

Downstream

The official magazine of the Federation of Petroleum Suppliers

Winter 2009/10

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Season's greetings from all at FPS and Downstream



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COVER STORY



Mark Nolan, MD of Nolan Oils, with the Red Devils parachute team who dropped in to help the company celebrate its 21st birthday. Full story and more pictures on page 13.



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Who is your **driving force**?

FPS Driver of the Year

Award sponsor



The search is on for the best tanker driver in the UK. The person who pushes the boundaries of customer service, forethought and good driving habits for your company. Last year, we had the wonderfully-named Captain Kero – Robert Scott – who was nominated by his company, Scottish Fuels. Now we're seeking someone to take this year's crown, and it could well be someone within your company who claims the first prize of £1000 or one of two runners-up prizes of £250.

It has to be someone who combines an exemplary driving record with a great attitude to customers and a cool head under pressure. We know these knights of the road are out there, so let us know about your tanker heroes! There's an entry form enclosed with this issue of Downstream, and it's also available to download at fpsshow.co.uk – or call the FPS on +44 (0) 1565 631313.



TOP WINNING TIPS

- **Get your forms in as soon as you can. Closing dates are 10 February for Driver, 28 February for Young Employee.**
- In answering how your entrant has 'gone the extra mile', think about great customer service, outstanding environmental care, thoughtfulness about procedures.
- DRIVERS face an interview, so brief your nominated driver on the award so that they can prepare.
- Allow DRIVERS enough time for the interview: remember, they will be under pressure from knowing someone is coming to see them. It's not fair on the driver to expect them to slot the interview in between deliveries.
- In the case of YOUNG EMPLOYEES, have they shown maturity beyond their years in dealing with a situation, or in contributing ideas and/or helped to build the business?

Searching for a **rising star**



FPS Young Employee of the Year

Award sponsor



All companies need bright young people to keep driving them forward and fuel oil distributors are no exception. FPS and Reynolds Trade Credit have recognised that fact and wants to hear about your shining star.

The overall winner stands to win £500 and two runners-up will get £250 each.

The very first winner was Jenna MacDonald, a girl who gave up hairdressing to become the star

sales person with Highland Fuels. She once won over 75 new customers in a single day!

So who's the person in your business who is blazing a trail? Anyone aged 25 or under on 31 December 2009 can be nominated. They can work anywhere in the business except as a tanker driver. Entry is easy – use the enclosed form and send to Vanessa Cook at FPS, vc@fpsonline.co.uk or fax +44 (0) 1565 631314 by 28 February 2010.



FPS EXPO 2010

Exhibitor and visitor interest builds for 30th birthday industry event

FPS EXPO 2010 promises to celebrate its 30th birthday in style with a bigger and better event, having already sold over 80% of the exhibition space.

The 2009 event attracted record numbers of delegates and FPS EXPO 2010, at the Harrogate International Centre on 21 and 22 April, is likely to be equally well attended. Visitors will see exhibitors like commercial vehicle manufacturers MAN Truck & Bus UK and Scania (GB) Ltd alongside first-time exhibitors Cameron Forecourt, Nixon Jettas and Paul Reid Consultants, as well as show regulars

Alfons Haar, Central Welding, Environment Agency, Harlequin Oil Tanks, MechTronic, OAMPS UK and Williams Tanker Services, to name but a few.

"We're extremely pleased with the amount of space sold to date, and the level of enquiries from distributors expecting to visit the show," said FPS Events Organiser, Vanessa Cook. "We have also fielded an extremely high level of sponsorship enquiries. All the established opportunities have now been allocated, but we will be releasing some additional categories soon."

Workshops & Keynote Speaker

FPS EXPO 2010 will also feature workshops on 'Sick Pay and Holidays' in the light of recent European court rulings, and 'Process Safety for the Fuel Oil Distributor'. Michael Rutter (right), Head of Energy Resilience, DECC, will talk about the resilience of the UK oil distribution industry to provide supply continuity.



Dinner bookings coming in

Bookings are already rolling in for the FPS Annual Awards Dinner at the Harrogate International Centre on 22 April.

In addition to presentations of industry awards for drivers, young employees and best depot, the evening will feature guest speaker Brian Newbold, 'The Man from the Coal Board'. His website says: "During a life sentence as an engineer at British Coal, he developed a warped sense of humour and perfected the art of becoming invisible in the afternoon."



There is more information and a booking form on the website www.fpsshow.co.uk. Details are also available from the FPS, +44 (0) 1565 631313.

Golf: booking essential!

The annual FPS 2010 Golf Day is being held at Pannal Golf Club, near Harrogate, on 21 April. Booking is essential since places are limited. Entry forms online at www.fpsshow.co.uk.




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Suckling safety firsts pay off for charity



Scottish team captain Gordon Johnstone (left) receives the first 1mKm cheque from Suckling MD Peter Larner.

An in-house competition at Suckling Transport to encourage safe driving has yielded its first winner – Suckling’s Scottish International team.

It was the first team to clock-up one million kilometres without being involved in an accident or safety incident of any kind since Suckling launched its 1mKm Challenge in July 2009.

The winners received a trophy and a cheque for £2,000 to the charity of their choice, MacMillan Cancer Support. Each winning team also receives a trophy and individual prizes.

The 1mKm Challenge is the latest safety initiative from Suckling, who also received a safety award at the Energy Institute 2009 Awards.

All Suckling’s in-house teams are working towards the 1mKm award. The competition is sponsored by Suckling’s insurer, OAMPS, plus Michelin, DAF Trucks and MAN. “Our teams at Hythe and Avonmouth are one third of the way towards the million kilometre target, as are the international team from Wales. We hope to have some more winners in the new year,” said Suckling MD Peter Larner.

Energy Institute award

Suckling received the Energy Institute Safety Award for its Zero Incident Project (ZIP) from EI president James Smith and TV presenter Gabby Logan.

Suckling launched ZIP in January 2008 with the objective of eliminating road accidents. Prior to ZIP, the

company had always encouraged its staff to report potential incidents and near misses. Drivers were incentivised to submit near miss reports and potential incident reports. During 2008, 337 such reports were processed into a database.

The system significantly increased the opportunities for Suckling to investigate risks. Using this information, and reviewing previous incidents, Suckling then searched for technological solutions to those incidents. Managers were charged with identifying technological developments that could help and, as a result, 22 separate safety initiatives were launched.

Drivers have been reporting more risks through greater awareness and, through new procedures, managers also reported risks through safety observations at loading and delivery points. The vehicle itself was in effect reporting risks through its telematics.

Suckling intends continuing its initiatives by ‘geo-fencing’ accident black spots and passing this information to drivers through an audible in-cab message. It is looking for a customer-partner to pioneer this work. The EBS system on the trailer can identify risks such as near-miss rollovers and these can be recorded and communicated to the driver too. Suckling is also aiming to keep its drivers within all speed limits at all times. Currently managers identify non-compliant activities such as speeding through manual record checks. In 2010, on-board computers will check for speed compliance automatically every two minutes.

Website makeover at NCEC

FPS member NCEC, a national response unit for chemical emergencies and part of energy and climate change consultancy AEA, has launched a new-look web site. “We hope the new site enables you to find information more quickly and easily than ever. We see our website as an ongoing project to deliver you useful information as well as resources and tools to help you with chemical health and safety,” the company says. Visit it at the-ncec.com/news/

New president of UKPIA

Brian Worrall, Sales Manager in Europe for Chevron’s marketing business, has been appointed President of the UK Petroleum Industry Association, the trade association representing the nine main oil refiners in the UK. He succeeds the outgoing President, Janet Ashdown of BP. Brian has a wide UK retail business background and has worked for Chevron for the last eight years in a number of roles, including working within Chevron’s retail business and on assignment at the corporate offices in California.



