

Fuel Oil News

AUGUST 2022

THE ISSUE OF SAFETY

PHILLIPS 66 ON FUELLING THE FUTURE

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Getting the message across

This week I was minded of a phrase from my early days in the heady world of publishing; 'Developing fantastic products and services without advertising them is a little like winking at someone in the dark - you know what you're doing, but nobody else does.'

This issue is full of reports of the exciting inroads being made by our industry in the move away from reliance on fossil fuels to a cleaner future.

Reflecting the heart of the conversations I currently have with all those involved along the downstream chain, the articles convey the passion for, effort invested in and progress towards the transitioning of all aspects of fuel production, storage and distribution to a low carbon future.

When you see, at every turn, developments to facilitate production of future fuels and emergence of new storage solutions, supported by distributors working with customers to ensure they have the necessary knowledge and understanding to make the right future energy choices, it is hard to reconcile the opinion of our industry held by large swathes of the general public as presented in

mainstream media.

Within the industry itself, there is a growing confidence in the opportunities presented by the current phase of the energy transition. Where once our community was beleaguered by a sense of something coming to an end, it is now buoyed by an optimism for 'energy future' and the central role it has in that.

In these pages we hear from Renee Semiz how Phillips 66 continues to deliver the energy needs of now while, simultaneously, pivoting its extensive resources, skills, knowledge and infrastructure to deliver the energy solutions of tomorrow. Our next issue continues to look at downstream migration as well as the latest developments for a greener sector.

This industry has so much to offer and be proud of and we need to keep sharing these advances. Eventually the light will dawn, and the world will see that we have been winking all this time.



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Fuel Oil News

The independent voice for the fuel distribution, storage and marketing industry in the UK and Ireland.

4, 5, 7 & 8 *INDUSTRY NEWS*

10 *PEOPLE MOVES*

11-14 *IN CONVERSATION*

Renee Semiz - driving the industry evolution to future fuels.

15 *A DAY IN THE LIFE*

A typical day for an award winner with customers at heart.

16-17 *INDUSTRY ANALYSIS*

Product developments for safer operation

18-19 *IN CONVERSATION*

How LCM Environmental is supporting the well-being of its team

20-21 *IRISH FOCUS*

Carbery celebrates 45 years of success in the delivery of liquid storage solutions

22 *PORTLAND REPORT*

We're all ready for a summer break - but at what price?

23 *PRODUCT FOCUS*

The energy station of the future - now

24-25 *INDUSTRY INSIGHT*

Downstream Norway - a country at the front of global decarbonisation

26 *PRICING PAGE*

27 *IN PROFILE*

A can-do person who doesn't just perform in his business life



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On the cover

Our cover features members of the LCM Environmental team enthusiastically embracing the company's new dog-friendly policy. We hear how this contributes to LCM's mental health and welfare initiative on pages 14 & 15.

In this issue

We look at products contributing to improved industry safety on pages 10 & 11 and hear about developments in fuel and energy storage solutions in conversations with Carbery Plastics on pages 16 & 17, and Ledbury Welding on page 19.

Evolving fuel supplier recognised as one of Britain's fastest-growing companies

Fuel supplier Greenarc Ltd, a company helping customers on the journey to carbon neutrality, is delighted to be ranked fourteenth on The Sunday Times 100 list of Britain's fastest-growing private companies.

The company's latest division, Greenarc Energy, supports the decarbonisation of homes and businesses by providing customers with the knowledge and advice they need on their journey to achieving carbon neutrality.

Chairman Chris Bingham founded the West Yorkshire-based company following on from the success of fuel distributor Craggs Energy. Greenarc is ranked fourteenth in the UK on the list, the company employs 10 people and achieved sales of £17.8 million in 2021.

Embracing future opportunities

Chris Bingham said: "We are so proud to be recognised on such a prestigious list alongside other fantastic growing businesses, especially to be ranking in the top 20. It's been a difficult few years for many businesses but luckily, due to the



dedication of our teams and sustained growth, we've emerged bigger and stronger than ever before. We are looking forward to the future opportunities and rewards Greenarc will bring to our Craggs Energy Group of businesses."

The ranking of Greenarc Ltd in the top 20 of the fastest-growing private companies recognises the business for its sustained growth, creation of jobs and profitability. The league table takes on the baton from The Sunday Times Fast Track 100 series, which celebrated the country's leading entrepreneurs for 24 years.

Major milestones reached by 2022 Essar event

This year was a special year for the Essar Chester Half Marathon with the 15th of May seeing thousands of runners descend on Chester city centre for the 40th anniversary of the event.

For this year's race, competitors and spectators alike were invited to join in the celebrations for the landmark event, which passed some notable milestones:

- The race's 100,000th finisher
- More than 1,300,000 miles run
- Over 2.5 billion steps taken

Jonathan Mason, communications manager at Essar, said: "Our commitment to the event aligns with our responsibility goals of supporting well-being and our local community. It was great to see so many people getting out and being active.

"The award-winning Chester Half Marathon attracts runners from across the UK, joining an impressive local contingent. Over 3,300 runners gathered at the starting line and the race was started by Dr Basil Thompson, one



of the organisers of the very first Chester Half Marathon in 1982. He was joined by British marathon champion Jonathan Mellor.

"While the main race was in progress, 600 children and adults enjoyed a leisurely jog around Chester Racecourse in the one-mile Family Fun Run."

Over ten million pounds raised

"It is expected that the runners will raise over £500,000 for charity. However, since the start, the race has raised over £10,000,000 for charities and good causes. Claire House Hospice is the official race charity, but many other great causes are supported by the participants.

"Around 50 Essar staff took part in the event and in the family fun run. And the call has already been made to encourage runners to sign-up for the 2023 event – which Essar will again be proud to support."

TSA publishes 2022 Review of bulk liquid storage

The 2022 Annual Review of the UK's bulk storage and energy infrastructure sector is a key reference for data and analysis and provides valuable information on terminals, process safety, occupational health and safety as well as the industry's contribution to the UK economy.

Peter Davidson, executive director of the TSA, said: "I am pleased to launch the seventh edition of the Annual Review. In addition to valuable industry data and information, this year's report includes an insight into the fundamental role of the bulk storage and energy infrastructure sector in the energy transition as well as its commitment to support the achievement of the UK's climate neutrality targets. As part of this important commitment, the sector is focused on investing in, and supporting, a strong and diverse workforce. People are our greatest strength and, as we look ahead, we are passionate about bringing talent on board to develop their careers with us, innovate and shape the future".

Future fuel solutions

In the report the TSA emphasises the vital role its members and the sector must play in the energy transition. Acknowledging that future solutions for decarbonising sectors such as transport will encompass a wide range of technologies, the organisation says that low-carbon liquid fuels will play an essential part for sectors that have limitations in using electricity directly, such as long-distance heavy-duty transport, aviation and shipping.

With the rapid emergence of hydrogen as a potential energy solution for the hard to decarbonise transport sector, the report also sees a vital role for the sector in unlocking this potential. Domestic and commercial heating, another sector proving difficult to decarbonise, presents a unique set of challenges to the bulk liquid storage sector.

With fuel oil used to heat homes and businesses that are 'off-grid' the TSA views the suppliers and distributors of heating fuels to have an important role in meeting the UK's net zero goals by providing liquid biofuels for homes and businesses across the country.

Read more about the Annual Review on www.fueloilnews.co.uk

HVO boost as XPO Logistics expands use of sustainable biofuel

XPO Logistics, a leading provider of freight transportation, took to the road in July for the 42nd year as the official transport partner of the Tour de France. When the winner of the legendary cycling competition was declared at the Champs-Élysées in Paris, an XPO team of 58 drivers had transported more than 570 tons of goods over 3,328 kilometres in 42 trucks — and 18 of those trucks will be fuelled by biodegradable HVO.

XPO first piloted biofuel at the 2021 Tour de France with a truck running on B100 fuel made from rapeseed oil. This year, the company was expecting its fleet to use 49,000 litres of HVO and reduce CO2 emissions by up to 85% per kilogram compared with diesel. The remaining XPO trucks deployed for the Tour all have Euro 6 engines, the cleanest diesel technology available.

A specially trained XPO team is responsible for the timely transport of equipment, safety barriers and other goods across the 21 stages of the race. XPO and the Tour de France share a strong commitment to safety and sustainability, highlighted by rigorous preparation in eco-driving techniques and Tour safety protocols.

Innovation in sustainable transport

As the partnership was announced Luis Gómez, president of XPO Logistics – Europe, said: “We’re delighted to provide the Tour de France with an unprecedented level of support this year, while expanding the scope of our eco-friendly operations. It is a privilege to partner with one of the greatest competitions in the world for more than four decades.”

Jean-Baptiste Durier, corporate social responsibility director for Amaury Sport



Organisation (A.S.O.), the event organiser, said: “The time-critical pace of the Tour de France leaves no room for error behind the scenes. XPO’s commitment to the Tour’s success has solved many challenges over the years that we have worked together.

“Our partnership is bringing more sustainable transport to the 2022 Tour de France, and we will continue to envision new ways to reduce environmental impact each year going forward.”

Earlier this year XPO announced the extension of its partnership with Tesco plc, with the two companies collaborating on developing a plan for carbon-neutral and carbon-negative transport solutions.

Ford Fuels appoints new company directors

Ford Fuels, the Bristol-based distributor, has over 50 years of family heritage and now operates more than 130 delivery vehicles from 12 depots across the UK. Ford Fuels started life as GH Ford & Sons, shortly before the Second World War, when George Ford borrowed £25 to invest in a horse and cart to begin supplying milk and coal to the villages near Bath.

Now, the 4th generation of the Ford family (John, Ryan, Teelah and David) has joined the business to continue the family traditions of the past while steering the company into a renewable and sustainable future.

At this year’s AGM, Teelah Ford and Ryan



Bowers were voted in as new directors helping to future-proof Ford Fuels as well as adding further value to the business as it is today.

David Ford, head of sales and marketing, commented on the new appointments: “Teelah has a wealth of knowledge. She has been working for the business, based at head office,



overseeing the credit control side, and ensuring customer relationships have a friendly, reliable, and personal service.

