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A budget for investment?

Although the measures in last month's Budget were hailed as 'a much needed shot in the arm' for businesses, it was widely thought that most policies would fail to provide enough incentive for long term investment.

Available from this month, the annual investment allowance is now £500,000 – double the previous allowance – but, it is only available until the end of next year.

According to the Institute of Fiscal Studies, which accused the government of 'tinkering around', this Budget did not have sufficient business-friendly measures to give certainty.

Speaking about investing in oil storage infrastructure at last month's StocExpo was First Direct director Eduard Rijs. Referring to the sector as 'attractive' Rijs said it was necessary that terminals were in a good location with long term contracts. This event coincided with the news that London-based investment firm Greybull Capital

was in discussions with Murco about its UK facilities.

Finding investment in the Coryton refinery site 'a bigger and more complex job than first anticipated', Greenergy's Andrew Owens shared experiences of the company's joint venture with Shell and Vopak with the StocExpo audience.

Those in our industry looking to make an investment and armed with a budget will no doubt be heading to Harrogate for FPS Expo 2014 where they will find 15 new companies joining the ranks of the event's regular exhibitors.

This wet, mild winter may not have been the best to swell a distributor's coffers – particularly for those heavily reliant on the more seasonal kerosene market – but a spot of window shopping in readiness to make an investment in the future is always to be welcomed.

Fuel Oil News

The monthly magazine for the fuel distribution, storage and marketing industry in the UK and Ireland.

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Fuel Oil News
"Distributor Debate"

2014 DATES

BELFAST: REVISED DATE TBC

Prax Petroleum enters the gasoline market

Prax Petroleum is a well-established presence in the wholesale fuel supply sector. Having made 'huge gains in the market', the company is one of the largest independent oil importers and suppliers of fuels in the UK.

Prax, which has the capability and infrastructure to offer national coverage for the supply of distillate, recently announced that it is now a supplier of gasoline. Available at Nustar Grays Terminal, the first gasoline cargo arrived and was discharged at the beginning of March. The company plans to expand its supply of retail fuels, initially in south east England and eventually throughout the UK.

With the company's expertise in trading, combined with a friendly and dynamic customer support team, Prax has become the preferred business partner for many UK distributors and end users. Market feedback has shown that wholesalers and retail end users welcome another gasoline supplier in a market that has become increasingly dominated by a small number of large suppliers.

"Having access to the retail fuel market will be a real game changer for Prax Petroleum as it gives us access to previously inaccessible volume," says sales & marketing director Neil Robertson. "Although under no illusions, our whole team is looking forward to the challenge of succeeding in what is a fiercely competitive market. We will continue to offer the high level of service that our customers have come to expect, and we will maintain our strategy of offering customers ultra competitive prices, and simple, straightforward fast and efficient services."



Entering the gasoline market at Nustar Grays terminal will be 'a real game changer' for Prax Petroleum



Energising the petroleum business

With its theme of responsibly energising a growing world, the 21st World Petroleum Congress takes place in Moscow from 15th – 19th June.

The official opening ceremony, with an expected welcome from Vladimir Putin, will be held in the Kremlin Palace. CEOs from top oil companies around the globe will be attending including BP's Bob Dudley and Rex W. Tillerson of Exxon Mobil.

Among the many topics at the congress will be the transformation of oil companies into energy companies, the role of the oil and gas industry in tackling fuel poverty and geopolitical issues.

The event is looking to 'encourage producers, consumers, governments and societies to cooperate responsibly to develop all energy resources' and is urging the industry 'to energise its professionals; in particular youth, to become even more innovative in ensuring future growth.'

Rix Petroleum invests in new tanker fleet

NEARLY £3M HAS BEEN INVESTED IN A FLEET OF NEW TANKERS AT RIX PETROLEUM

The fleet consists of one four-wheeled truck and 16 six-wheeled trucks with rear lift and steer axles, a laden weight of 26 tonnes and a carrying capacity of 20,000 litres.

Managing director Rory Clarke said: "Twelve of the new vehicles will replace older tankers coming towards the end of their working life, but five are additional vehicles needed to accommodate our growing business."

The additional trucks will be distributed between Rix Petroleum's depots in Montrose, Shropshire, Warwickshire, Lincolnshire and Norfolk.

The tankers, which will be used to transport heating oil and commercial diesel across England and Scotland, have a Scania chassis with liquid flow meters from Alpeco. Tasca Tankers is assembling the vehicles which are equipped with the latest mod-cons including heated driver's wing mirror and fully air-conditioned cabs.

Rory Clarke (l) with sales director Duncan Lambert by one of the 17 new vehicles at Rix Petroleum



TOP 20 FUEL OIL DISTRIBUTOR



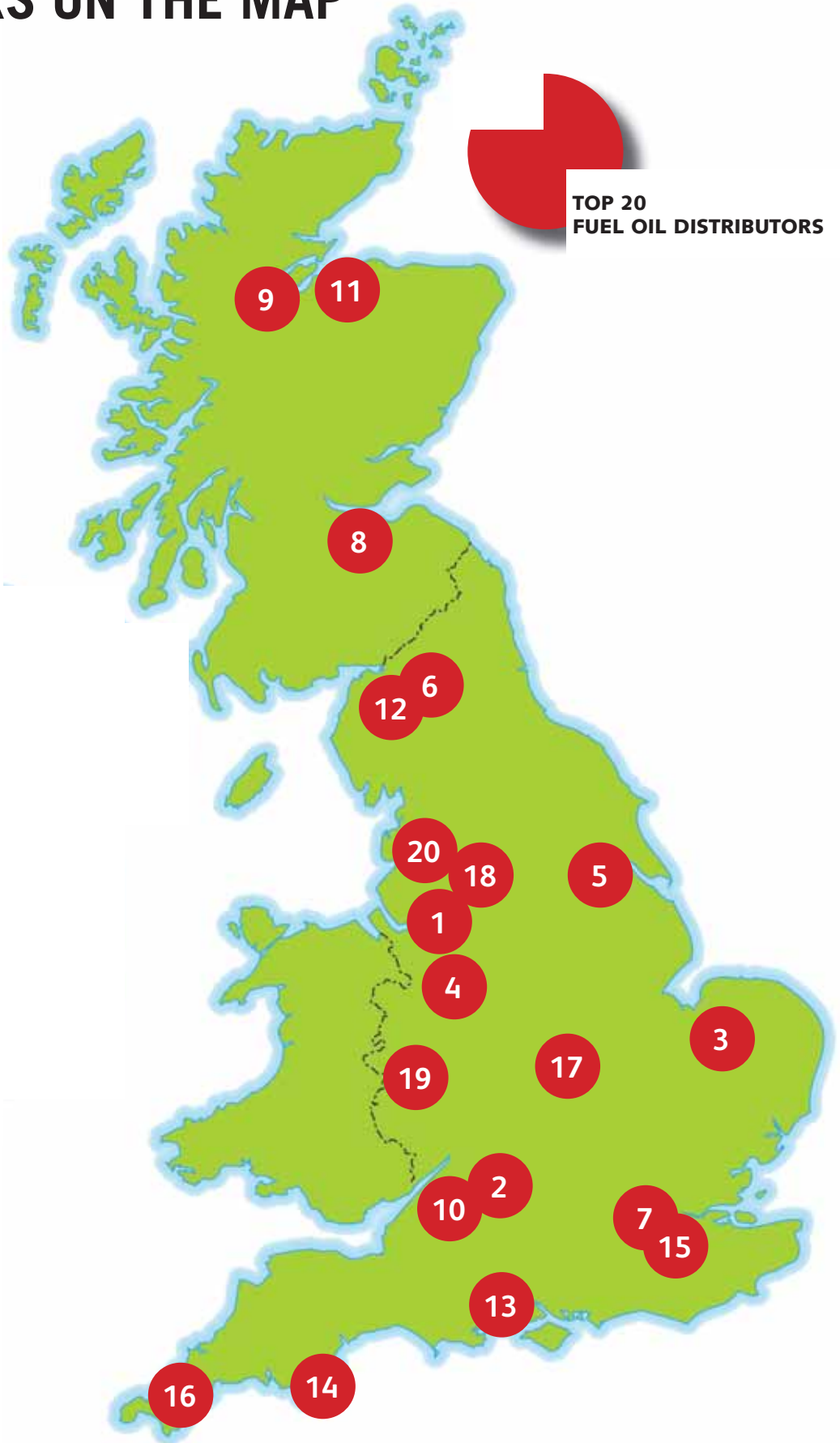
DISTRIBUTORS ON THE MAP

THE MAP ALONGSIDE SHOWS THE GEOGRAPHICAL POSITIONS OF THE TOP 20 FUEL DISTRIBUTORS ON THE UK MAINLAND AS LISTED IN THE FEBRUARY 2014 ISSUE OF FUEL OIL NEWS. POSITIONS RELATE TO THE HEADQUARTERS OF EACH AND ALSO THE COMPANY'S NUMERICAL LISTING WITHIN THE TOP 20 LIST.



TOP 20 FUEL OIL DISTRIBUTORS

| | |
|----|--------------------|
| 1 | Certas Energy |
| 2 | Watson Petroleum* |
| 3 | Goff Petroleum |
| 4 | NWF Fuels |
| 5 | Rix Petroleum |
| 6 | WCF Fuels |
| 7 | Linton Fuel Oils* |
| 8 | Johnston Oils |
| 9 | Highland Fuels |
| 10 | Ford Fuel Oils |
| 11 | Gleaner Oils |
| 12 | Carrs Billington |
| 13 | WP Group |
| 14 | Heltor |
| 15 | Fuel Oils Holdings |
| 16 | Mitchell & Webber |
| 17 | Barton Petroleum |
| 18 | Crown Oil |
| 19 | Hingley & Callow |
| 20 | Ribble Fuel Oils |



35 years a tanker driver

After 35 years driving tankers for Prince Petroleum, Steve Philips retired last month. Steve, who joined Prince Petroleum on 31st May 1978, used some redundancy money following a fire at the Loughborough Dyeworks, where he had worked previously, to take an HGV course.

"I enjoyed the driving, the variety of deliveries and meeting all the different people," Steve told Fuel Oil News. "The highlight of my career was being nominated for the FPS driver of the year award and receiving my prize in 2001 at the FPS Expo in Bournemouth.

"I got to know customers and their specific delivery requirements well; in turn, it was rewarding to be appreciated by customers for just doing my job. I really enjoyed refuelling the Rutland Belle, a pleasure boat that runs on Rutland Water. Being a reservoir the boat had to be filled direct, people were always fascinated to watch, often taking photographs and asking me questions.

Steve has seen many changes in tanker driving – not all for the better in his opinion – over this 35 year period. "Unfortunately there are many more rules to contend with – there was no such thing as ADR when I first started, and there's lots more paperwork now. I don't think some of these changes are really for the better – it's experience doing the actual job that really counts."

So, what advice would Steve give to his fellow drivers and would he encourage younger people to take up tanker driving as a career? "It's necessary to take great care and to remember that the customer is always right. This is a good job for younger people who would be better able to cope with courses and paperwork. I would certainly do this job again – 35 years ago it was easier than it is today and I was a lot younger!

And the future – "No doubt my wife will find me plenty to do – decorating is first. I also hope to spend time with my grandson Thomas who will be three in May."



An FPS driver of the year, Steve advises tanker drivers "to take great care and remember the customer is always right"

Prince Petroleum now has an all Scania tanker fleet – read more at www.fueloilnews.co.uk

Crown holds position

One of the 25 tankers in the Crown Oil fleet, spotted in the village of Lower Peover in Cheshire by Liz Boardman, deputy editor of Fuel Oil News. Occupying the number 18 position in the Fuel Oil News top 20 fuel oil distributors on the UK mainland, the Bury-based distributor's position remains unchanged from last year.

The company recently exhibited at Data Centre World at ExCeL London where fuel samples were tested for free.



New at Nolan

Using a brand new indoor skid at Nolan Oils' Bicester depot is tanker driver Kevin Timson. The Alpeco skid, which was installed in February, can be seen on page 27.

AN HONEST CONVERSATION

HEADQUARTERED IN HOUSTON, PHILLIPS 66 HAS 13,500 EMPLOYEES AND, AS OF 31ST DECEMBER, 2013, HAD \$50 BILLION WORTH OF ASSETS

'On the back of a strong supply of quality products both in the wholesale markets and in the retail market as JET', Phillips 66 continues to grow its market share here. Fuel Oil News editor, Jane Hughes asked managing director, Pete George about the business, refining and fuels and its relationship with fuel oil distributors.

How many fuel oil distributors are now JET branded?

We currently have 16 branded distributors across the UK. Our network of distributors stretches from the north of Scotland down into Cornwall and demonstrates that the strength of the JET brand is still an important influencing factor for consumers.

It just so happens that this is the diamond anniversary of the JET brand, so we will be celebrating the 60-year milestone throughout 2014 to reflect our pride in a brand that has held so strong during this period.

Having more recently welcomed Highland Fuels and Kettlewell Fuels into the JET fold, are there plans to attract more distributors to the brand in 2014?

We still have a few postcodes that we would like to cover if the right opportunity arises. We believe our current JET branded distributor package has a great deal to offer and if we were approached by someone who is considering branding options, then we are happy to have those conversations. Relationships with our branded distributors are critical and, understandably, our aim is to find companies with

whom we can work together successfully for many years – some of our branded distributors have been with us for almost 50 years.

Are JET distributors equipped to face the challenges of the forthcoming Renewable Heat Incentive (RHI)?

The RHI scheme, which incentivises commercial and domestic customers to look at alternative heat technologies, is something Phillips 66 is following with interest. It is very early days to be able to predict how far reaching and successful this scheme will be. What I will say is that JET branded distributors are very well aware that this scheme has the potential to impact their business longer term, but the consumer will ultimately be the one who has the most ability to influence the outcome. History tells us that consumers are generally reluctant to change from a tried, tested and trusted form of heating, with or without incentives, also implementation of such schemes has proven difficult in the past so it is tough to forecast the impact in the near to medium term.

For more on the Renewable Heat Incentive, see the Analysis article on page 17.

"Customer relationships are precious" – what are your top three ways to protect these relationships with distributors?

"Customer relationships are precious" is probably the phrase used within Phillips 66 more than any other when we are discussing our strategy and



Pete George – taking every opportunity to get out and meet customers

business activities. So the three key elements to making this a success?

Without doubt, communication is clearly important. I believe very firmly that no-one within Phillips 66 is too important to take calls from a customer who has a question or topic that they want to discuss. We have no qualms about sharing contact information, and I actively encourage everyone in Phillips 66 to talk to customers whenever the opportunity arises to ensure that we understand the issues their businesses are facing to see where we can help.

Secondly, I like to think that we are straightforward and consistent in all our dealings with customers. I know that distributors appreciate the fact that we will have an honest conversation with them. We may not always give them the answer they hoped for, that is in the nature of business, however, we are candid and open so that they always know how the land lies, what their options are and that

we will deliver on any promises we make.

Finally, a relationship that endures has to be built on firm foundations, so we will take every opportunity to get out and meet with customers. Last October we met with over 200 customers, both retail and wholesale, at Gleneagles in Scotland. It is opportunities like this where you have the chance to discuss business topics and socialise with customers that enhance a relationship. A relationship that goes beyond purely talking about day to day business matters is more likely to endure and we have many examples of long term relationships.

For example, Kinch Fuels in Wiltshire is currently celebrating 30 years as a JET branded distributor (FON March page 6). Roy Kinch would tell you that his interaction with the people in Phillips 66 has been one of the key reasons we have had such a great business relationship over this time.

The interview continues overleaf with answers to questions on refining, fuels and the challenges and opportunities for Phillips 66.