Watson rises up the rankings

Watson Petroleum was included in the fifth annual Sunday Times HSBC Top Track 250 annual league table of Britain’s biggest mid market private companies in 2009. Top Track 250 ranks the companies based on sales in their latest available audited accounts. Companies make the list provided they have increased turnover and made an operating profit in their latest year. Sales range from £153m to £592m. Watson was ranked ninth with sales of just over £500m. This was a rise of 13 places from its 2008 ranking of 22.

The company’s new website is at www.watsonfuels.co.uk

Greenergy provides South West relief

With chronic heating oil supply shortages in the South West following the closure of facilities in Portland and Poole, the commissioning of the new Greenergy terminal in Plymouth has received an enthusiastic reception from independent distributors.

Greenergy staged an open day to show its extensively revamped and upgraded Cattedown and Mayflower facilities at Plymouth.

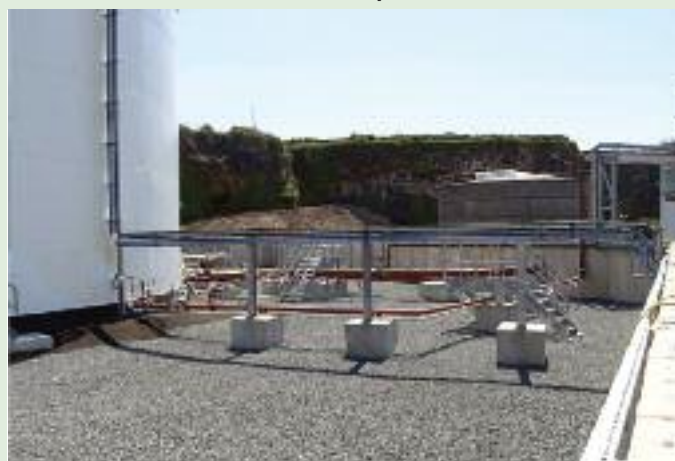
Added to its other terminals around the country and to its biodiesel production plant at Immingham, Plymouth is the latest evidence of Greenergy's rapid growth and its intentions to expand its business.

The company is the third biggest producer and supplier of road fuel in the UK, with annual fuel sales totalling more than six billion litres. It is the largest supplier of biofuels in the country, and has held a market share of over 30% since 2005.

When Greenergy acquired Cattedown, it had been closed with an enforcement notice, although Mayflower was still providing product.



Part of the Plymouth facility prior to the refurbishment (above) and (below) the much-improved end result.



There were two retail grade loading racks and one heating oil rack, five diesel arms, four petrol and one super and no bio fuels blending into finished grades.

Greenergy has commissioned a complete transformation and has expansion plans for the terminal.

While Cattedown has been re-opened specifically for heating fuels, Mayflower has been converted to retail grades only, and can provide 15,000 m³, 19,000 m³ of petrol, m³ of bioethanol, 1,600 m³ of biodiesel, and 6,000 m³ of swing tankage (diesel/petrol).

There are four retail grade loading racks and one heating oil rack, 10 diesel arms, eight petrol and two super. Biofuels, which are routinely tested for water and microbial growth, along with aggressive control of tank bottom water, are being blended into finished grades. Biodiesel is blended in line from the ship and bioethanol at the rack, where up to six additives can be injected.

Intense interest

In addition, Greenergy is negotiating to build three further 6,000 m³ low flash tanks at Mayflower. Plymouth's planners are determined to avoid a Buncefield-type scenario and there will be no storage of product below 55°C flashpoint at Cattedown.

The Greenergy Plymouth operation is the first major terminal redevelopment since Buncefield, so there has been intense interest in the design and installation from both the Health and Safety Executive and the Environment Agency. Bunds and seals have been meticulously renewed and all new bunds are concrete.



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Distributors flock to FPS Driver CPC course

There has been a rapid uptake of the new FPS Driver CPC courses as distributors opt to comply with the latest EU regulation by entering their staff on courses tailored to the specialist working practices of fuel oil distribution and gas tanker drivers.

Among early takers of FPS courses were GB Oils, Brogan, Barton Petroleum, Pace Petroleum and Flogas.

“We’re delighted with the rate of bookings from companies for their drivers,” said Ken Taylor of ORS Risk Management, which is operating the training for FPS. “Companies have quickly recognised that FPS’s specialist tanker courses are more relevant to fuel distributors than generic courses for any heavy haulage or transport business.”

The FPS course is purpose-designed to break into six self-contained, day-long modules. Five of these can be booked as group courses for up to 16 people and can be delivered in any order customers want. The sixth course is a day-long, one-to-one driver training by an ORS trainer who himself is a driver/operator with first-hand experience of the industry.

“The overwhelming majority of companies are choosing to take the one-to-one driver training day first. That’s because our assessor shadows each driver on his daily work so there is no disruption to the company’s collection and delivery schedules. The company knows that its drivers are also receiving individual monitoring and feedback on how they perform the specialist tasks that confront a fuel delivery driver, as well as feedback on the tasks and techniques associated with everyday lorry driving,” said Ken.

The group training modules cover:

- 1: Spillage Prevention; Working At Heights and Ladder Training; Spill Response.**
- 2: Health & Safety; First Aid Lesson; Fire Safety; Accidents; PPE.**
- 3: Drivers’ Hours; Driving; SAFED; Forecourt Deliveries; Security.**
- 4: Site Risk Assessment; Caring For**



- the Environment; Manual Handling; Emergency Response; PPG,G and Marine Deliveries.**
- 5: OFTEC; Spillage Prevention; Working at Heights, Ladders; Loading, Discharge, Product Return.**
- 6: Driver one-to-one training day.**

Full details and costs of the FPS Driver CPC scheme are available from the FPS, tel 01565 631313 or email ka@fpsonline.co.uk

Day a year for driver training

As of September 2009, drivers must undergo a minimum of 35 hours’ approved training every five years. New drivers entering the industry must complete the training before they can start driving. Drivers already in the industry are deemed to have enough experience to hold a CPC automatically, but they must undertake a total of 35 hours’ approved training by September 2014 to maintain the qualification. That amounts to a day a year.

Brogan’s block booking

Scottish distributor Brogan has so far put around 50 of its drivers – about half the firm’s driving force – through module 1 of the FPS training course, bringing them into its Motherwell HQ from outlying depots over the course of three days.

Brogan’s Ron Tomal said: “My transport manager fixed up the training. Our business is tanker based and Brogan has had training with ORS in the past, so with ORS being contracted with FPS our first inclinations on Driver CPC were towards them.”

Busy lobbying programme for



Marine fuels consultation

FPS, together with representatives from three member companies, met HMRC's Excise Policy Team to discuss HMRC's proposals for regularising the duty treatment of sales of commercial marine fuels. It was a useful meeting at which HMRC explained how their proposal would work in practice and the FPS representatives were able to make some suggestions as to how the proposed scheme could work more efficiently. A response from HMRC to the results of the consultation on the proposals is expected shortly.

Compulsory Stocks Obligation (CSO)

FPS attended more meetings of the Government/industry task group looking at the future of CSO. Consultants have now been commissioned to provide a robust independent analysis into possibilities for the future of the obligation: industry continues to favour an agency.

Energy Services Directive

FPS's Northern Ireland regional representative attended a meeting at the Dept of Enterprise, Trade and Investment to discuss how trade associations' voluntary agreements are progressing. These agreements, to which

FPS has signed up on behalf of its members, are to help customers become more energy efficient. FPS has designed a website to which members can refer their customers – www.oilsave.org.uk – to help end users learn about efficiencies that enhance oil heating systems.

Renewable Heat Incentive Levy

The Government's proposals for legislation to impose a levy on all fossil fuels used for heating continue to give concern to FPS and the trade associations representing coal and LPG distributors. Further meetings with the Dept of Energy and Climate Change (DECC) in October and November have not allayed these concerns. We see the only ways forward being amendment of primary legislation that was badly drafted in the first place, or exemption of these three fuels from the levy.

