



No matter where you are
we're just around the corner

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Stay connected with TSG





Henry Simpson
Managing Director

Welcome to the first edition of TSG UK's Service Directory.

Our mission is to be the partner of choice for businesses looking to participate in the transformation from traditional fossil fuels to new, greener fuelling solutions including EV, Gas and Hydrogen. To achieve this, TSG is investing in new technologies and skills.

It will also continue to support the existing fuel retail and fleet fuelling networks during the transition to future fuels. With over 40 years of experience within the fuelling industry and roots stemming from Tokheim, TSG boasts an unparalleled depth of knowledge and experience to navigate the energy revolution.

TSG UK operates across the UK, supported by over 100+ field-based service engineers. The engineers are coordinated by our 24/7/365 service centre in Dundee and backed up by construction and installation teams for projects.

I am pleased to present our first TSG UK services directory, showcasing our broad range of products and services in an easy-to-use booklet with case studies and testimonials from our customers. The directory is sectioned into our six business lines: Retail, Fleet, Systems, Wash, Charge and Gas, and has been colour-coded for easy reference.

If you see a product or service you would like to talk to us about, please contact us on **0333 015 3001** or email us enquiries.uk@tsg-solutions.com.

Where we come from

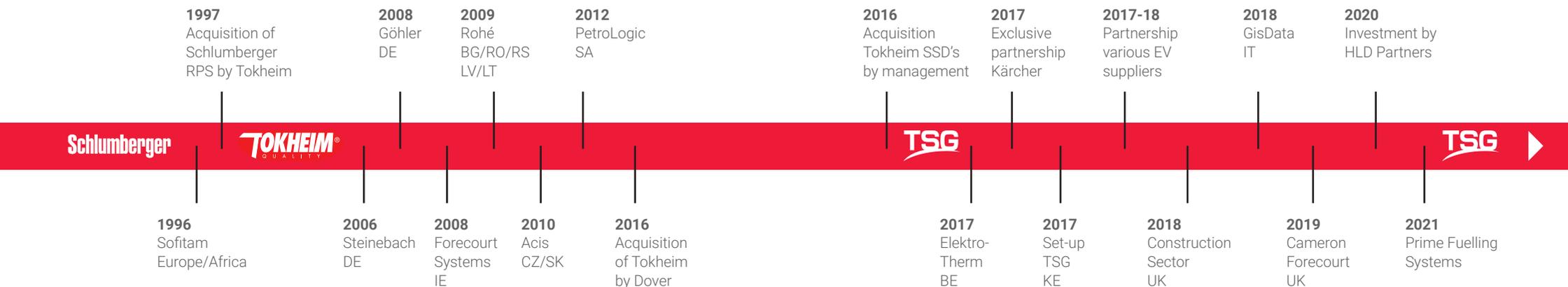
TSG was built through a combination of organic growth and acquisitions over three periods;

1980 - 1997:	Schlumberger RPS	acquisitions of gas dispenser manufacturers across Europe and Africa
1997 - 2016:	Tokheim Group	acquisitions of several sales and service companies across Europe
2016 - present:	TSG	further acquisitions of service and electrical companies throughout Europe and Africa developing solutions enabling mobility via alternative energy sources: EV, LNG/CNG diversification to other services linked to mobility: car wash

TSG is now the largest services and equipment provider in the industry, with well over 50 years of experience in most of the markets we operate in.

TSG UK is part of TSG Group which provides a wide array of solutions aimed at fuelling mobility to the forecourt, commercial fleet and transport industry (both retail and non-retail) across Europe and Africa.

Combining equipment sales, services and projects through our six business lines: TSG Retail; TSG Fleet; TSG Gas; TSG Wash; TSG Systems; TSG Charge, we serve our customers promptly and efficiently with thousands of engineers and technicians, and hundreds of sales representatives across 30 countries.





TSG UK Solutions Ltd, is an independent limited company part of TSG Group, formerly Tokheim, employing a team of 250+ staff. TSG UK is the leading equipment and service provider to the retail and commercial fleet industry throughout the UK.

