of the tank.

Gauging

Crucially, gauging is one of the most important ancillary items you can install on a fuel tank. Gauging systems of late can incorporate many features that help the business manage is stored product. Features such as 4-20mA outputs, 0-5 volts, radar and cellular connections, give the ability for our clients to be able to remote monitor and manage fuel stocks.

Alarms

Again, tank alarms are a critical ancillary item that can indicate issues with a stored product. Many alarm manufacturers provide audible and visual alarms signals to warn clients of problems. In remote



areas, technology is required to assist with the management of stock levels. This is made possible by features such as 4-20 mA outputs and cellular connections.

Mechanical overflow prevention valve

OPV's come in many shapes and sizes. Typically, a mechanical OPV is used to help prevent the tanker driver overflowing a storage tank. It is a requirement that an OPV is fitted if the tanker driver is unable to see the vent pipe of the storage tank whilst filling. This prevents the stored product from leaving the tank via the vent and potentially polluting the environment.

Installed pipework

Fuel Storage Systems offer a complete range of services with design, installation and modification of various fuel pipework systems for above and below ground applications. This covers a number of industries including petrol filling stations, fleet, rail, marine, MOD and industrial applications.

Our highly-experienced, fully certified installation teams have the expertise and the know-how to complete any size of fuel system project; from start to completion. Our installation engineers been trained to the highest standards, having completed specific training courses for all fuel pipework systems.

The broad range of pipework systems we install, but not limited to, include:

- KPS - Durapipe PLX
- UPP - OmegaFlex DoubleTrac
- Brugg (Second-X & FSR) - Geberit Maprees
- PFS - Press Threaded Steel
- Flexrite

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From real time refuelling transaction reports, to remotely controlling the fuel use of their fleet. Discover how Travelstar European optimised their fleet by monitoring fuel use with the Piusi B.SMART, and why they chose this fuel management system over others available on the market.

As a UK-based transport company with a fleet of over 40 vehicles, Travelstar European hire out their vehicles to travel companies, and work alongside some of the biggest tour operators in the UK. As their business was expanding and they were predominantly working with agency drivers, they wanted to gain full control over their fleet and begin accurately monitoring fuel usage.

Being a transport company working with agency drivers can mean a greater need to accurately monitor fuel usage within your fleet, and remotely control driver access whenever you want; from wherever you are.

Problem

The coach depot was setup with two dispensing pumps, and whilst the system was in good condition and worked effectively, it lacked security. Also, manually tracking the dispensed fuel was time-consuming and hard to monitor.



Solution

After some in-depth discussions, Centre Tank Services identified that Travelstar wanted to be able to view up-to-date refuelling transaction reports by date, the quantity of fuel taken, along with driver, vehicle and dispenser details. The coach depot also wanted to remotely control who could dispense the fuel, by adding and removing driver access to the pump. Given their main concerns and the importance of real-time fuel monitoring, it was suggested that two MC Box B.SMART Fuel Management Systems were retrofitted to their current diesel pumps.

After considering all the technical advice and listening to how the Piusi B.SMART system works, Travelstar European placed their order. An engineer from Centre Tank Services attended site for the installation and retrofitted the B.SMART management systems onto the wall next to the dispensing units, as per the customer's request. The system was then set up so that the coach depot could start using it straight away, and whilst on-site, the engineer also trained the employees on how to use the Piusi B.SMART online portal and mobile app.

So, why should you offer B.SMART as part of your fuel management system range?

By using the driver's smart phone app to enable dispensing and send the data to the online portal after it's complete, the B.SMART lets fleet managers monitor their fuel use in REAL time wherever they are. Here's the features that Travelstar are now benefitting from:

- Ideal for any size fleet – Monitor any number of fuel dispensers across multiple geographical locations in a single portal.
- Access to real-time data – Once refuelling is completed, transaction data such as driver, vehicle, date & fuel QTY is sent straight to the cloud.
- Monitor fuel use remotely – access data and reports wherever you are via the cloud-based web portal from any PC, tablet or smart phone.
- No unauthorised fuel access – Remotely enable/disable pump access to control who can dispense.
- No ongoing hosting fees – Unlike most online/cloud-based systems there are absolutely no monthly or annual fees!
- No software installation – As an online fuel management system, all you need is a log in to the web page!
- Recognised hardware – The B.SMART system utilises the industry known, Italian quality Piusi dispensers that are simple and easy for the driver to use.