Europe

The Conference of European Fuel Distributors, of which FPS is a founder member, has met to agree the appointment of a lobbying company in Brussels to monitor and alert us of relevant upcoming draft legislation. This will enable us to lobby the EC early on in the process to try to achieve fair legislation that does not place unreasonable burdens on our industry. One of the first tasks the lobbyists will do is help us support retention of ADR as counting towards Driver CPC training. As far as we know, the UK is the only EU

Member State to allow this and we believe it is about to be challenged by the Irish Government.

Distributor Safety Forum

FPS organised another meeting of the Distributor Safety Forum that provides a useful opportunity for health and safety managers to discuss best practice.

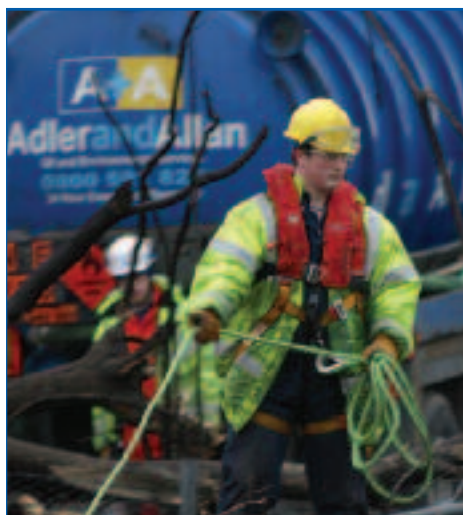
Dangerous Goods Training Panel

FPS attended a meeting of the Dept for Transport's Dangerous Goods Training Panel where Leicestershire Constabulary described their role in policing of orange plated vehicles.

Downstream Oil Industry Infrastructure

Another meeting of a task group of the Downstream Oil Industry Forum was held in November. The group has been looking at the resilience of the infrastructure from refineries downwards and identifying weak spots and barriers to development.

FPS member companies featured amongst those that were looked at as case studies of problems with planning. A further meeting in December will decide what recommendations from the work should be put to Ministers.



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ATEX approved tanker products

Dixon Europe has gained 94/9/EC ATEX certification for its Bayco range of overflow detection products. The ATEX directive applies where products are being used in potentially explosive environments/atmospheres. Overflow detection is the secondary shut off system used on petroleum tankers to prevent overflowing during the terminal leading process. The 94/9/EC ATEX approval on the Bayco range of probes and optic sensor systems now allows for CE marking, enabling Dixon to fulfil Europe-wide requirements.

Dixon Bayco manufactures a full range of sensors, monitors and sockets compatible with Scully and Civacon systems.

Contact marketing@dixoneurope.co.uk or 01772 323529.



Heat and flame proof hi-vis clothing

There is an increasing demand from industrial workers and contractors operating in high risk areas to wear an EN471 (high visibility) compliant garment. Using its renowned Nomex® fibre, DuPont Personal Protection has developed an EN471 yellow high visibility garment called Nomex® ProVis that has the additional benefits of heat and flame protection. It is anti-static and performs in environments where high daylight visibility is required.

More information: www.dpp-europe.com

Reliable overflow protection

Endress+Hauser's Micropilot M FMR240 radar level gauge offers non-contact continuous level measurement for reliable overflow protection in a wide range of applications and is ideally suited for hazardous areas.

The Micropilot allows simple, step-by-step commissioning, easy analysis and system optimisation. Versatile and reliable, the FMR240 has a measuring range of up to 70m and provides an accuracy of $\pm 3\text{mm}$. With a small (1½") horn antenna, it is ideal for applications on small tanks and is claimed to be maintenance-free. For hazardous area applications, the FMR240 is EEx ia and EEx d certified and can withstand temperatures up to 150°C. With a SIL2 rating in accordance to IEC 61508 and IEC 61511-1, it offers extreme process safety in oil and gas applications.

More information: www.uk.endress.com



Hydrostatic gauge options

Hytek has two hydrostatic tank gauges, both suited to fuel distributors and fleet operators. Both systems detect the static pressure generated by the volume of fuel in a storage tank.

The Unitop suits above or below ground tanks from 0.9m to 3.2m high. It can provide instant content readings. For a more continuous readout, Hytek has its Ocio gauge. The Ocio is suitable for tanks up to 4m high and is calibrated on site, giving continuous readings in litres, millimeters and percentages to $\pm 1\%$ accuracy. It can be sited up to 10m from the tank. Additional options include a 50m remote readout, and a remote warning device. Both gauges are sold exclusively through distributors. For further information or a catalogue call Greg Coates on 01279 815 600.



Detector for wide-area fire protection

Fire Fighting Enterprises has developed the technology to allow multiple Fireray 5000 optical beam smoke detector heads to operate from a single control unit. The Fireray 5000 Multi Head has up to four beam transceivers. Multiple detector heads mean that one system can detect smoke over a large area, and the heads can be positioned for total coverage of unorthodox indoor spaces. Each detector head can be independently configured from the single system controller to operate at a distance from 8m to 100m, with the capability for separate alarm threshold conditions (sensitivity and time) for each one. More information: www.ffeuk.com

Energy pricing 'national scandal'

The UK's largest independent energy consultancy, McKinnon & Clarke, has criticised energy companies which reap huge rewards from domestic prices.

The consultancy said that since summer 2008, wholesale gas prices had dropped from a peak of over £1 per therm to 36p. Electricity prices had fallen from £90 per MWh to less than £40 – falls in the region of 60%. Meanwhile costs to homes were as much as 35-40% higher for gas and 15% more for electricity than before the huge price rises of 2008.

Energy consultant, David Hunter from McKinnon & Clarke said: "The failure of the suppliers to pass on the

massive reductions in energy prices, which they have been enjoying for nearly a year, is approaching scandal proportions.

"The Energy Retail Association has tried to defend their members' pricing structure with a series of smoke and mirrors, however all will be revealed when the 'big six' suppliers announce their profit and dividend figures."

FPS Chief Executive, Susan Hancock, commented: "The behaviour of the gas and electricity suppliers is in sharp contrast to home heating oil distributors, whose prices to consumers quickly and closely reflect the fluctuations of crude oil prices."

Letter

Alternative to installing STA pumps

Dear Editor

In the Autumn 09 edition of *Downstream* you had an article titled "When a litre of fuel is not a litre", related to the increase and decrease of the volume of fuel dependant on ambient temperatures.

All Alfons Haar truck mounted pumping and metering equipment has had temperature compensation available as an option for many years, so anyone concerned about the volume they are delivering to customers and who are running Alfons Haar equipment can have this feature activated at little cost and minimum inconvenience. It's also worth noting that the process of pumping fuel itself can affect temperatures (as most operators will know and as you highlight in your article) and many companies will experience shortfalls in litres sold when compared to litres purchased. So there is an alternative to installing STA pumps, but only for people operating Alfons Haar equipment!

Dave Stanley, Alfons Haar Ltd, Leeds LS11 5LN

Jet's new marketing man

Jet – the fuel brand of ConocoPhillips – has appointed Stefan Wulkan as marketing manager, UK and Ireland. Stefan has over 20 years' experience with Jet, most recently working as business improvement manager in its Hamburg office.



Jet renews two distributor deals

Jet has renewed wholesale contracts in Scotland with Campbell Fuel Oils and Johnstone Wallace.

Campbell Fuel Oils has been an authorised distributor for over 40 years and operates from depots in Paisley and Kilmarnock. The company's reputation for its customer service mirrors Jet's own ethos of putting customer service at the heart of its offering.

Renewing a five year agreement with Jet, Johnstone Wallace is based in Dumfries with depots throughout the South West of Scotland.

Pete George, Marketing Manager Wholesale of Jet brand owners ConocoPhillips, said: "While it's important to attract new customers in a challenging marketplace, it's also vital to retain existing clients and we are delighted to be continuing our relationship with both Campbell Fuel Oils and Johnstone Wallace. These wholesale renewals further strengthen our position in the market as one of the largest suppliers of domestic, agricultural and industrial fuels to UK distributors."



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E-mail david.stanley@alfonshaar.co.uk

Heating oil from sawdust!

