



WELCOME TO CERTAS ENERGY

**DISCOVER HOW WE CAN HELP
YOUR BUSINESS GO FURTHER**

PRODUCTS AND SERVICES (continued)



**STEVE LITTLE –
MANAGING DIRECTOR**

WELCOME TO CERTAS ENERGY

We're delighted you have chosen us as your energy solutions partner and want to ensure you can make the most of being a Certas Energy customer. This guide is designed to help you understand us and the benefits we bring to your business.

Certas Energy provides the expertise, products and services that help power your business, the smart way. Demand for fuel is growing, but so too is the need to protect our environment. That's why we're developing and improving the fuels and energies of the future and working closely with valued customers to evolve and optimise their energy mix.

By working in partnership together, we can create tailored energy solutions to help you achieve your operational, commercial and sustainability goals.

Your welcome pack is an introduction to the various options available and we look forward to helping you to energise your business together.



ARE WE?

Certas Energy is the largest distributor of fuel, lubricants and related services in the UK. Our cross-sector expertise, extensive supply network and commitment to safety and sustainability keeps our customers moving – all year round.

With a diversified and growing range of innovative energy solutions, we work closely with customers to optimise their operations and support their transition to net zero carbon. We help customers reduce emissions through energy consultancy solutions and alternative fuel options, drive efficiency with telemetry and telematics and reduce costs through total cost of ownership projects. We specialise in keeping large vehicle fleets on the move through a national network of HGV refuelling sites, and improve fleet management with fuel cards, cash-free payments and secure HGV parking and driver facilities.



WHO IS CERTAS ENERGY?



ABOUT OUR PARENT COMPANY, DCC

Certas Energy is supported by the strength and expertise of DCC Plc., a leading international sales, marketing and support services group. DCC Plc. is an ambitious and entrepreneurial business operating in 22 countries across four continents, supplying solutions used by millions of people every day.

Building strong routes to market, driving for results, focusing on cash conversion and generating superior sustainable returns on capital enable the Group to reinvest in its business, creating long-term value for its shareholders, customers, society and the planet.

Headquartered in Dublin, the Group employs over 16,000 people and operates across three transformative sectors:



DCC plc is listed on the London Stock Exchange and is a constituent of the FTSE 100 and generated revenue of £22.2 billion in 2023. As part of the DCC family, we are proud to share a clear focus on customer satisfaction, exceptional performance and sustainable business growth.



WHO IS CERTAS ENERGY?

YOUR ENERGY PARTNER

As the leading supplier of fuel, lubricants and related services in the UK, we operate a national network, supported by regional hubs, local depots, bunker sites and expert teams. We deliver a competitive, responsive, local service to help ensure that we're always here when you need us.

LARGEST
DISTRIBUTOR OF
FUELS AND
LUBRICANTS
IN THE UK



DELIVERING

4 BILLION

LITRES OF FUEL AND

70 MILLION

LITRES OF ADBLUE AND LUBRICANTS A YEAR



28
MILLION
LITRES OF FUEL STOCK HELD IN DEPOTS



130 LOCAL
DEPOTS



26
HIGH-SPEED HGV
REFUELLING SITES

900+
TANKERS



2,500
EMPLOYEES



NATIONWIDE
DELIVERY OF
HVO





WHO IS CERTAS ENERGY?

THE ENERGY EXPERTS

Certas Energy's expert technical teams and consulting services support all aspects of energy management from:

Our dedicated team of industry specialists and energy experts are your partners, an extension of your team. Together with day-to-day support for each of our customers, they ensure the smooth running of:



GO FURTHER WITH CERTAS ENERGY

From new products and digital innovation to sustainability services and alternative fuels, our business model is focused on driving your business forward. We help you keep up with the latest changes to government guidelines on energy and provide expert advice so you can make the right decisions for staying compliant and becoming more energy efficient. Together, we can help you go further with your business.