“Ryan has also been with the business for a long time. He started working at our Stalbridge depot and eventually moved to Gloucester (to oversee our acquisition of Silvey Fuels and possible acquisitions in the near future...). Ryan’s experience is in operations and this helped the business to modernise, adding technology to aid, and improve, our internal processes meaning our customers receive one of the best services in the industry.”

Fuel Oil News wishes Teelah and Ryan all the very best in their new roles.

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Essar update reports strong performance that will support the energy transition

After a very challenging period, Essar Oil UK has released a first quarter update that reports both operating and financial performances ‘significantly ahead of forecasts’ and sees the energy producer ‘looking forward with confidence’.

Domestic sales volumes have continued to rise through the quarter and jet fuel volumes are set to increase further as the aviation industry ramps up. Volumes were up 8% in the first half of the calendar year 2022, against the same period last year, resulting in consolidated revenues during the quarter (on an IFRS basis) of \$3.72 billion – an increase of 83% on the same period last year.

Russian diesel imports ended

The UK has historically been reliant on Russia to meet its diesel needs, and a key industry-wide challenge is to replace this volume with diesel from alternative domestic or non-Russian sources. In support of the UK Government’s announced ban on Russian imports to be implemented by the end of this calendar year, Essar ceased importing all Russian products (including diesel) from mid-April.

The Company has successfully replaced any shortfall from this strategy by maximising indigenous diesel production as well as sourcing non-Russian diesel. This ensures that Essar is well-placed to support UK energy supply security as a spokesperson confirms: “Our objective continues to be to support the UK’s longer term fuel security and resilience and do what we can to meet the needs of our customers in the face of tighter levels of supply.

“All crude processed at Stanlow comes from US, West African and North Sea sources.”

Deferred tax payments cleared

Increased demand for locally produced fuel amidst the tight global supply situation has seen trading significantly ahead of previous forecasts. This stronger financial performance has enabled Essar to improve its capital structure and strengthen its balance sheet with the company confirming that it has now paid all historic covid-related deferred tax payments in full.

Essar’s overall debt levels for the current fiscal year are significantly less than 1x expected EBITDA and in line with the company’s low leverage approach to capital structure.



Transitioning to a low carbon future

Essar continues to deliver on its transition strategy with the aim of Stanlow becoming the UK’s first low-carbon refinery: ‘This stronger balance sheet also ensures we can deliver on our strategic objectives, in particular our low carbon agenda by investing in hydrogen production, carbon capture, biofuels and other similar opportunities.’

“In January, we announced the formation of Vertex Hydrogen, to build the UK’s largest hydrogen hub at Stanlow. Vertex Hydrogen is a critical investment for Essar in helping us achieve our vision of becoming the UK’s first low carbon refinery while supplying UK markets with the sustainable fuels of the future. The £1 billion investment, which will sit at the heart of the HyNet low carbon cluster, will produce a total of 1GW per year of hydrogen from 2026, equivalent to the domestic heating energy used by a major British city region.

This was followed, in February, by Essar announcing plans to install the UK’s first £45 million hydrogen-powered furnace, another key milestone in its continued commitment to



becoming the UK’s first low carbon refinery.

The new furnace, which provides the heat required for the refining process and is vital to the decarbonisation of Essar’s Stanlow operations, has already arrived in the Port of Liverpool, and will be transported to Stanlow later this month.

Looking forward with confidence

Reflecting on the progress made, Deepak Maheshwari, chief executive officer of Essar Oil UK, commented: “After a very challenging 18 months, we have made huge progress on all fronts in the first quarter of 2022/23. I would like to thank our people for their hard work, dedication and commitment in what has been an unprecedented two years for our business and the sector as a whole.

“Volumes are now largely at pre-covid levels and we have been able to significantly strengthen our balance sheet and operating performance. We accelerated our support of the UK’s transition away from relying on Russian products and have ceased all Russian imports, while ramping up production of UK-made diesel.

“We look forward now with real confidence and a very clear strategy – we will be the UK’s first low carbon refinery – supplying the fuels of the future, both in terms of low carbon processes for traditional fuels, and also biofuels and a huge investment into the UK’s hydrogen future. We are delivering on our strategy and securing the long-term future of this important facility.”

WCF Ltd enhances communication with employee app

WCF Ltd is more than 110 years old, and has been partly owned by its employees since 1988. The group has more than 350 employee owners working at almost 30 locations across the UK in a range of different environments from oil depots to campsites, retail stores, warehouses, and offices. Due to this wide distribution of staff, WCF Ltd has introduced an employee app to encourage greater communication and engagement across the business.

How best to communicate

Jo Ritzema, managing director at WCF Ltd, explained: "Our individual businesses are run autonomously, thanks to our culture of devolved responsibility and accountability, but it is important, as employee owners, that all our team share a collective sense of pride and ownership in the company regardless of where they work.

"Celebrating our successes is one of our key guiding principles so we wanted a platform for our teams to be able to share all the amazing things they had been up to. Collaboration is another so having a vibrant and energetic communication platform was crucial.

"Due to their roles, many of our employee owners are not desk-based and don't have a company email address. This made real-time communications difficult. During Covid we resorted to using personal email addresses to communicate key messages quickly, but this

was challenging for people who didn't check their email regularly or shared an email with a family member. Many businesses resorted to WhatsApp groups.

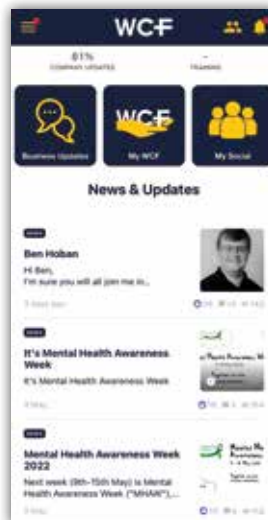
"Although very informative, our quarterly digital newsletter was time consuming to prepare and some articles were out of date before it even went to press. Communication also featured within the results of our colleague engagement surveys, highlighting where and how we could 'be better'."

Ensuring everyone has the tools to participate

"It became very clear that we needed something quicker and inclusive for all of our employee owners," Jo explained. So she issued a challenge to the head of people and culture, Karen Kelso: "I think we need something that is a cross between Facebook, WhatsApp, and LinkedIn."

Karen likes a challenge and found the Actimo app powered by Kahoot.

"Entirely configurable to our own branding and specification, the app is intuitive and simple to use on a smartphone and required little or no training for our teams to get started. We have provided phones free of charge to people who did not have their own to ensure that everyone had the tools they needed to participate



and be part of WCF's online community."

Collective pride and ownership

"The app welcomes new employees and it is great to see people from across the business welcoming them to the WCF family. For example, we awarded all our employee owners a £750 bonus to help with the cost-of-living increase and we were able to communicate that quickly and easily over the app. Previously we would have had to send letters to home addresses for people without a company email. The

other advantage of using the app is because it takes the form of a social wall, we need to keep our messages visual and concise which we hope improves their impact. The comments help us measure the overall tone and level of engagement from across the group.

"Additionally, there is a bank of personnel information such as the employee handbook, information about our values, our employee assistance programs and our employee ownership share schemes that people can access for reference when they need it. We also intend to roll the app out for online training."

If your business has used technology to help support communication and engagement, then let us know – claudia@andpublishing.co.uk

Ford Fuels – fundraising in memory of beloved colleagues

Members of the Ford Fuels team have recently completed an impressive fundraising challenge to raise money for two causes in memory of two beloved colleagues.

In the past three years, Ford Fuels has sadly and unexpectedly lost two colleagues – Richard Ford and Jer Thompson. The money raised will be donated in their memory to two causes; The British Heart Foundation and Timsbury Cricket Club.

Rob Robinson, depot manager, explained: "Both of these causes are close to Ford Fuels' heart. Timsbury is where Ford Fuels began, and much of the Ford family is still living there today. Jer himself was an active member of the Timsbury Cricket Club and had a great passion for the game. Richard, who gave so much to Ford Fuels as a director, loved the Timsbury community and had resided in the village his

whole life, before passing away from a heart attack in 2021."

On June 25th, the team completed a nonstop ultra-marathon called 'Race to the Tower'. The marathon started just north of Stroud and then followed the Cotswold Way, finishing at Broadway Tower. The total distance was 52.4 miles and had 7,476ft of elevation and the whole distance was cross country!

Team Ford Fuels consisted of five employees selected from Ford Fuels' multiple depots. The fitness profile of each individual varied considerably; there was a mix of seasoned marathon runners and individuals who have never completed a half marathon, let alone a double! The team consisted of two HGV tanker drivers (Rob Coles and Colin Turner), a commercial accountant (Adam Brinkworth), a depot manager (Rob Robinson) and a company



director (Ryan Bowers).

A huge well done to Team Ford Fuels! If you would like to support their admirable efforts and donate to these great causes, then please follow this link: https://www.justgiving.com/crowdfunding/teamfordfuelsracetothetower?utm_term=Pxb2JQvDw

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PEOPLE MOVES



New business development manager for oil and gas subdivision

adi Group, a leading engineering and construction business continues to expand both its service offering and its team with a new senior appointment.

Mo Ahmed joins as business development manager, oil and gas sector, a new subdivision of adi Projects.

With nearly two decades of experience working across the UK and Ireland process industries, Mo has a solid technical background in engineering as well as strong commercial acumen.

Over 12 years' experience in the downstream oil industry has given Mo in-depth knowledge of various engineered systems.

His new role will see him continue to develop strong working relationships across the industry as well as focusing on emerging alternative fuel technologies.

Mo said of his new appointment: "I am excited to be working with adi Group to develop our already robust position within the downstream oil sector and expand our reach further to target more customers around the country."

James Sopwith, strategic account director at adi Group, is thrilled to welcome Mo on board: "I have no doubt that Mo will be able to take our Oil and Gas subdivision from strength to strength with his dedication and experience.