As exclusive partner of Dover Fueling Solutions and Kärcher wash installations, TSG offers to the market a complete package of products and services which makes us a 'one-stop shop' company.

 **TSG Retail**

 **TSG Fleet**

 **TSG Gas**

 **TSG Wash**

 **TSG Systems**

 **TSG Charge**

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HSSE

Health, Safety, Security and Environment (HSSE) is a fundamental part of the business. Our management teams, at all levels, are directly involved in the development of HSSE objectives at an individual and organisational level. We use a common set of rules, guidelines and reporting tools to help ensure a high level of professionalism and adherence to both local and global standards wherever we operate. We have a strict selection policy and programmes for all of our contractors. Our goal for 'zero accidents' aims to ensure a safer environment for our staff, our clients and their end-users.

We have won many awards from customers across the globe for our commitment to ensuring a safer environment for our staff and our customers. Most recently, in the UK we have been nominated for the APEA Health and Safety Performance Award and the VINCI Facilities Supply Chain Awards for 'Excellence' and 'Health, Safety and Environment'.

Annually, TSG UK runs a campaign called SAFETember. It is an ongoing commitment to our team to ensure they 'Go Home Safe' at the end of their shift.

To read about our last SAFETember event scan the QR code below.



www.tsg-solutions.com/uk/safetember2020/

Accreditations

TSG UK is proud to hold a number of accreditations, which enable us to be recognised as approved professionals and enhance our business practice and expertise. These credentials demonstrate our commitment to maintaining high-quality, ethical standards and we are continually striving to achieve new and meaningful accreditations to add value to our customer base.





Armed Forces Covenant

For an overview of our defence sector services please go to page 82.

TSG UK has signed the Armed Forces Covenant and pledges to be a forces friendly employer. We will be providing equal opportunities to both reservists and veterans, who can bring a variety of transferable skills and qualities to the civilian workplace, developed throughout their military careers.

We will also be working closely with The Ministry of Defence's Career Transition Partnership (CTP) recruitment service to find a wide range of experienced, trained and skilled ex-service applicants for apprenticeships, full time and vocational work opportunities.



**PROUDLY
SUPPORTING
THOSE WHO
SERVE.**



TSG Retail

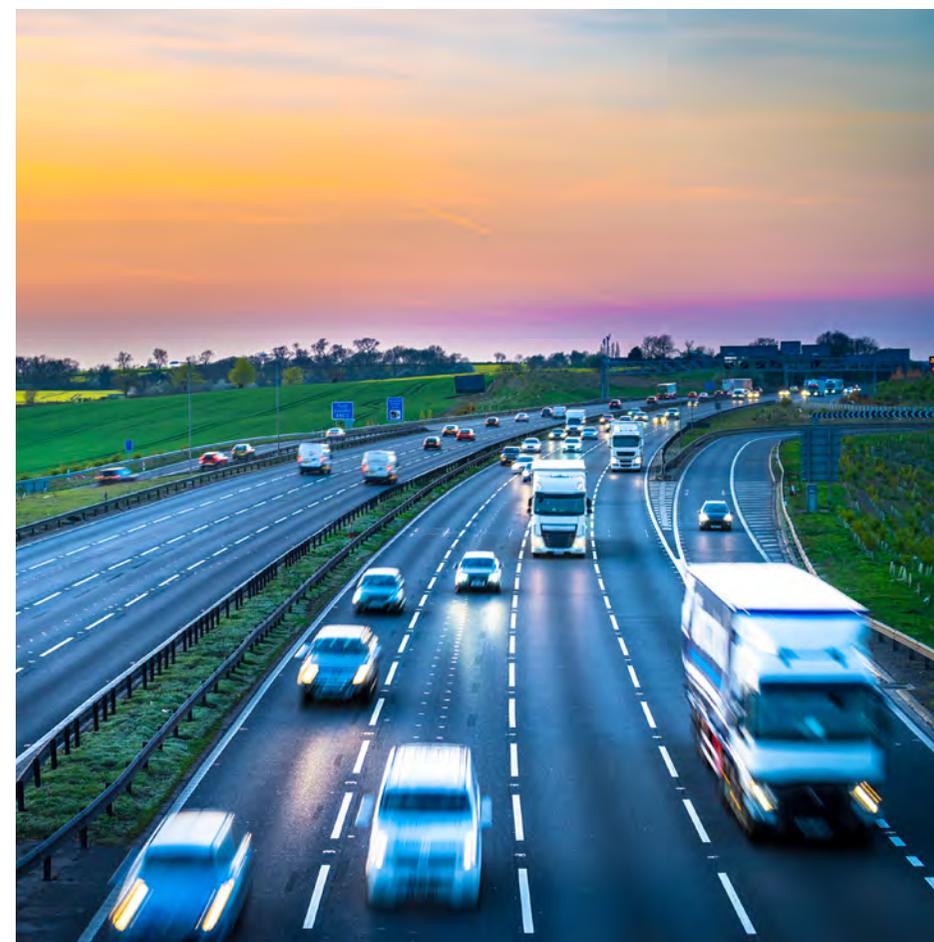
Turnkey solutions for your forecourt and retail business