WHO IS CERTAS ENERGY?

ENERGY FOR A WIDE RANGE OF SECTORS AND APPLICATIONS

Certas Energy offers a comprehensive range of energy solutions for commercial and industrial businesses of every size across multiple industries including:



OUR PRODUCTS AND SERVICES

Certas Energy offers a broad range of high-performance fuels, lubricants, and additives together with specialist services and consultancy, so you always have access to the right solutions and expertise to help your business go further.

**FUELS****CLEANER FUEL
ALTERNATIVES****INDUSTRIAL
HEATING OIL****ADBLUE®****ADDITIVES****LUBRICANTS****COMMERCIAL
FUEL TANKS****TELEMETRY FOR
FUEL TANKS****ONBOARD
TELEMATICS****FUEL CARDS****FUELAPP****HGV REFUELLING
SITES****THESTOP
TRUCK STOPS****RISK MANAGEMENT
AND HEDGING****CYNERGISE™**



BULK FUELS

We offer a diverse range of bulk fuels, for off and on-road vehicles and for heating and power generation. This includes:

- Diesel/DERV
- Alternative fuels – GTL Fuel and HVO
- Gas oil/red diesel for permitted users
- Kerosene
- Industrial heating oil (Therma35)
- Petrol





CLEANER ALTERNATIVES TO DIESEL - HVO

Hydrotreated Vegetable Oil (HVO) is a drop-in alternative diesel that offers a seamless solution for on-road and off-road commercial fleets.

Responsibly sourced, HVO is a 100% biodegradable renewable diesel. Certas Energy HVO reduces life-cycle green house gas (GHG) emissions by [up to 90% compared to standard diesel](#), helping businesses to reduce their carbon footprint with immediate effect. Practically FAME and fossil free* fuel meets EN15940 standards and offers excellent low-temperature performance, higher filterability and improved combustion properties.

Unlike conventional biofuel, hydrogen (rather than methanol) is used as a catalyst, which makes HVO cleaner burning than standard diesel and ensures a long shelf life.

* <1%, nominal trace levels only if not zero.

DID YOU KNOW?

Certas Energy's trial of HVO for its own fleet delivered savings of 6,433 tonnes of CO₂e over a two-year period. As well as fuelling our own tanker fleets with HVO and offering nationwide delivery of the alternative fuel, Certas Energy was also the first UK distributor to offer HVO to HGV fuel card users at the pump. It is now available at selected HGV sites and the number continues to grow.

Certas Energy has strengthened its position as a transparent and trusted energy transition partner for transport businesses after becoming a **Recognised Fuel Supplier** under the Renewable Fuels Assurance Scheme (RFAS).



TRANSITION TO ALTERNATIVES, YOUR WAY

Fully committing to a transition to HVO or GTL Fuel can seem like a big move for some businesses, but solutions are available to facilitate a more gradual transition.

As HVO and GTL Fuel are drop-in fuels and can be used interchangeably with DERV, [split deliveries](#) of the alternatives and conventional diesel can be arranged. This helps to reduce the impact on fuel cost forecasting while taking steps to reduce your operational carbon footprint.





ALTERNATIVE FUELS

Investing in alternative fuels is a priority for Certas Energy, as we continue to develop and source solutions that help our customers transition to net zero 2050. We offer drop-in diesel alternatives that are direct replacements for conventional fuels such as DERV, with no equipment modifications required, for an instant reduction of harmful emissions.

GTL FUEL

GTL Fuel is a cleaner, quieter, and longer lasting drop-in alternative to standard diesel that offers a number of performance and operational benefits. As it is free from Fatty Acid Methyl Ester (FAME), a biofuel that can cause water contamination, diesel bugs, premature fuel ageing and instability (separation) in long term storage, using GTL Fuel can help reduce downtime and costs due to fewer filter changes.

