



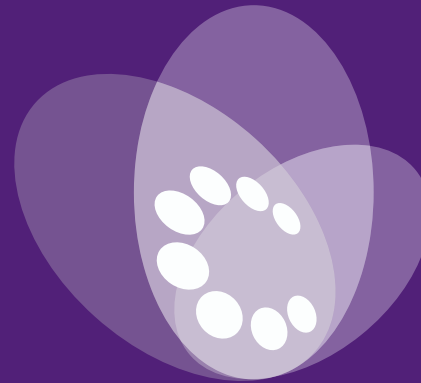
**Get to know the  
benefits of becoming  
our customer.**

**Welcome to Certas Energy**





# Welcome



## 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.





## About Certas Energy



Commercial



Agriculture



Domestic



Fuel Cards



Lubricants



Marine



Aviation



Retail &  
Forecourts

**We keep businesses moving. Our public and private sector customers choose Certas Energy for the reliable supply and management of their fuel and lubricants to keep their business moving.**

Our dedicated team of National Account Managers are an extension of your team as your fuel partner. Together with day to day support for each of our contracted customers, they ensure the smooth running of:



Fuel deliveries



Account enquiries



Invoicing



Data reporting

We will work with you to provide insights into Total Cost of Ownership, identifying potential savings through best practice fuel and lubricant management.

## DCC

Certas Energy is part of leading international sales, marketing and support services group DCC. With a clear focus on performance and growth DCC operate through four divisions:



LPG



Retail and Oil



Healthcare



Technology

Operating in 17 countries and employing over 11,500 people DCC Plc is listed on the London Stock Exchange and a FTSE100 company, generating £14.3 billion revenue in 2018.

# Who is Certas Energy?

Total fuel and lubricants supply  
and management solutions.

# National network, regional presence, local delivery

7

UK's leading supplier of fuel and lubricants, operating a national network supported by regional hubs and local depots – we deliver a competitive, responsive, local service to help ensure that your business never runs out of fuel.



we deliver over

**6 billion**  
litres of fuel a year



Over

**100 million**  
litres of fuel stock held in depots



**Largest independent**  
distributor of fuels and lubricants in the uk



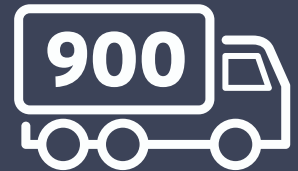
**130**  
**local depots**



**Socially responsible**  
business model supporting local economies



**900**  
**tankers**





## 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, 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

High performance fuels, lubricants, additives storage and dispensing solutions combined with efficiency - enhancing services.

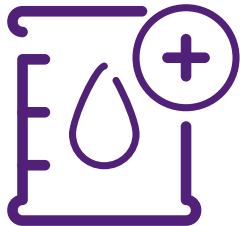
## Fuel



**Road  
Diesel**



**Gas Oil**  
Including; Class D, A2,  
BS EN 590, Marine



**Kerosene**



**Cleaner  
fuel alternative  
- Shell GTL Fuel**



**Fuel Oils**  
(HFO, MFO, LFO)

## Adjacency Products



**AdBlue**



**Fuel Cards**



**Heating Oils**



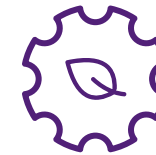
**FuelWise  
Telemetry**



**Additives**



**Bio Fuels**



**Fuel Efficiency Management**



**Telematics (on-road)**



**Lubricants**



**Tanks**



**Bunker Sites**



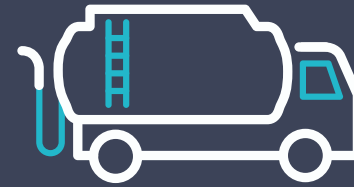
**Telematics (off-road)**



## 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
- Gas oil
- Kerosene and premium kerosene
- Industrial heating oil (Therma35)
- Cleaner fuel alternative - Shell GTL Fuel



we deliver over

# 6 billion

litres of fuel a year





## Cleaner Burning Diesel Alternative Fuel

**Certas Energy supply Gas To Liquid (GTL) Fuel throughout 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.



Now  
available with  
Carbon  
Offsets



## 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.





## Bulk fuel and lubricants storage tanks

From tank size, shape and material to dispensing options and management, whatever you need, it's all covered. A full range of storage 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 leased with flexible payment plans offered to ensure costs can be managed easily.