Read more on this appointment at www.fueloilnews.co.uk



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In Conversation with Renee Semiz of Phillips 66

FUEL OIL NEWS EDITOR, MARGARET MAJOR, CATCHES UP WITH RENEE SEMIZ, MANAGING DIRECTOR FOR UK MARKETING FOR PHILLIPS 66 TO FIND OUT ALL ABOUT HER FIRST YEAR IN THE ROLE AND THE FAR-REACHING AMBITIONS THE COMPANY HAS FOR FUELLING THE FUTURE.

I caught up with Renee in the run up to the recent Jubilee and found her looking forward to the long weekend.

“It’s one of the great bonuses the UK does offer from time to time,” she enthused. “The bank holidays.”

Renee has been UK-based since the start of 2021 when she took on the role of managing director of UK marketing for Phillips 66 Limited with the move coming amid some of the biggest challenges of our time.

“When the opportunity originally presented, there was no lockdown,” Renee explains. “Obviously Covid was already around, and I knew it would be a challenge, but I was certain that we wanted to take the opportunity and bring the family here.”

The picture changed quickly: “As I was sorting out my visa and all the details ready to move as planned, in January of 2021, the lockdown began and, with it, the requirement for quarantine. With the level of restrictions imposed in the UK, we felt the family were better served remaining in Texas where they could continue with their schools and sports.

“So, I arrived in the UK on my own and straight into a hotel to quarantine for 10 days.”

Clearly not easily fazed, Renee made the best of the situation returning to visit the family once a month despite each trip meaning another 10-days in quarantine.

“In the first half of 2021 I spent 50 days in quarantine!” Renee comments. “I was very isolated during that time, but the good part, if there is a silver lining, is that I was able to spend a lot of time getting to know my team and the business here.”

The time to focus was a real benefit to Renee but: “I was literally counting the days until my family could join me here in the UK, which they finally did in June. It was so nice when we got to that point.”

The family were on their summer break when they travelled to join Renee who was thrilled to be able to share the UK with them: “They also had to quarantine but, once we got done with that, we were able to get out and about and appreciate the things that London



has to offer. It was really fun!”

Similar, but different

Now free to immerse herself, I asked Renee whether she had noticed many cultural differences. It is clear from her reply that bank holidays are not the only thing Renee enjoys about the UK.

“We all speak English, and I expected more similarities, but I have found that the American and the British cultures are very different. I really like the British culture. People are more polite and slightly reserved, and, as a result, good listeners.

Renee continues: “It may be partly where we are based - London is the epicenter of cultural diversity – and it’s great to get different perspectives. I do find the people here easy to get along with.”

Renee is a warm, engaging and instantly likeable person, and it is hard to imagine many people she would not get along with. Confirming my instincts, she adds: “Having said that, that’s really anywhere in the world as I always try to connect with people, but the people here, and especially my team have been really great.”

The Phillips 66 team have clearly played their part in making Renee’s move easier. I wondered how much time Renee spends

working with them now restrictions are lifted.

“I am mostly at the office,” Renee answers. “Usually, four to five days a week. We have adopted four days in the office and one day at home right now for our London-based employees, and people really appreciate it.”

Against such a challenging backdrop, Renee speaks surprisingly positively of her move, but travel and adaptation are things she became used to from the start of her career.

“When I graduated college my first job was with a Chicago-based company called UOP that provides patents for refining technology as well as being one of the main catalyst providers.

So your very first job was in energy?

“Yes - that is how I ended up in the industry although, strangely, it was the travel that I was initially attracted to. I would have taken the job, no matter what the industry - it just happened to be energy.

“It was three years of training to become a technical service advisor. Once in that role I was permanently field-based at international locations, without a house, apartment, or anything. I rented a small storage area in Chicago, put a few things in there that I wanted to keep, and I went from job to job all over the world living out of a suitcase for about three years. It was an amazing time with the opportunity to learn about different cultures.”

“One time I was stuck in New Delhi for four days waiting for my luggage. Every day it didn’t show I hired a taxi to show me around the city.”

This enthusiasm for new cultures was clearly a significant factor in the way Renee embraced the UK opportunity despite the hurdles.

“The UK was a much easier transition for me than some other locations I’ve been. I knew this would be longer-term, but I spent time in many different places all over the world and you appreciate quickly just how good we have it in the US and Europe. Many of us take for granted the standard of living, the amenities, and conveniences. Not everyone in the world has those same opportunities so it is very, very humbling.”

The refinery of the future

Once settled, Renee wasted no time and looks back with satisfaction at the progress made so far. The Refinery Service Station at Humber is a flagship site for Phillips 66 Limited and its rebuilding has been a huge milestone. It is the first site to trial the new JET CHARGE™ EV charger and JET™ Renewable Diesel1 – two extremely exciting developments driven by the main thrust of Renee’s role.

“One of my top priorities has been to establish our Emerging Energy strategy. We had started thinking about that as a team before I came over, but now we are executing the strategy, including launching new product lines, even creating a market where maybe there wasn’t one.

“Our Emerging Energy strategy is built on four pillars:

- Renewable fuels
- Battery value chain
- Hydrogen
- Carbon Capture

“We have a corporate Business Development (“BD”) lead from each of those pillars and we meet in person every six months to review strategic progress and generate new ideas. Recently we had Heath DePriest, our Vice President of our Emerging Energy Organization, over to the UK along with his BD leads from each of the pillars.

“They are excited about the UK’s role within Phillips 66 because, in all four areas, we are at the cutting edge, with the US looking to Humber Refinery, and the UK, as an example of what can be achieved. It was exciting to see their focus on our business here.”

One area where Phillips 66 is further along in the US is the conversion of an entire refinery to renewable diesel.

“It was a huge announcement,” Renee enthuses. “In the US, we also have a lot of other



exciting projects in emerging energy.

“We have recently received a key land-use permit for the renewable fuels plant in the San Francisco Bay Area and can start breaking ground on the construction to convert the plant from a fossil fuel to a renewable fuels plant, which is a huge milestone.

“Californian legislation often supports the changes we are making and consumers in California already want that change.

“Our priority is always to meet our customer and consumer needs. If they are shifting to EV batteries, then we want to provide the components. If they want hydrogen, then we need to be able to provide that.

“It is absolutely about providing what they need. Listening and responding. Being agile enough to shift focus.”

Delivering Emerging Energy solutions

Making customer-focused decisions is how Phillips 66 is driving the industry evolution to future fuels as Renee explains: “We’re here to meet energy needs, whether traditional petrol and diesel or renewable fuels or power or hydrogen. What that looks like is changing and will continue to change over time, but our approach will not change - to provide energy and improve lives.”

With the scale of the challenge, where did you start?

“One of the first things we did was to look at EV charging solutions and we already have our first charger up and running at the Humber Refinery Service Station with eight more going live at two different sites very soon.

“Our research showed that consumers were unhappy with the complexity of previous EV solutions. They go to a charging point and must download an app. Then the app must talk to the charger to initiate the charge. But if the location has no wi-fi, it does not work. If customers get frustrated, they will not return.

“We wanted to make it easy and seamless

and were very thoughtful about every decision. That process took a little longer but we are confident we have made the right choices.

“We listened to what consumers wanted and the result is an uncomplicated design, high speed and with a tap and go payment method. No app and no membership.

“One of the concerns for our retail dealer network is declining fuel demand. We believe that EV charging will be a key part of the future forecourt offering; a successful trial of EV chargers within our company-owned retail network will enable a roll out to our retail dealer network.”

This solution will not be limited to JET-branded partners either: “The expertise we are developing will enable us to work with other businesses beyond the forecourt.”

Future fuel success

The second area Renee highlights is the development of lower carbon fuels.

“We’ve been processing waste oils, such as used cooking oil, at our Humber Refinery for some time, selling bio-propane and other lower carbon fuels. As we announced recently, that brought the opportunity to supply British Airways with sustainable aviation fuel (SAF), a replacement for jet fuel produced from a sustainable waste feedstock – another exciting milestone for our Emerging Energy initiatives and a huge company accomplishment.

“The relationship with BA is the perfect example of the Phillips 66 Humber Refinery breaking new ground and taking the lead to achieve lower-carbon air travel.”

Another achievement is the rollout of renewable diesel both as a wholesale and retail product.

“We offer renewable diesel as a wholesale product from Immingham, and have recently extended that to a retail product for HGV’s – JET™ Renewable Diesel. I went to the site just after the product was launched, with all the

new branding, and was excited to hear that we had our first couple of fill-ups at the HGV forecourt.

"I believe renewable diesel could have a key role in the transition," Renee continues. "It enables us to use existing infrastructure and equipment, with significant reductions in fuel lifecycle Greenhouse Gas (GHG) emissions without significant investment."

And with many in the UK referring to the product as HVO, Renee explains why Phillips 66 Limited is using the term 'renewable diesel': "We don't feel that HVO is an accurate description of the product because it is not necessarily hydrotreated vegetable oil. This term emerged when only vegetable oils (e.g. rapeseed, soybean and corn oil) were used as feedstocks, however, with the advancement in production methods allowing the use of waste fats, oils and residues, feedstocks are now not limited to vegetable oils and renewable diesel sold by Phillips 66 Limited and JET™ Renewable Diesel is derived from biomass sources such as used cooking oil, fats, greases and vegetable oils." [The term renewable diesel is also used for similar product in the US]

The belief Renee has in future demand for lower-carbon liquid fuels will be well-received by the industry. Once overlooked as a future energy solution, it seems that the industry investment in changing that narrative has finally earned renewable diesel a place at the table.

Renee agrees: "Momentum is building within our company along with a lot of excitement about the transition. A couple of years ago there was a bit of a cloud over our industry with people concerned about the future and concerned about a declining market.

"Fast-forward and now we are all really enthused about the opportunities it offers. It is an exciting time to be in the industry that will provide the solutions.

"We have great engineers - smart people with an understanding of how to execute projects and are willing to invest substantial amounts of capital.

"We are starting to see these projects ramp up, especially at our Humber Refinery where there are some big projects underway including Humber Zero, a carbon capture and storage project and the Gigastack green hydrogen project - as we look to lower the refinery's greenhouse emissions and progress toward the refinery of the future."

