

Fuel Oil News

SEPTEMBER 2024

SUPPLY CHAIN: CHALLENGE OR OPPORTUNITY?

ADDRESSING THE SKILLS SHORTAGE

THE IRISH HEATING ALLIANCE





THE LAST THING ON HIS MIND IS WAXING DIESEL FUEL...

...because he's ordered **exocet[®] Anti-Wax** with every diesel delivery until mid-November to ensure any fuel stored in the winter months is fit for the cold weather.

| | EN590 DIESEL Summer 16th March – 15th Nov | EN590 DIESEL Winter 16th Nov – 15th March |
|--|--|--|
| CFPP* (°C) Specification | -5 | -15 |
| CFPP* (°C) Typically with Exocet [®] Additive | -18 | -24 |
| Treat Rate Additive: Fuel | 1:1,000 | 1:1,000 |

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Disconnect to reconnect

In a world that hinges around digital communication, are we brave enough to spend some time unplugged? Is a digital detox more likely to leave us more, or less, stressed?

As of 2022, there were more than 8.58 billion active mobile subscriptions in the world – more than the then global population of 7.95 billion.

Technology breaks down barriers, delivering new ways to communicate with friends, family and colleagues and creating virtual communities where people can find like-minded others and collaborate regardless of geography. It has enabled unprecedented connectivity, but does it bring people together or keep us apart?

With Twitter revenues down 84% since he took it over, Elon Musk is suing a string of companies after they stopped advertising on the social media channel over concerns their adverts were showing up alongside pro-Nazi posts. Growing criticism of the site, including its failure to tackle misinformation spread during last month's riots, has seen users leave in numbers with Google searches for 'delete X' peaking in recent weeks. The

site, championed by Musk as a platform for free speech, was described as being 'in the gutter' by Liverpool Mayor Steve Rotherham whose constituency covers Southport where last month's tragic events unfolded.

Digital content spreads with ease and speed, increasing the likelihood of exposure to fake news, but with digital communication now the standard for individuals and organisations do we dare to switch off?

A large part of my life is spent in front of screens, and technology is vital to my work. But, in a few weeks, I will trade life in the digital world for a week on a narrowboat, largely tech free. A dramatic change of pace and a return to a simpler life it is, thankfully, impossible to drive a narrowboat while scrolling your smartphone.

After an initial sense of alarm at being 'out of the loop' I will embrace my time offline and put away the screens until I return rested and ready to reconnect.

See you then!



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Fuel Oil News

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

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On the cover

A Rix tanker fuels the pea harvest. In a race against time to get the crop at its optimum moment, pea harvesters operate flat-out. To harvest the peas while still fresh, and frozen within four hours, a reliable fuel supply is essential.



In this issue

We look at an industry acquisition in detail on pages 14 to 15, and round up industry moves on pages 12 & 13. In Industry Voices, pages 19 to 23, sector figures share their journeys as veterans in the sector and explain why it is the perfect fit.



Tankers business growth sees Suttons Group invest in site expansion

Suttons has announced a significant investment in the group's Widnes site, to accommodate recent rapid growth in its Tankers and International businesses.

The project began around 18 months ago, with the acquisition of an additional 1.5 acres of land adjacent to the existing site to expand operational capacity. The international logistics and supply chain specialist says the expansion will "ensure that our operations continue to meet the highest safety standards and provide room for future development".

A comprehensive project

Working collaboratively with a local business, Suttons recently completed a project to level and surface the newly acquired area, and has installed concrete surfacing, drainage systems,

and lighting, increasing available trailer parking spaces, by 55. During the construction, existing concrete structures were crushed and recycled to reduce the environmental impact of the project and minimise the need to transport and dispose of material off-site.

The total investment for acquiring and developing the site exceeds £1.5 million.

Future success

"This expansion represents a major milestone for Suttons," said John Sutton, CEO. "The investment in our Widnes site not only supports our current growth, but also positions us for future success.

"We are committed to maintaining the highest standards of safety and operational efficiency as we continue to grow."

Government acknowledges logistics sector with Downing Street reception

Logistics UK's Chief Executive, David Wells OBE, was delighted to attend 10 Downing Street for a summer business reception with leaders of industry, welcoming it as an indication of the government's recognition of this vital sector.

Speaking after attending the Prime Minister's Summer Business Reception at Number 10 Downing Street, David Wells OBE, said: "It was a great honour to be asked to attend the reception at number 10. This must be in recognition of how logistics is now viewed by those in government – this is the first time that our industry has been represented at such a prestigious event.

"In conversations with politicians and business leaders at the reception, it is clear that we are all focused on driving economic growth and recovery over the coming months, and on behalf of Logistics UK, I reiterated our sector's commitment to playing our part in helping the resurgence of UK PLC."



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Firefly first to benefit from aviation decarbonisation partnership

Boeing and Clear Sky, an investment company dedicated to aviation sustainability, are joining forces to accelerate sustainability solutions for aviation. Firefly Green Fuels will be the first beneficiary of the consortium which will support development of the company's UK-based refinery as well as its expansion into global markets.

As an initial project, the companies will help in testing and advancing Firefly's cutting-edge technology to increase SAF production in the UK. Boeing will provide training, direction and facilitation on testing that will accelerate the qualification of this new route to SAF.

Firefly transforms sewage waste feedstock into SAF through hydrothermal liquefaction (HTL). This process uses heat and high pressure to convert waste into biocrude oil and biochar, a powdery substance that can be used as a fertiliser. SAF produced from this abundant, yet untapped feedstock reduces lifecycle CO₂ emissions by more than 90% compared to traditional petroleum jet fuel, according to independent analysis.

Accelerating new pathways

"SAF offers the greatest opportunity to decarbonise aviation, and the industry's collective challenge of bringing it to scale globally requires new sustainable pathways," said Brian Moran, Boeing's chief sustainability

officer.

"Clear Sky combines many years of investment expertise with knowledge on aviation's decarbonisation challenges. Firefly's technology holds transformative potential as the SAF feedstock, sewage waste, is accessible in all regions of the globe."

Currently SAF represents 0.1% of global jet fuel use. In the UK the pending mandate to achieve 10% SAF in the jet fuel mix by 2030 will require 1.2 million tonnes of SAF by 2030, increasing to 7 million tonnes by 2050, according to ICF's UK Net Zero Carbon Roadmap.

Boeing and Clear Sky's investment demonstrates progress on the roadmap given the available UK sewage waste can meet a significant proportion of the UK's SAF requirement.

"In a world where demand for SAF outstrips available supply, Firefly is paving the way to cost-competitive and globally available fuel," said James Hygate, CEO of Firefly. "With the support of Clear Sky and Boeing, we are propelling toward our goal of commercial production in the UK by 2029, and rapid replication across the globe."

"Boeing is undoubtedly a leader in advancing aviation's decarbonisation journey," said Krishnan Narayanan, Founding Partner at Clear Sky. "We are delighted to be collaborating with Boeing to scale Firefly, with more projects to be announced in the future."



From l to r, Krishnan Narayanan, Clear Sky Founding Partner, Brian Moran, Chief Sustainability Office for Boeing and James Hygate, CEO of Firefly Green Fuels as they formalise the new partnership.



Trafigura completes Greenergy acquisition

Trafigura Group Pte Ltd and Greenergy have announced that Trafigura has completed the acquisition of Greenergy's European and Canadian supply businesses.

Founded in 1992, to supply diesel with lower emissions, Greenergy is, today, one of Europe's largest suppliers of biofuels with manufacturing plants in the UK and the Netherlands, and a leading distributor of road fuels in the UK. Internationally, Greenergy supplies over 15 billion litres of fuel annually to supermarkets, oil companies, fuel wholesalers and retail and commercial customers.

The company markets in Ireland through the Inver Energy and Amber Petroleum brands, and, in Canada, supplies commercial and wholesale customers from its rail-fed terminals in Ontario and British Columbia.

Ben Luckock, Global Head of Oil for Trafigura said: "Our two businesses are highly complementary. By combining our commercial and market expertise we plan to develop Greenergy's current business and explore new opportunities that will support the transition to a lower carbon future. Trafigura's financial strength, strong supply chain expertise and global customer base should provide a robust platform for Greenergy to accelerate its growth."

Adam Traeger, Chief Executive Officer of Greenergy said: "The acquisition by Trafigura is an exciting step for Greenergy as we look to accelerate our growth. We are looking forward to working with the Trafigura team to expand our reliable supply of transport fuels, and enhance Greenergy's offer to our customers."

Michelin chooses HVO to cut fleet emissions

Michelin will unlock a 30% reduction in CO2 emissions across its Stoke-on-Trent-based logistics fleet this year, after securing 400,000 litres of HVO to use in place of diesel between now and the end of the year.

The cleaner burning fuel is projected to save 1,024 tonnes of CO2 from being released into the atmosphere and has been sourced through Crown Oil. It will be used to power 50 HGVs operated by long-time 3PL partner Great Bear, which delivers new tyres and retreads from Michelin's Stoke-based European Distribution Centre and Remix factory to distribution hubs nationwide – covering 3.4 million miles per year.

An easy decision

John Howe, Managing Director of Michelin Tyre plc, says: "We held a series of think tanks looking at ways to reduce CO2 emissions from our radial distribution fleet, and HVO came out on top. From a practical perspective, the fact it can be used as a drop-in fuel, and was available immediately, made this an easy decision to make.

"With any change in strategy, it's often the first step which is most critical, as this gives you the momentum to continue. We're now topping up our bunkered fuel facility with 35,000-litres of HVO at a time, and every tanker load translates into a 2.62 per cent reduction in our fleet's annual CO2 emissions.



By year-end, we'll have reached our initial target of a 30% saving."

Looking ahead, he adds: "If the trial proves successful, and we're very confident it will, we will have the ability to flex our investment in HVO to unlock even greater environmental savings in the future."

The move to trial HVO follows steps already taken by Michelin at an international level to fuel its overland fleet – those delivering product from the factory to country-based distribution centres – with HVO.

Commitment to net zero

It is a decision which directly supports the company's commitment to achieve net zero emissions by 2050, with the plan to achieve an initial 50 per cent reduction in CO2 emissions by 2030, versus 2010 levels.

Michelin's ambitious aims have been approved by the Science Based Targets initiative (SBTi), an independent international organisation which encourages participating companies to set greenhouse gas (GHG)

emissions-reduction targets. The SBTi is a partnership between the CDP (formerly the Carbon Disclosure Project), the United Nations Global Compact, the World Resources Institute (WRI) and the WWF (previously named World Wildlife Fund).

In addition to fuelling the rigid and articulated trucks with HVO, the bunkered supply in Stoke will also power the terminal tractors which carry out most trailer movements across the two sites. Michelin's dedicated fire appliance will also be running on HVO.

The introduction of HVO comes just a few months after Michelin began the first phase of its electric vehicle (EV) transition programme within the van fleet operated by its Services and Solutions division, taking delivery of 17 Vauxhall Combo vans. The electric vans are part of plans to move the division's 54-strong fleet to electric by 2026.

You can read more about the value of sustainability initiatives on page 38 of this issue

Exolum turns to the sun for terminal power

A new solar PV plant will supply energy for Exolum's Misterton aviation fuel terminal.

With an installed capacity of 386 kWp through 840 solar panels, the new plant aims to generate sustainable energy and reduce Exolum's operations-related carbon emissions, as well as prevent volatility in the electricity market.

Electricity consumption is the main source of Exolum's emissions, and the supply of energy from the solar plant will avoid 84 tonnes of CO2 being emitted into the atmosphere every year – the equivalent of planting 8,396 trees.

The project, funded by the Ministry of Defence (MOD), supports the MOD's Strategic Approach to leading climate change action through collaboration with industry partners. The Misterton solar park contributes to the

goal of moving away from fossil fuels and working towards obtaining more sustainable energy sources. The commissioning of this new plant was attended by Colonel Peter Skinsley as a representative of the MOD's Operational Energy Authority.

Sustainability strategy

The plant supports Exolum's sustainability strategy, which aims to reduce CO2 emissions by 53% by 2030 and achieve carbon neutrality by 2040, in line with Sustainable Development Goals. The strategy also includes specific projects and plans aimed at protecting biodiversity, the efficient use of natural resources and the fight against climate change.

In order to strengthen its commitment to renewable energies and the energy transition



while reducing emissions and promoting clean, sustainable activity, Exolum is implementing projects related to the development of eco-fuels and other energy carriers such as hydrogen.



LCM Burnley office



LCM office transformation

LCM Environmental unites under bold new brand identity

LCM offers a comprehensive range of critical infrastructure and environmental services, including fuel quality management, clean energy transition, coatings and linings, and more.

In August, LCM unveiled a strategic rebrand with the aim of unifying LCM Environmental, RPM Ltd, and PIS Ireland under one brand – LCM – which strengthens reach and solidifies the divisions under the same slogan, values and platform.

“This rebrand unifies our services and solidifies our position as a national and overseas leader,” states LCM’s CEO, Richard Wallace. “Our new identity is not just a new image; it reflects our commitment to providing clients with reliable and comprehensive critical infrastructure solutions.”

A commitment to four key pillars

“LCM’s rebrand signifies a commitment to four key pillars: unmatched reliability, sustainable innovation, expanded services, and global strength,” Richard elaborates. “This ensures we remain the trusted partner for critical



Kremena Bozhilova (Brand Manager), Richard Campbell (Head of Growth), and Rich Wallace (CEO)

environmental needs, all while fostering a greener future through cutting-edge solutions and a broader service portfolio.

“Our robust national and international presence further solidifies our position as an environmental services leader.”

Transformational focus

Kremena Bozhilova, Brand Manager, explains

more: “The rebrand extends far beyond a new slick modern logo and an interactive state-of-the-art website. It reflects a transformational focus on innovation, sustainability, and the exceptional reliability that our clients depend on.