An American company is working to develop a substitute for heating oil by processing sawdust.

Biofine Technology (also known as Maine BioProducts) is evolving a process that extracts cellulose – the organic molecule that forms the basic structure of most plants – from sawdust and converts it into a platform chemical called levulinic acid, a non-toxic chemical from which a cleaner-burning heating oil substitute can be created.

Maine Technology aims to combine 85% of the levulinic acid it produces with an alcohol to make levulinate fuels. These levulinate fuels – esters using ethanol, methanol, butanol, or mixed alcohols – are certified viable additives for gasoline and diesel transportation fuels, and are being tested for certification as heating oils.

The company claims that levulinates are more carbon neutral than existing fuels and that the mixtures burn cleaner than pure hydrocarbon products. Maine says that, in addition to being non-toxic, levulinates are easier to mix with petrochemical fuels than either soy diesel or ethanol, and are not hygroscopic. Thus, unlike ethanol, they won't draw water into the fuel, and mixtures of levulinate and gasoline can be pipelined instead of having to be splash blended at the pump. Moreover, levulinates have lower cloudpoints and a lower gelpoint than biodiesel, resulting in better general cold flow properties.

Maine says that no other biofuel has been so extensively tested. Tests include more than 300,000 miles of trials in both gasoline and diesel automobiles. EL also reduces soot, offers higher mpg than ethanol, and exceeds the American ASTM D-975 diesel standard.

The company claims that its production process has advantages over other techniques such as gasification and biological conversion because it uses just heat and pressure in a controlled chemical environment.



Waste products from paper mills like this could be integral to producing a cleaner-burning substitute for present-day home heating oil.

It argues that gasification processes that convert biomass into a gas and then catalyse the gas into liquid fuels can be hindered by the high natural variability of biomass quality. Biological conversion relies on creating 'bugs' which can digest and withstand the variety of naturally occurring feedstocks and contaminants.

Maine says its own process is capable of using most forms of biomass with sufficient cellulose. Sources include low-value forest residues, whole tree chips, agricultural residues, food wastes, recycled paper, even sorted municipal solid waste.

Waste wood

The company is based in the state of Maine, which is also home to a large number of paper production plants that churn out a large amount of waste wood and by-products which could be utilised by the technology.

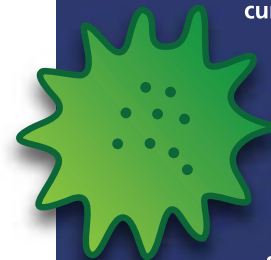
But levulinate heating fuels are some way off commercial production. Maine is currently looking for millions of dollars worth of additional funding to further develop its technologies and processes. It estimates that it will cost at least \$120 million to set up a biofine installation.

More information at www.mainebioproducts.com/

Algae's biofuel potential examined

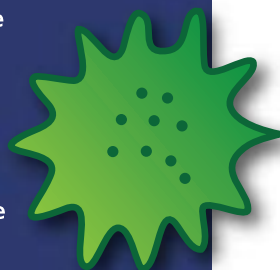
Scientists have used an intricate photosynthetic process to develop biodiesel and ethanol from algae.

Up to 50% of an alga's body weight comprises oil, whereas oil-palm trees, currently the largest source of oil to make biofuels, yield just about 20% of their weight in oil.



Soy produces some 50 gallons of oil per acre per year; canola, 150 gallons; and palm, 650 gallons. But algae are expected to produce 10,000 gallons per acre per year, and eventually even more. In optimal conditions, the oil-producing algae can double its volume overnight, reveals the report from Energy Business Reports.

Algae are the fastest-growing plants in the world. But if it were easy to extract the fuel, most of the world's biodiesel would already be made from microalgae grown on non-agricultural land close to coal-fired power plants.



However, selecting the right algae species is critical, as is creating the optimal photobiological formula for each species, and building a cost-effective photobioreactor that can precisely deliver the formula to each individual algae cell.

A Devilishly stylish



21st birthday party

Oxfordshire distributor Nolan Oils has celebrated 21 years of trading in style – by having the Red Devils parachute team drop in on a charity fundraiser to which they invited all their customers past and present.

Nolan Oils customers received an open invitation to the event, which featured a host of attractions, including a charity auction, a barbeque, Scalextric racing, simulated motorcycle racing, and the guest appearance of British Superbike rider Peter Hickman, whom Nolans help sponsor, as well as the Red

Devils drop-in. Guests were asked to donate to the Help for Heroes charity and to Bicester Round Table, which will distribute its share of the proceeds to local good causes.

“We were stuck for an idea to mark our 21 years in business as Nolan Fuel Oils, and then it was suggested that we could do this and it all came together,” said Mark.

It was through the Superbikes connection that Nolan Oils MD Mark Nolan was able to fix up a visit by the Red Devils and, despite rain-laden clouds, the Devils did their stuff and the event went very well.



How Nolan Oils grew

While Nolan Oils is 21 years old, the Nolan family has been trading for more than 40 years.

Mark’s father Bert Nolan started by opening a small petrol garage and also selling blue paraffin. Then came an agency for Gulf and when he saw an advertisement from Ultramar, he became the first appointed distributor for that company in Britain. The 1970s saw rapid growth in what was something of a golden age for distributors.

As Mark reflects: “It’s a very different situation today and it’s highly competitive. Nevertheless, we’ve kept growing strongly.”

Mark joined his father in the Ultramar distribution business and decided to form Nolan Fuel Oils in 1988 following the acquisition of Ultramar Golden Eagle by Kuwait Petroleum. The new Nolan company started trading in December 1988. All the tanker work was

down to Mark with one four-wheel tanker. But by April 1989, the company had taken on a driver and had acquired a six-wheel tanker to meet delivery demands.

A period of rapid growth followed and Nolans acquired a temporary storage facility of three 12,000 gallon tanks for kerosene, gas oil and derv at a yard near Bicester. In 1995, a suitable permanent site was acquired at the transport yard in Middleton Stoney, three miles from Bicester. Building was completed in 1996 and the depot was opened on 23 May 1996 for home heating fuel, diesels, lubricants and oil storage tanks.

Today’s operation still hinges on a tightly-knit team which now includes Mark’s two sons, Luke aged 19 and Ryan aged 18. Business is still going in the right direction, with an annual volume of more than 15 million litres, generated from a 30 mile radius of base.

MechTronic recruit two more

MechTronic has appointed two more staff at its Leeds HQ. Carl Robb joins the technical support department for after sales support and brings experience of the tank truck industry from his previous employment. Michael Foord joins as sales and service administrator to process customer enquiries and sales orders. He will also run Mechtronic’s forthcoming management software to enable the company to monitor technical support progress on customer projects.

Changes in store

Martyn Lyons, Managing Director at Simon Storage, talks about the latest challenges for the bulk storage sector

Q: What are the key market forces influencing the UK bulk storage sector and how is Simon Storage dealing with these?

A: Needless to say, the explosion at the Buncefield terminal in 2005 has had a major influence on this sector, and the ramifications are still being felt today. Buncefield has been the driving force behind new operating and safety standards at oil storage sites to prevent such an incident happening again. Compliance with these new standards now dominates investment plans for newbuild facilities and for existing sites, and the cost of meeting these requirements is also shaping the future of the industry – and the number of its players. Some companies have already found the cost of installing the recommended safety systems prohibitive and are withdrawing from storing and handling fuels at their terminals.

As an established leader in the design and development of bulk liquid and gas handling systems, Simon Storage has been an active participant in identifying and improving industry-wide standards of control at fuel storage sites post-Buncefield. As Managing Director of Simon Storage and Chairman of the Tank Storage Association (TSA), I represented the UK tank storage industry on the Buncefield Standards Task Group (BSTG) and the Process Safety Leadership Group (PSLG). Also, our safety, health and environment (SHE) team has populated the PSLG working groups. For its part, Simon Storage has committed to more than £2m in improvements at our own UK facilities over the next three years to meet and exceed Buncefield recommendations. As a result of our industry experience and insight into the changes taking place, we are also able to offer engineering solutions to help third parties reach the recommended standards, including LOPA (layers of protection analysis) and automatic shutdown systems.