RESPONDING TO CHALLENGES AND OPPORTUNITIES

BUILT ON MORE THAN 130 YEARS OF EXPERIENCE, “PHILLIPS 66 IS A GROWING ENERGY MANUFACTURING AND LOGISTICS COMPANY WITH HIGH-PERFORMING MIDSTREAM, CHEMICALS, REFINING, AND MARKETING AND SPECIALTIES BUSINESSES. THIS INTEGRATED PORTFOLIO ENABLES THE COMPANY TO CAPTURE OPPORTUNITIES IN A CHANGING ENERGY LANDSCAPE”, SAYS PETE GEORGE

Asked back in 2007 about how he saw the fuel market in 2037, Pete George told Fuel Oil News: “The only thing that’s certain is that there will be continued change. The big difference is that it will come at a much faster pace than in the previous 30 years.’ Do you feel changes to date (e.g. refinery decline, consolidation, increased imports, more demanding consumers etc) have been faster or slower than you thought they would be?

No question – faster. A while back we came up with a very structured five-year plan for growth within the UK and Ireland markets. Whilst everything we predicted has happened so far, what we got wrong was the speed at which it would occur! It is probably more like a three-year plan in reality, but we’re fortunate that we have an organisation that responds well to challenges and we’re managing to implement our plans sooner than we thought we would have to.

Following the company’s strategic review up to 2015 conducted before the change from ConocoPhillips to Phillips 66, have you had to change anything about the structure?

This is the plan I just referred to, so the same answer applies really i.e. we had a plan that we have had to implement earlier than we thought. The structural change we’ve made is in realigning our people resources again to meet the demands of our customers. We have recruited extra resource both in the field and in the head office support groups to deliver the plan that is very much customer focused. This includes enhanced IT support, brand and promotional activity and of course, making our supply chain even more robust.

Is Phillips 66 still ‘an advantaged downstream company’?

Yes. Phillips 66 is a growing energy manufacturing and logistics company with high-performing midstream, chemicals,

refining, and marketing and specialties businesses. This integrated portfolio enables Phillips 66 to capture opportunities in the changing energy landscape across our assets base.

How can a business like Phillips 66 ‘best differentiate itself in a commodity market’?

We differentiate ourselves through our uniquely positioned and diverse assets and the expertise of our highly-skilled workforce. We have strong performing business segments that capture value across our portfolio, allowing us to deliver on our vision of providing energy and improving lives. We execute this strategy with our guiding values of safety, honour and commitment. These values have been well embraced by our organisation and hopefully our customers can feel this in everything we do. We are strongly focused on building a high performing organisation, and this means that ‘how’ we do things is just as important as ‘what’ we do. Again, we would like to believe that our customers and contractors can feel this in our day to day relationships.

Are there plans for another Phillips 66 roadshow or do you feel the message has reached all your retailers and distributors?

We will continue to communicate with our customers in a variety of different ways, but obviously face to face is preferred. That is one of the reasons we have recently increased our field sales force to ensure that we both look for opportunities to enhance the relationship but at the same time support them with any issues we can help resolve. One of the things we are looking at is cross promotional opportunities between JET branded distributors and our JET branded forecourts. The ideas we generate are usually the result of discussions at our Distributor Council which is a forum where our distributors have representation on a more formal basis.



On its journey, Phillips 66 is looking at cross promotional opportunities between JET branded distributors and JET branded forecourts

Does the company still look to ‘strengthen its northern presence’?

Quite frankly, we are looking to strengthen our presence everywhere and the North is very much part of this. We have had a lot of success building on the back of Humber in the UK and Whitegate in Ireland where a regular supply of quality products allows us to be consistent in our market offering. Judging by the number of people we’re currently talking to, they obviously like what they see and want to be part of our growth plans.

Please can you provide a little more detail re Andy Viens’ announcement – large scale investment in cleaner fuels, an increase in land fuel supply volumes across all regions of the UK and a commitment to the Jet retail brand – at last October’s Gleneagles conference.

Andy was making reference to our expertise around the world in quality fuel brands. Phillips 66 has a strong focus on, and understanding of, regulations and we’re actively engaged in these as they continue to develop both in terms of being an advocate for sensible regulation and compliance with them.

In respect of the reference to the UK and the JET brand, this is specifically our plans that I referred to earlier. These are to continue to grow our market share on the back of a strong supply of quality products both in the wholesale markets as Phillips66 and in the retail market as JET.

www.phillips66.com

ON THE HORIZON AND BEYOND

PHILLIPS 66 OPERATES THE WHITEGATE REFINERY AND THE HUMBER REFINERY WHERE JULIAN STOLL IS NOW REFINERY MANAGER, A RECENT APPOINTMENT REPORTED IN LAST MONTH'S FUEL OIL NEWS

WITH UK AND IRISH FUEL OIL DISTRIBUTORS DEPENDANT ON 'A STRONG SUPPLY OF QUALITY PRODUCTS,' FUEL OIL NEWS ASKED PETE GEORGE ABOUT REFINING AND FUEL MATTERS

'Best in class and here to stay' – is the Humber Refinery still safe from closure?

It is well known that Humber is one of the most efficient refineries in Europe. We have invested over £700 million pounds in the last decade alone to ensure it maintains its top quartile position. So whilst we accept that the European refining sector is under some duress, we still believe that Humber has a great future.

What is the latest position on the Whitegate Refinery?

Several parties have expressed interest in our Ireland business and we are currently evaluating the bids. We are continuing to operate the Ireland business as usual throughout the marketing process.

Phillips 66 is 'one of Ireland's largest suppliers of inland fuels', if the refinery were to close would the company be able to 'remain committed to supply in Ireland'?

We are continuing to operate the Ireland business as usual throughout the marketing process. We would not speculate beyond that horizon.

How does Phillips 66 see kerosene's future?

If we continue to have winters like this one – precarious! Seriously, we know that in the last few years the seasons have been difficult to predict and that in turn leads to tough decisions around contracts, stock holding, pricing etc.

Having a robust supply chain to accommodate fluctuating demand is key and we believe that we control our forecast and

demand as well as anyone along with having flexibility from our refinery production to try and even out the 'pinch points'. The demand will be there for a long time to come.

Marine fuel changes come into effect on 1st January 2015, what advance preparation has Phillips 66 and its customers made?

We are already a major player in the marine gas oil market and that won't change. As specifications continue to tighten in this particular market, we see nothing but opportunities for our refined products.

Is the petroleum coke market still good for Phillips 66?

We believe that petroleum coke provides value and diversity for Phillips 66. It is this diversity of products that enables us to be different when the market place is difficult and coke is just one of a number of products that gives us the agility to do this. So the fact that we do not have to rely on the usual product slate we believe gives us more options and therefore petroleum coke is still a significant part of our portfolio.

Follow Phillips 66 on [Twitter @Phillips66Co](#).

And finally, Pete George was asked

Do you have any plans to retire soon or are you still very happy to continue taking the company forward?

Good question! I guess the one thing that's certain is that my enjoyment of working within this



2014 marks the diamond anniversary of the JET brand. Celebrating this 60-year milestone throughout the year 'reflects our pride in a brand that has held so strong over this period,' says Pete George

industry, with the people who are in it and for this particular company won't change – no matter how long I am around.

As for when it is time to hang up my boots with Phillips 66, well I guess I will just know when it feels right. If I thought I was not making a difference, then that

would be something that would make me think long and hard about whether it was time to stop.

Making an impact, whether that is on our results, developing people or making the business long term sustainable is the reason I get out of bed every morning.



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PORTLAND MARKET REPORT

NABUCCO IS THE ONLY
PIPELINE THAT EUROPE
CAN FULLY CONTROL

April update

When James Bond scriptwriters get together to discuss the next Bond baddie, the starting points (one assumes) are what his (has there ever been a her?) dastardly motives are and how he is going to achieve them. Obviously world domination and nuclear Armageddon tend to be the go-to subjects, but when it comes to methods, control of pipelines features reasonably often (4 Bond films that we can think of). And why not? The concept of “pipeline wars” is certainly not new and the current machinations in Europe and Russia would make the basis for a pretty good movie...

With pipelines, it is normally gas transportation and not oil that tends to take on strategic importance. This is in part because of the (relative) ease with which oil can be transported; whereas oil can be taken out of the ground and sent to markets by truck, train, ship and pipeline, gas can only really be transported by pipeline (ship, truck and rail, all to varying degrees, being uneconomic). Plus of course, there is a more fundamental reason why gas is more important, in that however much we treasure oil derived mobility, it is gas-derived heat and electricity that more profoundly touches the basics of human need.

So where gas pipelines start, which countries they go through and where they end-up, are all of vital importance and Europe sits at the heart of a dizzying network of existing and proposed lines. First off we have the Nordstream pipeline; majority owned by the Russian state (Gazprom), supplying 100% of the gas into the Baltic States (Lithuania, Latvia and Estonia) and then continuing on into Northern Europe via the German Baltic coast. Then you have the Southstream line – again majority owned by Gazprom, but this time with a string of major EU partners coming along for the ride (EDF = France, ENI = Italy, Wintershall = Germany). As the name suggests, Southstream travels south via the Crimean Black Sea (erm... hold on... isn't that relevant at the moment?) into Bulgaria and then up through the Balkans to Austria and Germany. Moving westwards, we have the declining North Sea network (only

25% of British gas will come from the North Sea by 2020) operated by Norway, Britain, Netherlands and Denmark and then finally heading south, we have the North African – Mediterranean lines; Greenstream from Libya (into Europe via Italy), the Transmed line from Algeria/Tunisia (also into Italy) and the Mahgreb-Europe line (again from Algeria, but this time coming into Europe via Spain).

It's amazing to think of all of these gas lines criss-crossing into Europe and supplying our energy markets, but often from the most politically unstable places. To address this, the EU is trying to create a new line that will secure more reliable supplies, but in itself, the proposed project – the Nabucco (Trans-Caspian) line – has become a byword for political intrigue and diplomatic grand-standing. For critics, Nabucco is the kind of white elephant that sums up the EU (all the way down to its pretentious operative name) and certainly, a great deal is wrong with Nabucco. The costs are already projected to be double the original budget of \$6bn. The line incorporates far too many geographically diverse countries to function properly; Azerbaijan, Turkmenistan, Iraq, Egypt, Turkey to name but a few. But most critical of all is that it has lost the support of too many key players. On the operational side, both BP and RWE have walked away because of the high costs, but more damaging than this, is Germany's refusal to fully endorse the project. In effect, this is Germany's way of declaring that their energy future lies with Russia, which on the surface seems an economically suicidal position to take. But such controversial decision making is largely borne out of practicality, as Germany is already irrevocably reliant on Russian gas and this dependent status has been accentuated since Frau Merkel's post-Fukushima decision to dismantle her nuclear energy sector. Germany's stance also goes a long way in explaining their muted response to the recent events in Ukraine and sadly means that Europe will be lacking backbone for quite a while when it comes to standing up to Russian political and economic designs.

Despite all of the above however, Nabucco remains strategically crucial to Europe's future, as relying on energy from

Russia, the North Sea and North Africa is just not in any way, a prudent long-term plan. The pipelines that criss-cross Europe represent a long-term battle to dominate the European power market and it is one that the Europeans are losing. In fact, a grand pincer movement of Russian pipelines has now surrounded Europe in the form of Nordstream and Southstream. Both these lines were specifically designed to bypass the meddlesome Euro-Soviet states (Belorussia, Ukraine, Georgia), who are now steam-rollered by Russia because they no longer play any part in gas transit into Europe. And the domination looks set to continue. Just look at Gazprom's zealous courtship of Greece's bankrupt state gas utility (DEPA)! Indeed if people were more interested in energy, they would be asking questions as to why Gazprom is so interested in a loss making entity, other than to create another flanking pipeline – this time bringing into Europe the newly discovered gas reserves of the Eastern Med via a Russian owned pipeline.

So whilst Europe snoozes, the Russian Bear as ever, remains busy. But Nabucco still has the potential to change the course of recent history, as it is the only pipeline that Europe can fully control. Perhaps then, here is a cause that all Europeans can get behind, rather than endless debates over the constitution or whether convicted murderers should have iPads. When it comes to energy, the sum of the parts is definitely more than the individual elements and with Europe representing over 50% of Russia's gas revenues, it is not too late for Nabucco to ensure that Putin's Russia does not have it all its own way.



For more pricing
information, see
page 62

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INVER EXPANDS SALES AT CARDIFF

INVER CONTINUES TO GROW ITS UK BUSINESS BY EXPANDING THE SALES OFFERING FROM ITS CARDIFF TERMINAL; THE SIZE AND LOCATION OF WHICH HAS FACILITATED THE COMPANY'S GROWTH AND DIVERSIFICATION

Development projects in 2008, 2010 and 2012 have transformed the terminal from a heavy fuel oil terminal to a modern sophisticated facility supplying a full range of fuel products. The 74,000 m³ terminal now has multi-modal capability for receipt of fuel by ship, road and rail. The terminal's automation system, 24/7 operations, and its 6 fast-pumping loading racks offer customers unparalleled flexibility and efficiency.

A wider range of products

Capitalising on recently vacated storage capacity within the terminal, Inver has expanded its product offering. The company is now selling a wide range of gas oils, kerosene, diesel, heavy fuel oil and marine fuels. Inver's ability to purchase and store large economical cargoes, allows it to offer customers competitive pricing for these products. Sales have exceeded expectations in the first quarter; this is supported by the security of supply afforded through the import and storage of 20,000 tonnes of kerosene and low sulphur gasoil.

The company has observed the increasing product segmentation of the gas oil market: 10 ppm gasoil for non-road mobile machinery; 1000 ppm gasoil for industrial and commercial heating; and various grades of marine gasoil. Inver's ability to import and store these various grades has allowed it to offer

customers the right grade at the right price for the specific requirement.

Tony Wilson, commercial director of Inver UK since 2006, says that the expansion of Inver's sales and product offering has been well received and welcomed by customers.

"The exit by other fuel importers in the area has reduced the security of supply and competitiveness in the market. Inver is committed to using its own terminal to maintain the supply of cost competitive product," says Tony.

"Customers always want supply and pricing alternatives. Inver's pricing options include contract and spot live pricing and both are proving popular. Our ability to supply ex-rack or to deliver using our fleet of dedicated road tankers is also an important optionality and service."

Prepared for the future

Inver is well positioned to meet the changes to the market expected in the next few years. The uncertainty around the future of UK refineries, the improving economic environment, the continued segmentation of the gas oil market, and the expansion of the marine gas oil market with lower regulated sulphur limits in 2015 will provide opportunity and challenges. The sheer size and flexibility of Inver's Cardiff terminal provides the company with the opportunity to source a

A SALES-BASED COMPANY THAT FOCUSES ON UNDERSTANDING THE SPECIFIC NEEDS OF EACH OF ITS CUSTOMERS

wide range of products from either UK or European refineries.

"This enhances confidence in the security of supply at this strategic supply location," says Tony, "As does Greenergy's continuing long-term position at the terminal for the supply of road fuels."

Inver Energy has been in business since 1982 and its core business is the importation and sale of fuels through proprietary fuel terminals. While its UK operations are more recent Tony states that Inver has always been a sales-based company that focuses on understanding the specific needs of each of its customers, with the support of the company's core skills in financing, supply and risk management of bulk stocks.

"We call this the *Inver Advantage*" says Tony, "and we look forward to offering the Inver Advantage to an increasing and wider range of UK customers". See also page 20.

FAMILY DRIVEN

FOLLOWING THE RECENT ACQUISITION OF COUNTRYWIDE'S FUELS DIVISION, DEPUTY EDITOR LIZ BOARDMAN TRAVELLED DOWN TO FORD FUEL OILS' FARRINGTON HEAD OFFICE TO FIND OUT MORE ABOUT THE FAMILY FIRM

Family values

From early roots in milk and coal after the Second World War to scrap metal in the early 1970s, Alan and Jack Ford founded the fuel business in 1972. Following in their footsteps, sons Adrian, Michael and Richard remain in the business whilst the family's fourth generation – John, Teelah, David and Grayson – has also entered the business in recent years.