“The company’s new brand platform – “People who rely on reliability, rely on LCM,” speaks volumes about our unwavering commitment to exceeding expectations. LCM’s purpose is set to ‘ensure the wheels of the world keep turning’. This powerful statement inspires not only us as employees, but also our shareholders, to consider their role in creating a safer and better world.”



Belfast office rebrand, led by Paul Rava (MD) and Jeremy Cosway (Operations Director)



Burnley office commercial team



Phillips 66 brings renewable diesel to the Southeast as demand increases

Due to increased demand, renewable diesel, sold by Phillips 66, is now being offered ex-rack, direct from the Exolum terminal in Grays, Essex.

The new supply location gives customers increased control, helping them service local authority contracts, road haulage requirements, and others with increasing demand.

A paraffinic fuel that is chemically similar to conventional fossil fuel-based diesel, renewable diesel is, instead, derived from biomass sources such as used cooking oil, fats, greases and vegetable oils. First introduced as a wholesale product by Phillips 66 in 2022, it has a significantly lower carbon intensity than fossil fuel. The product sold by Phillips 66 meets specific sustainability and supply chain criteria that qualify it as a renewable transport

fuel under UK law, and its compliance with such criteria is independently verified.

Increasing demand

David Sharman, Commercial Sales and Future Fuels Account Manager, Phillips 66 Limited, says: "We are delighted to be expanding our offering of renewable diesel, particularly in the Southeast where our customers are seeing increasing demand.

"Our teams have the expertise and knowledge to source and sell this relatively new product, whilst also supporting our customers to navigate the many questions end users ask of them."

Phillips 66 Limited plans to expand its renewable diesel offering beyond road transport to non-Renewable Transport Fuel Obligation (RTFO) markets, including marine.

Milestone expansion for fuel marking technology pioneer

John Hogg, fuel marking technology developer and solvent dye manufacturer, has opened a new research and development laboratory.

Marking a significant milestone in company growth, the move is the company's first expansion since moving to Mellors Road in the early 1980s. The new site, at the state-of-the-art Hexagon Tower, features advanced



facilities that include a cutting-edge laboratory and modern office space.

The new workspace will specifically cater to John Hogg's speciality dye team, with an emphasis on R&D for new products in the lubricant, aerobatic smoke, and NDT markets. Boosting work efficiency and development progress, it will enable the team to undertake more complex projects for its customers.

Guy Powell, Technical Manager for the company comments: "John Hogg has had a presence in speciality dyes for many years. Having dedicated resources will expand our product range and level of service that we are able to offer to our customers.

"We are excited to see our team grow in capacity and capability, and look forward to working in Hexagon Tower on new challenges and opportunities."

ElimiNox named 'Environmental Company of the Year'

In a presentation that took place at the UK Ports Trade Association's annual sustainability awards event in Gateshead in July, ElimiNox was awarded 'UK Ports Environmental Company of the Year 2024'.

At the prestigious awards night, the UK Ports, alongside its members, recognises leading ports and service providers for their sustainability.

A vital contribution

With its commitment to the reduction of harmful emissions from all carbon-based fuels, ElimiNox assists UK Ports members on their decarbonisation pathways.

Proudly announcing the company's success and thanking all at UK Ports for the award, Gwyn Lewis, CEO of ElimiNox, said: "ElimiNox is delighted to have received the very prestigious UK Ports Sustainability Award for our unique carbon-free environmental fuel conditioner that reduces harmful emissions by up to 90% and fuel costs by up to 8%.

"ElimiNox is engaging with several ports to assist with their decarbonisation strategy and ensure cleaner air for employees and the general public."

By enabling them to reduce fuel consumption and carbon emissions from vessels, dockside plant, and machinery, ElimiNox is playing a vital role in making the Ports and coastal waters safer, healthier environments for personnel and the general public.



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Another successful BoilerJuice Golf Day!

Last year's BoilerJuice charity golf day was such a huge success that the business was pleased to organise another for 2024. This year's BoilerJuice Golf Day took place on the 16th July at the Bedford and County Golf Club.

The BoilerJuice team were delighted that Exocet, Eliminox, Bedford Fuels, Rix Petroleum, Barton Petroleum, New Era Energy, Monks Fuels, WCF Chandlers, WCF North West and Allan Stobart were all able to attend, and that they kindly donated to the chosen charity.

Local to BoilerJuice, children's charity Dreamdrops makes a real difference to sick children and their families by providing all the little (and large) extras that may be needed in healthcare situations but are not covered by public funds. The golf day raised over £1150 for the charity.



The results are in:

Overall Winners

1st – Robin Exley from Rix Petroleum (left)

2nd – Steve Hindmarsh from Alan Stobart

3rd – Kevin Winfield from WCF Chandlers

Best Dressed

Josh Burton from WCF Chandlers

Longest Drive

Scott Mace from Exocet



Following the hugely successful event, Carl Bingham, BoilerJuice Senior Relationship Manager, said: "A huge thanks to the suppliers who supported the day, braved the great British summer (rain) and made the whole event a success.

"Particular congratulations to Robin Exley, from Rix Petroleum, who won the overall prize with a fantastic 39 points, playing off a 9 handicap!

"A handsome £1,150 was raised for the children's charity, Dreamdrops, and we're honoured to have supported them.

"The BoilerJuice Supply Team really enjoy hosting our supply partners at events like these, it offers a relaxed opportunity to network, catch up and bring people together. We also look forward to growing the event next year and hosting more supplier focussed days like this in the future – watch this space!"



BBC visit for Certas Energy's TheStop at The Hollies

The Hollies, TheStop is the oldest truck stop in the UK and was acquired by Certas Energy in 2021.

Since then, significant investments have been made to enhance the site, providing better facilities and improving driver welfare.

In addition to being an award-winning, safe, and secure stop for truck drivers, The Hollies is part of the local community, attracting

regular visitors both to its café and when hosting events. The most recent visitors included the BBC who were keen to see The Hollies on their summer tour.

Millie Jones, Marketing Manager for Roadside Services at Certas Energy, explained: "The BBC West Midlands visited The Hollies, TheStop on day two of their Summer Bus Tour on their classic 1940s Midlands red bus. The bus toured the West Midlands visiting key parts of the community including schools, businesses, factories and more.

"The BBC team were keen to stop at The Hollies to talk about the history of the oldest truck stop in the UK, the developments to the site, and the involvement with the local community, as well as discussing how we support driver welfare."

IFC Inflow – work experience for the next generation

IFC Inflow appreciates the importance of offering work experience placements for the next generation who will enter the industry.

Abi, a daughter of one of the IFC Inflow team, was keen to experience work life at the company. She rotated around different business areas, and was involved in a workshop.

Greg Clarke, Technical Director, said: "It's wonderful to see the next generation coming in and contributing to the company and the industry. At IFC we value people above all else, as it's the workforce that fuels innovation and business development."

An entirely fresh perspective

"We find young people often come to the company with an entirely fresh perspective and help us question our practices and evolve as a business. This is why we were thrilled to have the opportunity to take on Abi as a work experience student; to pass on our knowledge, so we can allow her and the next generation to take the reins down the line!"

Abi said: "I had a really lovely week at IFC. The team were so welcoming and friendly, and I learnt something new every day! Thanks IFC!"

If you have recently offered work experience placements for the next generation then do let us know: claudia@andpublishing.co.uk





WCF Fuels North West – beach clean up!

WCF Fuels North West, the Lancashire-based distributor, is passionate about helping in its local community. Christine, Nathan, Mick and Pippa from the WCF Carnforth team took a break from the office to complete a beach clean at Half Moon Bay in Morecambe. The team collected around 40kg of rubbish at the beach and on the seafront.

Pippa Scott, Sales and Marketing Executive, said: "It's incredible what a small team can achieve in such a short amount of time. Giving back to our community, and taking care of our beautiful beaches, is something we are all passionate about. A huge thank you to passersby who we met who helped, and gave heartwarming and supportive

comments throughout the morning. Let's keep working together to make our world a cleaner, better place for everyone."

Mick Dreincourt, Business Development Manager, added: "It was great to get out in our local area and do a beach clean; it gave me a great deal of pride and purpose doing something to help the local community.

"I would encourage everybody, anywhere, to take a carrier bag whilst out walking, and if you see any litter, pick it up and help keep our beautiful country tidy."

If you have been out and about supporting your local community then do let us know – claudia@andpublishing.co.uk

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Ben Duckworth: Tough Mudder – challenge completed!

Ben Duckworth, Commercial Director at Greenarc, and Director at LCM and Craggs Energy, is delighted to have completed the Tough Mudder challenge this summer!

Ben said: "In conjunction with representatives from a number of North West businesses, I completed Tough Mudder Yorkshire to raise money for the Lancashire Women charity.

"I completed a Tough Mudder challenge last year with my colleagues at LCM, and I think I've caught the bug for Tough Mudder! I've already

got two similar events booked in for later this year!

"It's now turning into a family event too as, after my Tough Mudder challenge was finished, my 8-year-old son, Sam Duckworth, completed the "Lidl Mudder" challenge!"



A big congratulations to Ben and Sam!

Manx Petroleum – proudly supporting local charity

Manx Petroleum, the Isle of Man-based fuel distributor, is proud to announce that it has recently donated to a local charity, the Rob Vine Fund.

David Carridge, Manx Petroleum, said: “For the third year running, during May and June, Manx Petroleum committed to donating to the Rob Vine Fund for every litre of Super Unleaded sold from its branded forecourts.

This resulted in a donation of £3,000 to the charity.

“The Rob Vine Fund is a local charity that provides medical rescue care, equipment and training during most of the motorsport events that are held on the Isle of Man. Manx Petroleum looks forward to continuing its support of the charity going forward.”



Oilfast – proudly celebrating a special partnership

Oilfast, the independent fuel supplier based in Motherwell, Scotland, recently offered an incredible opportunity to local singers and songwriters.

Oilfast, together with La Sierra Casa, (a songwriting retreat based in Spain co-founded by Kyle Falconer of Mercury-nominated band The View and Michael Ward, a veteran of Scotland’s music scene), launched the Oilfast Trust Fund – an initiative designed to support aspiring songwriters from low-income backgrounds.

The Oilfast Trust Fund: a commitment to equal opportunity

James Hughes, Business Development Manager for Oilfast said: “We believe everyone deserves a chance to pursue their dreams, regardless of their financial background. That’s why we launched the Oilfast Trust Fund, offering two scholarships. These scholarships will cover the cost of camp, accommodation, food, and more, ensuring that talented songwriters from low-income backgrounds can thrive in an environment designed to foster their talents. The selection process focused on individuals who showed exceptional promise and passion for music, but who may not have the financial means to attend such a prestigious retreat.

“Music has always been a passion of mine and I believe La Sierra Casa offers a very unique opportunity for the two winning artists to move forward in their career in the music industry, which is notoriously difficult.

“This partnership/scholarship idea came after a discussion between me and Michael Ward (Part Owner of La Sierra Casa) with regards to low-income artists not having the means to get out to the camp.”

Giving back to the community

“After speaking with our management team here at Oilfast, they believed that this perfectly aligns with our ethos of giving back to the community and was something completely out of the box for the industry. Community engagement is something Oilfast prides themselves on, sponsoring several sports teams and charities local to our fuel depots.

“We are now thrilled to have found our winners – Kieran Fisher (top photo) and John Harrison (bottom photo). They will be heading to La Sierra Casa in Spain this September for an unforgettable songwriting camp experience. Having met the winners, John and Kieran, I believe we have made a fantastic decision, and I cannot wait to hear about both of their experiences and see what the future holds for them!”

Fuel Oil News wishes Kieran and Emilie the best of luck for their songwriting camp and looks forward to hearing more about their experience!



LCM – Celebrating Leo!

LCM Ltd, the Lancashire-based, fuel, energy, and infrastructure specialist, would like to wish a very happy 18th birthday to Leo Garner, Operations Assistant at LCM. The team are extremely proud of Leo’s journey since joining the business.

Leo shared: “From joining LCM as an apprentice fresh out of school, not knowing anything about the business, to where I am now, has been an exciting journey. I’ve been working across different departments, picking up various bits of knowledge, and a good understanding of the services LCM carry out.

“It is crazy looking back to when I first started and had no responsibilities compared to now where I have a substantial workload with multiple responsibilities and deadlines to meet. I can’t thank LCM enough for the opportunity they gave me and I’m excited to see what the future holds here.”

An exciting future ahead

Tom Littlewood (Leo’s Line Manager and Operations Manager) said: “Since I joined LCM in 2023, Leo has been a pleasure to work with, making a very positive contribution to the Operations Division.

“Since completing his apprenticeship with LCM in February 2024, he has taken on more responsibility, and I am very pleased he has decided to remain with the business on a permanent basis. I look forward to supporting Leo’s development in the future, and have every confidence he will go on to play a major part in the future success of the LCM Group!”

Fuel Oil News wishes Leo a very happy 18th!



Mabanaft UK welcomes Claire Foster as Business Originator in Biofuels



Following the appointment of Claire Foster to its UK Biofuels team, **Mabanaft** has welcomed her, commenting: "Claire brings a wealth of experience and expertise that will greatly benefit our team and contribute to our continued development and success in the biofuels industry.

"We are excited about the valuable skills and knowledge that Claire will bring to our team, particularly in renewable products and feedstocks, and we look forward to working closely with her as we further our commitment to excellence in the biofuels sector."

With a robust background from her time at Phillips 66 and Fidelis New Energy, Claire has demonstrated significant expertise in the renewable energy sector. At Phillips 66, she supported the HVO plant conversion in California and the global commercialisation of HVO, and developed renewable feedstock supply chains. At Fidelis, Claire developed and executed agreements for renewable diesel, sustainable aviation fuel, and green/blue hydrogen and ammonia projects, securing long-term contracts to underpin renewable infrastructure investments. Claire's comprehensive experience and strategic insight make her a valuable addition to Mabanaft.