The Humber Refinery is also the only producer of specialty graphite coke in Europe, an essential component used in the EV supply chain, helping to substantially lower the



transport sector's greenhouse gas emissions.

Alongside successfully driving the Emerging Energy strategy, Renee's time in the UK has also been one of managing crises in traditional fuel supply, ensuring distribution channels were kept open to serve Phillips 66 Limited's highly valued customers.

"We had great feedback from our wholesale and retail customers," Renee comments, reflecting on the challenges they have had to deal with. "I think that is, in part, because we have strong, open channels of communication. We listen and, in doing so, we have a steer on what our customers want and need."

Shifting perceptions

Given the clear commitment at Phillips 66 to deliver lower-carbon energy solutions and given that the industry is best-placed to develop and implement those solutions, it seems strange that there is such a disconnect between the understanding of the industry from within and the way it is viewed by consumers.

I asked Renee her view of this and what could change it.

"I even have this discussion with my own children," Renee comments. "They've been exposed to my work their whole lives, and they still debate with me. I explain to them how we rely on our base business to fund investments for a lower carbon future.

"That they have a tough time understanding, even having a mom that works in the energy industry, highlights the scale of the problem – especially with the younger generation.

"But we have done a good job here in the UK talking about what we are doing and need to continue to get our message out there. When people start to see hydrogen trucks on the road, for example, and one day they may say 'powered by Phillips 66 Limited', then attitudes may start to change.

"Government advocacy is also important at this time to ensure decisions are made that help us to facilitate the transition.

"That's why we recently added new

positions in London in support of Emerging Energy. Simon Holt is now our manager of Emerging Energy for Europe. Simon has been with the company for many years and was already working on Emerging Energy in his prior role. We also brought on Callan Tree as Government Affairs Specialist, and we are lucky to have him on our team."

Does Renee believe that producers could be doing more to actively drive the future energy narrative?

"Oh absolutely, we must drive the narrative.

"The 10-point plan was an important milestone for the UK to give clear understanding of the direction. Many of our projects are multi-year initiatives so it's important to have clear policy and direction.

"It is also essential that we understand the funding because, in some cases, subsidies are required for these projects to be economically viable.

"It is also important to come to the table and explain where things are not working or where we see a gap in the plan. We can help the UK government to understand how we can fill that gap and where we might need support to do that.

"The plan is a bookend with one side where we are today, and the other where we are headed.

"The gap between is the bridge and nobody knows exactly what that will look like. We don't necessarily have all the pathways in place to get from point A to point B so it will still be a long and winding road as we evolve over the next couple of decades.

"The plan did give clear direction on green hydrogen and carbon capture and storage, both of which are critical to our strategy, but I think lower carbon, liquid fuels will be a key part of the transition. I believe there will be room for renewable diesel for a number of years.

"For commercial users it is an economical way to reduce their carbon footprint with immediate effect until, for example, their fleet is ready to be replaced.

"I believe the long-term solution will be multi-pronged. Looking 20 years ahead, it is impossible to believe that all energy demand will switch from fossil fuel to one or two solutions, as certain sectors are extremely difficult to de-liquefy – such as aviation.

"For mobility, the transition from liquid fuel combustion engines to EV is already happening. The future is likely to see a combination of hybrids, EV battery vehicles, and, potentially, hydrogen for HGVs.

"With increased electrification, the demand for liquid fuels reduces. As technology advances

and demand drops, the availability of lower carbon liquid fuels will increase for those areas where it is the best fit.”

The right fuels in the right places

Asked if fossil fuels will be here for the long-term Renee doesn't hesitate: “Absolutely! If you consider that our Humber Refinery makes a key component of the EV battery supply chain – battery graphite coke. The demand for that is increasing significantly.

“It is produced in conjunction with conventional fuels, so these fuels will continue to be produced to facilitate the production of the EV battery supply chain.

“It is interesting to consider that our liquid fuels will eventually become the byproduct and inland placement of those fuels will continue to be part of our integrated strategy.

“We will manufacture energy (in all its guises) to meet the energy needs of the UK, and we will continue to do this while we are transitioning. Transitioning takes time and it is vital that we continue to provide petrol and diesel for those who rely on it in their day to day personal and work lives.

“The core business at Phillips 66 Limited is supporting the investment for the future fuels work.”

This highlights why carbon capture is one of the four Emerging Energy pillars for Phillips 66 as Renee confirms: “Future lower carbon plans cannot be achieved without green hydrogen and carbon capture. They will have the biggest impact and are absolutely required to reach the lower carbon goals.

“Given the support of the corporation and direction from the UK government in terms of the 10-point plan, our intention is to process lower carbon feedstocks, produce lower carbon liquid fuels, including renewable products and EV battery coke.

“We call it ‘Fuelling the Future’ and Humber is well on its way.

“We started processing used cooking oil in 2018 so we are ahead of the game. It is not an easy process - from sourcing feedstocks, establishing support logistics and understanding impacts on our processes (and the refinery's units) to ensure we maintain the highest standards of safety.

“We started at a low volume, constantly evaluating to determine how we increase to the next level as we continue to grow the volume of waste feedstocks.

“We're also now processing, on an interim basis, tyre pyrolysis oil which is an exciting area to be in. It is derived from tyres that would otherwise end up in landfill. The tyres



are broken down into various components, including liquid product, that can be run through the refinery with the potential to create lower carbon products.

“It's a lot more challenging than processing used cooking oil, but another important project that highlights why existing energy companies are so vital to future solutions.

“New companies in the UK looking to produce lower carbon fuels have to basically build a mini refinery to remove impurities and produce the final product. Our industry may be viewed as being at a disadvantage in this environmentally conscious world, but we see it as a great benefit - we've got the kit that can be adapted to do something different.”

What are your thoughts about the next generation who will be helping shape the future of our industry?

“I think we are becoming more appealing to younger people as they start to understand what we are doing and that, especially here in the UK, we are on the leading edge.”

Renee explained how Phillips 66 Limited takes every opportunity to get these messages into the community.

“In February, seventeen engineering students from Engineering UTC Northern Lincolnshire were hosted at the Humber refinery to celebrate International Women and Girls in Science Day and spent time learning about opportunities in STEM from our chemist interns and engineers.”

How have you found it yourself as a female in this environment?

“I don't feel I like I am treated differently as a female, but I do feel we still have room for improvement and to create more opportunities for women. If you look at our board of directors, we are doing a really good job.

“Five out of 13 members of our Phillips 66 Company Board of Directors are female. We have come a long way and our leadership team looks to create opportunities not just for women but also for people of colour, of diverse backgrounds as well as from the military. It has been refreshing to elevate the dialogue around

diversity and inclusion.

“There are still times when I am the only woman in the room, and that happens quite often, but it is an environment I'm very comfortable with and that I've worked in my entire career. Every now and then I notice it and it still surprises me that there aren't more women in some of these situations.”

Renee's passion for the energy industry is abundantly clear though she did have a brief break from it.

“I worked in a different industry for about a year and a half while my husband was in Graduate School and I just couldn't wait to get back to energy.

“In our industry we have extremely high standards, strong safety standards and good documentation, processes, and procedures.

“All things I took for granted until I was away from it.”

Given her obvious commitment, I wonder if Renee has time for anything other than work and family?

“It's important to me to prioritise and make time. I recently went to see a play running here in London called Life of Pi and it was so good, fantastic! I would recommend that to anyone, even if you're not really into plays.”

“I've got two concerts booked as I finally decided I need to take advantage of the music scene here, so I'm going to see Green Day and Duran Duran.”

Renee is someone who knows where she is heading and has a plan to get there, but also someone happy to learn from those around her. I ask what is the best advice she has ever been given?

“To work hard and stay humble,” she answers. “And to never forget where I came from, which was, very much, humble beginnings. To appreciate all the things that you have been blessed to have and to pay it forward as well as to give back.”

It strikes me that Renee's personal attitude of appreciating what she has been given and paying that back is echoed in her approach to her role at Phillips 66. What would she regard as success in this role?

Renee ponders before answering: “For me to consider this a successful time would be to grow the business in an evolving market. That is obviously not easy to do. The only way to do it is to expand our portfolio and that is what we are doing.”

In a final thought, Renee shares the one thing she would want to say to customers of Phillips 66 Limited:

“We're here for the long haul. It's a marathon, not a sprint.”

A DAY IN THE LIFE...

Hannah Ward

WELCOME TO OUR NEW FEATURE WHERE PEOPLE FROM MANY DIFFERENT ROLES IN THIS INDUSTRY WILL TAKE YOU THROUGH A TYPICAL DAY IN THEIR WORKING LIFE. THIS MONTH, FUEL OIL NEWS SPEAKS WITH **HANNAH WARD**, CUSTOMER RELATIONS ADVISOR AT CERTAS ENERGY AND WINNER OF THE UKIFDA YOUNG PERSON OF THE YEAR AWARD, TO DISCOVER HOW HANNAH SPENDS A TYPICAL DAY.



MY ALARM GOES OFF AT...

7.00am for my days in the office whereas, when I'm working from home, I have a lie in and get up at 7:40am.

THE FIRST THING I DO IS...

Sit on the end of the bed and consider making a move for at least 5-10 minutes before heading into the bathroom for a shower or a cold wash.

I CAN'T LEAVE THE HOUSE WITHOUT...

My phone, my laptop, my work bag and definitely my

lunch bag! My lunch bag is normally bursting at the seams with food, there's probably enough to last me all week!

MY TYPICAL DAY...

A typical day at Certas will start with me logging on to all my systems, checking my emails and updating my to-do-list for the day. We start the day off by having a Teams meeting every morning at 9:30am to make sure everyone is well and see what our workload is like for the day.

I then start to check to all social media platforms making sure all messages and comments are responded to. Afterwards I will check the customer relations box and make sure that it is up to date with customer queries and internal emails.

We will then have another Teams meeting at 2:00pm to discuss any complaints or customer accounts that we may need advice on and to see how everyone's day is going.

My work role is very flexible, and I will often help out on retention when needed to ensure all our referrals are being actioned within our team's service level agreement.

Throughout the day I will be answering calls and handling customers queries and complaints.