TSG Retail provides turnkey solutions for your forecourt fuel station business. We offer a full suite of products and services to improve the efficient operation of a fuelling station, both on the forecourt and in store. Our innovative products increase efficiency, sales and ultimately revenue for businesses across the UK. All of our products and services can be supplied, installed and maintained by a TSG dedicated team of engineers.



Benefits to our customers

- TSG project management - making sure it's delivered on time and within budget
- Our engineers are highly skilled and approved by NICEIC
- We provide ongoing support and maintenance
- All installation and maintenance services reduce the risk of operational downtime and improve revenue
- 'Tank to Bank' - 30+ years of knowledge to walk you through your projects
- Our range of Tokheim and Wayne dispensers are UK manufactured
- We are the official strategic partner for DFS for all products and services



Retail Dispensers: Tokheim

TSG is the official UK supplier of the Tokheim Quantum™ range by Dover Fueling Solutions. The Tokheim Quantum 510 fuel dispenser set the standard for industry-recognised quality and unsurpassed versatility. The new Quantum 510M family of fuel dispensers builds on the solid foundation and reputation of its predecessor, adding a new line with new features, whilst staying true to what made the Quantum 510 fuel dispensers so impressive.

Benefits

- Manufactured in the UK
- Four industry-leading models - the Quantum 510M fuel dispensers are the perfect example of engineering excellence
- High-quality components
- Quantum 510M fuel dispenser range delivers lower TCO
- Modular, reliable, safe and secure
- All installation and maintenance services reduce the risk of operational downtime and improve revenue
- 'Tank to Bank' - 30+ years of knowledge to walk you through your projects



Retail Dispensers: Wayne Fueling Systems

TSG is DFS' strategic partner for its complete product portfolio, including Wayne Fueling Systems, in the UK and across Europe. The Wayne Helix™ fuel dispenser series has been designed and engineered on a single global platform and emphasises intelligent design, advanced technology, safety and security.

Benefits

- Manufactured in the UK
- Iconic style - the new dispenser's universal architecture allows for global recognition and consistent fuelling experience
- Clean look - to help protect and maintain the equipment there are 'clean' and 'dirty' divisions
- Expanded branding - more space on dispensers and valances for brand visibility
- Enhanced displays - high contrast, ergonomically designed displays (including angled displays and push-to-start buttons), providing better visibility during the day and night
- Smart, secure access - keeps your dispenser safe by offering the highest level of security against unauthorised access to the dispenser's electronic head
- Industry-leading payment security - incorporates Wayne's proven and upgradeable iX Pay™ secure payment technology platform
- Personal safety - with its slim dispenser profile
- Modular design - by using shared global components and electronics, and the same core user interface, the Helix dispenser simplifies service and reduces installation times
- Durable materials - the dispenser consists of high-performance composites and corrosion-resistant alloys to help reduce common corrosion points and lower maintenance costs
- Attention to detail - the dispenser's high-quality appearance makes the forecourt look clean and professional



For information on **Payment and Media Solutions** for your dispensers - go to TSG Systems section on page 52

AdBlue® Solutions

We can install and maintain the Tokheim AdBlue® range of dispensers. Tokheim was the first to introduce an ISO 22241-compliant dispensing solution and is still the leading AdBlue® dispenser on the market today. Alongside the AdBlue® range of dispensers, we provide a wide range of AdBlue® container solutions to meet your specific site requirements, whether it is for fuel retail stations or commercial fleet installations.