Commenting on her appointment Claire said:

"I aim to support Mabanaft, and particularly Mabanaft in the UK and its biofuel market development initiatives. I look forward to educating our customer base on the benefits of utilising HVO as a market-ready, drop-in decarbonisation solution

compatible with their existing fleets and infrastructure. I hope to transform Mabanaft from being a traditional supplier to a preferred partner by providing our customers with best-in-class service.

"Additionally, I am excited to expand Mabanaft's HVO deployment among our existing customers in the UK and Continental Europe, and enter new markets with biofuel offerings."



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Adam Traeger

Adam Traeger has been appointed as Chief Executive Officer (CEO) of **Greenery**, as **Christian Flach**, retires from the company.

Adam has been with Greenery for over 15 years, working alongside founder Andrew Owens and Christian, holding a number of leadership roles during this time, and serving as CFO



Christian Flach

since 2018.

Greenery Founder and Chairman Andrew Owens said: "Adam will be an excellent CEO. He has been with Greenery for over 15 years, and has a deep and broad understanding of the business, making him the outstanding candidate to lead Greenery as it embarks on its next chapter.

"On behalf of the Board, I would like to thank Christian for his contribution over the last five years and we wish both our colleagues the very best for the future."

Outgoing CEO Christian Flach said: "It has been a privilege to serve Greenery, its employees and customers. After five years, and with the forthcoming change of ownership, it is now the opportune time for me to step back. I have greatly enjoyed working alongside Adam and I know that he is the right person to take the business forward and I congratulate him on his new position."

Incoming CEO Adam Traeger added: "I am now looking forward to working with our people to drive the next growth phases of the company, while maintaining the quality and reliable supply for our customers that Greenery has been built on."



Phil McEvoy

United Molasses Group, the owner of bulk liquid storage specialist **UM Terminals**, has announced two key appointments.

Current UM Terminals



Vic Broderick

Managing Director **Phil McEvoy** becomes UM Group Terminals Director, with Commercial Director **Vic Broderick** replacing him as MD of GB Terminals.

Vic will be responsible for all aspects of the GB Terminals business, supported from an asset management and Health and Safety perspective by Phil's team.

Phil said: "I am looking forward to taking on this new role which will allow me to have a broader strategic responsibility regarding capitalising on our global terminal footprint to expand our tank storage offering within the wider UM Group.

Over the coming months, Phil and Vic will be working together on the roll-out of a pipeline of further Terminal development projects in GB with Phil additionally responsible for projects at many of the other terminals within the Group.



Gemma James

Logistics UK

has announced the appointment of **Jemma James** as the business group's new Digital Development Director.

David Wells OBE, Chief Executive of

Logistics UK, comments: "We are delighted to welcome Gemma to Logistics UK. Gemma will be responsible for the development of our portfolio of digital products, including our market leading Vision platform, and Tachograph Analysis service. Her extensive sector knowledge and background in digital product development will be a great asset for our organisation."

Ms James comments: "It's an honour to join Logistics UK's executive team in this pivotal role and help define an exciting new digital strategy for the organisation.

"My background as MD of a successful SaaS (Software as a Service) company means I'm well placed to evolve Logistics UK's digital offering in line with members' needs."

EET has appointed **Dhaval Doshi** as Senior Vice President and Head of Economic

Planning and Scheduling.

Tristan Weedon has moved to a new position at **Mitchell & Webber Ltd** as Director of Operations with **Christopher Smith** taking over the role of Operations Manager.



Scott Sharples

Scott Sharples has been appointed Operations Manager for **Certas Energy**.

Jon Cox has moved to a new role as Regional Transport Manager at **NWF Fuels**.



Natasha Monerville Smith

Natasha Monerville Smith has taken up a new role as Wholesale Manager at **Johnston Oils**.

James Johnson has been promoted to the role of National Sales Manager at **Greenarc**.

Centre Tank Services has welcomed **Liam Haden**, who recently joined their Sales team.

Jordan Townsend has started a new position as Business Development Manager at **OilMaxx**.



Orla Stevens

Orla Stevens is now Managing Director at **Certa Ireland**.

David Plant has been appointed Managing Director for **Supply Plus Limited**.



David Plant

Auramarine, provider of fuel supply systems for the marine, power and process industries, has appointed **Tuomas Häkkinen** as the



Tuomas Häkkinen

Director of Business Line Projects to play a key role in helping customers reach their decarbonisation targets.

In Conversation: NWF and Geoff Boorman Fuels

AS THE LIQUID FUEL DISTRIBUTION INDUSTRY CONSIDERS THE OPPORTUNITIES AND CHALLENGES AROUND THE ENERGY TRANSITION AND FUTURE FUELS, SOME OF THOSE IN OUR DISTRIBUTOR COMMUNITY MAY BE CONSIDERING THEIR OWN FUTURE.

For some, that will take the form of an enthusiastic next generation – whether family or employees – to take up the reins and steer the business into the future.

For others, without an obvious successor, the investment of time, energy and money required to transition the business may make the idea of selling it a more desirable route.

The transition to low carbon energy is inevitable; the unknowns are its speed and route. This leaves many distributors at a crossroads, wondering what may be around the corner.

Faced with uncertainty, the idea of taking control of your own future certainly has its appeal and, for some, that will be a decision to sell.

An acquisition strategy

With this in mind, we caught up with Dave

Walmsley, Managing Director of NWF Fuels, a company enthusiastic about expansion through acquisition.

Having spoken with Dave just over a year ago, 6 months into his time with the group's fuel division, we were keen to get an update on how the strategy is working out, and what it may mean to those considering selling.

Dave agrees there is uncertainty around future legislation affecting the sector but also highlights other, more general, challenges: "It's just the sheer cost of running an oil distribution business now. Salaries have increased and the cost of the trucks has just gone through the roof – twice what it was five years ago. It's an expensive business to be in.

"The weather has been unpredictable, so domestic heating volumes are down. Our analysis tells us that it is not a decline in

customer numbers but, typically, customers are using less.

"In that market, the only way to grow is to increase market share."

This leads us back to our previous conversation with Dave, when acquisition, along with increased efficiency, were his primary business drivers. Has there been much progress?

"Yes, there has. Our last two acquisitions were Sweetfuels in Wiltshire and Geoff Boorman Fuels in Kent.

"Geoff Boorman Fuels is an interesting one, because it is a dry depot – they load and deliver from the terminal. The owners were looking to retire, so they left, and we have been delighted to retain the team. The drivers are there, Paul (Paul Taylor, Boorman's General Manager) and the two people in the office are there. They worked from a portacabin in the farmyard of

CASE STUDY

A year on: the integration of Geoff Boorman Fuels with NWF Fuels

Geoff Boorman Fuels, a distributor based in Edenbridge, Kent has been supplying domestic heating oil to homes throughout Kent, Sussex and Surrey for over 20 years.

In line with its strategy, NWF Fuels announced, in July 2023, the acquisition of Geoff Boorman to "complement Home Counties Fuels, the Group's Kent based commercial fuel distribution operation, thereby supporting the Group's development in the South-East".

A year on, we spoke with Paul Taylor, Depot Manager for Geoff Boorman Fuels to take an honest look at how the reality of integrating an acquired business compares with the expectation.

Background

"I was initially in the Royal Marines, going to the Falklands war in 1982 and serving for 9 years, before joining the haulage industry, and then running my own haulage company for 18 years, before I wrapped the business up in 2008/9 and moved to London taking up my first driving job in fuel distribution with Turners.



Paul Taylor, Geoff Boorman Fuels

Several fuel distribution jobs followed, and Paul also had his first experiences of acquisition which were, as he shared, 'not good ones'.

Joining Geoff Boorman Fuels three and a half years ago, Geoff (Boorman – owner) asked Paul to become his General Manager – some 15 months before the business was sold.

Paul had been down the acquisition road before, in previous companies, and had not had a positive experience of the process, feeling that the experience of the existing team was often undervalued by the incoming company, resulting in a rapid turnover of personnel following the acquisition.

The team at Geoff Boorman are clearly

hugely important to Paul, and of the 7 drivers in his team, 6 had been through the process before. "After our previous experiences, when news broke of the sale we were all thinking 'here we go again'."

A different approach

But NWF struck a different note. "At the initial meeting, NWF Fuels shared that they would deem the acquisition a success if all the staff were still here after a year. And we are.

"All of the other drivers and my two members of staff are still here. That is a massive plus for us as a business, and for me, as I have enormous trust and respect for them all. It is important to me, and it is important to NWF Fuels, that we have retained all our staff."

"Becoming part of a larger business has also brought some tangible benefits: Job security, improved pension and other financial considerations.

"These are a massive positive, and things we would not have had if we had remained a family business.

"A lot of the drivers are aged around 50 / 55 and hoped this job would be their last before retirement. Because of the age of the previous owners, there was a lot of uncertainty over the company future, so NWF Fuels coming



Dave Walmsley, NWF

the former owner, so we established a new serviced office in Eden Bridge, and Paul is now running the business down there.

“They do an excellent job; we’re very happy with them. Of course, having worked for a family firm, you have to get used to ‘big company life’, which they have done superbly.”

A clear picture

“Following an acquisition, we like to manage the business initially on a ‘business as usual’ basis. We also believe strongly in maintaining customer trust, and they like to buy from their local distributor. But what they really want is a fair price, delivery on time, effective communication and ‘please don’t trample

in and buying the business was a huge positive in that respect.”

“We moved out of the farm and into purpose-built offices and the Directors came to meet me and the team. I had an acquisitions manager, James, who was excellent and spent a lot of time going through any changes that would happen.

“Mark Adcock (Sales Director) also came down and outlined his expectations including his ambition that the team would remain intact.

“That level of communication was important. It showed a level of commitment to us and to me and gave us a clear understanding of what the process would be. Changes have been implemented along the way but always with discussion, never foisted on us.”

“Geoff Boorman Fuels was already a successful company, and the NWF Fuels approach felt very much ‘if it isn’t broken don’t fix it’. No process is ever perfect or without frustrations, but it has always been done with understanding.”

What was your biggest concern after the initial conversations?

“How will it manifest? Will they be true to their word? And, in fairness to them, they have.

across my lawn, while you’re doing it’.

“If you make too many changes, too quickly, without getting a clear picture, it can also be very disruptive to the team. Now they are settled, we can start to see synergies. Paul has already identified drops where it would make sense for our other depots to be delivering and vice versa – music to my ears!

“That makes us more efficient. Drops per mile, average drops per day – you don’t see huge movements when you look at averages, but they are steadily going in the right direction.”

With the opportunities that synergies present, does that affect what you look for in an acquisition?

“We are certainly looking at postcodes that we are adjacent to but not in, driven by data on the oil-fired homes in these postcodes and with a focus on England and Wales.

“But we also balance acquiring a new postcode with it needing to be someone who wants to sell. The sales process is not easy for the seller – the need to keep it secret from the team for 6–9 months while it goes through the necessary conversations and process – that is why the person selling must want to be

prepared to see it through. If somebody wants to sell and we think the price is fair, then I would prefer them to be in a postcode adjacent to where we are.

“There needs to be a strong, loyal customer base, a local presence, and an opportunity to enhance the profits too – to find efficiencies. Another challenge is finding a business that is realistically priced. Three to four years of enhanced profits have made this hard.

“That said, there is always a start point, and NWF is a down-to-earth company, happy to have a good, honest conversation with any potential sellers.”

As evidenced by its acquisition strategy, NWF has a deep belief in the longevity of liquid fuel distribution with Dave explaining: “It is good niche distribution of a good niche product.

Acquisition is not a painless process and is time-consuming but can be extremely rewarding. Following the company sale, the team at Geoff Boorman Fuels shared how: “The good thing about NWF coming along, was that our future was made clear.”

Buoyed by acquisition successes, NWF is ready for it and looking forward to the next one!



It has been a steady and good process. It is still a work in progress, but it is always a two-sided discussion.”

What have been the biggest challenges?

“For me, my background is transport, so taking over the general running of the business, the sales and other parts I hadn’t done previously have been a massive challenge to me, but NWF Fuels has been very patient and given me the training and support I have needed to take on those aspects.”

Customer impacts

“Our older generation don’t like change, and they were, of course, aware of it from the start, but NWF Fuels was keen that we retained the

colour scheme, the drivers, the uniform etc. and that reassured our customers.

“There was a massive amount of trust and respect built up over years, so it was a case of trying to retain that with the same level of service and communication.

In Paul’s eyes, the biggest compliment was when customers fed back that “nothing has changed” and continued to order.

And there are benefits for the customers too, with Paul noting the assured supply that has come with being part of the larger NWF group – something he urges smaller businesses considering being acquired to ‘not take lightly’ in terms of a business advantage.

Looking back over the experience of the past year, Paul considers whether he would recommend being bought out to other independent distributors: “Depends who is buying them,” he says with a wry smile. “At the end of the day, the impact of an acquisition will depend on who is buying you. It can only be a positive if it is done properly, and in our experience with NWF Fuels, any negatives have been far outweighed by the benefits.”

“I have a good, strong team and our strength is our togetherness. They now have a sense of security and future and they are all here to stay.”

A DAY IN THE LIFE...

Anthony Williams

WELCOME TO OUR 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 **ANTHONY WILLIAMS**, OPERATIONS MANAGER AT CERTAS ENERGY, AND ONE OF THE TEAM RESPONSIBLE FOR WINNING THE UKIFDA DEPOT OF THE YEAR AWARD 2024, TO DISCOVER HOW ANTHONY SPENDS A TYPICAL DAY.