It has a naturally high cetane number, so when compared with standard diesel, the combustion process is more complete, leading to a cleaner burn, a reduction in harmful local emissions (such as nitrogen oxide NOx and particulate matter PM), excellent cold weather handling and much improved cold start performance.

It also has a long-shelf life and can reduce engine noise by 1-4 Db. Virtually free from sulphur, metals and aromatics, GTL Fuel is non-toxic, less harmful to the environment and is also much safer to handle and store.



INDUSTRIAL HEATING OIL AND KEROSENE

Industrial heating oil – available through Certas Energy under the brand name Therma35 – is a highly cost-efficient and compliant drop-in alternative to conventional Class A2 gas oil/red diesel.

[Therma35](#) can be used for any heating purposes, including commercial boilers, heaters, driers and furnaces, without any modifications to equipment or machinery.

Benefits include:

- **Winter grade**
- **No waxing**
- **FAME-free**
- **Safe to store all year round**

[Kerosene](#) - often referred to as the traditional heating oil choice. It is a low viscosity oil ideal for a range of commercial uses. Kerosene, or 28 second oil as it is commonly known, is a popular choice for industries where engines and machinery are exposed to colder temperatures, due to its low freezing point. **Premium kerosene** is an enhanced kerosene product, containing additives to boost fuel performance, prolong shelf-life and improve fuel efficiency.

DID YOU KNOW?

Certas Energy is expanding its offering with sustainable heating solutions, including HVO and commercial air and ground heat pumps.



AdBlue®

If your machinery's engines are fitted with SCR catalysts, AdBlue® is a simple, effective and efficient way 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. AdBlue® is available nationwide across the Certas Energy HGV refuelling network.



ADDITIVES

Our range of additives enable effective equipment management, leading to reduced maintenance costs and down-time, as well as improving fuel performance and limiting waste. The range includes Gas Oil Supreme, 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. They are designed to maximise efficiency, boost performance and reduce downtime to help achieve significant total cost of ownership savings. Certas Energy offers customers across various industries an extensive portfolio of lubricants, oils and greases. This includes a wide range of commercial lubricants and a roster of products from industry recognised manufacturers, including the full portfolio from Shell, Castrol, Valvoline, Q8Oils and [Hyperdrive](#).

With various OEM (Original Equipment Manufacturer) recommendations, different oil grades and emissions regulations, choosing the right lubricants can be confusing. Certas Lubricant Solutions' expert team can guide you through every option, and our extensive distribution network and large stock holding help us to deliver the lubricants you need wherever you are in the UK.





BULK FUEL AND LUBRICANTS STORAGE TANKS

With our comprehensive range of robust, high-performance storage, dispensing and monitoring products and services, you can ensure your requirements are covered when it comes to keeping fuel and lubricants safe and secure.

We offer a full range of storage solutions with capacities from 950 to 62,000 litres (or larger as a bespoke option). Our 110% integrally bundled tanks are designed to meet or exceed local environmental guidelines, fuel storage standards and manufacturing regulations.

Ensuring the process is as easy as possible, customers 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.

Our comprehensive range includes:

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



TELEMETRY FOR FUEL TANKS

FuelWise telemetry from Certas Energy is a smart monitoring system for fuel tanks, which enables complete visibility of how much fuel is being used and how much is still available in-tank.

The system can be fitted wirelessly to bulk fuel storage tanks, enabling remote, real-time fuel monitoring via the FuelWise mobile app.

This increased transparency helps businesses to keep track of fuel levels, and offers a side-by-side view of all liquid stock levels. For total peace of mind, users receive alerts for sudden drops in stock levels via the app, which may be the first sign of theft or a leak.

Manual reorders can be made via the app, or automatic top-ups arranged, so you never run out of fuel.