I end my day by checking all the voicemails are clear and making sure everything on my to-do-list is completed.

MY MOST MEMORABLE WORK MOMENT...

It's hard to say the most memorable moment as I work within an amazing team, who are like a little family to me. I feel very privileged to work within the customer relations team.

THE WORST PART OF MY JOB...

It would definitely have to be the traffic coming home from the office. After a good day at work this can certainly change my mood within seconds. Thankfully my working days are split between home and the office which helps a lot.

THE BEST PART OF MY JOB...

Working within the customer relations team! 100%! and also seeing how far I have progressed with my development since starting at Certas Energy.

I RELAX AFTER WORK BY...

Sitting on the sofa and watching a Netflix series.

MY FAVOURITE MEAL IS...

This is a very hard question for me to answer. I am such a foodie with a sweet tooth. I would say an evening meal is my favourite especially when we eat out, so I don't have to cook!

THE LAST THING I DO EACH DAY IS...

I lay in bed watching random funny videos on my phone with my partner.

I'M NORMALLY IN BED BY...

I am normally in bed by 10pm.



Safer operation: products, services and developments

WITH SAFETY ALWAYS AT THE FOREFRONT OF OPERATIONS, WE TAKE A LOOK AT THE LATEST PRODUCTS, SERVICES AND DEVELOPMENTS HELPING TO IMPROVE HEALTH AND SAFETY ACROSS THE SECTOR.

Hazchem Safety

Leading the charge is Hazchem Safety Ltd with its Nightstick rechargeable, dual-light headlamp and innovative Orwell & Brega FR AS ARC Hi-Vis, long-sleeved polo shirts, both of which are new for summer.

EN1149 antistatic certified, Hazchem's Orwell & Brega polo shirts offer all the necessary safety features for use in oil terminals and refineries, or any ATEX working environment where maximum visibility and protection from heat, flame and ARC flash is paramount.

As well as being extremely comfortable to wear, they feature a chevron-style reflective tape that flexes with the wearer's movements. In the summer months, when workers are at risk of heat exhaustion and heat stroke, the enhanced breathability of the Orwell and Brega fabric and weave actively prevents overheating and ensures they are as cool in the summer as they are warm in the winter. Woven from superior quality, double-face pique knit, the increased flexibility and comfort of these shirts also helps limit the risk of accidents as a result of delayed physical response, caused by cumbersome, bulky and stiff garments.

Hazchem, which has been supplying highest-quality safety equipment, clothing and signage to the fuel distribution sector and other industries since 1976, has also introduced its Nightstick dual-light and rechargeable head-torch this summer.

A Zone 0 tool, the torch can be used in confidence, in all ATEX environments. The Nightstick is IEx-listed as Intrinsically Safe, has an adjustable-tilting head and offers 160 lumens of brightness, so is suitable for the widest range of environments and situations. Bright, safe, flexible, its convenience and safety is also enhanced by an extra long-lasting Li-polymer battery, which can be recharged from any standard USB-port.



The automated hose reel rewind function, which can be activated via the WiPit, means that the driver does not need to return to the vehicle. This minimises the risk of injury to the driver or a member of the public and prevents damage to the hose, which could result in a burst. It has a 400m range and is compatible with all of Alfons Haar's metering systems.

The company has also added a brake interlock function to its MI5 interface. The MI5 takes an electronic feed from the chassis braking system, connecting brake interlocks to the parking brake system of the chassis, as part of its ATEX-approved wiring circuit. This ensures the handbrake cannot be released unless the driver is sat in his seat with his foot on the brake pedal, with all interlocks stowed. It also removes the risk of vehicle rollaway or the vehicle being driven while connected to loading racks/delivery points.

"This is a unique safety feature to the market, says the company's MD, Andrew Morton. "From discussions with all the major chassis manufacturers with electronic handbrakes, it is the only system that does not require cutting into the braking system, thus protecting any type approvals of the braking system of the chassis."

Also new is the Precibus Cable – the only cable used on Alfons Haar systems. Fully ATEX-approved, the Precibus is a self-sealing cable that eliminates the need for junction boxes, minimises electrical connections and wiring and as such, reduces any risk of electrical spikes and fires.

Alfons Haar

Alfons Haar has introduced new features to some of its existing products, including the WiPit, a wristband digital display that is fully connected to the vehicle and delivery head and allows for full functionality from the driver's wrist.



Using a hands-free deadman function, the remote vibrates if it does not sense any movement to ensure operator concentration. If the wristband continues to sense no movement, it will remotely shut off all valves, the pump and the vehicle engine, and send an automated SOS message back to the designated transport office to advise them that they have a man down. It also provides an exact GPS location of the remote.

D.tech International

Drug and alcohol screening specialist, D.tech International, has recently updated its Starter Kit to include the latest Drager Alcometer.

"In a world where 74% of substance users are in full-time employment, screening needs to be at the top of every manager's priority list," says managing director, Ean Lewin. "Our Starter Kit has been developed with efficiency in mind, to ensure your organisation has everything needed to implement robust drug and alcohol screening within a matter of hours."

The kit includes several instant readout DrugWipe screening devices and the newly-added Drager police specification breathalyser, both of which are used extensively in the UK, Europe and around the world. Together, with the screening devices, D.tech also offers a confidential full-service partnership with all clients



to ensure seamless implementation, together with 24/7 support where necessary.

“As employers, you have a legal, moral, and social responsibility to ensure your drivers remain drug and alcohol-free at the wheel,” adds Ean. “Managing drug and alcohol use in the workplace can be perceived as a complex, un-manageable and an uncomfortable problem, however, this doesn’t need to be the case.”

Dixon

At Dixon, continually improving safer operations is a key consideration when it comes to product development with overfill protection systems being the company’s area of expertise.

“As part of an ongoing drive across the fuel logistics industry to improve safer loading, overfill protection has evolved and become more complex, especially with the adoption of sealed transportation systems that do not allow for visual inspection,” explains the company’s sales and marketing manager, Doug Mills. “Bottom-loading and vapour recovery applications are both examples of sealed systems. As automation increases, so too does the danger of overfilling compartments.”

The company’s FloTech API compatible overfill systems feature long service life and resistance to harsh environments typical on petroleum cargo tanks. Dixon’s thermo-optic and retain sensors, which form a part of this safety monitoring shut-off system, are ATEX approved and fully compatible with other manufacturers.



The ATEX probes and sensors benefit from a unique prism design which offers a trouble-free service life. FloTech brand probes and sensors do not use epoxy-bonded prisms as a means to seal the prism and are not at risk of malfunction due to epoxy/prism interface separation. The probes and sensors incorporate a double elastomer design, which seals and secures the sensitive optic prism tip.

The elastomer seals are flexible allowing

thermal expansion and resistance to steam cleaning and petroleum chemical attack.

The company’s electronic overfill systems typically consist of:

- An electronic sensor located at the interior top of each compartment, usually mounted on manhole covers. The sensor signals if it is wet or dry.
- Bottom sensors, which are sometimes installed to check if the compartment is empty.
- An electronic socket on the bottom exterior of the tanker, which is electronically connected to each sensor. The socket includes physical grounding.
- The Dixon FT7000 rack overfill monitor at the terminal loading rack, which is connected by cable to the tanker socket. The monitor continuously checks each sensor to permit the pumping of petroleum. If a sensor becomes wet, the signal is interrupted and immediately shuts down the rack pumping equipment. A shut-off signal can result from the top sensor changing from a dry to a wet signal signifying the compartment is overfilled. At the terminal, if the bottom sensor is wet (signifying a compartment is not empty), loading will be prevented.

As an added benefit, all Dixon FloTech brand products are covered by an unparalleled five-year limited warranty.

If you have any new safety services, products or developments, we’d love to hear about them. Please email liz@fueloilnews.co.uk

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LCM Environmental: supporting staff well-being

LCM ENVIRONMENTAL SERVICES LTD IS A FUEL, ENERGY AND INFRASTRUCTURE SPECIALIST THAT DELIVERS UK WIDE SERVICES TO A RANGE OF INDUSTRIES INCLUDING TERMINALS, FUEL DISTRIBUTORS, FACILITIES MANAGEMENT COMPANIES AND THE PUBLIC SECTOR.

Operating in hazardous environments, the physical safety of staff has always been a priority for LCM Environmental, but the company also recognises the importance of mental health and general well-being. Claudia Weeks, content editor at Fuel Oil News, spoke with Richard Wallace, managing director, and the team at LCM to find out more about their plans for staff well-being.

Mental health and well-being

LCM explained that the senior management team had recently read reports that workers in similar sectors have a higher predisposition to anxiety and psychological disorders than the

general public. This led LCM to launch a range of initiatives to help tackle the stigma surrounding both mental and physical health in the fuel industry.

Richard Wallace commented: "We pride ourselves on being a company that nurtures a motivated, engaged and committed team. The overall well-being of our team is very important to us and creating a supportive environment is high on our priority list."

A new initiative

May was Mental Health Awareness Month and LCM, as part of the wider Craggs Energy Group, directed their focus into providing a safe and



supportive working environment for their staff's well-being by unveiling a new mental health and welfare initiative in partnership with RJ8. RJ8 is an organisation that offers mental health services and employee assistance programmes giving a structured approach to mental health care predominately in corporate settings.

The well-being package contains unlimited access to face-to-face, telephone or video call counselling for a wide range of concerns, such as relationship advice, family issues, childcare support, domestic abuse, and more. In addition, access is provided for financial, legal, and medical emergencies as well as mental health awareness training and has been made

available to all employees and anyone within their household who is over the age of 16.

Supporting the team

Richard added: "We are pleased to be working with RJ8 to provide our staff with a highly trained and professional support network. Furthermore, it's important we reduce stigma by talking openly, being a supportive employer and creating a safe space for our employees. Introducing this policy during Mental Health Awareness Month has triggered open conversations, listening, and understanding."