CERTAS ENERGY'S 'THREE COCKS DEPOT' WAS RECOGNISED FOR ITS COMMITMENT TO DRIVING THE STANDARD OF DISTRIBUTOR DEPOT SAFETY FORWARD.



MY ALARM GOES OFF AT... 7am.

THE FIRST THING I DO IS... Have a wash and get ready for the day.

I PREPARE FOR THE DAY AHEAD BY... Trying to remember what needs to be done.

I CAN'T LEAVE THE HOUSE WITHOUT... My work phone!

MY TYPICAL DAY – A usual day for me starts at the depot; I will make a cuppa before sorting any paperwork from the previous day, while dealing with any phone calls that come in.

Every day is different, and I enjoy the variety. There are often lots of phone calls which vary from driver issues, truck issues or depot issues.

I am responsible for managing two depot sites; The Three Cocks and Cinderford. My week is spent between these two locations.

In total I manage nine drivers across the two depots. Most of my day is spent working with the drivers, but there are plenty of other people coming in and out of the depots too that I need to meet with.



MY MOST MEMORABLE WORK MOMENT... winning

The UKIFDA 2024 Depot of the Year Award. Everybody at the depot worked hard to achieve this award.

THE WORST PART OF MY JOB... when nothing goes to plan.

THE BEST PART OF MY JOB... when everything runs smoothly!

I RELAX AFTER WORK BY... spending time with family and playing bowls.



MY FAVOURITE MEAL IS... there are far too many to choose from!

THE LAST THING I DO EACH DAY IS... watch some TV to unwind.

I'M NORMALLY IN BED BY... 11pm.





OMJ launches B7 Blended ULSD - UCOME Benchmark for UK

The Oil Market Journal has launched a B7 benchmark price which reflects product supplied at a UK refinery level. The new OMJ benchmark is based on a blend of Platts 10ppm ULSD and Argus UCOME prices.

The new B7 blended ULSD - UCOME End of Day prices are published in US \$/t. and GBP PPL in the **OMJ End of Day Reports**. OMJ intraday real-time indications are available on the OMJ Professional Service website, smartphone app, ticker and wallboard.

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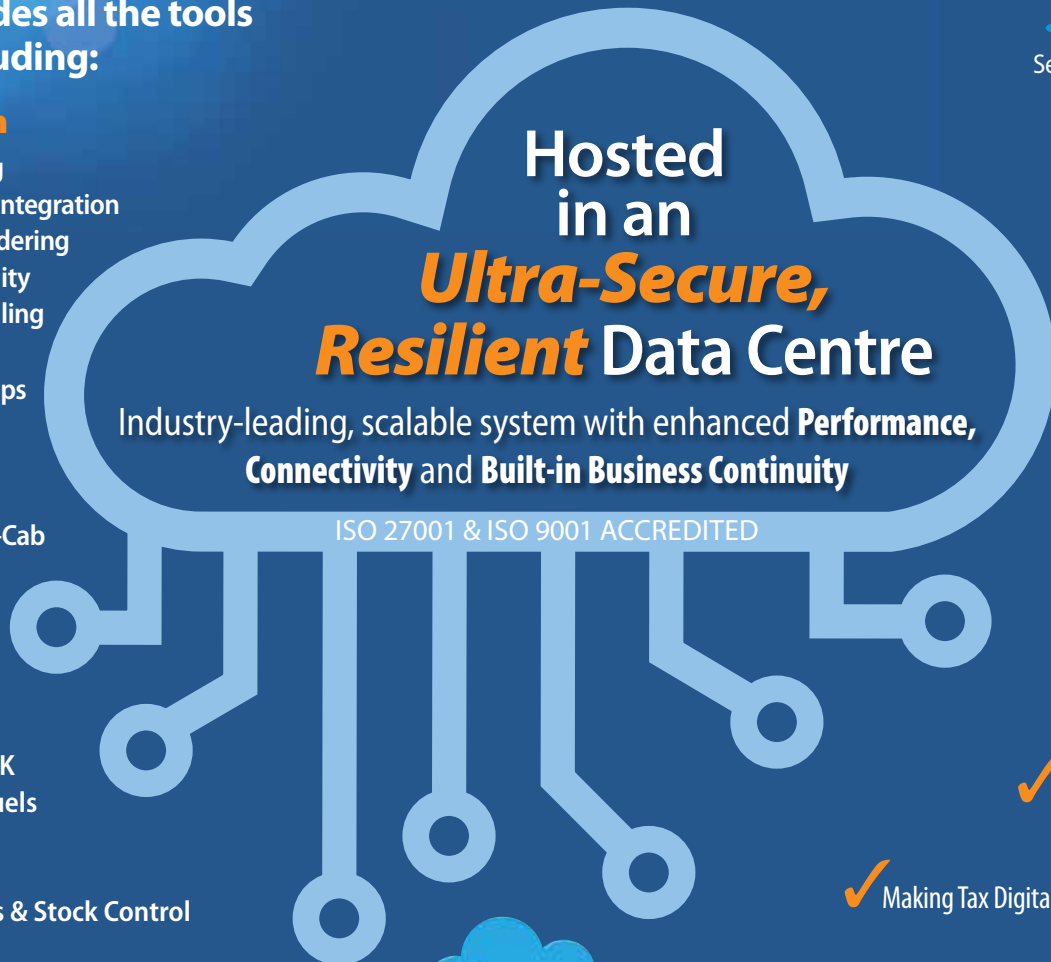
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Fuel distribution and veterans: a perfect fit

IN RECENT YEARS, THERE HAVE BEEN AN INCREASED NUMBER OF EX-MILITARY PERSONNEL JOINING THE FUEL INDUSTRY. CLAUDIA WEEKS, COMMUNITY CONTENT LEAD FOR FUEL OIL NEWS, SPOKE TO SEVERAL OF THOSE THAT HAVE ALREADY TAKEN THE STEP FROM THE ARMED SERVICES INTO FUEL DISTRIBUTION, TO FIND OUT MORE ABOUT THEIR CAREER PATH, HOW THEY ARE FINDING THE TRANSITION AND WHETHER THEY WOULD RECOMMEND THE INDUSTRY.

Veterans into Logistics

Veterans into Logistics is a charity that trains and mentors veterans into new careers as HGV drivers. The charity raises its own funds to cover HGV licence and training costs. It personally supports veterans and service leavers with training tailored to their individual needs, then guarantees an interview, or employment, with one of their many partners.

Darren Wright, a former Royal Artillery Airborne Gunner, is the founder of the charity. Darren was working as a fuel tanker driver when he set up the charity, which has now helped hundreds of military veterans to obtain their HGV class 1 and class 2 licences and move into new logistics careers.

Darren explains why he set up the charity: "I believe many armed forces veterans and service leavers are ideally suited to new careers as HGV drivers, especially as some serving military get trained as fuel tanker drivers, as part of their job, and some get trained as fuel tanker drivers in case there is a petrol strike."

A highly skilled and well-paid career

Darren expands further on the reasons why armed forces veterans make excellent fuel industry employees: "I enjoyed the eight years I spent working as a fuel tanker driver, and consider it the pinnacle of being an HGV Driver. It's a highly skilled, well-paid career and I liked the responsibility involved. I started my fuel tanker driving career with Certas Energy and later drove for DHL delivering fuel to the Morrisons supermarket forecourts.

"I would recommend working as a fuel tanker driver to armed forces service leavers and military veterans. They are disciplined from their military career and follow procedures to the book.

"I was working as a Morrisons HGV fuel tanker driver when I decided to set up Veterans into Logistics. The charity has developed excellent partnerships with logistics companies who return to us for their HGV drivers because our veterans are hard-working, dedicated and



conscientious employees. They have a wealth of skills from their time in the military, which are transferrable to the civilian workplace.

"When working as a fuel tanker driver, I was earning a good wage, more than some in university graduate careers, despite not having a formal education. I realised this could be an ideal career for many ex-military who may not be academic, but still deserve to earn a good wage with respectable companies so they can provide for themselves and their families.

"I would urge any armed forces veteran or service leaver to contact us at Veterans into Logistics if they are considering a new career in the logistics industry."

"I FEEL AT HOME IN THE FUEL INDUSTRY, JUST LIKE I DID IN THE MILITARY. I LOVE THE CHALLENGE IT CAN GIVE YOU, THE SENSE OF RESPONSIBILITY, AND BEING A PART OF A CLOSE TEAM."
CHRIS DONALDSON

The army

Claudia spoke with two ex-military tanker drivers in the fuel industry to find out how they have found the transition: Chris Donaldson, tanker driver for Oilfast, and Jamie Rinaldi, tanker driver for New Era Energy, both served in the British Army.

Jamie began by explaining his background: "I joined the British Army in 2014, and served almost 5 years in the Royal Logistics Core as a driver, driving on- and off-road to set locations, to drop off resources and personnel."

Chris shared his army experience: "I joined the Army Reserve on May 25, 2005, and was medically discharged on January 31, 2024, so I served just shy of 19 years in the forces.

"My role, when I started, was Formation Reconnaissance which was on CVRT (combat vehicle reconnaissance tracked) and in 2014, we rerolled due to army restructuring and I became a light cavalry role on RWMIK and Jackal vehicles.

"Reconnaissance is gathering battlefield intelligence and information on enemy forces so the battle picture can be understood, and operations can be planned and executed on the information and intelligence gathered. I did two operational tours of Afghanistan, and trained in Germany, Canada, Cyprus and all over the UK."



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Chris working for Oilfast

Leaving the armed forces

Leaving the armed forces can be a big decision, as Jamie explained: “I was extremely proud to serve in the army and it was a tough decision to leave. I loved the job and had made friends for life. However, it was the right decision to leave as I felt like the pay wasn’t enough to get you on the property ladder!

“I left the army knowing I wanted to be in the fuel industry, and I was lucky enough to be offered this job at New Era Energy before my last day of service!”

Chris explained his reasons for leaving the army: “Well, for me it was slightly different as I was in the reserves, so the transition from military to civilian wasn’t too hard. I must say that I do miss the lads, the sense of camaraderie and just being a soldier – I loved it! It certainly was a huge part of my life, but now I can focus on my family and my current role. As a good friend said to me: “You can take the boy out the army but not the army out of the boy!”

Why the fuel industry?

For Jamie, the decision was logical: “I had obtained my ADR and HGV licences in the military and wanted to maximise a salary from the skills the army had given me.”

Chris explained how he joined the industry: “The fuel industry always appealed. I had tried jobs in other industries like food delivery, general haulage, scrap metal haulage and flatbed work but they didn’t feel like a natural fit.

“I feel at home in the fuel industry, just like I did in the military. I love the challenge it can give you, the sense of responsibility, and being a part of a close team.”

A transfer of skills

Claudia was keen to know whether the skills and knowledge learnt in the armed forces were a good fit for the fuel industry. Chris agreed: “Absolutely! In the military you are trained and drilled until its second nature. You must work under high pressure, perform your duty and come up with workable solutions, even if the odds are stacked against you!

“This job is fast paced, it can change with short notice, there can be problems with deliveries, and you often have to problem solve independently. Having a military mindset is a perfect fit for this industry!”

Jamie added: “Skills and knowledge from serving in the army are easily transferred to the fuel industry. For example, anyone that has undertaken any sort of replenishment job in the army will know that it’s the same principles – drive to a location, top up the resources, and leave, in a safe and timely manner.

“I believe that most of the army skills learned can be directly translated to being an HGV driver. Being safe, a positive, can-do attitude, basic map and route planning, a good attention span and organisation are key to working in this industry.”

Driver shortages

There have been driver shortages in the HGV sector over the last few years. Chris explained his belief that armed forces veterans would be a good source of employees for the industry: “Most ex-military will have their licences when leaving the service, along with firsthand experience in operating their vehicle class. They really can hit the ground running!

“As a driver there is a lot of responsibility placed on us to complete a job on time, safely



Chris Donaldson - During my first Deployment to Afghanistan on Op Herrick 8, I was a rifleman during this deployment, and was part of the Ops Company

and to the satisfaction of the customer. The company also wants to have complete trust in us knowing that the job will be done well. Ex-military personnel pride themselves on doing a job well – first time!

“We can think outside the box, we can work extremely well in a team setting, or as a solo operator, we like procedures or processes, we don’t give up when we see a challenge, or an obstacle, and we can work under pressure.

“I also feel that ex-military can also easily step into management and training roles as it’s something that comes with promotion in the forces. A veteran in your business really comes with a lot of benefits!”

A recommended transition

When asked whether they would recommend the fuel industry to veterans, both Jamie and Chris were in agreement.

Jamie said: “I would happily recommend the industry. In the army I was posted to 44 sqn at RMAS; it was incredibly busy and demanding, so now I work half the hours and earn twice the salary. Financially it’s a no brainer! If you enjoy driving and want a good career, then the fuel industry is the place for you!”

Chris concurred: “100%! The fuel industry feels so similar to the military – in the way you’re trained, the way you operate, and the way you conduct yourself.

“It’s a steady job, with good pay, and has long term employment opportunities, which is what a lot of veterans look for when leaving. The job isn’t for everyone, but I love it. I would recommend the industry to anyone



Richard Campbell LCM - Helmand province Afghanistan in 2008

who is leaving the forces. I feel at home, I feel comfortable, and I know I can use the skills I've learned in the army to help my colleagues and my team."

New opportunities in the business realm

As Chris mentioned, armed forces veterans aren't just suitable for tanker driving; there are a variety of management and training roles within the industry that may also be an

excellent fit.

Richard Campbell, Head of Growth for LCM and an armed forces veteran, explained more about his own transition into the fuel industry: "I spent twelve years in the army, retiring as a Major. My primary role was as an Operations Officer, where I was responsible for planning and executing operations globally.

"Leaving the military was a significant leap into the unknown," Richard continued.