Q: How have the highs and lows of oil price movements impacted your business

over the past 18 months?

A: Oil prices have undergone unprecedented volatility as a result of recent political and economic instability, with prices plummeting from around \$150/b to under \$40/b last year, before rising to a six-month high of around \$65/b at the end of May 2009. No doubt the ongoing global recession will continue to affect the price of crude oil, particularly if consumption falls below production capacity. This volatility has created contango situations, when traders seek to maximise the commercial benefits of low oil prices by buying vast stocks and storing for future delivery.

With terminals in the UK, Germany and Ireland, Simon Storage has a total owned storage capacity of 1.25mn cm and the capability to handle a vast range of products, including conventional hydrocarbon and alternative fuels, as well as chemicals and gas. This flexibility and expertise means that we have been able to respond quickly and efficiently to the fast changing storage demands of the fluctuating oil market, which many predict will continue throughout this year and beyond.

Q: What are the main opportunities and challenges facing the bulk storage sector going forwards?

A: In these uncertain economic times, perhaps the biggest challenge facing many companies storing and handling gasoline and other fuels is compliance with the COMAH CA (Control of Major Accident Hazards Competent Authority) Containment Policy – introduced in February 2008 as a direct result of Buncefield, and probably the most significant new regulation to affect the industry in recent years. This requires stringent standards for newbuild and existing facilities – some of which have been in place since the 1950s, and so may



well require extensive, and expensive, improvements in order to comply. The policy places emphasis on the importance of primary containment, as well as considerable enhancements to secondary and tertiary containment facilities to prevent pollutants from escaping the site and contaminating the environment.

As already mentioned, the cost of compliance is proving an insurmountable challenge for some companies, while for others it will be a matter of balancing the considerable expense of achieving these standards against other operational, maintenance, health and safety, and regulatory expenditure. Achieving higher standards is always a challenge, but I believe these new requirements should be viewed as an opportunity to make our industry even safer and more environmentally friendly, and to invest in storage and handling facilities that meet our clients' current and future needs.

Q: Safety is obviously of paramount importance across the energy industry, especially in the light of the Buncefield incident in 2005. What has Simon Storage done/is doing in this area?

A: Simon Storage has always seen a safe working environment as critical to the effective operational delivery of service to our customers. Our terminals and road tanker operation, Lewis Tankers, all have excellent health and safety records. Indeed, our achievements in this area have been recognised with awards from safety organisations such as RoSPA (Royal Society for the Prevention of Accidents), and we remain committed to maintaining an exceptional safety performance at our terminals and at those that we manage on behalf of third parties.

As a key contributor to the Buncefield working groups, Simon Storage has striven to ensure that it stays ahead of the game, particularly as a major part of our business relates to the storage and handling of gasoline and other fuels. We met all the BSTG's initial 'quick wins' by the agreed deadlines, including provision of tertiary containment measures, high-integrity tank filling controls and effective shift handover procedures, and additionally embarked on a programme of fitting automated fail safe shutdown systems on all facilities handling gasoline. We then complied with all the recommendations in the BSTG's final report, published in July 2007, such as engineering against loss of secondary and tertiary containment and systematic assessment of safety integrity levels. Lessons learned from this hugely valuable exercise were also implemented at Simon Storage terminals in Ireland and Germany.

Since then, the company has remained keen to ensure that its systems meet and even exceed expectations now and for the foreseeable future. This is clearly demonstrated in our decision to implement the higher standard safety integrity level (SIL) 2 systems and automatic shutdown systems to prevent overflow of tanks storing gasoline received via pipeline transfer, rather than the SIL 1 standard supported by TSA and UKPIA (UK Petroleum Industry Association).

Whilst the Buncefield incident triggered a major review of safety procedures, at Simon Storage we have always pursued standards above and beyond industry regulations and recommendations. This ongoing commitment is reflected in our 2009 Strategic Plan, which includes operational and SHE initiatives associated with the management of process and personal safety, together with specific infrastructure improvements.

The company has also been examining a number of innovative solutions for the provision of secondary and tertiary containment facilities, as identified by the Containment Policy, which requires secondary containment bunds to be impervious both around and underneath tanks. The obvious solution is to lay concrete within the bunds and under tanks, but this involves high costs and disruption to business whilst works are carried out, so we are currently considering other options, such as the use of clay, butyl lining systems or impervious matting systems.

Q: Simon Storage is heavily involved in the handling and blending of biofuels. How has the UK market changed in

recent years, how have you reacted to these developments and what are your future plans in this sector?

A: In some of its most significant bulk liquid contracts in recent years, Simon Storage is now working with all leading companies in the UK biofuels market. We have developed key expertise in storage, handling and distribution of green fuels, together with advanced techniques for blending biofuels with conventional hydrocarbons, both in-tank and during road tanker loading.

The introduction of the government's Renewable Transport Fuel Obligation (RTFO) in April 2008 has driven up demand for specialist biofuels storage and handling requirements and the company has seen a steady rise in biofuels storage at its UK terminals. The projects team has overseen the construction and modification of biofuels storage facilities at its terminals in Immingham on Humberside, North Shields on Tyne & Wear, and at Seal Sands on Teesside.

Also, through membership of North East Biofuels, Simon Storage is working to facilitate further development of a sustainable biofuels business in this region, to meet projected growth in this market as a result of the RTFO.

In addition to creating a need for more specialist



storage and handling facilities, I believe the RTFO may also pave the way for new production plants to be built in the UK, particularly for bioethanol, which is currently imported. If global targets for cutting carbon emissions are to be met, it will no doubt be necessary to continue the RTFO programme beyond 2010 and increase the level of biofuels inclusion above 5%. We are already gearing up for the next generation of biofuels, and we will continue to work with our clients to ensure a greener future for fuel.

Article courtesy of Petroleum Review

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* All members report anonymously. Operated within the constraints of the Consumer Credit Act (1974), Data Protection Act (1988) and the Competition Act (1988)

Why advancing the business must deliver

For FPS treasurer Malcolm Hunt of Advance Fuels, getting a buzz from whatever he does and the people he meets and works with is a key component of life.

"I love a sociable atmosphere. I like walking round the FPS Exhibition; I enjoy working in the oil business; I like going to the agricultural association I'm involved with; and the fishing club I help run; I like rugby at Twickenham; going to rock concerts; and a lot more," he says. "I like going to any events that have a good atmosphere."

One place the atmosphere wasn't so good was Papua

New Guinea, a country that Malcolm found himself working in after qualifying as a chartered management accountant in the construction and contracting industry in 1982.

PNG's humid, uncomfortable rain forest climate and the depressive environment were in sharp contrast to some more joyous times in Kenya and the southern African mountain nation of Lesotho. "The contracts were hard work with very long days, but they were a great



Malcolm Hunt and his wife Mary are familiar faces at FPS events.

life experience," said Malcolm, who spent two years globetrotting before returning home to a steadier existence. A spell with a firm of City money brokers was followed by entry as the third generation into the family road transport and oil distribution business, WS Hunt's, in Ottershaw, Surrey, in 1986.

William Stanley Hunt moved to Ottershaw after the First World War to pursue his original business of dog breeding (he was an

international dog judge). But with an eye for an opportunity, he set up a number of businesses using the new internal combustion engine, venturing into taxis, coaches, coal merchants and later on into heating oil supply, general haulage and vehicle repairs.

As well as taking up the financial reins of the business, Malcolm gained a marketing diploma and tackled the commercial side, in particular taking responsibility for its oil distribution arm. Bright marketing and Malcolm's decision to grow bulk operations by using drawbar tankers (one of the first two businesses in the country to do so), quickly turned a declining oil business into a growing one.