### Comprehensive range includes:

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







## 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 Keyfuels, 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 21 (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 discounts 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.





## Risk Management and Hedging

**Hedging is a model used by Certas Energy customers who need to reduce their risk of the fluctuations in pricing in the fuel market.**

This includes a fixed pricing agreement where customers fix a pence per litre based on a volume commitment per month, or capped pricing whereby a customer pays a capped premium to ensure a ceiling price on fuel.

### Benefits

- Reduce the uncertainty of fuel costs through our fixing a rate for predictable future costs for an agreed contracted period
- A dedicated Risk Management Team in Certas Energy to discuss options and best fit solution for your business
- Additional T&Cs agreed to protect both parties following risk management consultation
- Stress free fuel management - Certas Energy run hedge deals through a finance broker making it sustainable and run fully "back to back"
- Prices are based on the live fuel market but indicative prices can be provided
- Account Manager provides usage reporting throughout the month to ensure usage is within the supply agreement





## Which customers choose hedging with Certas Energy?

- Larger usage sites where constant demand is seen
- Customers who need > 100k litres per month to keep their operations moving



## Total Cost of Ownership

**With the aid of consultancy services from Certas Energy, businesses have identified opportunities to reduce their fuel-related total cost of ownership by up to 10%.**

Total cost of ownership (TCO) accounts for both the direct and indirect costs of a product over its lifetime. For businesses where fuel is a major expenditure, the TCO of fuel-related operations can have a major influence on the bottom line.

Certas Energy's TCO consultancy services provide a comprehensive and in-depth review of the complete fuel value chain, leading to recommendations that can realise typical savings of up to 10% on fuel-related costs over a three year period. Upon implementation, businesses can achieve impactful, long-term cost reductions in a variety of key areas including:

- Fuel procurement
- Wastage
- Idle time
- Safety, health, environment and quality (SHEQ)
- Admin, management and reporting
- Working capital

More than just a fuel supplier, Certas Energy's specialism in the oil markets, sector legislation, industry innovations, fuel applications and fleet management, as well as our product expertise on all fuels enables the company to expertly identify where significant cost savings can be made to help drive greater profits for its customers.



# National network, regional presence, local delivery

Our regional depots ensure a local service from our knowledgeable local drivers - with fuel deliveries at flexible times to suit our customers.

Our Technical Teams support all aspects of fuel management from;

- Product choice
- Secure storage
- Spill management and monitoring - helping to ensure that customers never run out of fuel



# 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.



## Safety First - The Right Choice, the Right Call



We have a strong culture of driving safety and compliance principles, delivered through our Safety F1rst and Doing the Right Thing initiatives.

The Fleet Operators Recognition Scheme (FORS) assures our approach to safety, efficiency, and environmental protection in our fleet operations, combined with a commitment to measure, monitor and improve our performance.

### Accreditations - Peace of Mind Guaranteed

Our range of accreditations assures that when it comes to a reliable service our approach to health, safety, fleet operations, efficiency and environmental protection is measured to exacting standards - demonstrating our commitment to measuring, monitoring and improving our performance.





## Committed to efficiency and improving energy management

**Certas Energy** is ISO 50001 and ISO 14001 certified with many initiatives implemented to reduce CO<sub>2</sub> 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% plus

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 CO<sub>2</sub> 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.



### Options to offset carbon emissions

Offering and advising on a range of alternative products that can 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](#) or join our social media community [here](#)



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