Richard Campbell LCM

"While I was eager to leverage my army experience in the civilian world, I was also open to exploring new opportunities in the business realm.

"My final posting in the army with the Joint Helicopter Command exposed me to the criticality of fuel infrastructure. This experience, combined with my subsequent role in defence fuel infrastructure, solidified my interest in the fuel industry."

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Jamie Rinaldi New Era Energy

Invaluable military skills

Claudia asked Richard if the skills and knowledge he learnt in the army have helped in his new role with LCM: "Absolutely. Certain military skills have proven invaluable in my civilian role. Operational planning, for instance, is a core competency. However, the business acumen required in the fuel industry is a different ball game altogether."

When asked whether he felt veterans would



Jamie - New Era Energy

be a good source of new drivers for the industry, Richard was totally convinced: "Without a doubt, veterans would be an excellent source of HGV drivers. Their discipline, reliability, and ability to operate under pressure are ideal for the role. It's a solution we're actively exploring at LCM.

"I would wholeheartedly recommend the fuel industry to veterans. It's a dynamic sector offering global opportunities. The industry's

challenges are similar to those faced in the military, requiring strategic thinking and problem-solving."

Thanks to Darren at Veterans into Logistics, Chris at Oilfast, Jamie at New Era Energy and Richard at LCM for sharing with us.

If you have armed forces veterans that would like to share their own experiences of transitioning to the fuel industry, please contact: claudia@andpublishing.co.uk

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Time to reflect

AS WE HEAD INTO AUTUMN AND THE LAST VESTIGES OF SUMMER ARE BEHIND US (YES, I HEAR YOU, WHAT SUMMER?), IN THIS COLUMN, I REFLECT ON WHAT UKIFDA HAS ON THE AGENDA FOR THE NEXT FEW MONTHS.

Legislative influence and regulatory guidance

We have a new government in the UK, and while their policies on heating and transport are not yet clear and cast in stone, I was pleased with the speed of response and implementation when UKIFDA asked its member distributors to contact their new local MP. Before the election, we had a predominately conservative audience. Following the election, there has been about a 50% change in terms of political party and/or the MP. Consequently, we have a new body of people to inform about our business, and thanks to the distributors' efforts, we now have numerous meetings to attend and have planned further parliamentary and party conference events.

Rumours persist in Ireland that there will be an election in the autumn, following a budget on October 1st. Alongside our partners, Fuels for Ireland and OFTEC, we have been working diligently to ensure that the major party manifestos address the need for a heat policy that includes the widest possible set of solutions for heat decarbonisation. This work is supported by recent research conducted by the Irish Heating Alliance (TAZCH), which is discussed in a separate article in this edition (see page 27).

In Scotland, the launch of new building standards in April caused much disquiet, especially among rural communities. The regulations currently prohibit the use of any

system that uses a flame. However, following the controversy, the Scottish Government has decided to review the legislation, which includes bioenergy and, within that, renewable liquid fuels. We are actively collaborating with officials on this matter.

Outside of the political world, UKIFDA has been working on issues that we believe will fundamentally impact members' businesses in the medium and long term. In the next few months, we will publish guidance on the issues surrounding environmental claims made to customers, whether through advertising or in person. This is in response to recent high-profile cases where companies have been censured by the Competition and Markets Authority and other regulators for their messaging. This is a complex issue, especially as the general consumer may not necessarily have the knowledge or experience to discern what is right and wrong. Additionally, our guidance will cover recent statements made by regulators regarding pricing for clean heat products.

Addressing key industry issues

At the end of September, we will host our annual Health, Safety and Regulatory forum. This year, our focus is on a wide range of topics, including the launch of our new safe delivery guidance, discussions on depot audits, transport regulation and the operational issues and costs around decommissioning sites.

Cybersecurity is fast becoming one of the

main threats to organisations worldwide, and its impact on energy supply is profound. We introduced this subject at last year's regional meetings and are currently exploring the best ways to keep our members informed about it.

Expanding member services

Over the years, the training academy and depot advisory service has become one of the most important member services we provide at UKIFDA. I am pleased to report that the uptake of this service among members continues to increase, which reflects the quality of the content and the professionalism of our staff. As the number of users continues to grow, we will launch a new system this autumn that will allow us to expand our reach further.

Vital industry events

Following a successful and record-breaking EXPO 2024, we are putting the finishing touches to our plans for the UKIFDA Show in Leeds in May next year, which we will be launching very soon. Once again, we have listened and taken into consideration the feedback from both exhibitors and delegates and as always with our events, you should expect something slightly different from previous ones, possibly with a less formal schedule. The theme for the 2025 Show is "Be Part Of The Solution", which reflects our operational and political standing, ensuring we are safeguarding the future of our market.

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Irish Heating Alliance calls for ‘pragmatic addition’ to home decarbonisation policy

THE ALLIANCE FOR ZERO CARBON HEATING (TAZCH) HAS PUBLISHED A NEW REPORT TITLED “SUSTAINABLE HEATING: HERE & NOW.”

The report finds that introducing a tested 20% renewable liquid heating fuel blend can be implemented immediately at no upfront cost to the consumer.

The report, funded by Fuels for Ireland, OFTEC and the UK and Ireland Fuel Distributors Association (UKIFDA) in 2021, found that this would also be the equivalent of 160,000 heat pump and retrofit installations, which on the current trajectory would take 25 years to achieve. The legislation that would allow for this change is already in effect, while TAZCH claims that the industry is primed to take the next step.

The home heating sector accounts for around 10% of Ireland’s overall emissions, and current government policy has demonstrated that it will not deliver the emission reductions required under national and EU law. Despite the Government’s target to install 400,000 heat pumps in existing homes by 2030, only a fraction of this goal has been reached, with less than 20,000 installed in existing homes since 2020 (approximately 4% of the 2030 target).

The key to reducing emissions in the residential heating sector will be implementing parallel, pragmatic policies for the approximate 700,000 households currently using liquid fuel boilers – many of which are in rural Ireland. In order to address this, TAZCH is calling for a policy approach that utilises all available technologies – including heat pumps, renewable liquid fuels and retrofitting – all working together to achieve the emissions reductions that are drastically needed.

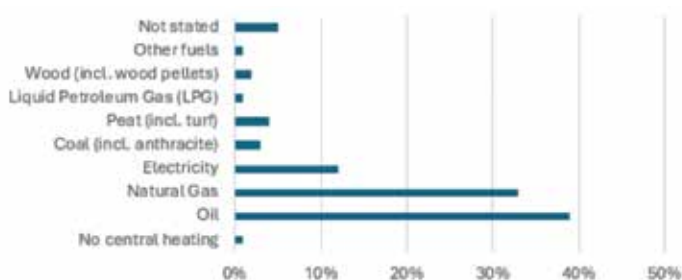
One change to this policy approach is a Renewable Heat Obligation (RHO) that matches the urgent need for swift decarbonisation. TAZCH is, therefore, calling on the Government to implement the ambitious RHO with a 20% renewable blend target. The upcoming RHO, which will be implemented before the end of 2024 and obligate suppliers to ensure that a certain percentage of the fuel they sell is from renewable sources, provides an excellent first step to decarbonise Ireland’s heating sector.

Overcoming obstacles to decarbonisation

The research report highlights several obstacles to deep retrofitting and

How Ireland is heated chart

(Central Statistics Office 2023)



widespread heat pump adoption that are slowing the decarbonisation of the residential heating sector. These include the cost of installing a heat pump (even with SEAI grants), the associated disruption to the household and bottlenecks regarding access to the electricity grid, as well as a huge shortage of heat pump installers.

In contrast, the low-carbon liquid fuels option presents impactful and proven solutions to these challenges. With no upfront cost to the consumer, zero disruption to the household, no impact on the electricity grid, and a skilled workforce of 10,000 already in place, this switch to lower-carbon liquid fuels can effectively complement the ongoing heat pump roll-out.

TAZCH’s new report underscores the need for a multifaceted approach to decarbonising residential heating in Ireland. By leveraging all available solutions – heat pumps, retrofitting and renewable fuels – and ensuring they work in tandem, Ireland can make significant strides towards achieving its climate goals. An ambitious Renewable Heating Obligation to enable the uptake of low-carbon liquid fuels presents a proven, immediate solution to decarbonise the home heating sector, particularly for homes in rural Ireland.

Users of liquid fuel heaters in Ireland - Who are they?

• Based on 2016 and 2022 Census data

Of the c. **700,000** homeowners in Ireland using liquid fuel heaters:

- **59%** live in a rural area;
- **65%** live in a detached house;
- **33%** are 65 years of age or older;
- **12%** are 65 or over and living alone;
- Have a median disposable income of approx. **€27,000** per annum.



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Addressing the skills shortage in the fuels industry: a critical challenge for the sector

ELIZABETH DE JONG, CEO FUELS INDUSTRY UK, CONSIDERS THE UNDERLYING CAUSES OF THE SECTOR SKILLS SHORTAGE, AND HIGHLIGHTS THE REASONS IT IS ESSENTIAL THE INDUSTRY TAKES URGENT ACTION TO TACKLE THIS PROBLEM HEAD ON.



The fuels industry is facing an acute skills shortage that is affecting operations today as well as plans to decarbonise. We are not alone in this, as many technical and skilled sectors are realising that there is a shortage of the skills needed and that things are not going to improve quickly. There is a particular shortage of skilled tradespeople, whose expertise is essential for maintaining and advancing industry operations, with this pool of vital workers being pulled in multiple directions – from the new nuclear build in Somerset, to new windfarms in the North Sea, as well as in the delivery of EV chargepoints and heat pumps across the country.

Production and delivery of fuels encompasses a range of activities: chemists, process engineers and others run a refinery or terminal day to day, while loading and delivering fuels also has its own group of specialist personnel who understand the dangers of moving 40,000 litres of flammable material at a time. Often forgotten, but just as important, are the thousands of tradespeople who maintain and improve the site through regular maintenance activities, as well as the larger shutdowns which run every two to three years.

The country relies on these skilled tradespeople, including welders, pipefitters, electricians, and maintenance technicians. However, a combination of factors is contributing to a significant shortfall in this workforce.

Ageing workforce and retirement

One of the primary drivers of this shortage is the ageing workforce. Many skilled tradespeople are nearing retirement age, and the industry is struggling to replace them with younger workers. According to a recent report by the International Energy Agency (IEA), nearly 50% of skilled tradespeople in the energy sector are expected to retire within the next decade. This looming wave of retirements



EET Fuels has invested heavily in successful apprenticeship programmes and some of their 2022 cohort of apprentices are pictured above.

will exacerbate the existing gaps and strain the industry's ability to maintain its operations.

Lack of training and education

Ordinarily, retirement should not be a major concern, but sadly the pipeline of new talent entering the trades is alarmingly thin. Educational institutions and training programs are not producing enough skilled workers to meet industry demand, whether that be through STEM degrees or vocational courses such as apprenticeships, which the new government has committed to reforming.

Many young people are gravitating towards white-collar professions or tech-related careers, perceiving them as more lucrative and prestigious and there is a wrong assumption that fuels are no longer needed or are yesterday's news, even when the transition is very much happening now in our sector. This shift has left the fuels industry with fewer recruits to train and develop into the skilled tradespeople of tomorrow.

Industry initiatives and solutions

Addressing this skills shortage requires a multi-faceted approach. Fuels Industry UK and

other manufacturing trade associations have written to all UK governments over the summer calling for greater commitment to vocational education and training programs, a long-term skills strategy, the broken apprenticeship levy to be addressed, support for the industry to address a longstanding lack of diversity in the trades and ensuring work visas be available where UK workers are unavailable.

To deliver on those asks, collaboration between companies, educational institutions, and government bodies will be crucial to create a sustainable talent pipeline. Additionally, the industry must work to change perceptions and highlight the rewarding career opportunities available in the trades.

There are excellent examples, past and present, of our sector employing the brightest and best. To continue to do so, industry must confront the skills shortage head-on by fostering education, embracing technology, and reshaping its workforce strategy.

Ensuring a steady supply of skilled tradespeople is not only essential for maintaining current operations but also for driving the future innovations that will define the industry.



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Digital delivery: selecting a solution

MAJOR AGRICULTURAL, COMMERCIAL AND HOME HEATING FUELS SUPPLIER CARR'S BILLINGTON RECENTLY BEGAN CONSIDERING THE POTENTIAL BENEFITS OF REPLACING THEIR PAPER-BASED SOLUTIONS WITH DIGITAL ONES. AFTER A THOROUGH SELECTION PROCESS, THE COMPANY CHOSE MANCHESTER-BASED TOUCHSTAR TECHNOLOGIES AS ITS PREFERRED SUPPLIER AND WE FIND OUT WHY THE FUELSTAR SYSTEM FITTED THE BILL. FOR THE DISTRIBUTOR'S MOBILE DIGITAL SOLUTIONS.

Background

Carr's Billington Agriculture is a subsidiary company of The Billington Group, which is also the proud owner of Criddle & Co., English Provender Company and Billington Foods. Divisions within Carr's Billington include retail, feed, machinery, fuel and central support and are located across the country from Brecon in Wales to Oban in Scotland.

With regards to the fuel division, Carr's Billington meets a diverse set of needs including agricultural fuel, lubricants, commercial fuel and home heating oil. With the latter, an extensive depot network allows Carr's Billington Fuels to distribute heating oil quickly and efficiently to farms, commercial business and households throughout the served region.

The company also offers an automatic top-up service so that Carr's Billington customers don't have to remember to check their fuel levels as the distributor calculates the number of times a year heating oil will be needed and organises deliveries to suit this personalised demand.

With the aim of further optimising its delivery service, Carr's Billington recently began investigating the potential benefits of investing in a new platform of mobile hardware and software to guide drivers throughout their working day and to replace the legacy paper-based systems. After an exhaustive selection process, the company chose the 'FuelStar' system from Manchester-based TouchStar Technologies.