ROADSIDE SERVICES

TheStop at The Hollies is the first truck stop operated by Certas Energy's Roadside Services division. Following major investment, the UK's oldest truck stop now boasts a café, bar, 15-room hotel, washroom facilities, gaming area, laundrette, truck wash and HGV refuelling bunker. It also offers improved parking facilities, with 230 secure HGV parking spaces per night, as well as on-site security guards and CCTV monitoring.

TheStop network is being developed with drivers' safety, security and comfort in mind.

We are investing in more locations nationwide, as part of our commitment... commitment to provide safe, quality and value for money roadside services, amenities, and accommodation – and to raising the standards in driver facilities, one stop at a time.



HGV REFUELLING SITES

Certas Energy's 26 (and growing) HGV refuelling sites nationwide have been specially developed to allow ease and speed of filling and movement for coaches, LCV and HGVs.

The sites offer competitively priced fuels and additives, including Diesel, GTL Fuel, HVO and AdBlue®.

Each location is fitted with high-speed pumps which fill multiple vehicles at 120 litres per minute, so drivers don't lose valuable time. Our high-speed HGV refuelling sites accept a range of fuel cards, including Keyfuels, UK Fuels, AS24 and Morgan Fuels. In addition, Certas Energy fuel card customers can also benefit from discounts off certain purchases, including diesel and AdBlue®.



ONBOARD TELEMATICS

FuelTrace™ is Certas Energy's own integrated onboard telematics solution. By tracking vehicle and driver performance, it provides fleet managers with full visibility of vehicle activity and identifies opportunities to reduce costs, improve driver safety and minimise admin. FuelTrace™ is available as a standalone solution but can also be used in conjunction with Certas Energy Fuel Card data for a full view of fleet fuel expenditure and the most accurate MPG measurements on the market.

CarbonTrace™ is an emissions monitoring system that makes it easier to track the carbon footprint of fuel purchased with Certas Energy fuel cards. The technology tracks the volume of fuel purchased and automatically calculates the amount of carbon dioxide, nitrogen oxides and greenhouse gases that are produced by burning the fuel.



FUEL CARDS

Our Certas Energy Fuel Card is an ideal solution for fleet managers to oversee fleet fuel spend and ensure consistent access to high-quality fuel that maximises output and efficiency. Businesses can also benefit from added payment security and minimised risk of fraud or misuse. The Certas Energy fuel card is accepted at over 3,600 refuelling sites across the UK, including all main motorway refuelling locations, as well as at many supermarkets. Network partners include Keyfuels, UK Fuels and Esso, supporting cross-acceptance.



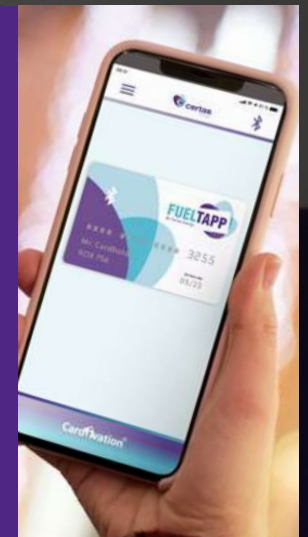
FUEL TAPP

FuelTapp is the UK's first digital fuel card, from Certas Energy. It allows users to pay for fuel at Certas Energy bunker sites using an app-generated PIN.

FuelTapp's theft-proof digital design eliminates the need for physical cards or cash, helping to minimise the admin burden of managing lost or damaged cards, terminal bad reads and forgotten pin numbers.

Benefits:

- Easy-to-use online platform
- Multiple drivers per account
- Financial savings on fuel
- Personalisation and capping settings
- Quick registration process
- Theft-proof digital design



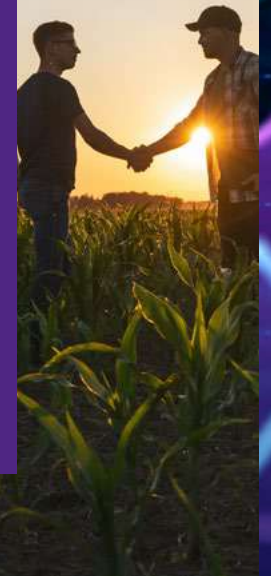


RISK MANAGEMENT AND HEDGING

Hedging is a model used by larger Certas Energy customers who see constant demand and are looking to reduce their risk of fluctuations in pricing in the fuel market. Businesses using 100,000 litres+ of fuel per month can benefit from fixed pricing agreements, with a fixed monthly 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. Prices are based on the live fuel market with indicative prices available.