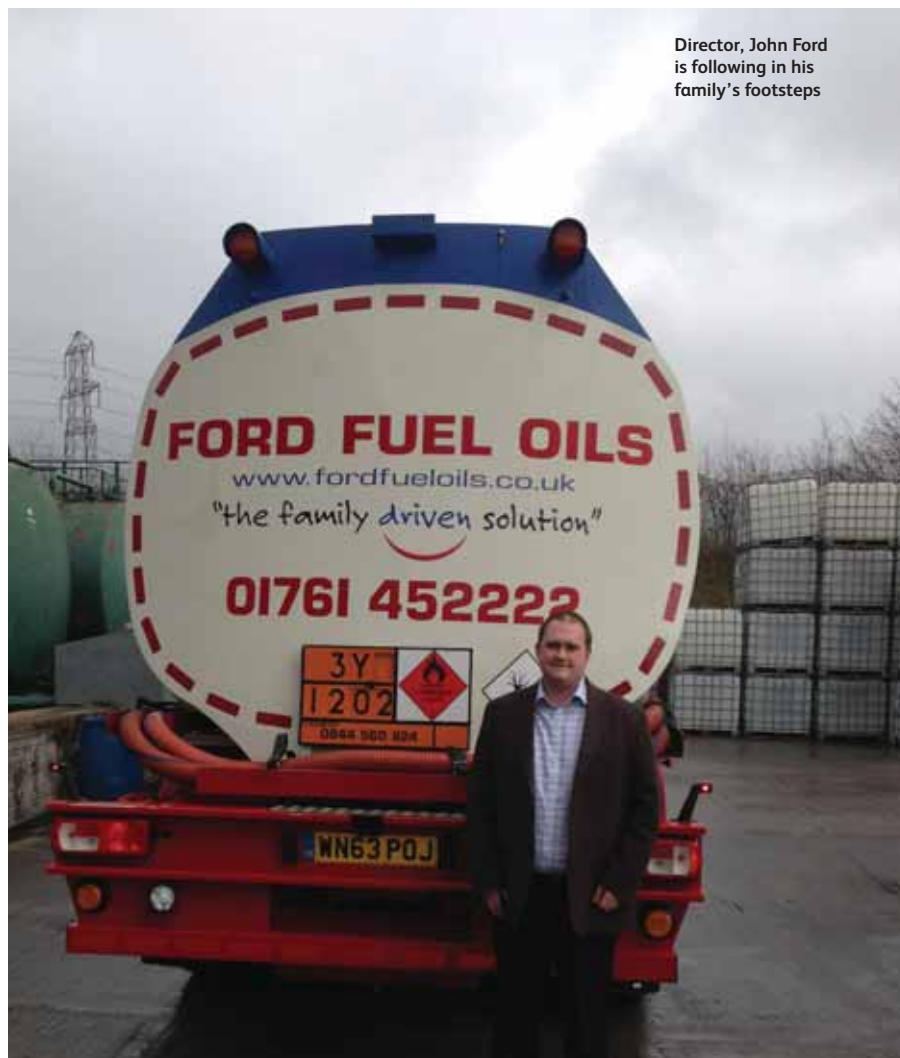
John Ford, now a director, joined the business at 15, working part time to gain valuable experience. Having worked in every area of the business, including two years as a full time driver, John can turn his hand to pretty much anything. "You can't ask someone to do something that you wouldn't do yourself," he said.

"We have got to where we are now through family," adds John. "Certainly we have increased in size since the Countrywide acquisition and now employ 120 people including 45 drivers, but we are still very hands on. Customers can still talk directly to a member of the Ford family. We often go to visit farmers and regularly speak to domestic customers over the phone. Equally we know all of our employees well and regularly talk to our drivers. That's what sets us apart and ultimately accounts for our success. We like to think that we do things differently here – and better!"

A good fit

Although the company has tentatively dabbled in the acquisitions market in the past – mostly buying one man bands for access to their customer bases – the decision to acquire Countrywide's fuels division in October 2013 was not one that the directors took lightly, as John explained: "We agonised over the decision but ultimately it looked right. It was a good opportunity and one which fits well with our business – not least geographically.

"We have strong family ethics and in many ways still view ourselves as a small, independent distributor. We've not lost touch with our roots and don't want to be seen as a big corporate machine now we have a sizable acquisition under our belt. We don't want to introduce high margins or have phones ringing off the hook – it would be a bad reflection on



Director, John Ford is following in his family's footsteps

both the business and the acquisition itself."

Now rebranded as *Countrywide Oils – part of the family driven solution/part of the Ford Fuels Oils Group* (the company's two strap lines) the new section of the business will eventually come under the Ford banner with a dedicated website in the pipeline.

As far as further acquisitions go, Ford Fuel Oils is not currently in the market, as John pointed out. "We've already taken on a big acquisition and that's enough for the foreseeable future. We don't want to chase growth and put at risk what has taken years to build. We need a solid period of consolidation and we also need to take the time to build Countrywide Oils back up to where it used to be." Nor is the company up for sale: "There

have been a number of big distributor acquisitions recently but we are most definitely not for sale," added John.

Supply solutions

With existing Ford depots in Farrington Gurney, Westerleigh, Stalbridge, Membury, Theale, Bow and North Petherton and newly added Countrywide Oils depots in Defford, Finmere, Presteigne and Weston Super Mare, the company has a good presence across the south of England with a significant stronghold in the south west.

Supplying in excess of 150 million litres of fuel each year, mostly to agricultural and domestic customers, the company also has a sizeable commercial customer base and

services a number of local quarries. “The domestic and agricultural sectors remain by far our biggest markets. We are an old fashioned distributor – it’s what the business was built on,” John told Fuel Oil News. “However we are fortunate that we aren’t reliant on one sector. We haven’t really had a winter so far but have been able to pick up work in other markets.”

The company also supplies four million litres of Total, Petronas and its own brand lubricants – Lubricants Direct – per year. “Lubricants bring opportunities for fuel and vice versa,” said John. “We have our own bottling plant and can label containers with our customers’ logos, which is quite unusual for a distributor. It also gives us a good level of flexibility.”

Fuel cards is another albeit small arm to the business. “We supply approximately 15 million litres of fuel this way each year, explained John.” It’s a relatively small part of our business but one that’s convenient for our customers. If customers want to use fuel cards then we can supply them, although we are very wary credit-wise”

With a fleet of 43 tankers and another three on order from RTN Lakeland, Ford Fuel Oils moved up six places from 16th to 10th on this year’s Fuel Oil News’ Top 20 UK distributors list which was published

in the February issue. “We have a long-standing relationship with RTN Lakeland and buy at least three rigid tankers each year. We are a company that likes to build lasting relationships and stick with them. We consistently use Emco Wheaton’s loading solutions and have long been a customer of Fuelsoft.”

WE HAVE STRONG FAMILY ETHICS AND IN MANY WAYS STILL VIEW OURSELVES AS A SMALL, INDEPENDENT DISTRIBUTOR. WE’VE NOT LOST TOUCH WITH OUR ROOTS AND DON’T WANT TO BE SEEN AS A BIG CORPORATE MACHINE NOW WE HAVE A SIZABLE ACQUISITION UNDER OUR BELT



TOP 20 FUEL OIL DISTRIBUTOR

In the community

With community buying still a hot topic, FON was interested to find out whether Ford Fuel Oils supplied any oil buying groups in the south west. “We use them when we want to keep the wheels turning,” said John. “We certainly don’t base business on it but if it’s a choice between sending a driver home and supplying a buying group then we will do it but only at the right price. Many customers feel they have been forced down this route after paying such high prices a couple of years ago, but we are determined to always offer a fair price. When it snowed last year we were still the cheapest in our area”

“We’re not in it for a quick buck, we want to offer our customers a good service and gain their loyalty. I suppose it’s different when the business is owned by family rather than shareholders, but as a family firm we look after our customer base and our employees first.”



Ford Fuel Oils has a longstanding relationship with RTN Lakeland – buying at least three tankers per year

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CAN YOU USE THE DOMESTIC RHI TO YOUR ADVANTAGE?

THE LAUNCH OF THE DOMESTIC RENEWABLE HEAT INCENTIVE (RHI) IS NOW JUST WEEKS AWAY, AS THE GOVERNMENT GETS THE SCHEME IN PLACE PRIOR TO NEXT YEAR'S GENERAL ELECTION

Below Paul Stephen, editor of Renewable Energy Installer discusses the impact that the domestic RHI will have on the oil heating market, and the business opportunities that it also offers to those prepared to reposition themselves fastest.

The domestic RHI is seen as a key part the UK government's legally binding commitment to source 15% of the nation's energy from renewable sources by 2020.

Whilst the decarbonising of electricity generation* has made progress, making progress in decarbonising heat has been somewhat less impressive. The commercial RHI, which pays businesses for each unit of heat generated from eligible technologies such as biomass, got off the ground in 2011 but at 800MW, deployment has been disappointingly low.

How will the domestic RHI potentially affect your market?

Although gas-fired properties are eligible for the domestic RHI, the Department for Energy and Climate Change (DECC) has consistently aimed its scheme at properties on oil or LPG, where the largest carbon and energy bill savings can be made.

Based on official estimates from DECC, 745,000 renewable heating installations will be in place by 2020 – approximately a third of the off-gas market – as homeowners are tempted by typical returns on investment of 10-12%.

Domestic RHI tariffs

| | Biomass boiler | Air source heat pump | Ground Source heat pump | Solar thermal |
|---------|----------------|----------------------|-------------------------|---------------|
| (p/kWh) | 12.2p | 7.3p | 18.8p | 19.2p |

A large rural farmhouse currently on oil installing a 35kW Effecta Komplett II biomass boiler under the domestic RHI

| | | |
|-----------------------------------|-----------|---|
| Cost of installation | £25,000 | Inc 5% VAT |
| Fuel saving on oil | £918 | Heat demand: 44,000kWh |
| RHI payment per annum | £5,460 | 12.2p/kWh |
| Total annual income (for 7 years) | £6,378 | Does not account for indexation or oil price increase |
| Payback | 3.9 years | (Source: Energymyway) |



Speaking at the recent Fuel Oil News Distributor Debate, Paul Stephen, editor Renewable Energy Installer explains how fuel oil distributors could gain an advantage under the domestic RHI

Could your business benefit from RHI?

The people looking most seriously at the domestic RHI will already be your customers. Should your business choose to buy into the RHI, and supply services within its remit, it will be operating from a position of strength.

Your business already has one foot in the door – all new entrants will have to form such relationships from scratch.

To align your business with the future shape of the off-gas market, the following are worthy of consideration

- With 67,000 biomass installations predicted by 2020 – this is a good time to consider delivering pellets or wood chip.
- Go down the Green Deal route – the RHI cannot be accessed without an assessment so could your business provide this service or partner someone who does?
- Form a partnership with a Microgeneration Certification Scheme (MCS) registered installer. MCS accreditation is necessary to install renewable technologies, could a referral fee business model work?
- Become an MCS registered installer. The government has set aside £650,000 to subsidise training and boost the supply chain for renewable heat technologies.
- With complete reliance on renewable technologies still a daunting prospect for many, encourage customers to consider a hybrid installation. Permitted under the RHI with metering, an oil-fired boiler with solar thermal collectors is the most common combination, with heat pumps gaining in popularity

As there is a clear opportunity for the fuel oil distributor market to grow business leads, it is important not to surrender the initiative to others. Fuel distributors can use the domestic RHI to gain first-mover advantage before somebody else comes between them and their customers.

* Electricity generation

Much of the progress made thus far has been restricted to electricity generation. The Feed-in Tariff, which pays owners of installations below 50kW for every unit of 'green' electricity they produce, has incentivised over 500,000 properties to embrace solar panels. On a larger scale, installed wind capacity (both off and onshore) stands at more than 10GW making the UK the world's sixth largest producer of wind power. The Feed-in Tariff operates internationally in over 50 countries.

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Continuously developed over 30 years and informed by customer feedback, CODAS is supported by a total commitment to enhancement and flexibility to meet changing market conditions.

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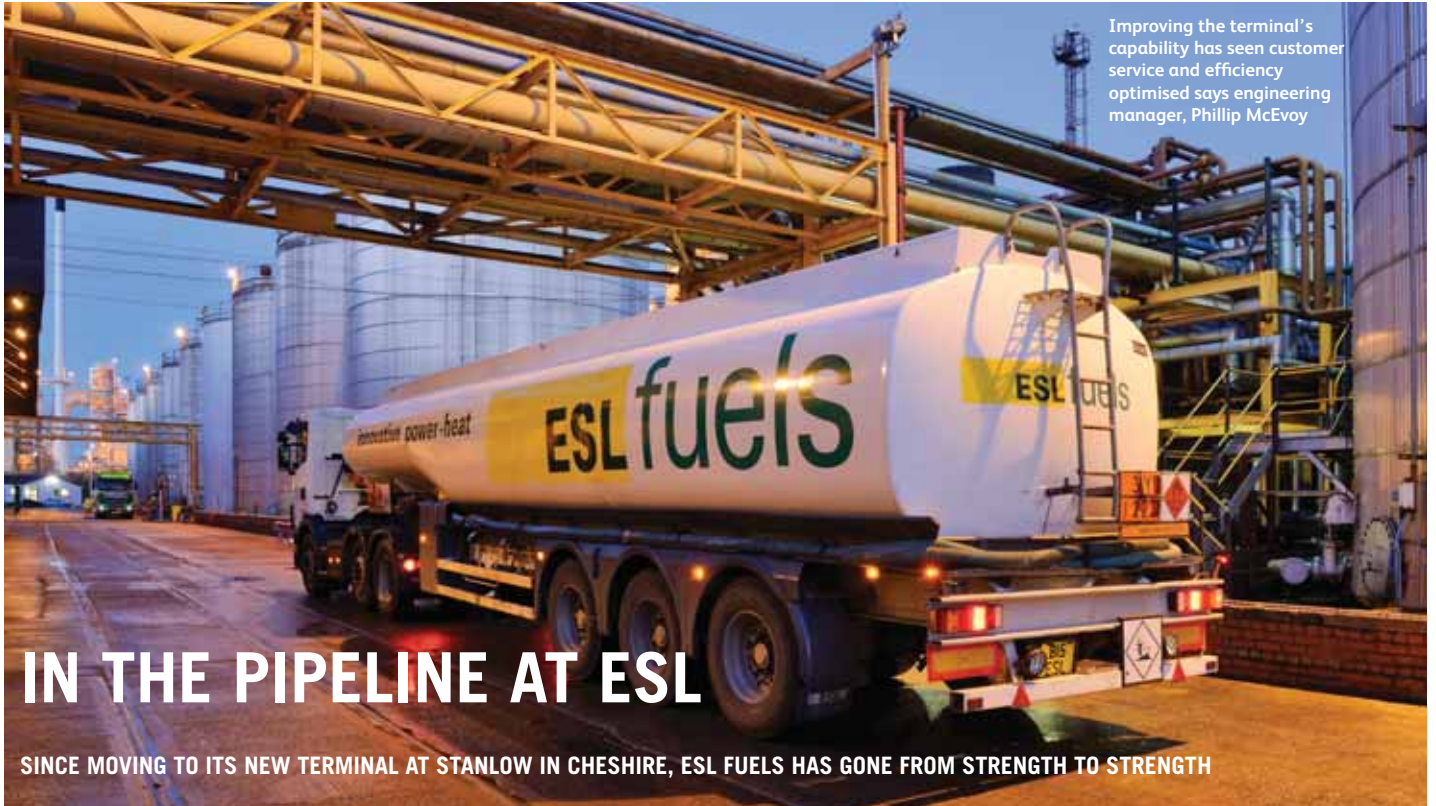


For further information, please contact Simon Clayton
at CDS by email sjc@cds-systems.co.uk or visit
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CODAS

THE MODERN ART OF OIL DISTRIBUTION



Improving the terminal's capability has seen customer service and efficiency optimised says engineering manager, Phillip McEvoy

IN THE PIPELINE AT ESL

SINCE MOVING TO ITS NEW TERMINAL AT STANLOW IN CHESHIRE, ESL FUELS HAS GONE FROM STRENGTH TO STRENGTH

ESL has invested in modern, sophisticated facilities and systems to bring the terminal up to date. The terminal is on the former BP Castrol site which closed in March 2010 with the loss of 60 jobs

Deputy editor Liz Boardman visited engineering manager, Phillip McEvoy to find out more about the company's plans for growth.

Innovation and diversification

"Innovation powers our long-term growth and is at the heart of what we do," said Phillip.