The requirements

After detailed consultation with senior Carr's Billington operational personnel, several key



system requirements were identified:

- Real-time transmission of e-PODs to enable same / next day invoicing
- The ability to control driver workflow to a standardised level, resulting in operational improvements and enhanced safety and service
- Automated, electronic, start-of-day vehicle checks
- Single data entry – either on a tablet device or directly at the meter
- A compatible back-office system to receive orders and facilitate route planning, scheduling and real-time monitoring
- Single Sign On capability

Identified benefits

Carefully considering available options, Carr's Billington identified a number of benefits of digitising its systems, with FuelStar seen as the product delivering the broadest range, most notably:

- Future-proofing delivery operations
- New and advanced functionality from the FuelStar driver application and the FuelStar back-office system for office staff; including two-way and broadcast messaging from planning offices as well as satnav capability, live updates and 3D mapping



- Additional in-cab capabilities such as phone function, multiple business applications and digital information repository
- Wireless connectivity to meters, printers and in-cab sound systems
- A mapping console showing real-time fleet locations, LOB, searchable trip compliance, and much more

Developed in conjunction with the fuel industry, the FuelStar solution facilitates a live connection between drivers, transport staff, accounts teams and customers. Sharing live data regarding vehicle position, on-board stock, delivery volumes and pricing, enables both better operational decision-making and a reduction in administration.

The solutions are device agnostic, enabling clients to select the hardware option that best suits them and, with many of the devices conforming to ATEX specification, they are a natural choice for operation within hazardous fuel environments.

Importantly, Fuelstar is able to integrate with all leading back-end ERP, accounting and fuel management software packages, which is another factor in making the switch to digital delivery solutions as seamless as possible.

The outcome

Philip Sharman, Director of Fuels, Carr's Billington, is delighted by their choice of the FuelStar system: "We were very impressed with TouchStar's overall professionalism in the pre-sale consultation phase.

"It was very clear that TouchStar solutions are specifically designed for the fuel distribution industry, based on their wealth of experience, and we are very confident FuelStar will streamline and improve our end-to-end delivery processes.

"We're extremely excited to commence active use of the hardware and software, and to start to accrue the numerous operational benefits."

The system with the intelligence to prevent conditioning downtime

FROM FILTER DEGRADATION INTELLIGENCE, THROUGH FILTER BLOCK AND PUMP SERVICE WARNING ALERTS, TO EVENT AND ALARM LOG HISTORY – DISCOVER HOW THE NEW ADVANCED FUEL CONDITIONER FROM CTS TARGETS ISO 14/13/11 FUEL STANDARD VIA MULTI-PASS FILTRATION, PREVENTING STAGNATION AND DIESEL BUG FROM CAUSING DOWNTIME IN LOW USAGE TANKS SUCH AS GENERATOR BACK UP TANKS.



After years of success with its in-house designed recirculation unit, CTS wanted to offer an alternative model to the market which could clean fuel to an even higher level.

After much research and development from CTS Technical Director Rob Terry, the CTS engineered Advanced Fuel Conditioner has been added to the range, as the ideal solution for keeping your customers' stored fuel clean and usable in tanks up to 40,000 litres.

With a quality manufactured Piusi Panther pump, two high performance Cim-Tek Ultimate Defense particle and water filters, and a magnetic fuel conditioner to breakdown diesel bug, this advanced system targets ISO 14/13/11 via multi-pass filtration. Not only this, but the fuel conditioner also has added intelligence to limit preventable downtime in fuel conditioning.

So, what makes the Advanced Fuel Conditioner intelligent?

The intelligence comes in the form of filter and operational data via the PLC touchscreen control panel, which includes:

- Filter degradation data – flow rate graphs and trends will show any reductions in flow that could indicate filters are degrading and give the user an idea of filter life expectancy. This means that rather than waiting for a surprise filter block to happen, users can track flow rate and receive warning messages when filters are degrading, allowing pre-emptive replacements to be carried out.

- Alarm and event log history – complete visibility of what's been happening with the conditioner is shown in the control panel log. This will include anything from filter degradation to filter block, leak or low-level alarms, pump start/stop, and engineer login and out activity.
- Pump intelligence – run time and schedule information is provided within the control panel so the user can see when the pump will next cycle. Pump service required warnings will show when the pump is near the end of its working life (based upon the number of cycles the pump has run for), warning the user that a replacement pump is needed soon – allowing pre-emptive maintenance to take place before breakdowns can occur.

Did we mention that there's a benefit for you too?

Not only does the fuel conditioner offer a multitude of benefits for your customers, but there is also a benefit for fuel tank suppliers and installers.

Similarly to the CTS recirculation unit, the front of the panel can be branded with a custom-made label containing your company logo, branding and contact information – so end users know who to contact when spare parts are required.

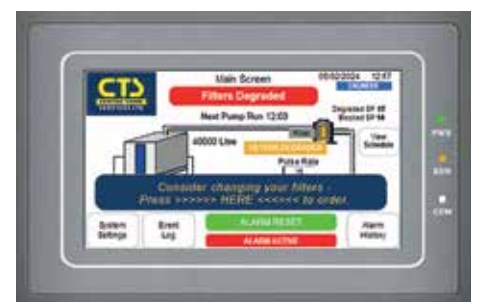
And that isn't the end of it, when it comes to customisation; CTS can also brand the touchscreen control panel with

this information, as well as custom QR codes which will show when spare parts need to be ordered – directing end users straight to your website to buy filters and pump replacements.

Rob is extremely enthusiastic about the new conditioner and the benefits it can deliver in a wide range of settings: "Depending on the filtration level and operational control required, the CTS range of fuel filtration covers all budgets and requirements.

"With the Advanced Fuel Conditioner now part of our offering, we can ensure that those needing to keep emergency fuel clean to minimise the risk of downtime, can do just that!"

With these exciting possibilities, Rob and the team are looking forward to talking to those who would like to hear more about how the CTS Advanced Fuel Conditioner can help their customers keep stored fuel clean, targeting ISO level 14/13/11 to avoid damage and downtime.



CODAS



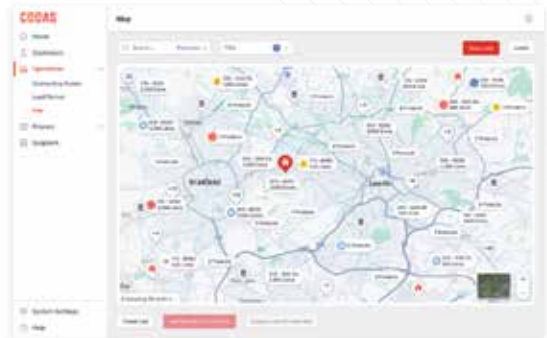
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Event preview: the Tank Storage Association Conference & Exhibition 2024



The Tank Storage Association's Conference & Exhibition, the UK's leading event for the bulk storage and energy infrastructure sector, will return to the Ricoh Arena in Coventry, on Thursday 19th September 2024, for its twenty-third edition.

The event continues to provide one of the best opportunities for anyone interested in effective and safe bulk storage operations to come together to be inspired, share knowledge and network.

Showcasing 62 exhibitors from across the tank storage sector and beyond, delegates will be able to explore an extensive array of products, services and solutions.

Essential conference content

This year's conference programme will once again feature top keynote speakers from industry, government and regulators covering topics ranging from global trends and security of supply to biofuels, the energy transition, climate change adaptation and safety.

The full conference programme can be found opposite but highlights include:

Simon Stoddart, Head of International Oil Security & Strategy at the Department for Energy Security and Net Zero, will present on global trends, security and strategy. A global terminals outlook will be provided by **James Evans, Senior Manager, Biofuels, at Argus**, the leading independent provider of global energy and commodity market intelligence. **Ravi Bathiani, Executive Director of the Federation of European Tank Storage Associations (FETSA)**, will provide an overview and analysis of the energy transition across geographical Europe and **Max Walker, Acting Director of the Chemicals, Explosives & Microbiological Hazards Division at the Health and Safety Executive (HSE)**, will present HSE's future outlook for regulation.

Delegates will also hear from **Dr Mike Nicholas, Senior Advisor, Climate Change Adaptation and COMAH, at the Environment**

Agency, who will present on climate change adaptation.

A Women in Terminal Operations panel, featuring **Wilma Kelly, Safety, Sustainability and Engineering Director at Certas Energy, Esma Gulten, Co-Founder and CEO of Gizil, Nicola Briggs, Deputy Port Facility Security Officer at Navigator Terminals** and **Tahya Slaven, Electrical Control and Instrumentation Project Manager at Exolum**, will explore careers, skills and opportunities across the bulk storage and energy infrastructure sector. The panel will be moderated by this year's event chair, **Justine Fosh, CEO of Cogent Skills**.

Today's challenges. Tomorrow's opportunities

Most recently, the 'energy trilemma' of security, affordability and sustainability has come into sharper focus owing to shifts across energy markets and in the wider geopolitical landscape. These shifts have resulted in greater volatility and fragmentation, and in some nations taking steps aimed at minimising dependencies on 'non-aligned blocs'. While international trade remains essential for the supply security of a range of strategic energy and industrial products, it is taking place under increasingly challenging conditions. Recent events have highlighted, once again, the critical role that a resilient, robust, and innovative bulk storage and energy infrastructure sector plays in mitigating potential market shocks and supply shortages.

Against this backdrop, the tank storage sector also has a key role to play in securing supplies of future energy carriers and industrial inputs in the transformative journey ahead. The event will explore how the sector can tackle today's challenges while seizing the opportunities of tomorrow and opening up a new frontier of possibilities.

The Tank Storage Association looks forward to welcoming members, exhibitors and delegates on 19th September 2024. Registration is open for delegates at <https://tankstorage.org.uk/conference-exhibition/delegate-registration/>



Conference Programme

| | | | |
|------------------------|--|----------------------|---|
| 08.30 | Delegate registration opens | 14:30 – 15:00 | Panel Session: Women in Terminal Operations <i>Brought to you as part of Tank Storage Magazine's "Women in Tanks" initiative</i> Wilma Kelly , Safety, Sustainability and Engineering Director, Certas Energy Esma Gulten , Co-Founder and CEO, Gizil Nicola Briggs , Deputy Port Facility Security Officer, Navigator Tahya Slaven , Electrical Control and Instrumentation Project Manager, Exolum |
| 08.30 – 10.00 | Exhibition & Coffee | 15:00 – 15:30 | Presentation 5: HSE Future Outlook for Regulation Max Walker Acting Director of Chemicals, Explosives & Microbiological Hazards Division Health and Safety Executive |
| 10:00 – 10:10 | Introduction by Wilma Kelly ; President, Tank Storage Association | 15:30 – 16:00 | Exhibition and Refreshments |
| Morning Session | | 16:00 – 16:05 | Presentation 6: Climate Change Adaptation : How good are we? Dr Mike Nicholas Senior Advisor: Climate Change Adaptation and COMAH Environment Agency |
| 10:10 – 10:50 | Introduction by Conference Chair, Justine Fosh , Chief Executive, COGENT Skills | 16:05 | Closing remarks by Wilma Kelly ; President, Tank Storage Association |
| 10:50 – 11:30 | Presentation 1: Global trends, security and strategy Simon Stoddart Head – International Oil Security & Strategy Department for Energy Security and Net Zero | Close | |
| 11:30 – 12:00 | Presentation 2: Global Terminals Outlook James Evans Senior Manager – Biofuels (Analytics & Consulting) Argus | | |
| 12:00 – 12:30 | Exhibition and Refreshments | | |
| 12:30 – 14:00 | Presentation 3: Energy Transition across Geographical Europe Ravi Bhatiani Executive Director Federation of European Tank Storage Associations | | |
| 14:00 – 14:30 | Exhibition and Buffet Lunch | | |



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PORTLAND MARKET REPORT

AUGUST
IN VIEW

CONCERTS AND CARBON – WHAT PRICE ENTERTAINMENT?

What would summer be without rock stars strutting their stuff at giant entertainment venues around the world?! This summer we have seen the likes of Coldplay, Ed Sheeran and Green Day embarking on huge world tours plus, of course, as every Swiftie knows, Tay-Tay ended the European leg of her epic Eras tour this month at Wembley Stadium. The sheer scale of these rock extravaganzas is often staggering, and it goes without saying that putting on a stadium concert consumes a lot of energy and generates a fairly hefty carbon footprint.

“THE UK LEG OF THE ERAS TOUR USED ENOUGH ELECTRICITY TO POWER 200 HOUSES FOR AN ENTIRE YEAR.”

Power generation is the first major energy consideration when putting on a concert, accounting for about 35% of total emissions. Live music across all venues in the UK generates 400,000 tonnes of greenhouse gases every year, and if you break-down the figures for single events such as a Taylor Swift concert, it is easy to see how. On each performing day of her Eras tour, Sparks (certainly) Fly, with circa 10,000 Kilowatt Hours (kWh) of electricity consumed for lighting, sound amplification and general site operations. In total, the UK leg of the Eras tour used circa 300,000 kWh of electricity – enough to power 200 houses for an entire year.

On top of direct generation, there is indirect power generation in the lead-up to events. So, for example, when Taylor Swift tickets went on sale for her Paris concerts, EDF (Electricite de France) reported energy surges, as over 900,000 hopeful punters logged on to the ticketing site simultaneously! Then there is merchandise to consider. The production process of one standard cotton t-shirt emits 5.2 kgCO₂e so, if we assume that 25% of an

80,000 audience purchases a t-shirt (Swiftie “merch” sales were \$200m in 2023), then those sales would generate 104t CO₂e per concert. With 150 shows to consider, we conservatively estimate that the Eras tour generated 16,000t CO₂e on T-shirt sales alone! As for Tay-Tay’s own clothing, we don’t have any corresponding stats for energy and carbon, but the artiste does get through 12 costumes per show. As she might say herself, she certainly has Style...!

