

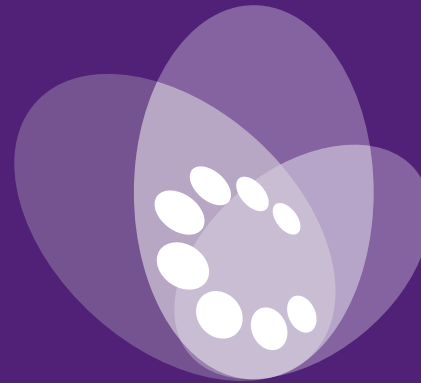


**Get to know the
benefits of being a
Certas Energy customer**

Welcome to Certas Energy



Welcome



Make the most of being a Certas Energy customer

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Welcome to Certas Energy

We want you to make the most of being a **Certas Energy** customer. This pack is designed to help you find out more about us and how your business can benefit from being a valued customer.

Always here for you

At the heart of our customer service is one of our core company values: 'We can and will do'.

By creating partnerships that start by really understanding your fuel needs and priorities, we take a collaborative approach. Listening carefully to appreciate your business challenges and objectives, where appropriate, we will suggest products and services that will help you achieve your operational and commercial goals.



Just some of the ways we can help...

- Fuel, lubricant, greases and additive specification and supply advice on renewables, biofuel blends and bespoke solutions
- Secure storage and dispensing - advice from product choice, through to installation and management
- On-site assessments and consultation
- Fuel monitoring, management and security
- Boiler installation and maintenance
- Flexible payment options
- AdBlue®, antifreeze and coolants for all engines and machinery
- Fuel cards

...and much more



One number linked to your local team

0345 600 4040



One email address linked to your local account manager

getintouch@certasenergy.co.uk

Who is Certas Energy?

Total fuel and lubricants supply
and management solutions

Keeping your business moving

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We keep your business moving - from farms to construction sites, haulage companies to quarries, schools to hospitals.

As the UK's largest independent distributor of fuel and lubricants, we operate a national network that delivers a competitive, responsive local service to ensure that your site never runs out of fuel. In addition, we provide a comprehensive range of services – including boiler maintenance, tanks, additives and alternative fuels.



Keeping your business moving

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With over a hundred combined years of fuel and lubricants supply experience, our customers are assured that our heritage and reputation will always deliver to all individual customer needs.

And as it's good to keep things simple, we've pulled together all our successful brands under the single Certas Energy umbrella with one aim in mind – to provide you with great products and services that together make it easier to run your business efficiently, effectively and with peace of mind.

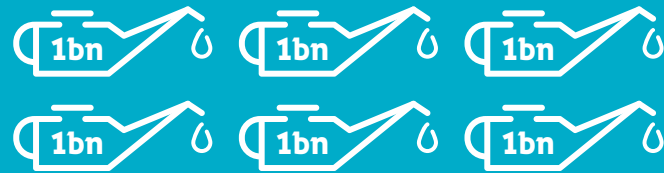
National network, regional presence, local delivery

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Assured supply through our robust and reliable infrastructure – we deliver billions of litres of high quality fuel and lubricants products consistently to customers across the UK

6 billion

litres of high quality fuel and lubricants delivered throughout the UK each year



2,500 employees



150 local depots



Fuel for a wide range of sectors and applications

A comprehensive range of fuels and lubricants for commercial and industrial businesses, large and small, across multiple sectors including:



Construction

From bulk fuels to storage, lubricants to additives – safely keeping construction sites moving nationwide.



Agriculture

Specialising in fuels, OEM approved lubricants, additives and tanks for UK farmers.



Transport

Unsurpassed infrastructure, innovative products and competitive pricing keep our haulier and transport customers on the move.



Marine

Specialist marine fuel, lubricants and off-shore bunkering.



Aviation

From aircraft and ground fuels to turbine greases and engine oils.



Public Sector

Preferred supplier to government procurement body, with contracted supply of essential fuels and lubricants across the public sector. Including to the military, hospitals, schools, regional, local and county councils and the emergency services.



Retail

Delivering fuels and lubricants to forecourts across the UK to around 1,300 independent retailers, as well as our own brand of Gulf stations.

Products and services

Reliable products with dependable
service – driving your business forward



Bulk fuels

A diverse range of bulk fuels is available, including road and red diesel as well as gas oil for heating and power generation – delivered on time and in full.