"Established in 1999, ESL Fuels pioneered the manufacture of alternative industrial fuels long before anyone was truly aware of the impact caused by greenhouse gases and CO2 emissions. We've gone on to diversify, specialising in the design, manufacture and supply of a wide range of innovative fuel products.

"The move to Stanlow has opened the doors for further diversification. We're in a key location with extensive storage and have numerous opportunities to move the business forward."

In addition to a long-standing partnership with Certas Energy, ESL has recently further strengthened its well established collaboration with Essar Oil (UK), by linking the two facilities together. "The infrastructure for growth is in place," said Phillip.

"We have an excellent relationship with Essar – they have a good track record of

supporting local companies and are helping us to grow the business." This is being done by moving away from the traditional customer supplier model and moving towards a solutions driven collaboration between ESL and Essar. "We see Essar as a supportive and innovative business partner."

Colin Dixon, Essar's head of marketing commented: "Our partnership with ESL is a great example of Essar's commitment to delivering world class service to our customers in the reseller channel. We're proud to have supported ESL's growth since the early days of their business."

ESL operates a pipeline network that runs through the Stanlow refinery to the terminal's quayside with the Manchester Ship Canal, opening up further opportunities for the company by having the ability to import and export products by ship.

A SUPPORTIVE AND INNOVATIVE BUSINESS PARTNER

A bespoke service

ESL can offer a huge range of customer offerings, from standard storage solutions to bespoke discrete toll manufacturing and blending services.

"We have 112 tanks offering at total of 50,000 cubic meters of storage, of varying

capacity and function. Any tank can be heated, agitated and blended with components from any other tank on site.

"We're committed to working with customers and providing bespoke solutions. We pride ourselves in offering a good service at a reasonable cost."

ESL has recently been awarded a major contract on behalf of a leading biodiesel supplier. This will see ESL blend up to an additional 100 million litres per year. This contract was awarded by working closely with the operator to provide a tailored solution to their requirements.

The company, which was founded by Stephen Whittaker and now employs 30 people, is also going through a program of major capital investment. This is focused on improving the terminal's capability so customer service and efficiency will be optimised. Investment is also being targeted in terminal infrastructure and asset integrity. "Robust asset management is at the heart of everything we do, this allows us to sustainably provide an excellent service to all customers."

ESL has also recently invested in four new In-Control loading skids to enable a quick turnaround for fuel collection for both customers and its own tanker fleet. Now supplying up to 180 million litres of alternative fuels per year, the company uses in house transport combined with dedicated haulage contractors to deliver a first class service.



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Moving Ahead

TERMINAL OPERATIONS MANAGER SOUTH OF ENGLAND

Would you like to join a progressive organisation committed to substantial investment in infrastructure? Our client is looking to recruit a Terminal Operations Manager responsible for the regional delivery of safe, efficient and effective operations and maintenance services to a network of petroleum storage assets over a large geographical area.

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- Is looking to manage a growing team of site based supervisors, operators and maintenance technicians
- Has a strong knowledge of Health & Safety and environmental issues in the workplace with knowledge of COMAH and the Health & Safety at Work Act
- Can provide process safety leadership and influence and improve behaviours on site
- Is looking for a new technically challenging role across multiple sites

The overall network comprises of 16 petroleum storage depots and 2000km of interconnecting pipeline infrastructure.

With a minimum of five years experience of managing fuel storage terminals, you will be qualified to HNC or HND level with IOSH Managing Safety in Construction or equivalent. Ideally you will be able to demonstrate experience of management in the oil and gas sector, including pipeline operations and will possess a range of proven technical and safety competencies.

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Strategic supply from Britain's largest refinery

REFINING ACTIVITY AT FAWLEY DATES BACK TO THE EARLY 1920S WHEN A SMALL FACILITY OF AROUND 12,000 BARRELS PER DAY (BPD) WITH 600,000 METRIC TONNES (MT) ANNUAL DISTILLATION CAPACITY WAS COMMISSIONED. THE FACILITY SUPPLIED JUST UNDER 7% OF THE COUNTRY'S THEN OIL PRODUCT REQUIREMENTS



Last year's Purvin & Gertz report highlighted the key part played by the Fawley oil refinery

A new refinery was commissioned by Esso in 1951 with a capacity of 110,000 bpd (5.5m mt/year). Subsequent additions took the total up to 330,000bpd (6m mt/year). In 2012 Esso undertook a reconfiguration of the plant, closing one of its three crude distillation units, resulting in a reduced total distillation capacity of 275,000 bpd.

Supplying 15% of the country's requirements

As Britain's largest refinery, Fawley now accounts for 18% of the country's total refining capacity and supplies about 15% of oil product requirements.

The refinery's fluid catalytic cracking unit has a capacity of 75,000 bpd, with substantial catalytic reforming capacity of around 95,000 bpd. Prior to the recent reduction in crude distillation capacity, its Nelson Complexity was reported to be 9.1. A figure of approximately 11.5 has been reported to be more representative of the current configuration, making this a high complexity refinery.

Fawley's mile-long marine jetty – the largest independently-owned jetty facility in Europe – comprises 9 berths and handles around 2,200 ship movements and 22m mt of crude oil, oil products and chemicals per year. The facility can accommodate coasters or part laden tankers of up to 350,000 (deadweight) DWT. The refinery complex is supported by 330 storage tanks.

A chemicals plant is integrated with the refinery from which it receives feed stocks. The plant manufactures a range of products for the plastics, synthetic rubber and solvents industries, along with base oils, speciality chemicals and additives, with about 90% of its output exported.

A CHP plant was constructed in 2000 to service the refinery complex, with generating capability of 130 megawatts of electricity and 150 of heat.

Product movements

Fawley is first and foremost an *inland* refinery. Its supporting logistics infrastructure is configured to supply the lion's share of its output to inland distribution terminals through its own 450-mile pipeline network.

This network takes up to 85% of Fawley's total output, supplying over 30 million litres per day into the UK's inland market. Around 10% of product is transported by coaster with 5% despatched by road from the Hythe road loading facility.

The pipeline network

- Fawley to Avonmouth
- Fawley to West London which also feeds the company's substantial presence at Heathrow; an extension eastwards to the company's Purfleet terminal was built in the 1980s. A short spur feeds Esso's aviation fuel requirements at Gatwick.
- Fawley to Seisdon, near Birmingham, also built in the 1980s, a spur feeds Birmingham airport.

Following the disablement of the Buncefield facility in December 2005, substantial additional demand was placed on the Fawley to West London system to help cover the shortfall in Jet A-1 deliveries into Heathrow.

Playing a pivotal role

Published in May 2013, the Purvin & Gertz report – *The role and future of the UK refining sector in the supply of petroleum products and its value to the UK economy* – highlighted the key part played by the Fawley oil refinery; Fawley being an indigenous supply source into the south regional envelope where, following Coryton's closure, the report deemed the supply position to be *neither robust nor resilient*.

As a result of its pipeline connections, however, the refinery's supply reach goes well beyond the south. Fawley also serves Bristol, Avonmouth, South Wales, the South West hinterlands, the Midlands and above all, it is the largest single supply source to both Heathrow and Gatwick airports.

This refinery is an essential strategic facility for the supply of transportation fuels to major markets not only in the south and south east but also to Bristol, Avonmouth and the Midlands. It also plays a critical role in ensuring that there is an adequate and uninterrupted supply of fuel for aircraft at the country's two largest airports.

Fawley – product yield

- Petrol – 28%**
- Diesel – 29%**
- Jet A-1 – 11%**
- Fuel oils – 11%**
- Petrochemical feed stocks – 9%**
- LPG – 3%**
- Lube base oils – 3%**
- Bitumen – 1%**
- Other products – 5%**

Source: UKPIA

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GREENERGY EXPANDS ITS ROLE IN THE UK SUPPLY CHAIN

7

TOP 10 LOGISTICS

GREENERGY IS CONTINUING TO EXPAND ITS ROLE IN THE UK'S FUEL SUPPLY CHAIN AS IT PUSHES AHEAD WITH A MAJOR PROGRAMME OF INFRASTRUCTURE INVESTMENT AND DEVELOPS ITS IN-HOUSE LOGISTICS OPERATION IN GREENERGY FLEXIGRID

The company is already the largest of the independent wholesalers, supplying more than a quarter of the road fuel in the UK. It holds its own physical oil at eight terminals across the country, including at Thames, Teesside, Clydebank, Cardiff and Plymouth, and supplies customers from a further 16 locations – making it the country's only national fuel supplier.

To consolidate its position in the UK market, Greenergy has made a number of major terminal investments over the last few years, including the purchase of former Petroplus refineries at Thames Oilport and at Teesside. These complement its previous investments in petrol blending facilities, new storage and distribution facilities at import terminals around the country. They also mean that Greenergy owns or part-owns the only two deep water jetty terminals in the UK.

OUR AIM IS TO CREATE A LOW COST BASE WITHOUT COMPROMISING ON RELIABILITY AND SERVICE, SO WE CAN OFFER THE MOST COMPETITIVE PRICING FOR CUSTOMERS

Greenergy has also expanded its role in the delivery of fuel to company sites. The company has always been a major supplier of fuel on a delivered-in basis, but historically provided deliveries through third-party haulage companies. In order to improve control and service levels, it began insourcing these operations in 2012. Today the company employs around 250 drivers, based in 15 depots nationally and supported by operational centres at Thames and Tamworth. Tankers are either Greenergy livery, Flexigrid livery (providing a neutral service brand suitable for delivery to retail sites) as well as customers' brands.

Andrew Owens, Greenergy chief executive explained: "Our aim is to create a low cost base without compromising on reliability and service, so we can offer the most competitive pricing for customers. To achieve that, we are continuing to make major investments in import and storage terminals in order to develop our service capability and meet the needs of our customers.

"By developing modern import terminals with deep water jetties, we can buy in large quantities from the lowest cost suppliers globally and move that low cost product to our other supply locations around the country.

"Our cost advantage also comes from a lean organisation that is highly automated. Investment in IT systems has created back-office efficiencies, minimised back office costs and provided for an error-free service for customers."



Greenergy now employs 250 drivers – Flexigrid livery provides a neutral service brand suitable for delivery to retail sites



Major investment has been made at import and storage terminals; Greenergy holds its own physical oil at eight terminals, including North Tees shown here

VICTIMS OF SHORT MEASURES AND SMALL MARGINS

THE NORTHERN IRELAND FUEL OIL DISTRIBUTION INDUSTRY HAD 'AN UNSAVOURY START' TO 2014 WHEN A DISTRIBUTOR WAS ACCUSED OF OIL FRAUD

In the eyes of the customer the industry is only as good as its weakest link so when a home heating oil distributor and his son appeared in court accused of stealing oil from an old people's home, it certainly painted a very poor picture of the industry.

The two accused faced five counts of fraud by false representation by delivering incorrect amounts of oil, five of false accounting by falsifying receipts and two of possessing prohibited weapons. The police, who seized over £20,000 in cash along with numerous diaries, delivery docketts and invoices, said 'every customer was a potential victim'.

Not only are the customers victims – the honest folk of fuel distribution including many smaller reputable family-owned businesses – are victims too. Many have asked if such dishonest activity has been responsible for some distributors feeling the need to demonstrate their honesty with both printed and verbal reassurances that customers do actually receive the quantity they ordered? Fuel Oil News spoke to a long standing member of the distributor community who said: "Unfortunately, this type of marketing implies that the industry in general is not being honest in terms of delivery measurement; that tars us all with the same brush."

The effects of a lean winter

Having been through a very lean winter with demand levels down significantly, Northern Ireland is in the words of another distributor 'awash with product from wholesalers and struggling with an over subscription of distributors'.

With money tight and fuel poverty numbers climbing, there has been a proliferation of websites offering kerosene in ever lower quantities. Drawing this to the attention of Fuel Oil News, many distributors have pointed out that these quantities may well be less than the tanker plated minimums. A trawl of websites back in January found 100 litres of kerosene being offered for sale at prices between £75 and £85, with quantities as low as 50 litres also being offered by an industry newcomer.

Many distributors are asking which company provides meters that can accurately deliver 50 litres from a tanker? They are also asking what is Trading Standards doing about this issue?

Marketing strategies

With respect to recent marketing strategies which include leaflets and radio advertising, Fuel Oil News put the following questions to the companies concerned.

Why did you feel such a strong need to reinforce the company's honesty and integrity?

Do you feel there is a risk that such a message could cast doubt on other bonafide distributors?

Does such a move suggest your company is very concerned about the state of the fuel oil distribution market in Ireland?

Paul Candon, marketing and corporate services director at Topaz said: Topaz is always focused on promoting its honesty and integrity in all

its marketing communications so recent flyers regarding our home heating business are no different. In fact Topaz has a clear strategy to communicate the quality message regarding all its fuel products and does this on an ongoing basis in the retail business with our efficient fuels."

In response to the second question, Topaz said: "No, each company has its own marketing message; some focus on price, some on service etc. We like to believe we're focused on all – price, service and quality fuels – delivered by a recognised national brand."

With respect to being concerned about the state of the market, Paul added: "Topaz has been vocal about fuel quality issues and the levels of illicit diesel in Ireland for a long time and continues to work with the relevant authorities to resolve this problem."

With customers' confidence in a distributor's honesty having taken a big hit, customers are visiting price comparison sites in their droves, playing one distributor off against another. Forgetting the need for a reasonable margin, distributors are offering to beat the price of local competitors. As a price war rages on, will the pursuit of a decent margin become a lost cause?

Fuel Oil News invites your opinion – email Jane@fueloilnews.co.uk or if visiting FPS Expo, please drop by stand C40 where the Fuel Oil News team will be pleased to see you.

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TOPAZ – KEEPING IRELAND MOVING

CLEVER MARKETING AND A CULTURE FOR CONTINUOUS CHANGE SEES IRISH OWNED TOPAZ REMAIN ONE OF THE MOST RECOGNISABLE AND TRUSTED FUEL BRANDS IN IRELAND, SAYS THE COMPANY'S MARKETING DIRECTOR PAUL CANDON



1
TOP 10
REPUBLIC OF IRELAND

"Topaz keeps Ireland moving, we like to say," says Paul of the business that is 100% Irish owned, and has 330 service stations nationwide. It also has a strong interest in the aviation, marine, gas oil and lubricants market and services the needs of an estimated 250,000 home heating customers.

In its distribution business the company sells home heating oil to Topaz owned businesses north and south of the border and to authorised distributors – some of which use the Topaz brand and others who choose to use their own brand.

3.5 million euro to the Irish government and also a sizeable revenue loss north of the border."

Paul believes however that the ROM returns that traders are now required to make, following the introduction of such measures by the Irish Revenue just over 12 months ago, has helped to make businesses more accountable and has gone some way to counter the serious problem of laundering.

"There has been an uplift in business over the last 12 months which I can't attribute fully to the introduction of ROM, but there could be a connection."

TOPAZ PLANS TO INCREASE ITS SHARE OF BUSINESS IN NORTHERN IRELAND

A trusted brand

Paul outlines how Topaz, which employs 1,700 people is one of the most recognisable fuel brands on the island and is what people consider a trusted brand. "We have been delivering home heating oil for over 35 years, first as Shell, then Statoil, and in our current guise as Topaz for the last six years."

The trust that consumers have in Topaz has helped it to remain one of the biggest players in the industry – an industry that has suffered considerably during recessionary times not least from the issues with fuel laundering. "People are concerned about laundering and the product they receive," Paul says highlighting the prevalence of fuel smuggling, mixing and laundering in border counties.

"It's estimated that 10% of diesel is laundered," he adds. "This represents a loss of around

He also believes that Ireland has turned a corner and is coming out of recession, which is helping to improve overall business. "North of the border where Topaz commands around 8% of the home heating market, business has remained a lot steadier over the last few years compared to the shakier Republic where it has about a 20% market share."

Driving change

At Topaz, the company serves to drive change continually and review its strategies regularly. "There is a culture of continuous improvement and change with new ideas considered on an ongoing basis," Paul explains.