The global nature of music tours predictably means inordinate amounts of travel. Coldplay’s current Music of the Spheres World Tour (9 million tickets sold) will put on 177 concerts in 20 different countries, whilst Green Day’s Saviors Tour is only 31 concerts, but still takes in 4 different continents. The Eras tour comprised 152 shows in 54 cities and relies on around 75 articulated trucks to transport the entire set from city to city, consuming around 500,000 litres of diesel per month.

But the real constant of globe-spanning musical tours is endless air travel, and Taylor Swift is America’s biggest user of private jets (ahead of 2nd placed Floyd Mayweather and Jay-Z). This still only accounts for a fraction of the total air miles associated with music tours, because fans frequently travel to concerts by plane. It is estimated that up to 20% of fans have flown to attend Taylor Swift concerts, and at this month’s Wembley events, around 12% of the ticket holders were international visitors – mainly from USA, Canada, France and Spain. When the Eras tour hit the antipodes, Air New Zealand added 2,000 additional seats to cover demand, whilst Qantas added 16 flights and 4,800 extra tickets.

All of this tells us that mega music events are not particularly environmentally friendly, and to counter this situation, some bands are doing their bit with mitigation efforts. Coldplay led the way back in 2019, when they declared that they would not tour again until they could create a more sustainable global touring model. At the time this was dismissed as nothing more than a Rush of Blood to the Head, but the band’s latest tour suggests this was not the case. In fact, significant efforts

have been made, regarding sustainability, that extend beyond mere greenwash. Stage production is now almost entirely powered by renewable energy contracts, whilst at each outdoor venue, solar photovoltaic panel arrays are installed for localised power generation. This is topped up by kinetic dance floors(!) and power-bikes, all of which generate an incremental 17 kWh of electricity per show – enough to fully power one of the smaller stage areas. All logistical support for the Coldplay tour is powered by Renewable Diesel (diesel from waste) wherever it is available (so Europe basically), whilst to date, 5m trees have been planted with the intention of planting a further 4m to represent every concert-goer for the overall tour.

“THE GLOBAL NATURE OF MUSIC TOURS PREDICTABLY MEANS INORDINATE AMOUNTS OF TRAVEL.”

The world is not going to stop loving concerts because of associated carbon footprints and with the huge economic benefits stemming from global music tours, the last thing that any music venue is going to say to the likes of Taylor Swift is We Are Never Ever Getting Back Together. On that basis, Coldplay’s Viva la Vida approach looks to be the model to follow for environmentally conscious bands.

For more pricing information, see page 42



TRANSITION TALK

“Removing carbon is going to be a stubborn but necessary task, and one that provides opportunities for those wishing to move first.”

Procurement: why embracing the net zero challenge is good for business

In 2020, 22% of the UK’s economy was made up of small businesses – more than 5 million of them – and companies with fewer than 49 employees generated around 52% of the country’s total revenue. When it comes to carbon reduction, smaller businesses can have a major impact, but existing guidance is predominantly focussed around large multinationals and smaller businesses are overlooked.

Small99 is an organisation created to make carbon reduction guidance accessible to these hugely influential smaller businesses. Founder Adam Bastock had been working with small businesses for 8 years, growing them through practical digital marketing guidance. Noticing that, like digital marketing, talk of Net Zero and Climate Action was getting caught up in technical terms and, as a result, terrifying business owners, he set out to empower them with clear, actionable guidance.

With an ambition to guide 1 million small businesses to Net Zero by 2025, since founding Small99 in 2020, he has engaged over 50,000 businesses on taking small steps for big impact towards carbon reduction.

Here, Adam considers the challenges around sustainability facing small businesses, and highlights the opportunity presented by changes in supply chain requirements

A few years ago, sustainability was all of the rage. COP26, hosted in Glasgow in 2021, feels like a lifetime ago, and while climate change is still in the news, the economic turmoil over the past few years has taken the focus for small businesses. Environmental action and carbon emission reduction have been sidelined by short term survival.

Given the economic situation, small business owners may be forgiven for thinking net zero and sustainability progress has ground to a halt. However the reality is quite the opposite. Progress has moved from attention-grabbing headlines, to the eco-rubber quietly hitting the road in a more pragmatic way. Away from the buzzing conference halls and panel sessions, we’re starting to see a quiet evolution happening. No longer confined to a theoretical future, we are seeing the supply chain become the place of real pressure and progress. For your business, this is both a threat and an opportunity.

A shift of focus

Before we get into why this is happening, it’s important to take a step back and understand the wider context and how we got here. Put your seatbelt on, as we’re heading into a bumpy road full of jargon. A few things have happened since 2021, and a rapidly shifting landscape has made it hard to keep up with unless you are particularly keen on environmental policy updates like I am (I am fun at parties, honest).

Firstly, we’ve seen a big shift away from the term “carbon neutral”. While it’s a relatively straightforward and established concept – you measure your footprint and get a figure in tonnes, then you purchase offsets equal to your carbon footprint to “neutralise” it, and the scales are

balanced – it has quickly fallen out of favour in the industry.

Offsets themselves, generally in the form of paying for carbon removing activity somewhere in the world like tree planting, have come in for heavy criticism. Not least because, in some studies, 90% or more of offset credits have been regarded as ineffective, or to simply not exist. Trees also take a long time to grow, so paying to plant 1 tree now doesn’t really mean much if it takes 20 years to start drawing down carbon. And what if that tree burns down in a wildfire due to the impacts of climate change? (We should say, tree planting and nature restoration is vital and important work, but needs to be paired with wider action and not simply “scale balancing”).

More broadly, this carbon neutrality and offsetting becomes very messy very quickly, with large industry organisations like the Science Based Targets Initiative (SBTi) getting into increasingly hot water with their decisions to allow corporations to increase their use of it. Some in the industry see it as the “trading of indulgences”, allowing businesses to continue highly polluting activity so long as they buy some carbon credits.

In short, it gets confusing to know what to do as a small business. I would hazard a guess you are more focused on your customers than theories over tree planting and carbon sequestration strategy.

At this point, you may be thinking “What does this mean for me?”. The shift in language is important to understand, as it’s all contributed to the increasing popularity of a much newer term: Net Zero.

Action focussed

Net Zero, unlike Carbon Neutral, requires action. The SBTi requires a 90% reduction in your emissions against a baseline year as your target, and a 50% reduction by 2030 (which is now only 5 years away, by the way).

For example, you measure your emissions from 2019 to be 100 tonnes of carbon emissions equivalent – so including methane, nitrous oxide, carbon dioxide and fluorinated gases. If you have a Net Zero target of 2050, this would mean reducing your footprint to 50 tonnes by 2030, and down to just 10 tonnes by 2050. Net Zero is gaining much more traction thanks to this action-oriented approach and is where the knock-on effects on business start to emerge.

If that feels a bit overwhelming, the good news is that you’ve likely already made progress on Net Zero without even realising it. Take electricity for example, which has been a great success story in terms of reducing emissions. In 2012, around 45% of electricity came from burning coal. By 2023, 40% of our electricity came from wind and solar. This remarkable change, in just over a decade, has seen 1kWh of electricity drop from generating 500g of CO₂e in 2012, to 189g of CO₂e in 2019 with the figure projected to be as low as 122g by the end of 2024 (all figures from <https://grid.iamkate.com/>).

Currently Net Zero targets are entirely optional for small businesses.



However, this is where we begin to see the supply chain journey I mentioned at the start come in. Large organisations have been required to report on their carbon footprint annually under SECR (Streamlined Energy and Carbon Reporting) since 2019. These are defined as any organisation with more than 250 employees, or a turnover of £36m. Other 4 letter acronyms (which I'll leave the treat of googling to you to save all of our sanity) include CSRD, TCFD, IFRS, ISSB, TFND and ESOS, all of which impact corporations.

CBAM, the Carbon Border Adjustment Mechanism, is a more interesting and relevant European piece of legislation likely to impact small business. While focused on the EU, the UK is likely to follow in 2026. Under CBAM, materials such as iron, steel, aluminium and hydrogen will be taxed based on the carbon emissions created during their production as they enter the European market. This is likely to impact on any small business purchasing currently "cheap" goods that may not have the true environmental costs included, and may make locally produced, lower carbon goods more cost effective. If businesses are able to demonstrate their product is lower emissions than imported competitors, CBAM may open up business growth opportunities for them.

Ripples – impacts and opportunities

As corporations start to measure their emissions in more detail, we are seeing a secondary impact occur away from the legislation. Indeed, legislation itself is unlikely to directly affect smaller business, but the ripple effects it is having should not be ignored.

Mostly it is due to the reduction requirements that Net Zero brings. During the excitement of COP26, a flurry of corporates committed to Net Zero targets, perhaps without fully realising the implications. Having now dug deeper into their own emissions, many have discovered that the largest part of their corporate footprint in fact comes from their supply chain, rather than their direct activities. Usually, 80%+ of a larger organisation's carbon emissions are related to how it is spending its money with suppliers. As these must be accounted for, all of the large and small businesses that exist in their supply chain are being engaged (pushed or pulled) into that drive to meet their targets, or they may find themselves missing out on contracts.

The NHS has particularly good public information on their carbon reduction plans in this area. Their NHS Supplier Roadmap states that, from

April 2027, all suppliers will be required to submit carbon footprint and carbon reduction plans. Microsoft has similar requirements that are hitting all sizes of organisation.

Such pressures are only just starting to come to light as carbon footprinting matures as an industry, and it is likely to be a sore point for corporates for several years, as they seek to remove stubborn suppliers working against their Net Zero commitments, and replacing them with proactive ones who are (even quietly) shouting about their successes around climate and carbon emissions.

Climate action is being pressed forward in supply chains. The economy is made up of millions of decisions every day, and this is where forward thinking businesses can position themselves ahead of the curve and win more customers and clients who are experiencing pressure on carbon footprints. However, it's vital you actually share your stories with this in mind!

Quiet confidence is the name of the game. In our experience of training and consulting with thousands of small businesses, few are keen to properly shout about their achievements for fear of greenwashing accusations, even when they deserve praise for ambitious, and sometimes weird but wonderful, environmental initiatives.

Carbon emissions typically translate into cash too. For example; the more you are spending on fuel, the more emissions you generate. Therefore, the lower your carbon footprint, the more money you'll be saving. Net Zero is fundamentally an efficiency drive across all areas of your business. The less paper you throw away, the less someone is spending buying it. The less water used to over-fill kettles, the less money spent on electricity.

That does not mean it will be easy and, as always, any investment in business will have an ROI that may be some years away.

Sustainability is a competitive advantage

Clearly it would be a mistake to dismiss Net Zero as jargon that is a fashionable, short lived trend. It has perhaps stepped back from public discourse but entered into the board rooms and procurement teams concerns, and isn't going anywhere. Removing carbon is going to be a stubborn but necessary task, and one that provides opportunities for those wishing to move first.

Having a clear story, with realistic targets and a demonstration of what you have done is often all it takes. The barrier, currently, is pretty low for sustainability communication. For example, there are likely things you have already done around low carbon solutions, waste management, energy efficiency and fuel training for drivers. But have you put this into a single page on your website that shares this publicly?

The road ahead may feel daunting with acronyms and technical jargon. But, as a small business, the opportunity is clear: solve your customer's pain. If you work with a larger business as a client, or are looking to, demonstrating your competence and ambition on sustainability is going to be, and already is, a competitive advantage for you to exploit. This may be in telling your story with confidence, or entirely new product ranges within low carbon heating technology.

Take action, share your story, and win more customers.

Are you keen to get an idea of your footprint and some starting actions? Visit measure.small99.co.uk or listen to the podcast "Small99: Small business to Net Zero" for ideas and stories from other small businesses.

The role of LNG in the global energy transition

“LNG HAS A KEY ROLE TO PLAY IN THE GLOBAL ENERGY TRANSITION, BUT ONLY IF THE EMISSIONS INTENSITY OF THE LNG VALUE CHAIN CAN BE RELIABLY MEASURED AND REDUCED.” **PATRICIA TILLER**, AN ENERGY PARTNER AT HUNTON ANDREWS KURTH, EXPLORES THE ROLE FOR LNG IN THE GLOBAL ENERGY TRANSITION, CONSIDERING THE ENVIRONMENTAL, ECONOMIC, AND REGULATORY HURDLES TO ITS UPTAKE, ALONG WITH INNOVATIVE SOLUTIONS AND STRATEGIES TO OVERCOME THESE CHALLENGES. SHARING INSIGHTS INTO THE SOON-TO-BE-RELEASED NEW MODEL FORM AGREEMENT, PATRICIA ALSO LOOKS AT THE DRIVERS BEHIND THIS AGREEMENT, HIGHLIGHTING THE OPTIONALITY AND FLEXIBILITY IT OFFERS FOR MODERN LNG CONTRACTS AND HOW IT CAN STREAMLINE AND ENHANCE LNG TRANSACTIONS.

LNG’s continued value is assured because the technology (and affordability) of providing true net-zero energy does not yet exist on a large-scale basis. Utility scale batteries, used to even out renewable energy generation, are, currently, still too expensive to compete with gas as an energy source. Large-scale batteries, with reliable and cost-effective storage capacity for an extended period of time, are not yet commercially available. Arguably, with today’s technology, even ‘clean’ energy such as solar power and electric vehicles (EVs) have a more detrimental impact on the planet on a life-cycle basis when compared to natural gas. Yes, the carbon dioxide output for solar and EV (once in use) is less than traditional fossil fuels, but that disregards the environmental impact of the production process for batteries and solar panels (and to recycle or dispose of them at the end of their currently short life-cycles).