The benefits include:

- Protection from market fluctuations in fuel cost
- Support from Certas Energy's dedicated Risk Management Team
- Additional T and Cs agreed for added protection following a bespoke risk management consultation
- Stress free fuel management – Certas Energy runs hedge deals through a finance broker making it sustainable and run fully 'back-to-back'
- Reporting provided throughout the month to ensure usage is within the supply agreement





CYNERGISE™

Cynergise™ is the consultative sales approach which enables us to fully understand our customers' fuel and energy transition objectives.

Through comprehensive analysis of your company's complete energy value chain, our experts work with you to identify unique opportunities to cut costs, increase efficiencies and reduce your business' carbon footprint.

Our end-to-end energy transition and efficiency experts work closely with you to identify where impactful changes could be made to support your productivity and efficiency goals, whilst future-proofing your energy solutions.



INSULATION



**SCOPE AND
GHG REPORTING**



**EV WORKPLACE
CHARGING**



**SMART
HEATING
CONTROLS**



**TOTAL COST
OF OWNERSHIP
CONSULTANCY
SERVICES**



**ALTERNATIVE
FUELS AND
ENERGIES**



**FINANCING
OPTIONS**



**COMMERCIAL
AIR AND GROUND
HEAT PUMPS**



**COMMERCIAL
SOLAR PV AND
BATTERY STORAGE**



**EFFICIENCY
MONITORING
TECHNOLOGY**



CERTAS ENERGY: YOUR ENERGY SOLUTIONS PARTNER

We are more than just your fuel supplier. Certas Energy's pivotal role in the energy market, sector expertise, and industry insight, as well as our expanding and diverse range of innovative energy solutions, enable you to go further, driving growth in your business today and future-proofing your operations for tomorrow.

DEDICATED TO SAFETY

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 (ISO 45001)
- Quality (ISO 9001)
- Environmental management (ISO 14001)
- Energy management (ISO 50001)

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 F1RST

– 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. We are also members of The Fleet Operators Recognition Scheme (**FORS**), which demonstrates that as a fleet operator, we uphold and champion exemplary levels of best practice in safety, efficiency and environmental protection.



ACCREDITATIONS

– PEACE OF MIND GUARANTEED

Our range of accreditations assures customers that our approach to health and safety, fleet operations, efficiency and environmental protection meets exacting standards and underlines our commitment to consistently measuring, monitoring and improving our performance.



RESPONSIBLE OPERATOR

Committed to improving energy management and reducing our operating footprint, Certas Energy has many initiatives in place.



DRIVER 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. Over the past decade, our CO₂ emissions to 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.



COMMITTED TO A LOW CARBON FUTURE

We are not only committed to evolving and optimising our customers energy mix. Certas Energy has implemented a number of initiatives to adopt and champion cleaner-burning HVO*, underlining our confidence in the fuel to power a low carbon future.



SUCCESSFUL SWITCH TO HVO

Certas Energy's initial trial in 2021 of HVO for its fleet helped it to achieve a

24%
**SCOPE 1 EMISSIONS
REDUCTION IN FY22**

– evidence that HVO can play a significant role in decarbonising our HGVs, as well as customer fleets across the UK. We are now rolling out HVO across our 900-strong tanker fleet.



4 STARS AWARDED BY FLEET ENERGY EFFICIENCY SCHEME THE ECO STARS

We have also been awarded 4 stars by The ECO Stars Fleet Recognition Scheme for our dedication and drive to be an environmentally responsible fleet operator.