Within the last 12 months Topaz has introduced a Play or Park loyalty scheme for customers, where points are gained for making purchases of any description at Topaz. The scheme



In January Topaz and Toyota announced a new partnership which sees four new Toyota cars being supplied for the Topaz Play or Park. Paul Candon (l) is pictured with Laura Murphy, loyalty manager Topaz and Steve Tormey, deputy managing director, Toyota Ireland

has been a great success story offering customers an incentive to fulfil all their fuel needs with Topaz. One of the great advantages of the system, which currently has 270,000 customers registered, is that it now has a direct marketing route to customers enabling the company to see and trace spending habits and market accordingly.

Going forward, Topaz plans to increase its share of business in Northern Ireland and has recently brought new people in to prepare for the task. It also hopes to look at online sales and how much this arm of the business can be grown.

Another aim in its medium-term future is to look outside

Ireland and at expanding into the UK and Europe, where it sees some room for expansion.

At present in the Republic, the company is happy to consolidate its position and continue to market itself as a quality and trusted brand and one that can compete on price and value – highlighting that the Topaz experience is a total package and value is not always just about price.

Paul uses the analogy of buying batteries: "If you were going to buy batteries, would you buy a brand like Duracell or a shop's own brand? Price is one thing but value is something else entirely."

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FUELLING YOUR WORLD

ON THE FOLLOWING PAGES, FUEL OIL NEWS SPOTLIGHTS KEY PRODUCTS & SERVICES TO FUEL YOUR WORLD IN 2014



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If visiting FPS Expo, check out 24-7 Response's exclusive show offers.

www.24-7response.org

An enquiry from Old Park Engineering in the West Midlands saw **Alpeco** supply six Liquid Controls MSA75 LPG flow meters to Ghana.

Old Park Engineering, which specialises in the design, installation, maintenance and refurbishment of LPG bulk storage and distribution equipment, was seeking meters with 'accuracy and reliability.' Owner Graham Cornforth said: "Alpeco's claims were supported by plenty of evidence and we are delighted." The meters are being used for the loading/off loading of ships and road tankers carrying LPG in Tema and Takoradi.

"Designed to handle flow rates of 2675 lpm at pressures up to 19 bar, the meters were selected for their high accuracy and rugged construction," said Adrian Baskott, Alpeco sales director. "They were fitted with mechanical counter/printer mechanisms, bulk strainer/air eliminators and differential outlet valves." See also page 42.

www.alpeco.co.uk



Alpeco extends its geographical reach with meters now working in Ghana

Anton Paar supply measuring solutions to petrochemical companies, refineries, storage and testing facilities across the world. Customers include manufacturers of biofuels, bitumen & asphalt, beverages and the food industry.

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- Distillation & flashpoint testing equipment for fuel quality control
- Bitumen, wax, lubricant and grease testing instrumentation
- PetroOxy, fast and reliable oxidation analysis for fuel and lubricants

www.anton-paar.com



PMA5 – part of the comprehensive range from Anton Paar



On fuel oil duty – Victor self-priming pumps from Applied Pumps

Applied Pumps, which specialises in pumps for fuels, oils and chemicals, now supplies ATEX certified self-priming centrifugal pumps for fuel oil transfer. Fitted with ATEX Ex rated electric motors, the smallest units will deliver approximately 300 litres/min of fuel oil at up to 10m head making them perfect for bulk fuel transfer. These pumps are of high quality cast iron construction with Viton mechanical shaft seals. Being self-priming, robust and extremely reliable makes them ideal for critical applications where pump failure would be catastrophic. Applied Pumps holds a complete program of pumps in stock and typically ship within 24 hours. Hoses, nozzles, flow meters, valves and bespoke pump packages are available on request. See also inside back cover. www.fueloilpumps.co.uk

AxFlow has been supplying its **Blackmer** sliding vane pumps to Berrys Technologies for fuel unloading from road tankers at various supermarket sites.

The collaboration follows changes in legislation as greater consideration is given to environmental sensitivity when positioning tanks. New service stations should have ground level storage tanks where appropriate and feasible.

Bespoke systems include the award-winning MIDAS (Miss Fuel Identification & Avoidance System) which allows only the correct fuel to enter the storage tanks. Cast iron Blackmer rotary sliding vane pumps are fitted within the system with rates of 995 l/min. With excellent self-priming and dry-running capabilities, this pump offers a long, reliable operating life and is simple to maintain. Known as a line-stripping pump, it enables tanker drivers to offload the correct volume of fuel to the top of the storage tanks without leaving any fuel in the flexible hoses. See also page 34.

www.axflow.co.uk www.blackmer.com



Blackmer sliding vane pumps – used by Berrys for fuel unloading at forecourts

Celebrity DIY and construction expert Craig Phillips continues to act as brand ambassador for Swedish workwear manufacturer **Blåkläder**.

Founded in 1959, Blåkläder has a long and proud history of manufacturing the highest quality workwear. After over 50 years in the business, this privately owned company has gained considerable expertise and experience in producing clothing that is functional, durable and comfortable.

“I’ve found Blåkläder workwear to be the most hard-wearing, durable and functional workwear on the market,” said Craig.

www.blaklader.com

Blåkläder – ‘the ideal workwear for any situation’ – says construction expert, Craig Phillips



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Composite hose manufacturer, **Dantec** signed major long-term supply contracts with BP and Vopak last December. Dantec composite hose products have also been added on to the Korean Register of Shipping. An upgraded DNV type examination certificate has been acquired for Dantec's bulk loading hoses with permanently fitted couplings, covering compliance with international shipping standards for ship to shore applications where cargo hose is subjected to extreme working temperatures and pressures.

Dantec applies ECTFE lining to their hoses, a high tech fluoropolymer with strong chemical resistance properties virtually identical to PTFE. The product is also protected from corrosion and attack by other liquids, UV rays and ozone gases by its tough PVC-infused fabric cover.

www.dantec.com



Dantec composite hose is used by BP and Vopak



Dickies offers a corporate bespoke service for the design and supply of work wear to an end user's exact needs

Driven by demand from the oil, gas and energy industry, **Dickies** has a brand **NEW** flame retardant (FR) range for 2014.

Existing styles have been revised in both fit and sizes with 15 coveralls and base layers, jackets, trousers, shirts, bib and braces and parkas in a wide range of FR fabrics – Proban, Pyrovatex, Modacrylics and Aramids – all certificated to the latest appropriate EN standards.

The range is suitable for northern European climates with products available for hot, humid tropical climates using special fabrics selected to reduce heat stress.

www.dickiesworkwear.com

Dixon has a **NEW** FT555 truck overfill prevention system tester which can test both 2 and 5 wire overfill systems. The company also supplies Bayco petroleum products and the FloTech overfill prevention Plug & Play wiring system that can significantly reduce the installation time of tanker mounted probes and sockets. FloTech equipment is compatible with the installed base of gantry mounted rack monitors found throughout the UK and Ireland. The range has ATEX approvals and is accepted by the UK Safe Loading Pass Scheme.

www.dixoneurope.co.uk



The new FT555 – an audible alarm output allows for single operator wet test operation

Econoprint – the supplier of print, media and marketing services to the fuel distribution industry – has 20 years' experience working with fuel distributors around the UK and Ireland. Econoprint has extensive knowledge as to how a distributor operates and what is required to maintain a successful operation in terms of printed documents and marketing collateral. An ever increasing number of distributors are using more and more Econoprint services to promote their business, streamline operations, gain more market share and help improve profit margins.

www.econoprintgroup.co.uk

Emco Wheaton has been a supplier of fluid transfer systems and accessories for more than 100 years. As customers' needs evolve, the company has kept pace. Increasing shale discoveries has seen Emco Wheaton Canada step up supply of its DRY-BREAK couplings as the need for spill-free transfer in low pressure applications such as DEF or Urea transfer, and in loading and unloading of trucks and railcars, rises in the sector. The company's product range provides the largest collection of styles and materials to suite a range of working conditions and allows for spill-free disconnection and improved safety. Emco Wheaton's dedication to customer care ensures swift access to the latest technology. See also pages 29 and 33.

www.emcowheaton.com



A no swivel aluminium coupler from Emco Wheaton's wide product range

The exocet™ brand of **Fuel Additive Science Technologies (FAST)** is a name synonymous with consistently high performing additives for a range of fuels and applications. The company's education, training and consultancy in all aspects of fuel quality and fuel standards are similarly appreciated.

As well as introducing its 2nd generation domestic kerosene additives, FAST is rejuvenating its product range for automotive applications by continuous improvement and the introduction of NEW products. Largely driven by industry demand, these introductions and improvements address current and expected fuel quality issues. FAST also serves the professional garage markets.

FAST's involvement in the British Touring Car Championship (BTCC) sees the entry of a car under the Exocet Racing team banner in conjunction with Rob Austin Racing. See also inside front cover.

www.fastexocet.co.uk



Racing ahead – FAST's new track day octane booster is available from April

Emco Wheaton's new HLCO

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FMA – providing economic solutions that meet customer demand

FMA Systems has specialised in distribution terminal automation projects for over 30 years, evolving to provide economic solutions that meet customers' demands. The DepotVisor II platform monitors and controls depot activities including vehicle/pedestrian access; product receipt, storage and loading; load documentation/reporting; stocks reconciliation; inventory management; with an ERP interface, monitored from any location the customer chooses. FMA can provide the complete turnkey solution including consultancy, front-end studies, project management, system design, drawings and documentation, assembly, integration and testing, installation supervision, commissioning, engineer and operator training and on-going maintenance and support.

www.fma-systems.com

Franklin Fueling Systems has achieved their third-party certificate of compliance towards the new EN14125:2013 standard for the UPP™ brand pipework system. This revision to the EN standard contains additional fuel compatibilities, new definitions for secondary containment, as well as a refinement to the conductivity classification of piping systems. The approval comes after a year of testing procedures including fuel permeation testing with E-85 and B-100 fuels. The standard revision also provides two new classifications for secondary contained pipework – a system with continuous 360° separation between the primary and secondary pipework and fittings, and those systems without continuous 360° separation.

www.franklinfueling.com



Particle Pal – now with four models

Filtertechnik manufactures industrial filtration systems and separation solutions. The company's priority is in providing bespoke quality products while remaining focused on delivering great customer service.

With over 20 years experience in filtration solutions, the in-house design and build team can find and build solutions for the most challenging clean-up or polishing task, regardless of the volume to be cleaned.

Launched last year, Filtertechnik now has four models of the award winning Particle Pal. The **NEW** models now cover particulate levels to ISO NAS and SAE specs as well as two additional sensor options for measuring moisture content in % saturation or genuine parts per million.

www.filtertechnik.co.uk



Just some of the many brands stocked by Hytek

With fast delivery, **Hytek** offers products in stock from Fill-Rite, Husky, ALFA Lubrication, Binda, UPP, Cim-Tek Filtration, ZVA, Adam Pumps, Goodyear and Piusi alongside its own engineered products.

If visiting FPS Expo check out Hytek's SPECIAL OFFERS – plus diesel bug fuel test kits from £11.81; web-based fuel management system; OLE tank gauges, heating oil equipment; oil lifters, Tigerloop, fire valves, filters, hand pumps, dispensing pumps, tank alarms, flow meters and Adblue equipment.

Pick up a 243-page catalogue – in trade format with the prices you pay and a retail version that shows list prices only, ideal for use in front of customers. Hytek can also supply literature for use with your own marketing activities and products that can be branded with your company details.

www.hytekgb.com

IFC Inflow has over 25 years of expertise in depot loading systems, liquid loading solutions and safe access equipment. As well as being bottom loading skid specialists and arm suppliers, IFC Inflow also designs intake metering solutions and bulk fuel transfer pumps, along with a wide range of top loading arms, folding stair units, loading platforms, access gantries and the IFC Toptank mobile safe tanker access unit.

NEW MPC100 electronic load computer & batch control options; depot automation software packages; temperature compensation equipment; a wide range of tanker earthing equipment; top to bottom loading gantry conversions; build in place tanker loading bays and mechanical register conversion to electronic batch control. See also page 36.

www.inflow.co.uk

IFC installed a three-arm mechanical skid at this Pace Fuelcare depot in Ipswich



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Maggi make truck chains that are similar in design to modern car chains, and as easy and quick to fit! The days of laying chains flat and driving onto them are long gone. www.john-jordan.co.uk



Kalymnos Fuel Engineering is represented in the UK by **Road Tanker Spares International (RTSI)**.

The company, which follows the latest standards and complies with the contemporary needs and requirements of the global market, is led by Ioannis Sav. Kalymnos. Ioannis has many years of engineering experience in the designing and manufacturing of fuel tanker equipment. Resourceful and innovative, the company strives to meet customers' needs.

www.kalymnos-fuel.com
www.roadtankerspares.com



RTSI on the road with tanker spares

Stocksmart – the tracking and delivery reporting system from **Mechtronic** – has been enhanced to automatically deliver an end of shift report similar to the manual reports that drivers hand in at the end of the day

The report details the loaded volume using Mechtronic's unique compartment gauging system – VisiLevel as well as the ticketed deliveries from the metering system. This information is then used to calculate the left on board volume of each compartment which is then compared to the end of shift VisiLevel reading. The system allows the reporting of discrepancies as well as the number of deliveries and total product delivered by grade on a comprehensive report. The delivery report also allows an option to visit the delivery site on Google maps giving absolute proof that of delivery. See also page 22.

www.mechtronic.ltd.uk



End of shift reports with Google map facility from Mechtronic

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MHT Technology is celebrating 20 years in tank gauging and terminal automation software.

The company's VTW tank gauging software offers real-time calculation of inventory to API/ASTM standards and increases operational safety during filling and emptying. The SmartTAS terminal automation software can be integrated with VTW and provides secure and controlled loading/offloading, plus reconciliation of transactions to physical stock, allowing customers to identify any losses and investigate their cause.

Solutions are totally scalable and VTW and SmartTAS have been implemented on sites of varying sizes, from small depots to major oil companies, independent oil storage facilities and refineries. See also page 34.

www.mht-technology.co.uk

ATEX approved field displays can interface to a range of sensors, transmitters and instruments



The first in a series of chemical incident courses being run across the UK by **Nationwide Chemical Assistance** takes place on 25th/26th June.

Courses will have the same format as those run previously with day one in the classroom looking at incident support procedures at road traffic accidents involving fuel and chemical vehicles. Day two is practical and involves rollover/recovery procedures for an overturned tanker, including fuel transfer. Courses will be run by Mick Jennings, Richard Baker and John Carey with practical assistance from Judge Power Training.

There are 12 places on each course, which are open to anyone interested in this field of work including fuel oil distribution staff and local authorities.

www.nationwidechemicalassistance.co.uk

Looking at incident procedures at RTAs involving fuel and chemical vehicles

Project Design Engineers (PDE) specialise in design and project management of oil storage and distribution projects, providing necessary facilities and utilities throughout the development.

PDE has been operating for over 20 years and has a team of 50 engineers and designers. The company is experienced in designing and developing facilities for petroleum products – petrol, middle distillates, fuel oil and bitumen – covering fuel importation, storage, fuel handling and blending as well as discharge by road, rail, pipeline and ship.

www.pde.co.uk

PDE offers design only, design and project management or design and build



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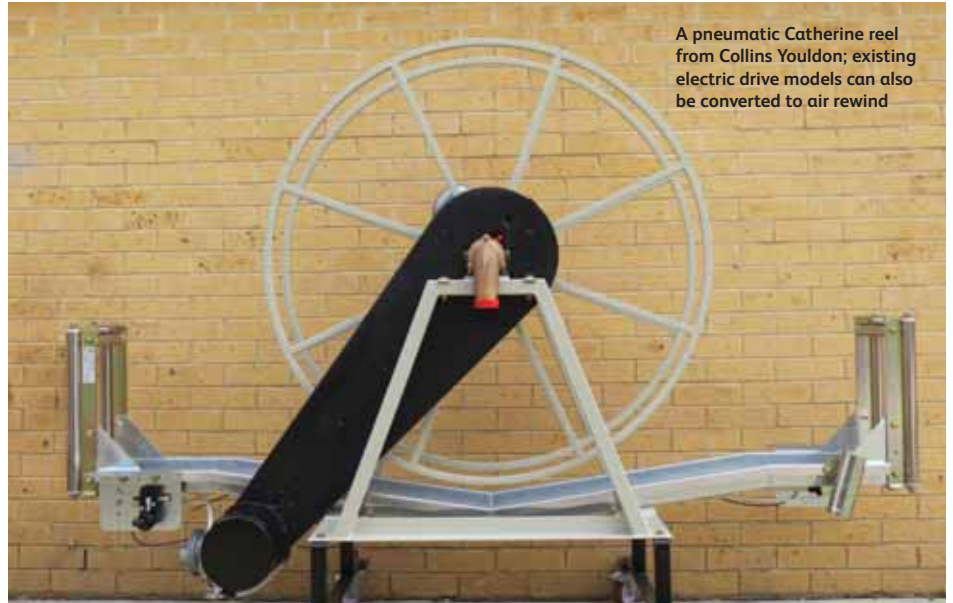
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www.radarreversingsystems.co.uk



A pneumatic Catherine reel from Collins Youldon; existing electric drive models can also be converted to air rewind

Collins Youldon Petrochemical from **Supply Plus** – the Collins Youldon brand has long been synonymous with high-quality reels used for the delivery fuel oil, aviation fuel, lubricants, LP gas and water.