- Diesel / DERV
- Red diesel / gas oil
- Kerosene and premium kerosene
- Commercial heating oil - Therma35
- Alternative fuels - Shell GTL



we deliver over

6 billion
litres of fuel a year





Shell GTL Fuel

(Gas to liquid)



Certas Energy is the sole distributor of Shell GTL Fuel in the UK. This paraffinic fuel offers a cleaner-burning alternative for use in diesel engines. Suitable for on-road and off-road applications, it lowers emissions and improves air quality and can be used as a direct replacement for conventional diesel fuels with no modifications required.

The GTL technology lowers local emissions of regulated pollutants: Particulate Matter (PM), Nitrogen Oxide (NOx), Carbon Monoxide (CO) and Hydrocarbons.

Download our
Shell GTL Guide here



HVO paraffinic diesel

(Hydrotreated vegetable oil)

Produced by treating vegetable and waste oils and fats with hydrogen, HVO is an innovative renewable red diesel that can generate reduction in air pollution and Greenhouse Gas savings – 52- 90%.

Another paraffinic diesel, it meets EN15940 standards and suits any diesel engine with no modification required.

A high cetane number ensures more efficient combustion whilst no sulphur and low aromatics means cleaner burning. HVO can also come with an additive that improves productivity and reduces emissions further (Green D+).

Engine warranties (ASTM D975-D2 certified) are provided and global companies including Volvo, Scania, Caterpillar, Perkins, Cummins, MTU, Volkswagen and Mercedes positively endorse the fuel.

AdBlue®

If your machinery's engines are fitted with SCR catalysts, AdBlue® will help to reduce harmful emissions. It meets the standards for Euro 5 and Euro 6 and can lower engine operating costs. Our AdBlue® is ISO 22241 compliant and available in a variety of packs including jerry cans, IBCs and bulk.

Additives

Additives reduce the cost of maintaining and replacing your machinery, as well as save you money by improving fuel performance and minimising storage problems and waste. The range includes Gas Oil Extra, Anti-Bug Kill, Anti-Wax, Fuel Store Plus and Diesel Power Restorer.

Lubricants

Lubricants are as important to the smooth running of your operations as fuel. Designed to lower your operating costs and increase equipment availability, **Certas Energy** is a one-stop shop supplying lubricants from leading global manufacturers.

The largest independent distributor of own account lubricants in the UK allows access to, and choice of, a full range of high quality oils and greases.

Local technical teams ensure that you use the best-suited products for your equipment to deliver optimum output and lifespan. Technical advice, support and services such as Shell LubeMatch and Shell LubeAnalyst are always on-hand whatever your challenge.

Stock products come in bulk and packed options and are delivered nationwide within five working days with next day delivery available on many items for emergency supply.

Download our
Lubricants Brochure





Storage and dispensing tanks

From tank size, shape and material to dispensing options and management, whatever you need, it's all covered. A full range of solutions is available with capacities from 950 to 62,000 litres (or larger as a bespoke option); all are 110% integrally bundled to comply with oil storage regulations.

Ensuring the process is as easy for you as possible, you can opt for supply only or supply, installation and maintenance options. This includes assistance with contract lift on-site and removal of existing tanks as well as full technical and after sales support.

Equipment can be purchased upfront or as part of a fuel volume commitment agreement to ensure costs can be managed easily.

Comprehensive range includes:

- Steel tanks
- Plastic dispensing tanks
- Transportable tanks
- Containerised tanks
- Fuel stations and bowzers
- Bespoke tanks
- Variety of dispensing options and accessories to suit all applications

Download our
[Tanks Brochure](#)





Fuel security, monitoring and management

Fuel monitoring and management options enable you to focus on your business, while they keep a close eye on your fuel. Equipped with the latest in fuel monitoring technology, the fuel level in your tank is read automatically and the data communicated directly to a mobile phone or email – enabling either automatic re-ordering or enabling you to manage stock levels conveniently and accurately as well as identify leaks and thefts swiftly. If security is an issue, tanks can be supplied with a fuel management package including fobs, locks and key codes.





Fuel cards

With a **Certas Energy** fuel card, paying for fuel couldn't be easier: just present your fuel card every time you fill up at a designated fuel station - no cash or credit cards to worry about.

Wherever you are in the UK, you're never far from a fuel station that welcomes your **Certas Energy** fuel card. Our network partners are Key Fuels, UK Fuels and Esso (including cross acceptance) – and there are over 5,000 sites to choose from.