The scheme rates members for their operational and environmental performance and offers ways to further improve fuel efficiency and air quality. Following assessment of our 143-strong mixed fleet in Scotland, which includes HGVs, we were awarded an overall operational rating of 4 stars – the highest achievement for a new member with diesel-powered vehicles.



FIRST TO OFFER HVO FUEL AT HGV REFUELLING SITES

The roll-out of HVO across our extensive network underpins our commitment to supporting UK businesses on their transition journey to net zero.

We have significantly invested in our national infrastructure (depot network) to grow our supply of HVO in the UK. In 2022, we converted 13 strategically located depots to stock and supply HVO supported by 6 new terminal supply locations and 6 bunker sites. Further conversion works are scheduled throughout 2023 and 2024 to build a national supply network as demand grows.

*Than standard diesel

COMMITTED TO OUR CUSTOMERS AND COMMUNITIES

CORPORATE AND SOCIAL RESPONSIBILITY (CSR)

Committed to being a responsible business, we closely monitor 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, our dedicated Culture and Corporate Responsibility Steering Group takes a proactive, strategic approach, driving our CSR efforts by prioritising and actioning vital impact areas.

ENVIRONMENTAL, SOCIAL GOVERNANCE (ESG) AND SUSTAINABILITY

ESG and sustainability forms an integral part of our growth strategy, building on sustainable principles, standards and products.

Working towards the UN Sustainable Development Goals, aligned to those of our parent company DCC, we're focused on making real-life differences in four areas:

- **Climate change and energy transition**
- **Environmental and safety protection**
- **People and social**
- **Governance and compliance**

To help drive change, we have created a committee who are tasked with articulating and developing our sustainability strategy. Members meet six times in the financial year, monitoring and reviewing against defined priorities, objectives and targets.



COMMITTED TO OUR CUSTOMERS AND COMMUNITIES

FUTURE READY FUELS PROJECT

Part of the energy transition for our customers is exploring cleaner liquid fuels that lower their carbon emissions. Certas Energy has converted a number of customer properties to liquid renewable fuel for off-grid home heating as part of the second phase of the demonstration [Future Ready Fuels Project](#).

The launch of [Evolvo](#), our new brand which specialises in the transition to renewable, affordable energy, will allow customers to go further with their sustainability ambitions. Combining HVO with renewable tech solutions such as hybrid air source heat pump systems or solar PV systems offers hard-to-decarbonise properties the option to take the first step on their net zero journey.

GIVING BACK TO OUR COMMUNITIES

We are building on our long-standing approach to corporate volunteering and community support through the launch of our [Hands in the Community](#) programme. Each year, we will commit to investing 1% of our profits to support community initiatives.

This culture of community service and working with the Neighbourly platform could offer up 10,000 volunteering hours per year, supporting many local organisations including those dedicated to environmental protection.



PASSIONATE ABOUT OUR PEOPLE

The Certas Energy team is at the heart of everything we do. Our people are the driving force behind our energy expertise, outstanding service and commitment to meeting our customers' needs.

TAKING CARE OF EACH OTHER

Just as Certas Energy colleagues are there for our customers, we make sure that we are there for each other, through four key commitments to:

- **SAFETY F1RST**
- **Mental Health and Wellbeing**
- **Diversity and Inclusion**
- **Environmental Health and Responsibility**

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**



GET IN TOUCH

We hope you found everything you were looking for within this guide.
If you have any questions about Certas Energy or how we can power your business, the smart, sustainable way, don't hesitate to get in touch.

Find your local depot

Use our [site locator](#) to contact your local Certas team.

Or call

0345 600 4040

to be 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.

HOW CAN WE HELP YOUR BUSINESS GO FURTHER?

Stay up to date with all our latest news and product development here or join our social media community here:

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