The HR32-A pneumatic rewind Catherine reel has been introduced to complement the company’s extensive range. Benefits include greater control of speed and torque, safe in hazardous areas and increased flexibility. A retrofit kit is available to allow conversion of existing electric drive Catherine reels to air rewind.

A range of manlids, roll-over vents and roller shutters for use on road tankers and static tanks is also available. www.supplyplus.com



Champion clothing from Arcs N Sparks

In a recent national competition, **Arcs N Sparks** was voted *most loved clothing business* in the UK. Over 20,000 businesses in 150 different business categories took part with winners based on the number of positive reviews received by existing customers over the last 12 months. Arcs N Sparks received the most 5 star rated customer reviews, making them number one in the clothing category.

Managing director Diane Robson said: “We were naturally delighted to receive this award which reflects our approach – a high level of customer service coupled with top quality merchandise.” The company’s award was presented last month by the mayor of Walsall. See also page 42.

www.arcsnsparks.co.uk

**New tankers?
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DO YOU SEE ISSUES WITH THE INTRODUCTION OF EURO VI OR DO YOU WELCOME IT AS POSITIVE STEP TOWARDS INCREASING ENERGY EFFICIENCY?

Testing out Euro VI – Reynolds Logistics has one Euro VI vehicle running to assess how it fits into the operation and its likely running costs



Paul Day, Turners(Soham)

“Euro VI is marginally less energy efficient, adds weight and costs more to purchase and maintain, however it has vastly reduced emissions which will reduce air pollution.

Overall it has added cost to the industry – something that it and the economy can ill afford, however that may be the price industry has to pay to get cleaner, greener trucks and better acceptance.”

Andrew Reynolds, Reynolds Logistics

“At Reynolds Logistics we are running one Euro VI vehicle to assess how it will fit into the operation and the likely running costs. Initially the results were a bit mixed but following some intensive driver training the performance of the vehicle is improving.

At this time we would be reluctant to say that it will be a positive step towards energy efficiency, but we are hopeful it will not end up being a backwards step in relation to the latest generation Euro V vehicles.”

Mark Nolan, Nolan Oils

“I see the introduction of Euro VI as a positive step towards our emissions program for the environment, but I think the government should be helping the transport industry to cover the extra costs involved.

All engines will use AdBlue so there is an additional cost if you are replacing an older vehicle. There are issues with the ADR Safe Loading Pass and the Regeneration Exhaust System when on the loading bay at terminals, which I understand are being addressed but the main cost is the purchase of the new engine which is approximately £7-£8k more expensive!

If the government want to meet these emission levels they should help fund the initiatives with financial support for the operator.”

Jonny Morrow, Morrow Tanker Services

“The onset of Euro VI has been a huge talking point amongst prospective customers.

We’ve had an end of year rush of Euro V orders and have even stocked some pre-registered chassis’ having received feedback that Euro VI may be troublesome and expensive in early models.

We see a couple of problems with Euro VI – the first being the increased size of the exhaust/catalytic converter which leaves the clearing of the nearside virtually impossible. This in turn makes the fitting of bottom loading and metering equipment etc into the available space more troublesome, especially in shorter wheelbase rigid mini and midi tankers.

The second issue is the high temperatures that the exhaust will reach in the EGR (exhaust gas recirculation) cycle. This may become a problem when carrying petroleum products and may even be an issue with oil terminal safety and SLPs. “



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TOP 10 LOGISTICS

| 2014 | 2013 | Company | Number of tankers |
|------|------|-------------------------------|-------------------|
| 1 | 1 | Hoyer (UK) | 389* |
| 2 | 2 | Wincanton | 203 |
| 3 | 3 | Norbert Dentressangle | 194 |
| 4 | =4 | DHL | 180 |
| 5 | =4 | Turners Soham | 152 |
| 6 | 7 | Reynolds Logistics | 130 |
| 7 | - | Greenery Flexigrid | 101 |
| 8 | 6 | Suckling Transport | 78 |
| 9 | 8 | Suttons Group | 43 |
| 10 | 9 | Montgomery Transport Services | 40 |

Fuel Oil News presents the listings of top UK logistics companies, based on size of tanker fleet. Figures in the list above, which were taken on trust, were provided by the individual companies during March 2014.

Fuel Oil News fully respects the decision of a minority of logistics companies, including Hoyer (* 2011 figure), a major player in the UK logistics sector, which declined to disclose figures.

Lakeland Tankers and Road Tankers Northern the UK's leading road tanker manufacturers of aluminium semi-trailers, fuel/lubricant and LPG tankers

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Tony Parker 07584 239297
tonyparker@rtnltd.co.uk

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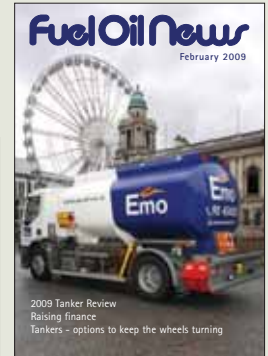
ENTRIES ARE NOW BEING ACCEPTED FOR THE TITLE OF FUEL OIL NEWS 2014 TANKER OF THE YEAR

If you have taken delivery of a new tanker in the last few months, simply send a photograph and specification details highlighting any special features to jane@fueloilnews.co.uk. The closing date is 31st October, 2014.

Alternatively, if visiting FPS Expo, please call at stand C40 and pass on details of your new tanker to a member of the Fuel Oil News team.

Will your new tanker be joining the list of previous winners?

| Year | Distributor | Tanker manufacturer |
|------|-----------------|-----------------------|
| 2003 | Tincknell Fuels | Magyar |
| 2004 | Heltor | Tasca Tankers |
| 2005 | Cambria | Road Tankers Northern |
| 2006 | Kelly Fuels | Central Welding |
| 2007 | Cooke Fuels | Road Tankers Northern |
| 2008 | EMO Oils | Central Welding |
| 2009 | Consols Oil | Maidment |
| 2010 | WCF Fuels | Road Tankers Northern |
| 2011 | BWOC | Feldbinder |
| 2012 | Stevenage Oils | Lakeland |
| 2013 | Craggs Energy | Tasca Tankers |



The risk wheel – part of Resilience360, DHL's new risk management tool for logistics

DHL, which recently extended its national fuel distribution agreement with Morrisons*, has launched a **NEW** risk management solution.

Resilience360 gives businesses the competitive edge in logistics. The tool provides customers with a holistic, end-to-end view of their supply chains and the ability to convert socio-political and environmental volatility into competitive advantage. Resilience360 comes as a new report – The Resilient Supply Chain -which argues companies must build resiliency into their supply chains to avoid critical damage to their businesses.

The white paper's Resilience Index indexes five industry sectors and ranks them in order of resilience maturity. It reveals that technology and automotive sectors are operating the most mature and therefore profitable supply chains. *(FON February 2014).

www.supplychain.dhl.com



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Lakeland Tankers Ltd
West Midlands

Road Tankers Northern
South Yorkshire

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The **Freight Transport Association's** (FTA) *Yearbook of Road Transport Law 2014* is now available. Sponsored by Bridgestone, the 52nd edition is an indispensable guide to road transport legislation.

Written and compiled by FTA's team of transport legislation experts, the 2014 edition contains comprehensive information on general operations, employment, specialised operations and health and safety. NEW to this edition are amendments to the chapters on Graduated Fixed Penalties, Most Serious Infringements and Driver CPC.

FTA members are entitled to one free copy with additional copies available from Shopfta.

www.shop.fta.co.uk

Morrow Tanker Services specialises in building quality new tankers and remounting rigid body domestic delivery tankers.

"We also provide a substantial and growing repertoire of skills including meter repairs, calibrations, electronic meter upgrades, addition of temperature compensation, bottom loading conversions, the fitting and repairing of pumps, hose reels etc and pressure testing," says Jonny Morrow.

"Our expertise extends to fracture welding in mild steel and aluminium by our own coded welders, to rigid and semi trailer tankers. We also provide on site painting and livery facilities."

Morrow also buys and sells used tankers. Based just 15 minutes from Belfast, the company is ideally located to provide a full quality manufacturing and repair service for tanker owners and operators. See also inside back cover.

www.morrowtankerservices.com



Offering a 'a substantial and growing repertoire of skills,' Morrow Tanker Services' customers include Northern Ireland distributors Roy Kennedy Fuels and Premier Fuels

3

TOP 10 LOGISTICS

One of the UK's leading distributors of petroleum products, with around 200 fuel tankers and 30 fuel bases, stretching from Inverness to Plymouth, **Norbert Dentressangle Tankers** works in partnership with major blue chip customers.

All the company's drivers are trained

to the highest standards to ensure safe deliveries and the business fully supports the Petroleum Driver Passport scheme, Driver CPC and ADR compliance through in-house training.

As well as fuel distribution, the company undertakes dry bulk, liquid chemicals and bulk gas distribution. Value added services cover product blending and sampling, a hazardous liquid drumming line, IBC tank cleaning and recycling and dangerous goods safety advice.

www.norbert-dentressangle.co.uk

High standards in safety, quality and service at Norbert Dentressangle Tankers



A new tanker joins the fleet of independent Scottish fuel distributor, Chrystal Petroleum. Coming soon from RTN – a new advanced design aluminium rigid road tanker being designed with help from a UK university

The **RTN Group** has been working alongside a UK university to produce a new advanced design aluminium rigid road tanker, currently under evaluation by a leading distributor.

Business has also been brisk as managing director, Frank Newell reports: "Orders for new rigid AD tankers and petroleum semi-trailers were exceptionally strong last year due to factors such as Euro VI, company tax incentives and a relatively cautious replacement programme in previous years. In anticipation of this production has been maximised by substantial investment throughout 2013."

NEW factory manufacturing units have been installed with advanced welding and fabrication technology. "Techniques, such as lean manufacturing have also been introduced to improve quality and production," adds Frank. See also page 42. www.rtnltd.co.uk

Scania produces heavy trucks from 18-tonnes gross vehicle weight upwards. The company's award winning range includes rigid vehicles and articulated tractor units, available in a variety of wheelplans, including rear-steer options for maximum manoeuvrability and accessibility.

Scania provides a comprehensive one-stop service covering vehicle repair and maintenance. This includes all forms of tanker testing and certification to meet the industry's requirements. All services are carried out in approved workshops with full test and repair facilities. As part of its commitment to continuous improvement, Scania constantly re-evaluates safe systems of working and practices for this ever more demanding industry sector.

www.scania.co.uk

Scania supplies trucks for long haul trucking operations and for rural and urban distribution

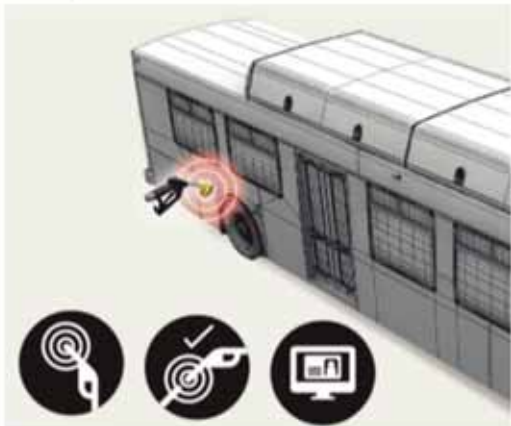


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Traditional FMS rarely present a genuine picture of fuel consumption. Manual data input errors, illegible paperwork and outdated software are commonplace. Worse still what about **unauthorised fuelling** or use of **jerry cans**? SmartFuel, our revolutionary vehicle identification solution, overcomes the limitations of traditional FMS technology

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See Tokheim's commercial and retail products at the FPS.

Stand Numbers:

M6 M28



Putting less strain on drivers

A STUDY CONDUCTED BY VOLVO TRUCKS IN 2011/12 SHOWED THAT OVER HALF OF THE 160 TRUCK DRIVERS INVOLVED HAD PROBLEMS WITH BACK, SHOULDER AND NECK PAIN

A 2011 study by the European Agency for Safety and Health at Work showed that 54% of women and 37% of men in the transport sector in Europe have muscular and skeletal problems. Peter Bark, who conducts research on health and safety issues at the Transport Research Institute, a research institute for transportation and logistics, explains why.

"Tightening muscles in the arms and neck, together with repetitive movements put a large strain on certain muscle groups. Gripping the wheel hard when steering leads to even greater tension, I would expect. Larger muscles like biceps are not as sensitive, but when tensing the forearm and certain muscles that connect to the fingers and hands, there is a risk of feeling fatigued. Tensing the shoulders also leads to fatigue which can then spread to the back of the neck".

"Volvo's new dynamic steering greatly reduces the movements of the steering wheel, which would otherwise be created by uneven roads," says Jonas Nordquist, product features and profitability manager. "It not only makes steering easier and more comfortable for the driver, it also impacts less on the muscles and joints in the long term.

"Driving at low speeds on normal roads it reduces the effort necessary to turn a steering wheel by approximately 75%. When driving on rough roads it almost entirely reduces tremors by 95-100%. In combination with the automated I-Shift gearbox, it means that the pressure on the driver is massively reduced."

Driving on rough roads can take its toll – check out the video footage at <http://youtube/mmu7yCBcOSM>



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MabaLIVE – changing the way Mabanaft customers buy fuel



OVER THE PAST DECADE E-COMMERCE AND ONLINE TRADING HAVE REVOLUTIONISED THE WAY THE WORLD DOES BUSINESS. FROM GROCERIES TO STOCKS AND SHARES – PRETTY MUCH ANYTHING CAN BE VIEWED, ORDERED AND PURCHASED ONLINE AND NOW EVEN THE MOST TRADITIONAL OF INDUSTRIES IS EXPLORING THE OPPORTUNITIES THIS BRINGS

Mabanaft was the first UK fuel wholesaler to develop an online platform that allows customers to view dynamically changing prices and order fuel over the internet. The result, MabaLIVE, was first launched three years ago at FPS EXPO 2011 and has been an outstanding success.

The purpose of MabaLIVE, which is free for Mabanaft customers, is to make the process of purchasing fuel as easy as is possible in today's volatile market. Daily market commentary keeps customers up to date with the latest trading conditions, while live spot pricing and trending graphs show how the market is performing, allowing them to make an informed decision. Placing an order online tends to require far fewer phone calls



MabaLIVE adds a further dimension to Mabanaft's service – in the last quarter of 2013, 52% of daily spot and intra-day sales were transacted online

or emails than more traditional methods, plus an automated confirmation and audit trail ties orders to invoices which makes for accurate and efficient deal administration.

Since its initial launch MabaLIVE has been extended to incorporate a delivered-in service and online contract management; the latter developed for customers who were using MabaLIVE to spot purchase and wanted to manage their term based supply contract in the same way.