So, if you're interested in giving your customers more control over their fuel, to prevent it from being accessed by unauthorised users, as well as monitor their fleet's fuel usage, then you need to offer the B.SMART fuel management system as part of your range. Get in contact with Centre Tank Services today; the UK's exclusive Piusi agent and supplier of the B.SMART fuel management system product line.

www.centretank.com



Travelstar had never used a fuel management system before, but they were now considering the great benefits of a retrofit system and how they could apply these benefits to their business. They began looking for a cost-effective, high quality solution that would allow them to monitor fuel use in real time; which led them to the Piusi B.SMART!



Clean Diesel Refuelling

When refuelling with Diesel, the outside of the spout is covered with Diesel. It migrates down the nozzle body after stowage.

To avoid this, all Elaflex ZVA Slimline 2 nozzles are fitted as standard with an integrated Diesel Drip Catcher.

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Fuelvac® solves storage tank corrosion problems

Corrosion of storage tanks is a common problem. The cause can be a variety of factors, including environmental conditions, chemical reactions, and the materials used in the construction of the tank.

Common causes of corrosion include exposure to oxygen, water vapour, acids, alkalis, salts, and other chemicals. Poor design choices and improper maintenance can also contribute.

Understanding the common causes of corrosion and how they impact the storage tank and its cargo can help you identify potential problems and take relevant action before it becomes a serious issue.

Corrosion control methods

Installing a liner is the most popular and effective way to prevent storage tank corrosion. Tank operators generally opt for a single skin coating or a double skin lining system with leak detection monitoring.

The double skin is the ultimate solution and provides two levels of protection; a corrosion-resistant coating and ensuring the original tank steel is contained within a vacuum, eliminating the conditions for corrosion. This vacuum also enables complete round-the-clock monitoring.

Solvent-free for optimum protection

Solvent-free epoxy coatings are the best choice for protecting a storage tank from the harsh conditions of the environment and stored product. Solvent-free coatings can be used in single-skin applications and the Fuelvac® double skin lining system.

A solvent-free coating contains no, or very little, solvents or volatile organic compounds (VOCs).

VOCs are harmful to the environment, the atmosphere, and to applicators. Vapours that solvent-based coatings produce can pose a fire risk and explosion hazard and must be stored and handled carefully. Full breathing apparatus and other PPE are mandatory when working with these types of coatings.

Solvent-free coatings are friendlier to the environment and the handler. They're perfect for preventing corrosion as they fully encapsulate the steel with a substantial protective layer, reducing any risk of tank failure leading to environmental pollution.

When opting for a solvent-free coating system, a greater thickness level can be used, making these typically one-coat systems and a huge time saver.



Fuelvac® double skin tank lining system

Double-skin lining is the perfect solution to protect and monitor damaged and corroded storage tanks. The FUEL VAC® double skin lining system is a patented, award-winning, solvent-free tank lining process to install a vacuum-monitored double skin liner.

Fuelvac® incorporates a Class 1 vacuum pressure leak detection system which gives constant long-term monitoring of tank integrity every second of every day. A breach to either the lining inside the tank or from external corrosion will cause an immediate alarm.

Fuelvac® is a fully monitored system containing an interstice between the two layers of protective solvent-free resin through which a vacuum is pulled and held. This vacuum alerts the client if a breach occurs, either internally or externally, as any breach to the tank would cause a drop in the vacuum which in turn would cause the system to alarm.

It uses solvent-free coatings throughout the entire system alongside non-hazardous materials. No special breathing apparatus or protection is needed on installation, unlike other solvent-based lining options.

Cost and time factors

Cost and time savings over traditional methods are significant as Fuelvac® can be quickly installed on any existing tank with minimal disruption, making it a popular choice amongst customers. Access to install the liner is through the tank manway.

Fuelvac® has been independently tested and certified to BS EN 13160-7 leak detection standard by TUV Nord. It also conforms to the COMAH regulations, designed to prevent major accidents involving dangerous substances.



Why customers choose a solvent free double skin lining system?

Theoretically, if the top coating of the double skin liner is periodically inspected and renewed, these tanks can remain corrosion free and in use indefinitely.

Protecting against internal corrosion and tank content loss avoids environmental pollution and potential disaster. A double skin liner acts as a safety net if a breach does occur in the storage tank, which is crucial in a chemical storage operating environment.

The purpose of installing a solvent-free double skin system is controlled management, enabling environmental influence within the industry and giving operators the ability to control and contain any potential disaster.

With expensive tank replacement, the associated major downtime, loss of product into the environment, and the increased fines that come from breaching strict anti-pollution laws, it pays for companies to be proactive to these problems rather than reacting only when a breach of the tank has occurred, and the issue then becomes serious.

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How can we entice you?

How can we entice you to read this article about tanks?

How about;

'Cleaning your fuel tanks will maximise the life of your tank!'