When British Benzol came calling in 2000, it acquired Hunt's oil distribution business, in the process taking Malcolm on as the company financial controller (although Malcolm and his cousin George Truett also



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One of the early Hunt tankers.

a buzz...

continue to run the remainder of Hunts as a successful transport, commercial vehicle repair and contract hire business).

Never one to stand still, Malcolm saw circumstances change at British Benzol and took the opportunity to join Bob Saw and Nigel Woods at Advance Fuels in 2004. "My aunt was the one who told Bob to go into selling bulk fuel over 40 years ago, and he did," said Malcolm. "Bob and I have known each other a long time and I was delighted to be able to work alongside him."

Towards the end of 2008, Advance attracted the attention of the ambitious



The Hunt family business has its origins in dog breeding. The centre picture of this old letterhead shows Mr W.S.Hunt judging in Australia.

independent supplier Mabanaft. A deal was agreed and Advance is now a Mabanaft subsidiary, with the German-based company taking a hands-off approach, so Advance advances its business in much the same style as when it was completely independent.

"It's a great business to be with and I'm really enjoying it," says Malcolm.



'Supply continuity is biggest issue'

Neil Donald of Southern Counties Fuels was the person responsible for persuading Malcolm to join FPS in the 1990s. Since then, the Advance Fuels' financial controller has become a linchpin of our industry's trade body, taking over as treasurer when the late Alan Newman of Oakley's Fuel Oils had to relinquish the post to battle the cancer that eventually claimed him.

"We're a small industry and a close-knit one where people know each other. They're a great group of people and I really enjoy being involved in it. There are lots of lovely characters within the industry. FPS works well with that and complements the close links very nicely. Because of that, it's an effective representative organisation and we need that influence to ensure we have a voice that is heard about what's happening to oil and fuel supplies generally."

Malcolm sees continuity of supply as being uppermost among the issues facing independent oil distributors. "The fuel crisis back in the year 2000 brought it to people's notice. My adrenaline nearly ran out then. But supply is an issue all the time now. We're suffering from a price-driven culture which has seen infrastructure cut and cut, all the way from petrol to kero.

"That can give problems, but also opportunities. Stock and supply continuity is the biggest issue facing the industry in the medium term, but I can see the industry evolving to resolve it. Companies like Mabanaft, Harvest and Greenergy are increasingly important because we have to trade more fuel these days, rather than just refine it.

"I'm not a doom and gloom merchant. I believe we shall get back to a more secure situation, but how, and exactly where it ends up in 10 years, I really wouldn't like to say."



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A shale tub being loaded ready for dispatch to the pit bottom and, ultimately, to the surface at Burngrange Pit near Pumpherston, a few miles south west of Edinburgh, in 1959.



Bricks being made at the Pumpherston brick plant, 1959. Pumpherston Oil Company Ltd was one of five shale oil businesses amalgamated into Scottish Oils Ltd. The bricks were eventually used in a housing programme – many for employees themselves.



A miner at work in a shale mine. Shot holes are bored before blasting takes place.

The Duke of Kent at Burngrange Pit, ready to go down the shaft. His Royal Highness is standing between Mr Robert Chrichton, director and general manager of Scottish Oils Ltd (left) and Mr William Caldwell, general mining manager (right). Lieutenant JA Lowther, the Duke's private secretary, is on the extreme right, 10 January 1940.



Tanks and storage

SEPA launches tank campaign

The Scottish Environmental Protection Agency, SEPA, has launched a campaign to highlight the new, stricter regulations on oil storage in tanks, due to come into full effect on 1 April 2010.

The regulations have been designed to minimise this risk of oil pollution and SEPA wants to highlight what they mean for businesses and the public. The Water Environment (Oil Storage) (Scotland) Regulations 2006 were introduced in three stages. New tanks installed after 1 April 2006 had to comply with the regulations by 1 October 2006 and existing tanks within 10 metres of surface water and 50 metres of a borehole had to comply by 1 April 2008. As of 1 April 2010, all storage tanks in Scotland must comply. SEPA says there are hundreds of water pollution incidents caused by oil every year. The regulations set design standards for new and existing

above-ground oil storage facilities, which includes fixed tanks, intermediate bulk containers, and drums or mobile bowsers whether inside or outside a building. The regulations also cover domestic oil tanks with a capacity of more than 2500 litres.

Among the worst cases, a leak of about 300 gallons of diesel from the delivery hose serving an unbunded tank in Aberdeenshire ended up in a nearby river, killing a number of invertebrates. The tank owner was fined £2,000 and also had to pay for the clean-up. Colin Bayes, SEPA's Director of Environmental Protection and Improvement, said: "SEPA's main aim is the protection of the environment. Just one litre of spilled oil can result in almost 4,000 square metres covered in an oil film, and even a small amount can have a devastating impact on the local environment.

"Of course prevention is better than cure; a tank that is banded and complies with the regulations will minimise the effects of any oil spill by enabling better containment. If anyone is unsure how the regulations will affect them we encourage them to contact SEPA so we can explain what they need to know. SEPA will work with tank owners to ensure that tanks are made compliant with the requirements of the legislation in a reasonable timescale."

Information on the regulations and how they affect businesses and the public is available at: www.sepa.org.uk/water/regulations/regimes/pollution_control/oil_storage.aspx SEPA offers further advice and guidance via its local offices (www.sepa.org.uk/about_us/contacting_sepa/regional_offices.aspx) or its 24 hour Communications Centre on 01738 448414.

Secu-tech SMS messaging

A text message alert when a tank is getting low is the latest offering from gauge company Secu-tech.

The company's new LC 200 level gauge with SMS messaging is designed to give oil distributors an added-value service for their customers. "Companies can protect their loyal customers and lock them into a service where the distributor controls the time of the deliveries and doesn't have to react to urgent requests," explains Paul Reyner, sales manager for UK and Ireland. "It enables planning of deliveries to these important customers that competitors would love to have." Customers can opt for a text message of their own to see what's in the tank or their supplier can provide the information via computer.

Based on the LC100 ultrasonic tank gauge, the LC200 includes features such as direct readings in litres as well as percentage; readings in litres to help the driver avoid overfilling; daily consumption readings and a 'time to run out' estimate.

"The system offers low-cost remote software for any user, which improves scheduling for customers and improves efficiency of delivery trucks," adds Paul. "High level and low level trigger points are ideal if you are looking at waste oil collections or just ensuring your customer always has product."

Championing the eco ca

Committed to a greener way of working with fuel, Ledbury Welding and Engineering is championing better storage solutions for biodiesel, AdBlue® and ethanol.

"The emergence of biofuels over recent years has created its own set of issues with regards to bulk storage," says Ledbury's Jim Suff. "Regardless of concentration, the product has to be stored in the correct environment at ambient temperature to ensure the efficient working of the dispensing pumps."

Taking these requirements into account, Ledbury have modified the design of their long-established Derv Pack diesel tank to meet the criteria.



Ledbury Welding's Supervault stores highly flammable fuels safely.

Polygroup enters oil storage

Polygroup has moved into the oil storage market with the launch of its new Polyoil range.

The patented, 1200-litre capacity Polyoil 1200SB is rotationally moulded from UV-stabilised medium-density polyethylene and comes in green or oak-effect finishes.

The company has opted for a top outlet, bunded oil tank, claiming that bottom outlet tanks can be more prone to leaks and spills when drawing off oil, even when bunded.

The standard Polyoil pack includes the tank, bund, bund cover, access lids and top outlet suction pipe, which are all fitted and extended to the outside of the bund. Installers need only connect the supplied fire valve and de-aerator to the boiler. The pack also includes an ultrasonic and visual contents gauge and bund alarm. Polyoil measures 1700mm by 850mm by 1620mm and, at 100kg, is 40kg lighter than some rival products.

"This low weight and the fact that the tank is supplied complete and fully preassembled make it easier to install," says the manufacturer.

Atlas plugs the gap with 1,800-litre tank

County Armagh-based Atlas Tanks are about to launch a 1,000-litre and a 1,800-litre tank into the market – and have also spotted an opportunity for more new products.