All members of the LCM team have access to a Simply Health Plan subscription which is used to support the team's physical, as well as mental, health. The scheme has shown that it improves absence management through easy access to GP and physiotherapy assessments, practical advice, and counselling services. The plan supports employees by providing a programme for all staff to claim back the costs of everyday healthcare appointments like dental check-ups and treatment, eye examinations and prescription eyewear. There is also a 24/7 medical helpline available with the platform to ensure staff have a range of options when it comes to getting the help they need, when they need it.

LCM Environmental wants to ensure that all members of the team, be it engineers on site, or staff in any of the company's three offices, have access to facilities which promote a healthy and positive lifestyle.

It's a dog's life – paws-itivity in the office!

In addition to the official health initiatives, the LCM Environmental head office in Lancashire has introduced an informal 'dog-friendly policy'. Studies show that, when appropriate, the presence of animals within an office can help reduce stress levels and promote a positive atmosphere. The LCM team have been really



pleased to see the dog-friendly office space introduced and the policy has helped to alleviate the worry of daytime dog care, has increased general morale and encouraged regular walk breaks away from desks.

The dog-friendly office idea was introduced by Richard, who was the first to recognise the benefit of pets within the office and launched the pet-friendly scheme by bringing in his new puppy, Henry.

A well trained sprocker, Henry was the 'trial' dog at the LCM office. The feedback from the team was fantastic and, after identifying that no employees had allergies or had objections to a canine-friendly workspace, the rest of the team started taking turns bringing in their pets. The office has welcomed visits from Bruce the dalmatian, Marshall and Watson, miniature wire-

haired dachshunds, and Lola the pug. All the office dogs are well-trained and friendly but do occasionally beg for food when the lunch break comes!

Embraced by the team

A member of the LCM team commented that: "From what I can see, the team is appreciative of the focus on our well-being – both mental and physical. It is great to be a part of a such a big group of companies that has maintained its positive spirit and is working hard to ensure there isn't any stigma when it comes to our health and welfare."

If your business is also doing great things to support the mental health and well-being of your team, then please get in touch with us: claudia@andpublishing.co.uk

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Carbery Plastics celebrates 45 years of success

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Originally established in 1977 by the McCarthy family, Carbery Plastics Limited is, 45 years later, firmly established as a leading European manufacturer of rotationally moulded storage containers and directly employs over 60 people. Despite this significant growth and achievement, Carbery still remains an independently owned and managed business and the McCarthy family continue to be actively involved in day-to-day operations and to serve the business as company directors.

As Carbery celebrates 45 years in business we hear more about how this storage tank manufacturer reached this point.

The beginnings

The company originally specialised in the manufacture of rotationally moulded, plastic products for agricultural applications initially supplying customers primarily within Munster, southern Leinster and Connacht. However, by the mid-1980s, a growing product range accompanied by growing sales required Carbery to relocate to larger premises in the Clogheen area of Clonakilty, where today it remains a significant employer.

In 1985, Carbery launched its first plastic storage tank, entering a market sector which was to grow in importance and significance for the company over subsequent decades. At the time, a plastic tank was something of a novelty however Carbery tanks quickly established themselves as an environmentally responsible alternative to old-fashioned steel tanks in Ireland and were to spearhead the company's expansion into the UK.

The remainder of the decade saw Carbery continue to grow, to invest and to expand as the business developed a strong presence across Ireland and made its first inroads into the British market.

Growth in emerging markets

The 1990s saw Carbery go from strength to strength, with further investments in new technology and production processes. Significant investments were made in new



Carbery Staff with over 30 years' service: Back from left: (Anthony Madden, Kevin Kelleher, Noel O'Sullivan.) Front from left: (Francis O'Sullivan, Jim Hunt, Kieran Allman) Missing from photo Ger Allman

rotational moulding machinery together with material processing and handling equipment to ensure that, as the new millennium approached, Carbery was ideally placed to capitalise on new market opportunities.

The company also continued to diversify its product base with the introduction of recycling banks and, today, Carbery recycling banks can be found not just across Ireland and the UK, but in many European towns and cities too.

You don't stay ahead by standing still

Entering the twenty first century strongly positioned within its chosen market sectors



Carbery has brothers, fathers & sons working with the business from 7 different families. Pictured is one of these families with, from left, Shay & Dan O'Brien, father & son

Carbery refused to stand still and continued to invest in new products and technologies. Computer Aided Design (CAD) software was introduced, dramatically reducing product development time, alongside Finite Element Analysis (FEA) for product testing purposes.

A range of environmentally preferred, integrally banded heating oil tanks was also introduced and such was the success of the new range, that it was quickly followed by Carbery's market leading range of Fuel Point banded diesel storage and dispensing tanks.

Today, the pioneering company's product range is focused on single skin and banded tanks for the safe, secure, storage of AdBlue, diesel, heating oil, liquid biofuels, petrol, specialty chemicals and water.

Celebrating 45 successful years.

Marking the company's notable anniversary Carbery recently welcomed Senator Tim Lombard to its Clonakilty plant.

After meeting with the Carbery team, Senator Lombard was given a tour of the company's operations, at its West Cork manufacturing centre of excellence.

Operations director Cal McCarthy commented: "We were delighted to welcome

Senator Lombard to our plant, as we celebrate our forty-fifth birthday.

“As an indigenous, family owned and locally managed business, we’ve always sought to differentiate our products, upon the basis of both quality and service. That in turn, reflects the talent and dedication of our people. Indeed, the success Carbery has enjoyed over the past 45 years, reflects the commitment of our world-class, West Cork team.”

It is a testament to the appreciation of the company for its people that Carbery boasts within its workforce no less than 7 family groupings with combinations of brothers, fathers and sons working together in the business. Within the team there are also 7 employees who have been with the company for over 30 years!

“Recognising you don’t stay ahead by standing still, we continually challenge ourselves to identify solutions to problems with the confidence to do things differently,” Cal continues. “And, of course, we continually benchmark our products and processes against global standards too. As a result, we were among the first storage tank manufacturers in Ireland and Great Britain to secure EN 13341



Senator Tim Lombard meets Carbery Plastics’ senior management team, as the Clonakilty business celebrates 45 years of success.

approval for our range of heating oil tanks and we hold local certifications too, across all markets in which we trade.”

Development and diversification

Recent years have seen continued product development, diversification and new market development. Led by an experienced manufacturing, general management and commercial team, Carbery remains a business committed to continued growth and success within its chosen markets and has made significant investments in its manufacturing and engineering capabilities.

Today, the company is the largest manufacturer of rotationally moulded storage

tanks in southern Ireland, with all products designed, engineered and manufactured at Carbery’s Clonakilty plant. And, beyond the company’s retail range, it continues to develop its contract moulding operations too – satisfying the requirements of a diverse and demanding customer base in Ireland, the UK and throughout the EU.

With over 45 years of experience under its belt, Carbery prides itself on its strong customer focus delivering highest quality products with certainty of performance.

We congratulate Carbery on its 45th anniversary and look forward to hearing about future developments in its liquid storage solutions.



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PORTLAND MARKET REPORT

JULY
IN VIEW

WHAT PRICE THAT ANNUAL ESCAPE?

The fuel market in July continued on its crazy journey to total and complete unpredictability, with prices at the beginning of the month falling over 10 pence per litre in 2 days. This meant that by the 8th July, prices were a full 20ppl lower than they had been in mid-June. However, as the value of the £ continued to free-fall against the \$ and OPEC failed to come up with any meaningful proposed production increases, these losses were soon wiped out and prices inevitably ticked back upwards, thus keeping their vice-like inflationary grip on industry, governments and consumers.

Most of us now need a decent break and what better way to kick off the holiday season, than by dissecting Portland's holiday fuel usage? As a pampered plutocrat, Portland will be taking not one, but two holidays this summer – firstly to Spain, and then to the more familiar shores 'north of the border'. Quite frankly, a point had been reached where choosing between a week in the Med and a camping midgefest was increasingly difficult, so Spain and Scotland was the compromise.

“FEEL THE PAIN OF £2 PER LITRE FUEL.”

The trip to Spain means a flight from Leeds-Bradford Airport. Unlike the London Airports (Heathrow, Gatwick and Stansted) and Manchester Airport, Leeds-Bradford is not connected to the UK's oil pipeline system. This means that all fuel must come by truck – normally a full load articulated lorry carrying around 38,000 litres of Kerosene Jet Fuel (known in the trade as Avtur = Aviation Turbine Fuel or Jet A1). The vast majority of jet fuel for Leeds-Bradford comes direct from the Humber refineries and product is then stored in the airport tank-farm (this is a valuable 'spot' in your Airport i-spy book) before being transferred to planes by on-tarmac fuel bowsers. Our journey will involve either an Airbus 320 or Boeing 737, both of which have



a fuel capacity of around 27,000 litres. This will get the plane over to Spain, where refuelling will take place in advance of the return trip.

On arrival, we will pick up a hire car. Being used to the UK's high fuel prices, there shouldn't be too much of a wince factor when we come to fill up at a Spanish Service Station. In fact, with petrol duty in Spain at 50 euro cents per litre (versus 61 cents = 53 pence per litre in Britain), we might almost enjoy paying the lower price. Even better news will come if we get to hire a diesel car, because diesel incurs even less duty (37cpl versus 61cpl in the UK), which means the pump price is likely to be in the range of 190 cents per litre (~165ppl). As a non-Spanish resident however, we will not be able to benefit from the recently mandated 20 cpl fuel price reduction. This was put in place by the Spanish Government in the Spring, in an attempt to deal with the cost-of-living crisis now pummeling all European economies.

Post-Spain, there will be a few days back at work and then it will off to Scotland, once again driving but, this time, in our own diesel car. Now we definitely will feel the pain of £2 per litre fuel and it's worth noting, at this point, that Great Britain is the only country in Europe where diesel duty is the same as petrol. All other countries have lower duty for diesel (in an attempt to support local trucking industries) and this is sometimes up to 30 cents per litre (25ppl) lower than petrol. As an interesting historical anecdote, this materially lower duty rate for diesel was one of the main factors behind the buoyant growth in diesel car sales across Europe in the 2000s and 2010s.