This means you will save money in the long run (because who doesn't love having spare cash for nicer things!)

Or the fact that if you need a fuel tank removed, DP Fuel Tank Services will undertake the whole process: from draining any residual fuel, venting the tank, cleaning it, and then removing the tank. You will always have one point of contact, and we will always work with as little disruption as possible.



Naming your tanks!

Also, every tank needs to have a name - so what will you name it? Thomas? Gordon? Henry? Percy? Or even, Grumpy James?

Here's a little bit about DP Fuel Tank Services:

DP Fuel Tank Services was established in 1966 and was founded by David Plumb, the father of the current managing director, Nigel Plumb.

Since then, we have gained, and kept, a reputation for high levels of expertise and professionalism in our specialist fields. These include tank cleaning, excavation, nitro-foam inerting, tank removal, demolition, and decommissioning.

Our expertise covers a variety of fuel types, including petrol, diesel, gas-oil, kerosene, and heavy fuel oil.

Our team is trained to clean and de-gas fuel tanks both above and below ground level, offering thorough cleaning services for all kinds of commercial and industrial fuel storage tank installations.



Our reputation for excellence and reliability is based on sound business principles and working with a highly trained workforce. We operate with integrity and pay attention to the detail of every project.

Our very own nitro-foam inerting:

Did you know we have a unique and innovative method for the inerting of fuel tanks in lieu of water filling?

Our very own process is called nitro-foam inerting. It's designed to positively vent explosive vapours from the tanks in a controlled and safe manner; as petrol tanks must be made safe prior to opening them up.

Our recent re-brand

To celebrate nearly 60 years of serving the fuels industry, we have updated our logo and branding. Just as how we keep up to date on everything in the fuels industry, keeping up to date with our brand is just as important! Check it out below:



Here is a list of some of the services we offer:

- Commercial and industrial fuel tank cleaning
- Site decommissioning
- Fuel tank removal
- Fuel tank painting
- Fuel tank lining
- Nitro foam inerting
- Baffle cutting
- Site decontamination

We are specialist fuel tank cleaners

We pride ourselves on problem-solving and we work with a range of clients, from householders to large oil companies and the MOD. Trained in confined space working, our operatives follow strict Health and Safety rules and DP Tanks has a spotless safety record.

Contact us today

Get in touch with our friendly team today to discuss your needs and requirements, or if you just need some more information:

Tel: 01737 767 524

Email: info@dptanks.co.uk

Website: dptanks.co.uk



Directory of PEIMF+ members



A & G Group Ltd
01579 344503
www.aggrouppltd.co.uk
Electrical and tank testing, supply installation and servicing of pumps



A & R Pavelin Transport Ltd
01268 270470
Distribution & collection of pumps and forecourt equipment

AbFad Ltd
0191 543 7166
www.abfad.co.uk
Tank linings, leak detection, rope access



Adler & Allan Ltd
01992 657400
www.adlerandallan.co.uk
Tank cleaning & lining, VR testing, fuel polishing, sampling & analysis. Spill response

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02830 888861
www.aseeltd.com
Electrical & mechanical generator installation contractors

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Construction & pipework installations for petrol filling stations and reactive maintenance

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www.andel.co.uk
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Forecourt maintenance, tank & vessel cleaning, foam injection



Arnold Diggle & Co
01229 582769
www.arnolddiggleandco.co.uk
Tank cleaning, oil depot decommissioning/demolition & remediation

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Installers of fuel pumps, tanks & fuel management equipment

Centre Tank Services
0121 351 4442
www.centretank.com
Fuel dispensing, storage tank and AdBlue equipment, Plusi products and Husky nozzles

Clarke Construction Services Ltd
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www.clarkeconstruction.co.uk
Civils, tank and pipe installation and maintenance, knockdown/rebuild

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DSEAR specialist in fuel storage & handling systems, bulk metering, management, AdBlue

County Pumps Ltd
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www.countypumps.co.uk
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www.cp-installations.co.uk
Tank & pipework specialists, electrical services, site maintenance, decommissioning

DMCS Ltd
01244 289161
www.dmcslimited.co.uk
Calibration of bulk liquid storage vessels

Dover Fueling Solutions
01695 52175
Fuel management solutions for independent, hypermarket and multinational

DP Fuel Tank Services
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www.dptanks.co.uk
Fuel tank specialists, inc. cleaning, excavation, nitro-foam inerting & decommissioning



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Manufacturer of plastic pipework systems

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Installation of all equipment on petroleum/dispensing stations

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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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www.hytekgb.com

Fuel dispensing & management, lubrication products

Ideal Tanks & Pumps Ltd

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admin@idealtanksandpumps.co.uk

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