"We are looking forward to the 1,800-litre tank particularly, as this will provide us with a capacity tank that we have been lacking for some time in our range," said Richard Marsh, UK Sales Manager. "We're also planning to make a range of coal bunkers, to cater for the upturn in demand for both coal and log storage."

The two new tanks were designed primarily for householders needing bunded installations in a limited space, and to cater for customers who have had to replace an existing 300-gallon or 400-gallon tank.

"With our access to home and leisure products through the PDA Group, we now have a wide range of items, from kayaks and pet products to spill pallets and water storage tanks," said Richard. "We are branching into new areas of business, but at the same time giving our existing customer base the same service on the Atlas tank range as we always have done."

use

By fitting a comprehensive thermostatically controlled heating and circulating system and sophisticated filtering, the company claims their product leads the field for bio storage.

An established manufacturer of bunded steel fuel tanks, the company has also recognised that above-ground storage is the answer when it comes to cutting the risks of groundwater pollution and soil contamination.

"We've developed storage solutions for alternatives such as biodiesel and AdBlue®, alongside the uniquely specified and widely used Supervault for ethanol or other highly flammable products," said Jim.

The Supervault is the only tank in the world to hold a four-hour fire rating and multi-hazard accreditation along with secondary containment. More than 80 UK installations now store two million litres in Supervaults. "With in-house shot-blasting and special coatings, aggressive environments are lessened thus extending the tanks' lifecycle, which is another environmental plus," said Jim.

This year marks the 40th anniversary of the founding of Ledbury Welding and Engineering. Over that time, the company has earned a reputation for its environmental site audits, de-commissioning and full installation service, as well as its range of products.

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Tanks and storage

Harlequin launches new slimlines

Storage tank manufacturer Harlequin has confirmed new 1,000-litre and 1,300-litre capacity models in its range of basic bunded oil tanks.

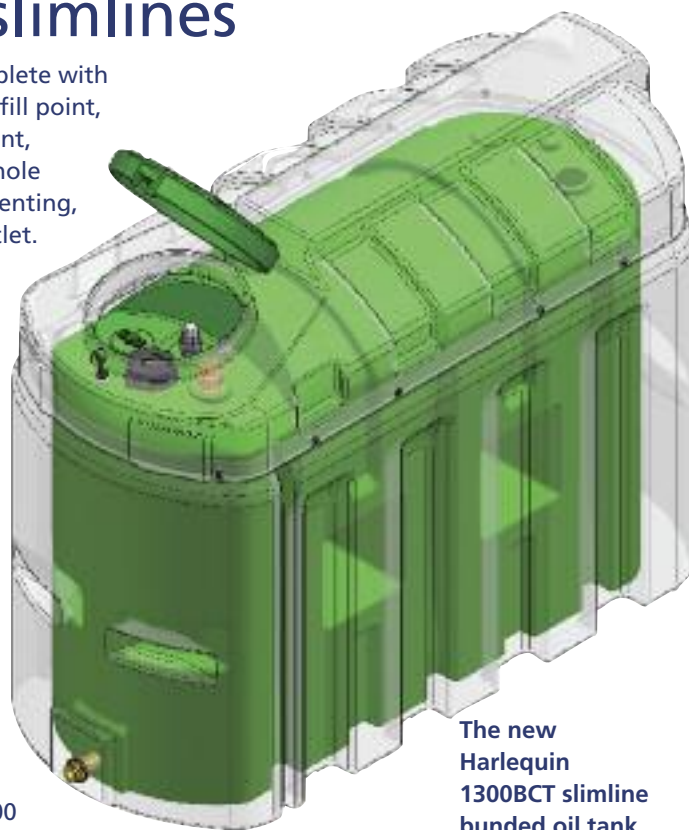
"These new slimline models have been designed primarily for domestic installations, where space is often at a premium," explained Harlequin's John Switzer.

Both new models are extremely compact. So much so that the 1,000-litre version – at just 710mm wide – is even narrow enough to pass through a standard domestic doorway.

Slim, though, doesn't mean compromising on storage. The company claims that, with an actual capacity of 1,405 litres and a nominal capacity of 1,335 litres, the 1,300-litre model holds more than any bunded slimline model available in the UK and Republic of Ireland.

Both are supplied complete with factory-fitted lockable fill point, lockable inspection point, dipstick, lockable manhole access, weatherproof venting, and 1" BSP bottom outlet. An electronic contents gauge, bund warning alarm and oil tank fitting kit can be supplied at extra cost.

Harlequin tanks are made by Clarehill Plastics. Set up in 1981, the company manufactures rotationally moulded fuel, oil and liquid storage solutions. The Harlequin range consists of more than 100 different models from 350 litres to 10,000 litres.



The new Harlequin 1300BCT slimline bunded oil tank.

Eurotank's Canters are pump-primed for success

A Southampton-based company has drafted in a new fleet of half a dozen Mitsubishi Fuso Canters after winning a prestigious petrol station maintenance contract.

Eurotank Environmental, a specialist contractor to the petroleum industry, has been appointed to service the fuel tanks at 450 Tesco filling stations nationwide.

Within the last 12 months, Eurotank has invested in six Canters – a pair of 7.5-tonners and four 3.5-tonners. All were supplied by local Mercedes-Benz dealer Pentagon Commercials.

Both Canter 7C18 models are powered by top-of-the-range 180hp 5.0-litre engines, they are being used to inspect and clean fuel tanks.

Their box bodies are by AL Musselwhite of Romsey, Hampshire,



and incorporate lab areas for testing fuel, showers and changing rooms, as well as 1,000kg tail-lift for handling site equipment on pallets.

Other features include underfloor generators and compressors, and heavily protected storage tanks for carrying up to 1,000 litres of fuel. And, because they work in hazardous areas where combustible gases or vapours may accumulate, the Canters are also fitted with Chalwyn diesel engine valves, which eliminate the risk of dangerous sparks.

The four 3.5-tonners have Musselwhite platform bodies and are also fitted with compressors. They carry intermediate bulk containers (IBCs),

which are used as settling tanks. Like their 7.5-tonne siblings, the smaller Canters are used to tow trailers on which are mounted 2,000-litre diesel storage tanks – these trailers can weigh up to 3.5 tonnes apiece.

Eurotank Environmental works for several major fuel retailers and offers a range of services including low-cost endoscope investigations of 'live' tanks, during which fuel is tested for water and microbial contamination, and tanks for lining condition and floor damage caused by dipsticks.

The firm also cleans fuel tanks and pipelines, and provides a precision tank, pipeline and vapour recovery testing service.

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So if you want a flow meter, you can have one. If you'd like an electronic gauge, we'll supply it. A bund alarm? No problem, just add it to your list. 10 micron Fuel Filter? Sure, we'll fit it. And of course if all you want is a basic tank without the frills, you can have one of those too.

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Titan EcoSafe

Kingspan Environmental has expanded its range of Titan EcoSafe environmental tanks with the new ES9000 and the ES10000. These 9,000 and 10,000-litre tanks are designed for large commercial facilities that require mass fuel storage. Both come as standard with the Watchmanson ultrasonic oil level monitor.

"The introduction of the larger sizes is in response to market demands," says Tony Soper, Sales Director of Titan Environmental GB.

"We're already getting lots of enquiries about the new tanks from customers, who are clearly also excited by their design features and integrated technology." He continues: "Their sizes mean that customers will be able to buy and store heating oil in bulk, ensuring they

have plentiful supplies on-site that can be easily monitored."

Jonathan Teggart,
Kingspan
Environmental
Store Supervisor
with one of the
new ES9000 tanks



CTS – 'one stop shop'

Centre Tank Services' philosophy of being a 'one stop shop' in supplying equipment to the tank market is as true today as it was 20 years ago when the company was formed by Mike Terry and Derek Villanueva.

"We are proud of our position as the market leading supplier of equipment to the tank manufacturing industry" says Sales Director Joe Ferrara.