Anyhow, back to the holiday. Once we get to the ferry port for our island destination, it will be time to change the transportation

fuel one more time. Small and mid-sized ships tend to use Marine Gasoil, which is no more than a type of diesel similar to the fuel put in cars, trucks and buses. But larger ships and ferries use a different type of fuel called Heavy Fuel Oil. This (as its name suggests) is a much heavier grade, 'gloopy' in appearance and much closer in its characteristics to crude oil than other refined petroleum products. This of course means that when burned, Heavy Fuel Oil gives off significantly more emissions than lighter grades of fuel. At the same time though, Fuel Oil does pack a heavy punch when it comes to power generation and if you are moving a 5,000 tonne vessel carrying over 100 cars and trucks, then efficient power generation and transmission is what you need. On top of that, ferries of this size will be relying on engines with 10,000+ horsepower, and these beasts drink engine oils, lubricants and greases to ensure smooth running and engine longevity. So, in addition to the 10-15 million litres of fuel oil that a large Hebridean ferry will annually burn for the purposes of propulsion, you can add in a further 300-400,000 litres per annum of lubricant usage. The very definition of a 'hard to abate' carbon intensive sector...

“A 'HARD TO ABATE' CARBON INTENSIVE SECTOR.”

That's a problem for another day though. Now it's time to slap on the (petroleum-based) sun cream, crack open a few (CO2-infused) cold beers and relax. For those of you lucky enough to get away, we hope you have an absolutely great holiday!

For more pricing
information,
see page 26

Portland
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The vehicle energy station of the future

LEDBURY WELDING & ENGINEERING LTD (LWE) IS THE LEADING MANUFACTURER OF ABOVE GROUND PETROL STORAGE TANKS IN THE UK AND PIONEERS OF THE ALTERNATIVE CONCEPT OF MODULAR FILLING STATIONS. WITH THE FORMAT OF A PETROL FILLING STATION (PFS) CONSTANTLY EVOLVING, LWE HAS DEVELOPED A NEW SOLUTION WHICH THEY BELIEVE WILL CATER FOR THE NEEDS OF CUSTOMERS ON THE ROAD TO 2030.

WE SPOKE WITH **KEVIN POWELL**, MANAGING DIRECTOR, TO FIND OUT WHAT THE NEW PRODUCT, VEHESTA, OFFERS.

Developing for future needs

“The format of a standard PFS has developed significantly over the years,” Kevin explains. “However, in terms of liquid storage, the reliance of below ground tanks to hold the fuel has largely remained the same.

“Our flagship product is the SuperVault, which is the vessel that provides the storage element of most of our innovative, modular filling stations.

“However, with the implications of the road to 2030, we felt that this needed re-branding and developing and the result of this is the VEHESTA – VEHICLE ENERGY STATION.”

The VEHESTA is the product of LWE’s work to bridge the gap between the present and the future with a solution that enables customers to obtain the energy to power their vehicle, whilst going about daily life.

Uncertainty

The reasons for, as well as the principle causes of, climate change can be debated at great length. Regardless, the need for action to halt its progress is going to have a dramatic effect on the petroleum industry as we know it.

The UK Government ban on the sale of new petrol- and diesel-powered vehicles from 2030 has resulted in the development of alternatively fuelled vehicles. Addressing these new energy requirements is what led to LWE’s launch of VEHESTA.

“We believe the VEHESTA provides the flexibility to aid the creation of energy stations, which cover the needs of the alternative fuels sector; as well as the development of new methods of vehicle propulsion,” Kevin explains.

“It is essential for the long-term future of our industry firstly, that we survive these changes, and then, that we continue on to prosper, as the motor industry follows government policy by delivering new production models for the mass market.”

Meeting customer future needs

We asked Kevin if he believes that the current



blueprint for PFS design will continue to meet customer needs as the industry evolves.

“Continuing to follow the existing model may result in fixed, inflexible installations,” Kevin replies. “Where the cost of change or decommissioning may not come in 30+ years, but as soon as 15 years or even less.

“Given that risk, the solution has to be a design that not only meets the need of today’s marketplace, but also has the flexibility to change, adapt and incorporate the needs of vehicle propulsion and energy in the future.”

With a high level of uncertainty over future energy provision LWE believes that fuel stations may well change significantly making the provision of flexible, adaptable and cost-effective solutions essential.

A flexible solution

Kevin continues: “The VEHESTA is an above ground solution that can be relocated. It remains an asset to the owner and has the flexibility to incorporate whatever changes are needed for the energy station to remain viable.

“LWE is developing new designs and configurations, initially catering for large bulk fuel storage. But, as volumes gradually decline,

this capacity may be adapted to alternatives.

“The principle is a POD design, which is adaptable to the need for specific separation distances between hazardous zones. The design also allows for the inclusion of additional elements such as a kiosk or shop within the structure but, still maintaining covered multiple fuelling lanes for a pleasant customer experience.”

The key points of the VEHESTA are:

- Flexibility for future vehicle energy needs, as driven by environmental change
- Proven design that delivers the requirements for a modern fuelling station
- The ability to integrate future alternative fuels and technology, cost effectively
- An alternative solution that maintains asset value through whole life cycle
- The ability to incorporate a shop or kiosk within one of the pods

Human beings are, by nature, creatures of habit, and, in developing the VEHESTA, LWE created what they believe to be the station of the future by ensuring that it delivers on technical and operational requirements, but also has the potential to be the “go to” place for vehicle energy.



Downstream Norway:

Leading the way in decarbonisation

Primary energy sources:

The country relies almost equally on fossil fuels and non-fossil fuels for its sources of energy, as follows:

- Coal 3%
- Gas 17%
- Oil 32%
- Biofuels and waste 7%
- Electricity 41%

Last year's demand, of 27.5 Mtoe, was about 17% below the recent peak, in 2013, of 33.0 Mtoe.

Almost all (99%) of the electricity is sourced from hydropower, produced at 31 generating plants.

The country is entirely self-sufficient in oil and gas, out of the North Sea, and is a substantial exporter, in particular to the UK and the Netherlands who, respectively, source 42% and 17% of their requirements from Norway.

Crude oil production is currently running at around 85 mln Mt/year, down from the 2001 peak of 163 mln MT.

Turning attention to the refinery network and oil products demand.

Supply & Distribution:

There is now only one operating refinery in the country, the Equinor (formerly Statoil) facility at Mongstad, which is on the west coast, about 17 miles north of Bergen. This has a 'nameplate' capacity of 226,000 BD (just over 10 mln MT/year), and was commissioned in 1975. Since start-up its distillation capacity has been doubled and substantial upgrading/ conversion capacity also installed. Crude oil for the refinery is sourced 100% from the company's Troll field in the North Sea.

The country's only other refinery, the Esso 110,000BD plant at Slagen (on the south coast) ceased crude oil / feedstock processing last year and is now an import terminal.

With two refineries, Norway had a significant surplus of the main refined product grades vs. indigenous market requirements. Even operating alone, the Mongstad plant will more than cover these requirements, leaving a modest surplus across all grades.

Stockholding obligations

Norway imposes emergency stockholding obligations on oil importers and oil producers who imported quantities of oil equal to, or more than, 10,000m³ during the preceding year (or who are expected to import/produce such quantities in the coming year). Emergency stocks may be comprised of gasoline, heavy fuels or auto diesel, diesel for construction purposes, light heating oil, kerosene, jet A1, or marine distillates. A maximum of 40% of emergency stocks may comprise crude oil, condensate, or semi-finished products.

Demand:

Consumption of refined products has remained relatively unchanged over the past four years, with only Jet A-1 showing a sharp fall-back, as it did everywhere, in 2020. The total for last year, at 8.2 bln litres, was just under 2% up on the previous year. Out-turns for the main grades are summarised in the table at the base of the page.

Biofuels

Following public consultation, the Norwegian

Environment Agency has proposed an increase in the amount of waste and advanced biofuels used in road and off-road transport from 1 July. However, the overall biofuels mandate for road fuels will fall as part of the proposals, from 24.5pc to 17pc by volume. The sub-mandate for waste and advanced biofuels for road use, comprising biofuels utilising feedstocks from Annex IX part A and B of the EU's Renewable Fuel Energy directive (RED II) and currently capped at 9pc, will increase to 12.5pc under the proposals.

Double counting for waste and advanced biofuels will no longer be accepted towards the overall target under the new proposals, except when the 12.5pc sub-mandate has been exceeded.

Since the beginning of 2020, 0.5% of aviation fuels must be advanced biofuels. Since these are counted as double, this is equal to 1%.

Changes in the competitive landscape

Three significant developments have featured over the past ten years in the competitive landscape involving acquisition of three existing major players by new entrants. These have been:

- In 2012 market leader, Statoil, divested of its marketing and distribution interests (across Europe) to Canadian convenience retailer, Alimentation Couche Tard, which has branded its site networks as Circle K
- In 2014 Shell divested of its Norwegian (and Swedish) downstream interests to Finnish

Product	Year			
	2018	2019	2020	2021
LPG	429	450	360	467
Motor Spirit	1,088	1,028	970	956
Jet A-1	1,028	1,087	300	431
Diesel	3,977	3,848	3,755	3,838

Sources: Drivkraft Norge and Statistics Norway

company, ST1

- In 2017 Esso sold its forecourts' business to DCC

Four companies dominate the market for the two ground transport fuels (2020 out-turns), with market shares as shown below:

Company	Market Share
Circle K	30%
Uno X	20%
Esso (DCC)	20%
ST 1	18%

Marketing:

Service station numbers declined from 2,158 to 1,750 over 2000-2010, since when they have stabilised at just over 1,800. During this time, within the total, company-owned outlets have increased by around 200, with a slightly lesser decline in independent dealers. Unmanned site numbers have risen by 60% and now comprise 40% of the total.

The below four brands account for around 80% of the site network: Circle K, with 413 sites, Uno-X, with 475 sites, Esso (DCC owned), with 249 sites, and ST 1, with 274 sites.

Uno X is a fully unmanned network of independently-owned sites, supplied by YX Energi, which is owned by Norwegian 'conglomerate' Reitangruppen.