Against that backdrop, LNG has two key roles in the energy transition:

- (1) replacing more emissions-intensive fuels until renewable energy technologies evolve to provide a true net-zero energy alternative; and
- (2) providing a cost effective, reliable, form of energy until renewable energy technologies can match the base and peaking power options provided by conventional power stations.

Whether the role of LNG is short-term or continues beyond 2050 will be determined by the regulation of emissions, which continue to favour renewable forms of energy.

LNG’s role in a renewable energy world

As an energy projects attorney, I spend a considerable amount of time negotiating offtake agreements and sale and purchase agreements for energy commodities.

Increasingly, I am seeing LNG being considered not as a short-term transition fuel, but as an integral and ongoing aspect of an otherwise fully renewable power project. Successfully integrating LNG with renewable energy to



produce a hybrid power project, such as combining LNG/gas-fired power with solar or wind power is not a new concept. Together, energy production can be optimised, emissions can be reduced and the reliability of power supply can be enhanced. LNG as a feedstock will compensate for the intermittent nature of renewable energy, helping to maintain grid stability until energy storage technology increases in efficiency and lowers in cost.

A more novel hybrid approach is using a renewable energy source to produce lower-emission LNG. By using a renewable energy source for powering LNG production trains, the overall emissions intensity of the LNG plant can be reduced, with early projects predicting up to 90% reduction in emissions produced during the liquefaction process of cooling raw natural gas. A notable example is the Marsa LNG plant in Oman, a joint venture between TotalEnergies and the Oman National Oil Company that reached FID in April 2024. The planned Marsa LNG plant will be 100% powered by solar energy, making it one of the lowest GHG emissions intensity LNG plants ever to be commissioned with GHG intensity below 3 kg CO₂e/boe (in comparison to the 35 kg CO₂e/boe usually produced during liquefaction).

The key challenge – measuring the emissions intensity of LNG

Policy makers around the world have been quick to implement target GHG emissions. Where policy and practicality diverge is the

measurement and reporting of emissions, and this is particularly true for LNG.

Standardisation of emissions across the full LNG value chain will be required before GHG reduction measures can effectively be applied to the sale and purchase of LNG. This requires measuring emissions and reporting that information in a widely accessible system across the upstream (natural gas exploration and production), midstream (liquefaction and shipping) and downstream (regasification/natural gas pipelines/gas combustion) sectors.

LNG is traded as a global commodity, often on a portfolio basis, with limited (if any) interaction between LNG sellers and the energy companies exploring for and extracting the natural gas feedstock; and zero interaction between the LNG buyers and the producers of the natural gas. Measurement of emissions before the liquefaction process can be especially challenging, particularly for US LNG export facilities liquefying LNG on a tolling basis. The LNG spot market, where LNG cargoes are purchased on short notice, will also struggle to obtain the information necessary to measure and account for the GHG emissions of a particular cargo.

Opportunities for new LNG projects to succeed are still there, but to fit into the low-carbon world, new projects will need to be able to measure and report GHG emissions throughout the value-chain. Further investment in methane reduction, and carbon capture will also be required.

AIEN Model Form LNG Sale and Purchase Agreement

The Association of International Energy Negotiators (AIEN, formerly Association of International Petroleum Negotiators or AIPN) will soon release the first model form long-term LNG sale and purchase agreement (LNG SPA). The AIEN model forms already include an LNG master sale and purchase agreement, but the new long-term sale and purchase agreement will differ from the LNG master sale and

purchase agreement in several ways.

Firstly, the LNG SPA is designed to be used only for free-on-board (FOB) transactions (where the LNG buyer arranges shipping to the ultimate destination), and modifications to several key terms would be needed if the new model form agreement were used for cargos that are delivered by seller to a receiving port. In an FOB sale, no long-haul shipping costs are included in the price and there is less control (if any) over destination restrictions on the carrier.

The LNG SPA will also include an extensive price review clause, with price review options of varying complexity, and an option that specifically prohibits price review. Prohibiting price review was discussed by the AIEN committee at length, and has been included as an option to clarify that if buyers/sellers are not interested in renegotiating the price during the term, then an express clause should be added to reflect this intention. In many common and civil law jurisdictions, the courts would not allow price reopening given the high level of sophistication of parties in the LNG trade, but the express prohibition has been included as an

option to ensure that a party's intentions when entering the contract are not swayed by future circumstances (e.g. hardship of one party) that may lead to a mismatched desire to vary the previously agreed terms.

Another new aspect of the LNG SPA will be the inclusion of a GHG-neutral LNG option, to reflect the growing trend for sellers to provide an emissions estimate and corresponding carbon offset units for the relevant cargo. This optional clause will: (i) allow for seller and buyer to agree on a method for calculating equivalent carbon dioxide emissions generated during the LNG production process (likely starting from the point natural gas is produced at the wellhead, though this will be negotiable); and (ii) allow buyer to purchase carbon offset units for each cargo and have the carbon offset quantity retired in an agreed voluntary registry.

The LNG SPA model form is currently under final review by the drafting committee and is due to be published by Q4 2024.

As the world continues to seek cleaner, reliable and cheaper energy solutions, LNG will undoubtedly play a crucial role in shaping

the future energy mix. In the short term, LNG will remain a key fuel in the global energy industry given that it offers a cleaner alternative to fossil fuels such as crude oil and coal. The extent to which LNG maintains its market share long-term is under challenge by competing regulatory landscapes and lack of standardisation in emissions measurement and reporting, but I am quietly confident that LNG will continue to play an important role in net-zero goals beyond 2050.

Patricia Tiller is the managing partner of Hunton's Dubai office and has over 16 years of experience advising participants in the energy industry. She advises on energy projects involving both conventional and renewable energy sources, including LNG import and export projects, upstream oil and gas exploration, and development of regulatory regimes for the distribution and sale of energy products.



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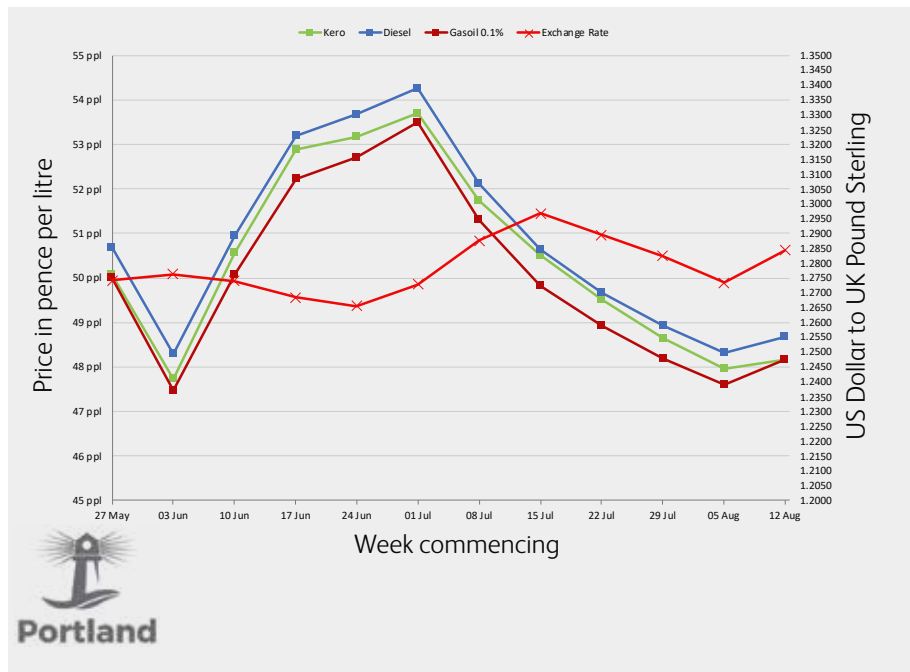
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Wholesale Price Movements: 19th July 2024 – 18th August 2024

| | Kerosene | Diesel | Gasoil 0.1% |
|----------------------|--------------|---------------|--------------|
| Average price | 48.65 | 48.97 | 48.28 |
| Average daily change | 0.60 | 0.61 | 0.59 |
| Current duty | 0.00 | 52.95 | 10.18 |
| Total | 48.65 | 101.92 | 58.46 |

All prices in pence per litre

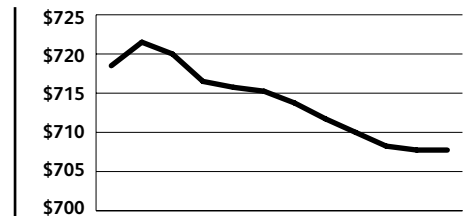


| | |
|--|---|
| Highest price 50.21 Fri 19 Jul 24 | Biggest up day +1.33 Wed 07 Aug 24 |
| Kerosene | |
| Lowest price 46.94 Fri 16 Aug 24 | Biggest down day -1.81 Fri 02 Aug 24 |

| | |
|--|---|
| Highest price 50.26 Fri 19 Jul 24 | Biggest up day +1.38 Wed 07 Aug 24 |
| Diesel | |
| Lowest price 47.54 Mon 05 Aug 24 | Biggest down day -1.89 Fri 02 Aug 24 |

| | |
|--|---|
| Highest price 49.51 Fri 19 Jul 24 | Biggest up day +1.40 Wed 07 Aug 24 |
| Gasoil 0.1% | |
| Lowest price 46.81 Mon 05 Aug 24 | Biggest down day -1.87 Fri 02 Aug 24 |

Gasoil forward price
in US\$ per tonne



September 2024 – August 2025

The Fuel Oil News Price Totem

| | Trade average buying prices | | | Average selling prices | | |
|----------------------------|-----------------------------|--------|--------|------------------------|--------|--------|
| | Kerosene | Gasoil | ULSD | Kerosene | Gasoil | ULSD |
| Scotland | 51.02 | 61.57 | 105.53 | 58.16 | 65.78 | 109.66 |
| North East | 49.97 | 60.20 | 104.61 | 59.91 | 64.13 | 107.65 |
| North West | 51.54 | 62.80 | 107.00 | 58.41 | 66.47 | 109.72 |
| Midlands | 50.04 | 60.73 | 105.07 | 56.75 | 64.60 | 108.37 |
| South East | 50.14 | 60.69 | 105.05 | 63.99 | 67.43 | 107.91 |
| South West | 50.49 | 60.53 | 104.89 | 59.43 | 64.39 | 107.50 |
| N. Ireland | 50.60 | 61.90 | n/a | 57.20 | 66.64 | n/a |
| Republic Of Ireland | 64.36 | 67.33 | 106.47 | 70.35 | 71.31 | 109.84 |
| Portland | 48.35 | 58.25 | 101.76 | | | |

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 SEPTEMBER'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 **KIRAN SHAW**, SALES AND OPERATIONS DIRECTOR AT IFC INFLOW.

"KNOW WHEN TO STOP TALKING."

KIRAN SHAW



Please give your career history in 25 words or fewer.

I started off building fuel pumps, moved into sales, then ran my own business. Joined IFC as operations manager and now run operations and sales.

Describe yourself in 3 words.

Dedicated. Loyal. Conscientious.

What were your childhood / early ambitions?

When I was in primary school, I wanted to be a doctor, and play rugby for England. It's funny how not all your dreams come true!

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

Travel journalism. Visiting far-flung and not so far-flung places and writing about my experiences.

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

Don't ever take it personally, and know when to stop talking.

Share your top tips for business success.

Always try and do what you say you are going to do; treat others as you wish to be treated; always be honest in your dealings with everyone; and remember to have some fun.

What's your most recent business achievement of note?

Designing and building a record number of tanker loading skids last year which contributed to us having a record year in business, whilst also getting the best employee engagement survey results we have ever had.

www.fueloilnews.co.uk

Tell us your greatest fear.

Not being able to sleep at night, not that that ever happens!

Which is most important – ambition or talent?

Ambition. Although you need both to be successful, without the determination and drive that ambition provides, even the greatest talent can be wasted.

What's the best thing about your job?

I love the variety of my job and how it is never the same on any given day, whether it be working with a client on a new tanker loading project, meeting with the team to discuss business operations, or just answering the telephone, there is always something different going on.

Which is the quality that you most admire?

Honesty.

What are you most likely to say?

Yes is the answer, now what was the question?

What are you least likely to say?

No, I can't help you.

Describe your perfect day.

One of my favourite days recently was whilst on holiday in Crete. I woke up early and went for a long swim around the bay, followed by iced coffee and Greek pastries at a harbourside cafe.



We then spent the afternoon exploring mountain top villages and ancient monasteries and, in the evening, we ate and drank in the open air at a festival in the local town square.

Do you have a favourite sports team?

Arsenal for football, and Saracens for rugby.

What's the biggest challenge of our time?

Climate change is the big one, but there is also a big challenge for us to be in control of our technology and not for the technology to be in control of us, especially for our children.

Cheese or chocolate?

I would have to say cheese. It is a special treat though, and the smellier it is the better it tastes. It also doesn't matter what language you speak; you can always talk about cheese.

Share your greatest personal achievement.

The easy answer is still being married, after 24 years, and bringing up two amazing children. I also ran the Manchester Marathon a few years ago and completed a triathlon after training for it all through lockdown.

What's your pet hate or biggest irritant?

Throwing things away.

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

The life and times of me and my family.

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

Where to start? There are so many things that need sorting out and could be done better, but I think the biggest one that affects all of us is the NHS and social care provision.

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

Blimey he looks a bit grown up and responsible!

What is number 1 on your bucket list?

India is next on our list and then, when I have more time, I want to travel along the silk road from Europe, through Persia, Eurasia and into China.

What 3 things would you take to a desert island?

A guitar, a kindle and some sun cream!

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

I love open water swimming.

Who would you most like to ask these questions of?

Paul Weller, Professor Brian Cox and Simon Reeve.

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