He continues: "Our close association with Piusi is well known in the industry and because of this close association people sometimes forget the fact that we supply a fantastic range of non-Piusi products such as alarms, gauges, overfill valves and filters."

CTS has a 160-page catalogue available from Dawn Taylor on 0121 351 4445 or email dawn@centretank.com

Biocides can beat the bugs

The 'flu will take down scores of people this winter, defying their best efforts to prevent the bug. Now, Oliver Warr, of additives specialist Fuelcare, is warning distributors to avoid equally troublesome bugs in fuel storage tanks.

"If your tanks are contaminated with black sludges and slimes you will most likely have microbial or fungal contamination that can have a

damaging effect on your fuel, tanks and customers," he says.

"Contaminated tanks can tarnish a distributor's reputation if the fuel they have supplied is not fit to be used. It may be contaminated by slime which will eventually block end-users' fuel filters."

Fuelcare say that the efficient way to stop the trouble, or prevent it in the first place, is to add a biocide which

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Tuffa growing bigger

Tuffa is enlarging its Staffordshire factory with a 15,000 square feet extension to cope with a growing order book from both the UK and overseas countries for its plastic and steel tanks.

One section of the new build in Uttoxeter will incorporate two new 10 tonne cranes to enable expansion of the steel tank division so larger capacity tanks can be manufactured. It will also enable better utilisation of space for

the Tuffa's roto-moulding department to cope with increasing demand for its plastic tank range. The remainder of the extension is to house a purpose-built tank fire protection section and a new plastic grinding plant.

The company says its £1 million investment will enable it to make its prices even more competitive.

One particular success in the domestic market is Tuffa's patented FireStop range with a built-in fire barrier, available with either 30 or 60 minute protection. They are an increasingly popular answer when relocation of a tank site is not an option during a tank replacement. Tuffa says that FireStop fits integrally into its plastic bunded tanks and that it can also be manufactured in a steel tank. It requires no brickwork, barriers or firewalls to be erected on site, making sure there are no delays in installing the tank or added costs.

Demand for its steel tanks has seen an



unexpectedly strong growth spurt which Tuffa attributes in part to keen prices and more favourable buying-in rate for raw materials, as well as high quality construction.

Tuffa is benefitting from the fall in exchange value of sterling, seeing particularly strong exports of its plastic tanks for various uses. It is shipping to numerous EC countries and is aiming to convert interest from America, Africa and Australia into orders.

As a bespoke manufacturer, Tuffa also manufactures combination tanks of part plastic/part steel and offers these to suit the application, site location and product customers need to hold.

will both cure an existing problem and



prevent a repetition. Fuelcare says that, applied in the recommended dosages, its biocides kill off and inhibit the growth of a broad spectrum of bacteria, fungi and yeasts that are commonly found in all middle-distillate fuel tanks.



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- Bespoke systems
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- Hire service

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Dealing with the **theft of data**

Most heating oil distributors now hold extensive lists of customers' personal and financial details on a database – with the ever-present risk of theft of that sensitive data.

Careless government departments – HMRC for one – and officials who lose confidential information have been widely criticised.

But what if an employee of your firm decides to steal and misuse sensitive customer data? It has happened recently to one distributor and it's a risk which many employers are ill prepared for. If it happens it can result in significant loss of revenue and lasting damage to the firm's reputation.

Here, lawyer MARIE ANDERSON comments on the 'First Conference' case (First Conference Services Ltd v Bracchi and Inspire Conference Services Ltd).

On 26 August 2009 Mr Justice Peter Smith granted a permanent injunction against a former employee and his company who had misappropriated confidential information. The confidential information comprised the contact database of First Conference Services, an events organisation company with a massive volume of contacts that was fundamental to their business.

Mr Bracchi went to work for First Conference as an event manager in December 2005 and some time later left the company, giving the impression to First Conference that he was going to work in a different industry. In fact, he set up a competing company and used his former employer's contact database to launch that business.

The judge found that there had been a clear breach of the article 16 of the Database Regulations by copying the database. He also found that the claim for passing off was established as the defendant had set up conferences to rival the claimants in the similar locations with the same topics.

The judge added that there is increased risk of employee data theft because computerisation makes information easily 'transportable'. However, there is often a fingerprint trail and hence it was possible in the Bracchi case to discover the culprit. The claimants moved quickly in the



Bracchi case to obtain search orders and to seek an injunction to prevent further damage to their business. However, the legal costs, time and energy in pursuing such actions can be prohibitive.

What then can an employer do to protect business data from employee theft? There are forensic IT solutions to detect such illegal activity. The employer in this case failed to have a proper contract of employment which could have included a suitable restraint of trade clause.

I don't advocate a return to the use of card indexes to store business contact details. However, the court failed to recognise the data protection implications. The misappropriation of personal data – names and business addresses of individuals – make the act a potential criminal offence under section 55 of the Data Protection Act 1998. This offence covers unlawful obtaining of personal information without the consent of the data controller.

If companies suspect an employee has made off with this sort of information about their customers, they could complain to the Information Commissioner under the Data Protection Act. It could prove a very effective alternative deterrent to such activity.

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How Shell's enduring name and logo came about

By MICHAEL HUNT, Shell

For more than 100 years the word 'Shell', the 'pecten' emblem and the distinctive red and yellow colours have identified the Shell brand and promoted the company's corporate reputation.

These symbols have stood not only for the quality of our products and services, but also as very visible representations of our professionalism and values in all of our business activities, and to all of our stakeholders, around the world.

The word 'Shell' first appeared in 1891, as the trade mark for kerosene being shipped to the Far East by Marcus Samuel and Company. This small London business dealt originally in antiques, curios and oriental seashells. These became so popular – the Victorians used them to decorate trinket boxes in particular – that soon they formed the basis of the company's profitable import and export trade with the Far East.

The word was elevated to corporate status in 1897, when Samuel formed The Shell Transport and Trading Company. The first logo (1901) was a mussel shell, but by 1904 a scallop shell or 'pecten' emblem had been introduced to give a visual manifestation to the corporate and brand name.

Exploring the origins

The choice of a shell as an emblem was not surprising, as it was the company name. Also, each of Samuel's tankers carrying kerosene to the Far East had been named after a different seashell. But why specifically was the scallop or pecten chosen as the company's symbol in 1904? It was certainly not the simplest shape to reproduce in printed form.

Both the word Shell and the pecten symbol may have been suggested to Samuel and Co. by another interested party, a Mr Graham, who imported Samuel's kerosene into India and sold it as 'Graham's Oil'. He subscribed capital to, and became a director of, the Shell Transport and Trading Company.

There is some evidence that the Shell emblem was taken from his family coat of arms. The 'St James's Shell' had been adopted by the Graham family after their ancestors made the pilgrimage to Santiago de Compostela in Spain. Whatever its origins, the original design was a reasonably faithful reproduction of the pecten or scallop shell.

When the Royal Dutch Petroleum Company and Shell Transport and Trading merged in 1907 it was the latter's brand name and symbol which became the short form name (Shell) and the visible emblem (the pecten) of the new Royal Dutch/Shell Group. And so it has remained ever since.

The form of the Shell emblem has changed gradually over the years in line with trends in graphic design. The current emblem was created by the great designer Raymond Loewy and introduced in 1971. Thirty years on, it stands the test of time as one of the world's most recognised symbols.

Why red and yellow?

The exact origins of the Shell red and yellow are hard to define. True, Samuel and Company first shipped kerosene to the Far East in tin containers painted red. But the link, once again, could be with Spain. In 1915, when the Shell Company of California first built service stations, they had to compete against other companies.

Bright colours were the solution, but colours that would not offend the Californians. Because of the state's strong Spanish connections, the red and yellow of Spain were chosen.

As with the pecten, the actual colours have been modified over the years, most notably in 1995 when a bright, fresh and very consumer friendly new Shell Red and Shell Yellow were introduced to launch Shell's new retail visual identity.

The Shell emblem - or pecten - remains one of the greatest brand symbols going into the 21st Century.



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