The drive to decarbonise

In 2017, Norway introduced a measure to prohibit the use of heating oil from 1st January 2020 in new and old buildings, which applies equally to private homes and businesses as well as publicly-owned facilities.

The number of EV charging stations has expanded significantly over the past 5 years, from 7,700 to almost 17,000, including 3,300 fast chargers. This is, by some margin, the world's most extensive charging network relative to the population served – in Norway's case, 5.4 million. In comparison, neighbouring Sweden has a network of 11,500 serving a population of 10.3 million.

Norway's incentive scheme, of tax breaks rather than subsidies, is one of the most generous in the world and has been highly effective in promoting EV sales. Last year these accounted for 64.5% of new car sales, rising

to just over 80% by the start of this year, taking the total fleet to just under 500,000. The country is in the vanguard, globally, with regard to the extent of EV adoption, having been an early starter in the 1990s. In another 'first' Norway has announced a ban on new ICE vehicles by 2025 (cf 2030 in the UK).

Norway is in an enviable position as Europe's largest oil/gas producer. Starting in the late 1960s, tax proceeds from this production have enabled it to build up the world's largest sovereign wealth fund. This is currently valued at circa \$1.35 trillion and will provide a financial underpinning to keep the country at the front end of global decarbonisation efforts and initiatives.

ROD PROWSE, worked for 30 years across the full spectrum of the downstream oil sector, in both the UK and USA, which has included leadership positions in both retail and wholesale fuels businesses. Rod draws on his extensive knowledge of this global industry to bring us 'Industry Insights'.



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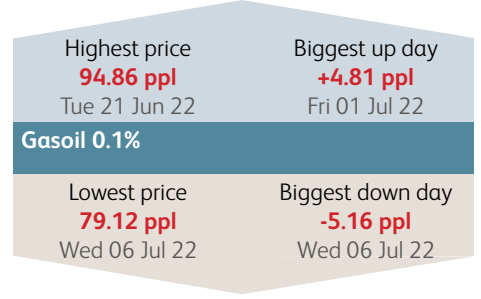
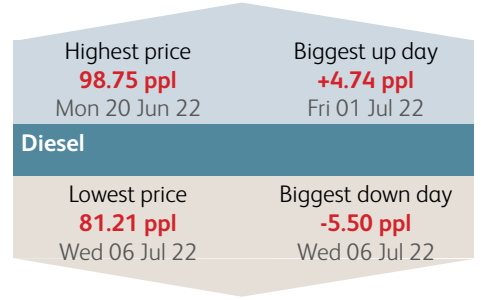
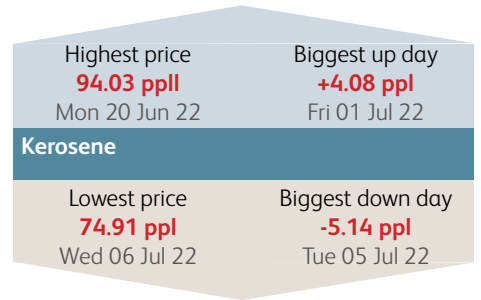
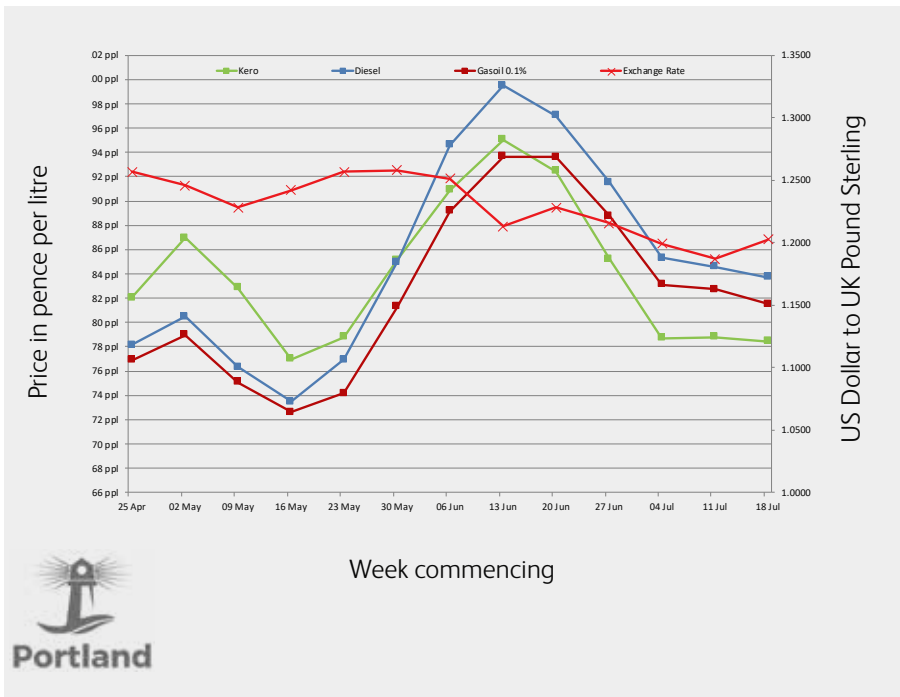
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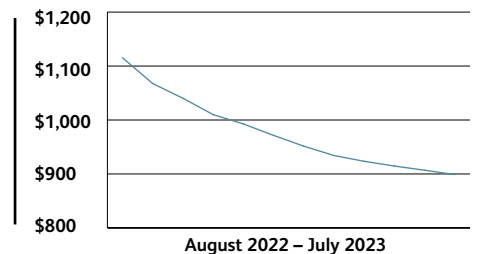
Wholesale Price Movements: 19th June 2022 – 18th July 2022

	Kerosene	Diesel	Gasoil 0.1%
Average price	83.99	89.74	87.10
Average daily change	2.09	2.31	2.24
Current duty	0.00	52.95	10.18
Total	83.99	142.69	97.28

All prices in pence per litre



Gasoil forward price
in US\$ per tonne



The Fuel Oil News Price Totem

	Trade average buying prices			Average selling prices		
	Kerosene	Gasoil	ULSD	Kerosene	Gasoil	ULSD
Scotland	77.58	92.62	137.97	88.44	98.96	143.37
North East	76.53	91.25	137.05	91.75	97.20	141.03
North West	78.10	93.85	139.44	88.51	99.34	142.98
Midlands	76.60	91.78	137.51	86.88	97.63	141.83
South East	76.70	91.74	137.49	97.89	101.93	141.23
South West	77.05	91.58	137.33	90.69	97.42	140.75
Northern Ireland	77.16	92.95	n/a	87.22	100.07	n/a
Republic of Ireland	90.92	98.38	138.91	99.38	104.20	143.31
Portland	74.91	89.30	134.20			

The price totem figures are indicative figures compiled from the Portland base rate using calculated regional variances.

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 €.

Wholesale prices are supplied by Portland Analytics Ltd, dedicated providers of fuel price information from refinery to pump.

For more information and access to prices, visit www.portlandpricing.co.uk

WELCOME TO AUGUST'S EDITION OF OUR SPECIAL MONTHLY FEATURE WHICH GIVES YOU THE OPPORTUNITY TO 'MEET' AN INDUSTRY FIGURE AND, HOPEFULLY, TO DISCOVER ANOTHER SIDE TO THEM BEYOND THE WELL-KNOWN FACTS. THIS MONTH WE CHAT WITH **GWYN LEWIS**, CEO AT ELIMINOX LTD, WINNER OF THE 2022 UKIFDA INNOVATION AWARD.

"IF YOU BELIEVE IN YOURSELF AND WORK HARD, IT WILL HAPPEN."

GWYN LEWIS

Please give your career history in 25 words or fewer

Plant hire company apprentice. Diesel/electrical technician. Started a landscape and civil engineering business at 21 – sold at 36. Financial advisor until I formed ElimiNOX in 2019.

Describe yourself in 3 words

Tenacious. Focused. Driven.

What were your childhood / early ambitions?

To make a difference and make my parents proud.

Describe your dream job (if you weren't doing this?)

On tour with Michael Bublé.

What's the best business advice you've ever received?

If you believe in yourself and work hard, it will happen.

Share your top tips for business success.

Invest in the best, surround yourself with a positive, innovative team with a can-do attitude.

What's your most recent business achievement of note?

Winning the 2022 UKIFDA Innovation Award.

Tell us your greatest fear.

Human destruction of rain forests and loss of wildlife.

Which is most important – ambition or talent?

Ambition – be the best you can possibly be.

What's the best thing about your job?

Meeting the interesting, positive, switched-on people in our industry.

Which is the quality that you most admire?

Integrity.

What are you most likely to say?

As Winston said: "KBO".

What are you least likely to say?

I give up!

Describe your perfect day.

A picnic on the Welsh coast, a glass of beer and good company.

15. Do you have a favourite sports team?

Wales rugby

16. What's the biggest challenge of our time?

Climate change and getting it right for the generations to come.

Cheese or chocolate?

Cheese.

Share your greatest personal achievement

Helping to bring up three well-balanced and very successful children. Family is everything.

What's your pet hate or biggest irritant?

Negative, moody people.

If you were on 'Mastermind' what would your specialist subject be?

British trees and shrubs.



If you were elected

to government what would be the first law you'd press for?

Bring back National Service for all school leavers.

If your 20-year-old self saw you now what would they think?

You still look pretty fit but you can't run as fast!

What is number 1 on your bucket list?

Explore Canada with my family in a Winnebago.

What 3 things would you take to a desert island?

Water, a knife / saw and matches.

Tell us something about you that people would be very surprised by

For charity I perform a Sinatra tribute act and I once sang with the Supremes in St Tropez. I also perform celebrity stand-up.

Who would you most like to ask these questions of?

David Attenborough.



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Fuel Oil News

Founded in 1977 by James Smith
01565 653283
www.fueloilnews.co.uk

Managing director
Nick Smith

Subscriptions

Annual subscription for the UK & Republic of Ireland is priced at £98 or €113 inc. p&p. Overseas: £115 or €134.
Back issues: £8 per copy.

Published by

A&D Publishing,
Caledonian House, Tatton Street,
Knutsford, Cheshire
WA16 6AG
www.ashleyanddumville.co.uk

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