Across our refuelling sites, there's a wide choice of facilities that will meet your individual preferences. If you travel mostly on motorways, all main locations offer **Certas Energy** fuel card facilities – plus you'll find many supermarkets also accept your **Certas Energy** fuel card.



HGV refuelling bunker sites

Our 17 (and growing) HGV refuelling bunker sites nationwide have been specially developed to allow ease and speed of filling and movement for larger vehicles.

If you operate LCV, HGV or large fleets, you may prefer to fill up at these strategically located bunker refuelling sites. Each location is fitted with high-speed pumps, which drastically reduces the time spent refuelling during journeys.

Certas Energy fuel card customers are entitled to a **one pence per litre discount** on all diesel purchases when refuelling at any of our bunker sites. Additionally, at many sites AdBlue® and gas oil is available at fixed prices so customers are not affected by external market fluctuations.



What you can expect from Certas Energy

Supporting your goals through our
commitment to operating responsibly

Health, safety, environment and quality

Keeping customers, employees and the environment safe is paramount and our dedication to quality is demonstrated through robust management systems and accreditations in:

- Health and safety (OHSAS 18001)
- Quality (ISO 9001)
- Environmental management (ISO 14001)
- Energy management (ISO 50001)

Fundamental to our business performance, as well as being our commitment to you, a culture of strong safety and compliance principles drives our dedicated Safety F1rst and Doing the Right Thing initiatives.

Also a member of the Fleet Operators Recognition Scheme (FORS), this assures our approach to safety, efficiency, and environmental protection in our fleet operation, combined with a commitment to measure, monitor and improve our performance.

Complying fully with applicable legislation and industry codes of practice as a minimum standard, we strive to go further and achieve industry best practice and continual improvement in our HSE performance.



Crown
Commercial
Service
Supplier



Committed to efficiency and improving energy management

Certas Energy is ISO 50001 and ISO 14001 certified with many initiatives implemented to reduce CO₂ emissions, save energy and waste recycling, including:



Improving routing efficiency

Vehicles are fitted with Blue Tree tracking, providing improved data for more efficient routing.



Reducing emissions by 30%

Our drivers are trained in safe and efficient driving techniques, reducing engine idle time and harsh breaking – both are monitored by the Blue Tree system. Since 2010, our CO₂ emissions/litre of fuel delivered have reduced by over 30%.



Energy saving across the business

Voltage reduction is being trialled with a system called Fluoresave, which reduces voltage of lighting systems by up to 15%.



Recycling, reprocessing or reusing 90% of our waste

National contracts for non-hazardous and hazardous waste are in place and have successfully increased our recycling rates.



Reducing our customers' carbon footprint too

Offering and advising on a range of alternative products that present lower air pollution and CO₂ emissions than standard options, we strive to assist our customers in reducing their carbon footprint.

Corporate and Social Responsibility (CSR)

Committed to being a responsible business, we monitor closely the effect our work has on local communities and the workplace.

Successfully completing Business in the Community's Responsible Business Check Up, Certas Energy was audited across the key areas of community, colleagues, suppliers, products and services and environment, scoring above average terms of corporate responsibility.

Headed by the Managing Director and the Commercial Board, a dedicated Culture and Corporate Responsibility Steering Group is now in place. Taking a proactive, strategic approach, its mission is to prioritise and action vital impact areas to improve our CSR impact.

Key initiatives already introduced include:

- Partnering with The Oliver King Foundation
- Launching a Customer Charter
- Launching a bursary scheme open to local community projects
- Achieving International Safety Rating System (ISRS) level 4 with a view to becoming fully ISO 9011 accredited
- Being awarded The Carbon Trust Standard in 2011/2012
- Implementing a waste recycling programme



Investing heavily in our people

Continuous improvement of wellbeing and satisfaction in work is also important to us and makes sure our whole team moves forward together.

Initiatives include:

- Staff learning and development
- Added benefits and incentives
- Safe, fair work environment
- Open and honest culture

Creating national and local job opportunities

As part of our recruitment strategy, engaging with job centres, attending regional job fairs and working with colleges and universities means national and local level career opportunities are always being promoted.



We hope you found everything you were looking for but if not, just call us or drop us an email – we're here to help!



0345 600 4040

Our extensive network of depots throughout the UK are well connected, all calls are routed to your local team at your nearest depot.



getintouch@certasenergy.co.uk

Your email will be re-directed to your local Business Account Manager.

Stay up to date with all our latest news and product development [here](#)
Join our social media community.



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