Feedback on MabaLIVE has been extremely positive with customers agreeing that it saves them time *and* money and reduces hassle. It is extremely popular; in fact MabaLIVE is transforming the way that Mabanaft customers buy fuel. Over the past three years there has been a steady move to online; in the last quarter of 2013, 52% of daily spot and intra-day sales were transacted online compared to 48% over the phone. The online channel now processes 14% of Mabanaft Limited's total sales volume. Marketing manager Martin Cook said: "MabaLIVE was introduced to give our customers exactly the kind of support and service that they need. It has been a triumph and many of our customers now consistently order fuel online on a daily basis – we're delighted with its success".

Despite the growing trend towards transactions being carried out online the personal and highly efficient customer support provided by Mabanaft's dedicated sales team is still highly valued. Their experienced marketers have a thorough understanding of the wholesale market and can often help customers make better buying decisions. Mabanaft's latest customer survey (September 2013) shows that 91% of respondents rate Mabanaft's customer service as either *very good* or *excellent*, while the advice and expertise that they provide was also rated as *very good* or *excellent*.

"MabaLIVE simply adds a further dimension to Mabanaft's already transparent and personal service by empowering clients to make an informed decision and order fuel online," said Martin. "It embodies the way that we like to work, our innovative approach and willingness to go the extra mile. Precision of pricing plus the option to execute orders on a live basis means our clients can optimise market movements – and that can be highly beneficial for their business."

www.mabalive.co.uk

For more information, please call the marketing team on 0207 802 3300 or email sales@mabanaft.co.uk.



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ASCO Fuels and Lubricants currently owns and operates three UK terminals at Peterhead, Aberdeen and Great Yarmouth.

The products are sea fed from several refineries ensuring supply continuity. In 2013 the company handled two billion litres of middle distillates, base oil and lubrication oil.

Storing and through putting on behalf of several major oil companies, Asco purchases product from them to sell into the seaward and landward spot market. Methods of delivery are by pipe to quayside or by road tanker to numerous north, south and east coast ports. Asco customers are boat owners, charterers and traders based internationally and in the UK.

www.ascoworld.com



Asco takes product by road tanker to north, south and east coast ports



Clugston Distribution – expanding its fleet

Clugston Distribution is adding three **NEW** combinations to its modern fleet of 13 tractor trailer units as the company looks to expand and broaden its customer base.

With operational bases in Scunthorpe and Teesside, Clugston Distribution is ideally placed to handle bulk fuel deliveries from the Immingham refineries and the Nottingham and Teesside storage terminals. Retail and distributor depot deliveries are the company's area of expertise.

The company is committed to focusing on the individual needs of customers, whilst maintaining exceptional levels of service and standards. All of Clugston's employees understand that customers are at the heart of the business.

www.clugston.co.uk



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Essar Oil UK recently completed significant investment in a turnaround at Stanlow. This included the £25 million replacement of the regenerator head on Europe's largest residue catalytic cracker, giving the unit a further 25 years of life.

Further investment this year will see the road terminal's automated loading system replaced to provide improved loading times for all customers.

Essar Oil UK is a subsidiary of Essar Energy plc which is listed on the London Stock Exchange. It owns and operates Stanlow, the UK's second largest refinery which produces approximately 15% of the nation's transport fuels.

Following the regenerator head project which generated significant interest, Essar produced a video capturing the key parts of this huge engineering challenge.

www.essarenergy.com/investors-and-media/video-gallery/october-2013-stanlow-residue-catalytic-cracker-refurbishment.aspx



Coming soon – shorter loading times at Stanlow

Oil Recruitment started recruiting in fuel sales and logistics in 1998 and placed its very first job advertisement for an area sales manager in the July issue of Fuel Oil News that same year.

The storage, distribution and marketing of fuel has remained a core sector for the company with the downstream team sourcing candidates for roles in sales, operations, distribution and logistics from both major and independent companies involved in the oil and affiliated industries.

Building on these successes and with a strong belief in developing long-standing and trusted relationships, Oil Recruitment has continued to identify and access high calibre candidates. Our industry knowledge is such that many clients regularly return to us to discuss their recruitment needs.

www.oilrecruitment.co.uk

For Oil Recruitment's latest job vacancy go to page 20

The Oil Market Journal (OMJ) has just launched the OMJ Wallboard which is designed for sales offices and trading floors.

The company provides live oil pricing and analysis for the Rotterdam spot market and the oil futures markets in London and New York.

Services, including live prices for kerosene, gas oil, ULSD and petrol are delivered using a range of innovative technologies with a live prices website, ticker, wallboard, email, text messaging and smart phone applications. In addition to oil prices, OMJ also provides clients in the UK and Republic of Ireland with reliable advice on oil price trends along with energy news and comment. OMJ is a Dow Jones Energy News partner and a Platts licensed distributor. See also page 10.

www.the-omj.com



NEW from OMJ – the OMJ Wallboard

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Part of the Turners Group, **Lewis Tankers** specialises in the distribution of hazardous cargo such as ground fuels, aviation fuels, LNG, LPG and chemicals.

Customers include international oil companies, chemical manufacturers and chemical distributors.

The company's drivers are all ADR and Driver CPC trained and have specific product and tanker training, whilst staff and management have extensive experience in this specialist area of distribution.

The company operates management systems that comply with the requirements of ISO 9001:2008 and OHSAS 18001: 2007.

www.lewistankers.co.uk

See Talking Point on page 39 for Paul Day's comment on Euro VI



Phillips 66 is one of the largest suppliers of domestic, agricultural and industrial fuels to JET branded distributors and independent resellers in the UK. The company already has significant market share, with plans to increase this further.

"FPS Expo 2014 is an ideal platform for us to demonstrate our commitment to a long-term future of refining at our Humber refinery on the east coast," said Pete George, managing director of UK & Ireland Marketing. "We would encourage visitors to come and talk to our dedicated and knowledgeable team and find out why Phillips 66 is the natural choice of fuel supplier."

Phillips 66 welcomes FPS Expo attendees to visit stand B23 where representatives will be on hand to discuss the fuel company's plans for the future and the latest challenges affecting the UK's fuel market.

See also page 26.

www.phillips66.co.uk

"It's been another very busy year at **Prax Petroleum** with **NEW** and exciting projects ongoing," said sales and marketing director, Neil Robertson. "Sales at Immingham and our Thames based terminals continue to show significant growth."

The company now has storage and rack facilities at Nustar Grays terminal as well as Stolthaven at Dagenham, giving customers increased security of supply and flexibility. Having access to Nustar Grays allows Prax to enter the petrol supply market and it has quickly established a foothold in the retail supply sector.

Prax supplies ex Immingham continue to grow and after 18 months it is considered an established and reliable fuel supplier in the north east of England. The company will soon enter Cardiff terminal enabling the supply of south Wales and the south west of England.

See also page 44.

www.praxpetroleum.com

Reynolds Logistics celebrated its 85th anniversary last year.

Specialists in the distribution of bulk hydrocarbon products such as fuels, lubricants and bitumen, Reynolds Logistics is split into bulk, mini-bulk and IBC pump off fleet's.

The company has experience of managing and integrating contracts to optimise operational efficiency, reduce costs and manage safety in the work environment. Its management service covers the entire supply chain including warehousing, packed distribution, tank farm operations, interplant operations and customer services across the globe.

www.reynoldslogistics.com



One of the world's largest independent refiners and marketers of finished oil products, **Valero**'s extensive supply network takes products from its Pembroke refinery to its UK and Ireland terminals. This provides customers with reliable supply and highly competitive prices.

But it's not just about the network. With considerable expertise gained from working long-term with clients in all commercial sectors, Valero's team of experienced and knowledgeable sales managers is acknowledged by many of its customers to be the best in the business.

www.valero.com



Valero's Pembroke refinery is supported by an extensive supply network



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Tank Equipment

As well as undertaking design, installation and maintenance projects **ISS Projects** also upgrades tank gauging, management and control systems.

Having designed and built its own panel to BS 61511 which can be used as part of a SIL 2 rated system, the company is meeting the growing demand for independent high level/overflow protection systems.

The company's complete tank gauging solution uses sensors and displays to provide real time touch screen interface and full SCADA control systems.

As part of a planned preventative maintenance package, the company can also provide traceable on site calibration.

www.issprojects.com



Solutions from ISS

Dimitri Papaioannou founded **Kan'to Instruments** in 1998.

A solutions driven company with 20 years experience, Kan'to supplies instrumentation and real time telemetry to the petrochemical, oil, gas and chemical industries. Customers of Kan'to which means 'do it' in Greek include blue chip companies, fuel distributors and an international airport. See also page 58 and back cover.

www.kanto.co.uk

Dimitri, who spoke at the recent Fuel Oil News Distributor Debate in the Midlands, looks forward to helping distributors to 'do it' better



Powelectrics' proven telemetry solutions bring fuel oil customers multiple, measurable benefits, from improved safety and service to cheaper logistics and theft detection.

Flexible, inexpensive and reliable, the company's award-winning Metron devices can use external/battery/solar and can measure up to six tanks with a single device/sim card. Multiple inputs can be used to measure multiple tanks or different parameters on one tank such as tank level, bund level, temperature and water in oil.

Devices report at user defined intervals – as well as on alarm – to a computer or mobile phone. The MetronVIEW data collection and viewing platform can be customised and badged to appear as a customer's own and interfaced with existing IT systems.

www.powelectrics.co.uk



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Oriel Systems has recently completed a remote tank monitoring system for a thin film, foils and laminate manufacturer in South Wales.

The customer wanted a safe and reliable method of obtaining current stock levels without having to manually dip the tanks. The company also wanted to monitor usage of each chemical stored and predict potential stock-out situations.

Oriel proposed using guided microwave sensors as they are virtually unaffected by changes to product or process such as temperature, pressure and density. Accurate to 2mm and ATEX approved they are extremely reliable and have no moving parts, re-calibration or floats to stick.

Sensors were fitted to the tank and cabled back to a galvanic separator and into one of Oriels' Intelligent Telemetry Outstations.

www.orielsystems.com



Safe and reliable tank monitoring from Oriel Systems



OLE's improved C2020-O/A/AB tank gauging range

OLE has extended its tank gauging range to include a **LOW COST** option which fully meets the requirements of BS799.

The C2020-O /A/ AB range uses a pressure transmitter in the tank rather than a reference sensor in the gauge. This increases the accuracy to better than 1% , and provides high and low alarms. Other options include a bund alarm and a 4-20 mA output. This is the first of a **NEW** generation planned by OLE for front panel programmed gauges.

The range is available direct from OLE and also from Hytek for single unit applications. See also back cover.

www.oleuk.com



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Underground fuel oil storage tanks are a popular option for small premises or gardens. **Balmoral's** unique underground tanks are roto-moulded in polyethylene to produce seamless bodies and necks and provide discreet and safe storage for oil or diesel.

A basin at the top of the tank contains a two inch fill point, offtake, contents gauge and overfill prevention valve, all easily accessed via the lockable mushroom lid. A Tigerloop is also supplied with all underground fuel tanks.

The tanks are available in working capacities from 1370-3090 litres to account for dead volume and a safety margin. All of the company's underground tanks comply with the requirements of British Standard BS5410 part 1, section 6.4h.

www.balmoraltanksdirect.co.uk



Balmoral's space saving underground tanks



Cookson & Zinn (CZ) is one of the world's leading designers and manufacturers of above and below ground fuel storage tanks for all commercial and industrial applications, in a wide range of capacities. The company's product portfolio also includes bulk storage tanks for distribution depots and pressure vessels.

CZ is a part of the Franklin Fueling Systems group which offers one of the industry's most complete product offerings including automatic tank gauging systems, piping and containment, submersible pumping systems, service station hardware and dispensing systems products.

www.czltd.com

Airport ready – CZ's fuel tanks are suitable for commercial and industrial applications

Cemo has just launched its **NEW** Cube range of fully tested, integrally banded dispensing solutions for diesel, AdBlue and lubricating oil.

Based on renewed design concepts, steel reinforcement bands remove the need for deep baffles and shoulders to stabilise the polyethylene structure. This reduces size and weight, allowing optimum use of space for transport and installation. The top opening lid – supported by gas struts – provides three-way access to dispensing equipment and plenty of light. An automatic hose reel (on premium models) neatly organises 8m of hose.

Three sizes are available: 1000, 1500 and 2500 litres. Two 2500-litre units can also be joined together to provide a 5000-litre solution. See also page 36.

www.cemo-uk.com



The **NEW** Cube range from CEMO

Tanks

Envirostore UK is launching more **NEW** products this year.

The company's products will be on display at this month's FPS EXPO in Harrogate for the fifth year running.

"We have a bigger stand this year so if you are considering a change of plastic tank supplier, come and see what an independent manufacturer has to offer your business," says sales director UK, Richard Marsh.

www.envirostore.co.uk



A tank from the expanding Envirostore range – find out what this independent tank manufacturer can offer your business



The **NEW** Firecheck range of tanks developed by **J Seed** and **Envirostore UK** now has a 30 and 60 minute fire rating.

LABC registered, these unique bunded tanks are triple skinned, making them one of the safest and most secure tanks on the market.

Established over 50 years ago J Seed manufactures a wide range of high quality steel tanks from small domestic 250 gallon units to 100,000 litre fully dispensing units.

www.jseed.co.uk

The Firecheck tank – now with 30 and 60 minute fire ratings

Kingspan Titan, has launched a **NEW** secure fuel storage and dispensing model – the FuelMaster+.

Manufactured to a very high specification, the range meets all UK regulatory standards for onsite fuel storage. Made from tough rotationally-moulded plastic, the tanks are bunded and come with a Spillstop device to prevent overfilling and spills.

Other features include a 10 micron particle and water filter as well as a pump which dispenses at 56 litres per minute. Reversible doors are available on selected models and there is a light inside the hood to help farmers fill vehicles in the dark.

The range is supplied as standard with the Watchman Anywhere – a remote oil level monitoring device that measures fuel levels remotely.

www.titanenv.com



Koronka Manufacturing will soon launch its **NEW** website.

The company has been making a wide range of fuel storage tanks for over 50 years and supplies customers from all industries – including refuelling stations and standby generation companies – with good quality and competitively priced bunded oil tanks.

All tanks both above and below ground are manufactured to EA and SEPA guidelines, whilst the company is ISO9001 accredited and an OFTEC member with T200 certification.

Koronka's reputation is built on excellent products from first draft to delivery and it offers a bespoke service tailored to its customers' needs.

www.koronka.co.uk

All Koronka tanks meet EA and SEPA guidelines



Supreme tanks from Ledbury Welding & Engineering

Ledbury Welding & Engineering's (LWE) has led the way with its Supreme range of integrally bunded tanks up to 200,000 litres.

Not totally focused on large commercial operations, the company's premium, standard and light Industrial ranges of 1,000 litres upwards cater for smaller operators without compromising build quality.

The company also produces storage solutions for petrol, biodiesel and AdBlue, each with its own design criteria. Site surveys, installation and decommissioning together with a hire fleet round off the full LWE package.

LWE has over 40 years manufacturing expertise in above ground bunded steel fuel storage tanks – widely recognised as the environmental answer to storing fuel by eliminating the risks of groundwater pollution.

See also page 38.
www.lweltd.co.uk

Tuffa's fire protected oil storage tanks can be specified to obtain a satisfactory degree of safety in the advent of a spreading fire, as required by Building Regulations. Cost effective, easy to install and independently tested to BS476, no brickworks, barriers, fireworks or civil works are required.

FireStop tanks are ideal for properties with limited space where it would be difficult to position an ordinary tank to comply with Building Regulations. They are ideal for fitting inside a building or for replacing older tanks in the same position that would not have met Building Regulations.

Various models are available in both steel and plastic.

www.tuffa.co.uk



Tuffa's FireStop tanks comply with Building Regulations

Scaleable and flexible, CODAS software from **CDS** grows with the user and is suitable for all organisation types and sizes. The company's client base ranges from a two-user system all the way up to very large multinational corporations.

More than just back office software, CODAS benefits from a constant programme of development and enhancement. In its **recently released** 2013 guise, with almost 600 enhancements to functionality and reporting, the software continues to evolve to meet the ever-changing demands of the oil distribution industry and the expanding ambitions of distributors as they seek new markets and new ways of doing business. See also page 18.
www.cds-systems.co.uk

Bill Lea and Paul Willis of CDS which celebrated its 40th anniversary last year



DreamTec Software supplies handheld software solutions to the fuel industry. With over 800 users the company has a high level of expertise and a customer reference list from some of the industry's biggest names.

The company uses a system that enables users to manage machines remotely via the internet with a web-based portal. Software is designed to increase efficiency and save money.

OutTrak is an in cab solution for complete electronic order processing used to manage inventory and monitor deliveries whilst iMeter provides real-time electronic meter tracking and delivery information.

The iMeter system connects to the electronic calibrated flow meter onboard fuel delivery vehicles in order to capture data and can be installed in less than one hour.
www.dreamtecsoftware.com

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EA Projects – the obvious choice for Craggs Energy

EA Projects (EAP) recently supplied and commissioned a turnkey terminal automation system (TAS) for Craggs Energy's new Sheffield depot.

The TAS controlled electronic bottom loading skid and automatic tank gauging system were designed and built by EA Projects which also undertook the system's electrical and mechanical design and the co-ordination of on site works.

The iSupervisor automation platform allows control of deliveries and monitoring of tank stock levels both locally on site and remotely via the internet. The system, which holds a database of all drivers and vehicles loading from the depot, controls and records all product batches loaded.

The iMonitor tank gauging module not only provides tank gauging with ± 1 mm of accuracy, it also gives product temperature and detects the presence of any water in tanks.

The system – the second EAP has provided to Craggs – provides comprehensive reporting to allow complete reconciliation between tank inventory and metered quantities of product loaded onto road tankers.

With a third system ready for final commissioning, Dan Holmes of Craggs Energy said: "We were very impressed with the system that was first installed at our Burnley depot and so EAP were the obvious choice for us."

See also page back cover.

www.ea-projects.com

Boosted by the acceptance of Cloud computing, **Fuelsoft** has the fastest growing customer base in the fuel software sector," says managing director, David Kingsman. "Six fuel card agents and 14 fuel distributors have decided to switch from office-based server environments to Cloud computing in the past three years."

Compuserve, the company's subsidiary, has invested in a hosting centre with multiple servers, lease line connections and generator back up facilities to provide the ideal platform for the Fuelsoft application, which is available online.

"We're providing customers with a choice of how to pay for software. They can pay on a recurring monthly basis or the more traditional model of upfront licenses and support, meaning we can always find the right financial solution for our customers," explains David. See also page 12.

www.fuelsoft.co.uk



Fuelsoft's managing director David Kingsman spoke about software at the recent Distributor Debate in the Midlands

The one stop shop service from **IMS** provides users with any requisite network, server and desktop hardware and a service contract that covers both hardware and software.

Managing director Alastair Moncrieff believes that this encourages better customer relations: "Solutions to all of our customer's problems are just one phone call away.

"The evolution of Tankerbase – our distributor software suite – has benefited from greater user feedback from approximately 120 depots across the UK and Republic of Ireland.

"First installed in 1982, the functions of Tankerbase are IMS developed, integrated and supported," added Alastair. "These provide a *joined up* system across the full range of distributor activity including marketing, pricing and margin matrix, customer relationship management, order processing, payments, finance and transport."

www.ims-integer.com

TRAIN AND GAIN

FUEL OIL NEWS SPOKE TO OAMPS TRAINING AND REYNOLDS TRAINING SERVICES – TWO OF THE INDUSTRY’S MOST POPULAR TRAINING PROVIDERS – TO FIND OUT MORE ABOUT THEIR LATEST OFFERINGS

New qualification, new training

Part of the OAMPS UK Group of companies, OAMPS Training is now accredited to train candidates in both the practical and classroom elements of the Petroleum Driver Passport (PDP).

“All drivers that either operate or back load from oil terminals within the UK will need to carry out either full or interim PDP training in 2014,” says training manager, Ken Taylor. “To achieve the highest and most in-depth training this can be delivered on a one-to-one basis, over one day.”

“If drivers are due to undertake ADR training in 2014 then they will be able to complete a full PDP training program,” explains Ken. “The program starts with a three and a half hour practical assessment focusing on areas such as vehicle checks, loading, deliveries and driving. This is followed by an industry specific classroom presentation and a 45-minute examination.”

In subsequent years drivers will undertake a three and a half hour practical followed by a three and a half hour *pick and mix* industry specific training module and will not need to take an examination.

“If drivers are due to undertake ADR in 2016 they will need to complete an interim PDP training program on a one-to-one basis in 2014. This involves a practical assessment and training presentation as above but is followed by a shorter 25-minute examination. In 2015, 2017 and 2018 the three and a half hour practical followed by the three and a half hour *pick and mix* industry specific training module without an examination will also apply with the full PDP being taken in 2016.”

Ken advises companies to book annual PDP training four months prior to a driver’s ADR anniversary date. One-on-one PDP training also accumulates seven hours towards Driver CPC each year.

ADR and Driver CPC

OAMPS Training offers ADR and Driver CPC. “Training can be arranged at a client site or at another convenient location,” adds Ken. “We aim to provide drivers with the skills to be the best, and safest they can be. Our training is delivered by experts who have

practical, in depth industry experience. Courses are designed to meet current legislative requirements – in the most time and cost efficient manner. See also back cover.

www.oampstraining.co.uk



OAMPS Training’s Ken Taylor – delivering the new PDP training

Process safety – still a talking point

“There hasn’t been a day over the past two years where the phrase *process safety* has been absent from the conversation mill at the Stallingborough headquarters of Reynolds Training Services (RTS),” says managing director John Reynolds. “This is hardly a surprise – we are the preferred safety provider for an array of high hazard brands including BP, World Fuel Services and Simon Storage.

“The regulator placed much emphasis on process safety during 2013, industry, along with safety providers like RTS, have vied to keep apace. RTS concentrated on evolving its core service offering to help industry paint within the lines of today’s more stringent regulatory structures.

“It is incumbent upon training providers to shift thinking in the high hazard sectors from reactive safety to preventative safety,” John told Fuel Oil News.

“There is no such thing as a perfect health and safety procedure. Companies must regularly evaluate their safety culture and performance, continually improving resources to enhance key skills and knowledge around process safety.”

John believes that increasing the means by which high hazard sites are able to access continuous training is key to unlocking process safety.

Flexible learning and continuous development

Actions always speak louder than words and RTS backed up its stance by expanding the ways in which clients can access courses from PAAVQ-set, NEBOSH, CIEH, IOSH and NSAPI.

RTS visits client sites and also holds courses at its training facilities at CATCH in Lincolnshire. The company has also developed a new online training system which supports its traditional learning services.

iLearn is a fun, educational and affordable online training tool which imparts essential knowledge to groups of workers and individuals in the core industrial areas of:

- Petroleum and petrochemical operations
- Occupational health and safety
- Fire prevention

The system empowers high hazard sites with the option to put workers through their paces as and when they choose. It offers increased flexibility as companies do not have to draft in third-party trainers or send operators off site. Courses take around 40 minutes to complete and site managers can track progress via the system.

A certificate is only issued when a candidate successfully completes the course and as the system is 24/7, workers can log back in at any time for refresher training.

www.reynoldstraining.co.uk
www.industriallearning.co.uk



“There is no such thing as a perfect health and safety procedure,” says RTS’ managing director, John Reynolds

Protecting Britain's fuel industry from flooding

ADLER AND ALLAN HAS HELPED PROTECT AND CLEAN-UP A RANGE OF ORGANISATIONS THAT HAVE BEEN ADVERSELY AFFECTED BY THE FLOODS OF 2014

Going forward, this is a growth area for the company which sees it provide flood defence services and many essential assets – such as fuel tank installations, energy substations and roadways.

Adler and Allan's flooding services include:

- Flood risk assessments and planning
- Flood mitigation, including flood defences and civil engineering works
- Bund construction, repair and lining
- Emergency flood response, on call 24/7
- Post-flood clean up
- Separator installation and maintenance.

With the average cost incurred by flooding standing at between £75,000 and £112,000 for small businesses, and into the millions for larger organisations, taking proper precautions is essential.



A petrol forecourt under water – is your business safeguarded from unwanted water in the future?

Adler and Allan can help advise on the best course of action to safeguard your business from unwanted water in the future and the problems it can cause. See also back cover.

Call 0800 592 827 or visit www.adlerandallan.co.uk.

The Environment Agency has launched a **FREE** electronic duty of care (edoc) online system for the recording of the waste. All UK businesses are required to produce waste transfer notes, which describe their waste and who they pass it on to, with the information kept for a minimum of two years.

Edoc which aims to replace the current paper-based system, enables businesses to create, share, review, edit, sign and store waste transfer notes via a secure and easy-to-use online portal. The data collected will also build a comprehensive view of the waste being produced by UK businesses.

Mat Crocker, head of illegals and waste at the Environment Agency, said: "For businesses to make the switch from paper to edoc, it was critical that we develop a system that is easy to adopt. The end product from IPL, a consultancy and IT solutions provider, is a truly user-focused system."

www.edoconline.co.uk

• Reduce your carbon footprint with **Ross Environmental Products** by using an absorbent that is sustainable and grows on the by-products of hydrocarbons, water and carbon dioxide.

• Oil Sponge absorbent removes a whole host of hazardous spillages in seconds, leaving a non slip surface. It is also up to 8 times more absorbent than clay granules – therefore up to 8 times less carbon is used in its disposal.

• When hydrocarbon oil is absorbed by this absorbent a biological reaction commences, which effectively turns hydrocarbons into a water vapour and carbon dioxide over a period of 40 days or so. These are the very products that are necessary for the growth of the cotton from which the absorbent is made.

• www.rossenvironmental.co.uk

LCM Environmental has recently expanded its Tanknology services with the introduction of Mark Sluman as Tanknology project manager.

Having 9 years experience working on forecourts, including those of BP and Tesco, as a pipefitter, tank liner and pump maintenance engineer, Mark's

industry background makes him the ideal person for this role.

Mark joined LCM Environmental in November 2013 and has already made a great impact by using his knowledge and skills to assist our clients new and old with his typically professional manner. If you would like to discuss how LCM Environmental can assist with the maintenance of your fuel facilities, please call Mark or one of the other project managers on 01884 841 387 or email info@lcmenvironmental.com. See also page 52.



Mark Sluman (4th from right) attends LCM Environmental's DSEAR training course with his new colleagues

• **Reynolds** is one of the oldest independent specialist credit insurance brokers, having offered this form of cover since 1918. "We enjoy an extensive client portfolio covering a wide range of industries and are by far the largest providers of credit insurance services to the oil industry," says joint managing director, Paul Martin. "Credit insurance is designed to speedily replace cash lost through the insolvency or default of an insured customer. Clients benefit from our insurers' expert knowledge of their trade and are made aware, at an early stage, if other suppliers are experiencing payment delays.

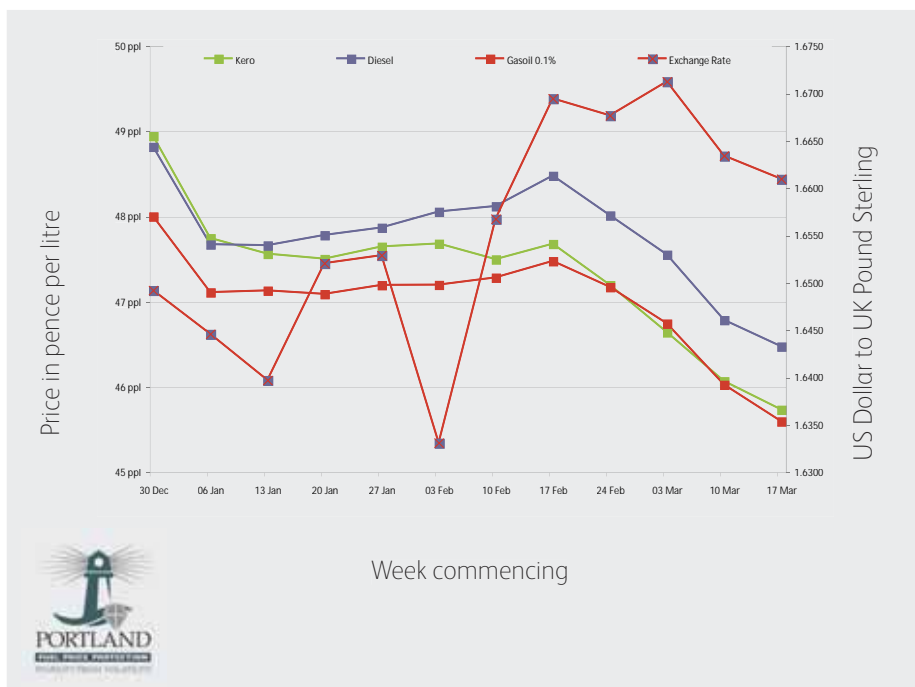
• "Credit insurance also provides our clients with the ability to develop their businesses, with the confidence that if a customer fails, the loss will be greatly minimised."

• www.reynoldsinsure.com

Wholesale Price Movements: 19th February 2014 – 18th March 2014

| | Kerosene | Diesel | Gasoil 0.1% |
|----------------------|--------------|---------------|--------------|
| Average price | 46.77 | 47.58 | 46.72 |
| Average daily change | 0.42 | 0.45 | 0.42 |
| Current duty | 0.00 | 57.95 | 11.14 |
| Total | 46.77 | 105.53 | 57.86 |

All prices in pence per litre



Highest price
48.01 ppl
Wed 19 Feb 14

Biggest up day
+0.104 ppl
Mon 03 Mar 14

Kerosene

Lowest price
45.43 ppl
Thurs 13 Mar 14

Biggest down day
-0.89 ppl
Tues 04 Mar 14

Highest price
48.83 ppl
Wed 19 Feb 14

Biggest up day
+1.20 ppl
Mon 03 Mar 14

Diesel

Lowest price
46.19 ppl
Thurs 13 Mar 14

Biggest down day
-1.07 ppl
Tues 04 Mar 14

Highest price
47.78 ppl
Mon 03 Mar 14

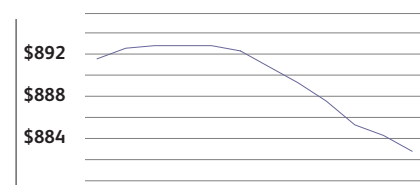
Biggest up day
+1.09 ppl
Mon 03 Mar 14

Gasoil 0.1%

Lowest price
45.38 ppl
Thurs 13 Mar 14

Biggest down day
-0.90 ppl
Tues 04 Mar 14

Gasoil forward price
in US\$ per tonne



March 2014 – February 2015

The Fuel Oil News Price Totem

| | Trade average buying prices | | | Average selling prices | | |
|---------------------|-----------------------------|--------|--------|------------------------|--------|--------|
| | Kerosene | Gasoil | ULSD | Kerosene | Gasoil | ULSD |
| Platts | 45.96 | 57.21 | 105.45 | | | |
| Scotland | 48.02 | 60.33 | 106.95 | 54.38 | 64.43 | 110.71 |
| North East | 48.45 | 60.11 | 106.97 | 56.14 | 65.00 | 111.01 |
| North West | 48.43 | 60.59 | 107.36 | 55.23 | 64.43 | 110.43 |
| Midlands | 47.86 | 60.27 | 107.19 | 53.73 | 63.97 | 109.73 |
| South East | 49.23 | 62.20 | 108.73 | 55.55 | 64.73 | 111.60 |
| South West | 48.53 | 60.58 | 107.76 | 53.43 | 63.90 | 109.75 |
| Northern Ireland | 49.97 | 60.63 | 107.76 | 52.90 | 65.50 | 112.50 |
| Republic of Ireland | 68.19 | 74.30 | 113.11 | 74.48 | 77.42 | 115.71 |

The price totem figures are compiled from the results of a telephone survey of distributors carried out on 07/03/2014. Buying prices are ex-rack. Selling prices are for 1000 litres of kero, 2500 litres of gas oil and 5000 litres of ULSD (Derv in ROI). Prices in ROI are in €.

The FON Price Totem includes Platts derived market data, supplied courtesy of Platts and BigOil.net. This allows distributors to make a comparison with the average buying prices.



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