Benefits

- TQM AdBlue® meter is widely regarded as the most reliable in the industry, this means that it operates for longer and requires less servicing
- All hydraulic components have been tested and validated to ensure they comply with ISO 22241 and are suitable to be used with AdBlue® over the lifetime of the dispenser
- Manufactured in the UK



CCTV

With a powerful CCTV system on your site, such as Tokheim EYE™, you can store a record of the transactions carried out, along with images relating to them; this means that you can retrieve images of events or a particular filling or transaction by its receipt or filling number, or alternatively find images by date and time.

Automatic Number Plate Recognition (ANPR) can store forecourt drive-offs in a blacklist directory; if the licence plate appears at the service station again, the cashier is automatically notified once captured on CCTV.

Depending on the type of site, the CCTV system can be connected to different site controllers, including the Tokheim Fuel POS®.

Lighting

It may not be the first thing that comes to mind when developing a forecourt, but lighting is an important factor to consider - it provides a brightly illuminated forecourt, parking area, restaurant or shop, and a safe, welcoming ambiance. TSG will work with you to source the right lighting for your site/business and aim to significantly reduce your energy costs. After all, you want your business to be seen 24/7.



Site Audits & DSEAR Assessments

Stay compliant

It is important to be able to identify risks and understand the requirements of any applicable legislation and any implications of unintentional non-compliance. TSG provides site audits, DSEAR assessments and certification to enable you to remain compliant with current national legislation. The details of the site visits vary based on the individual site, service station, fleet and national requirements, and may include weights and measures checks, equipment inspections and health and safety reviews.

Benefits

- Reduce the risk of non-compliance with DSEAR and OSR
- Demonstrable documented compliance should an accident happen
- Reduce the risk of litigation
- A report is created which responds to each of the points in the regulation that will highlight any areas for improvement
- TSG provides advice on how to stay compliant or we can arrange to carry out the assessment should changes be made to the site
- Environmental audits - offer a full environmental audit service using the Environment Agency guidelines
- Electrical installation and maintenance within hazardous environments

Maintenance, services and repairs

TSG maintains a flexible approach to providing service and maintenance for its many customers. Whether the requirement is for a fully comprehensive service contract, planned preventative maintenance (PPM) to cover all vehicle refuelling equipment, or just an ad-hoc call out to carry out a simple repair, TSG can provide the solution.

Benefits

- 24/7/365 service
- UK-wide team of TSG dedicated engineers
- On-call support
- Flexible contracts to suit your requirements
- Highly skilled engineers and approved by NICEIC (National Inspection Council for Electrical Engineering Contracting)
- Minimise downtime on all servicing



Rebranding

When there is a change of ownership or a change in fuel agreement, TSG can provide a fuel dispenser and service station rebranding service. This may include the supply of new dispensers or simply the rebranding of existing ones, along with rebranding of the canopy and price sign.

Managing the maintenance

TSG can take away any difficulties experienced in managing the maintenance of various parts of a business. Choosing our facilities management solution ensures that each part of the business is monitored and maintained, as per the agreed SLAs. TSG can cover all aspects of your business from forecourt equipment to the shop, and from landscaping to contractors.

Benefits

- A truly 'Tank to Bank' service with 30+ years of knowledge to walk you through every aspect of your project
- TSG project management - making sure it's delivered on time and within budget



Site Decommissioning

TSG can decommission an active site by dismantling and decontaminating equipment that has been used for fuelling, including above and below ground fuel storage tanks.

Case Study

Northumberland Service Station

Fuel Dispenser Installation

Located in Alnwick, Northern England, on the busy A1 motorway, the impressive 3,000 square foot Northumberland Service Station has 12 multiproduct Quantum™ dispensers and a set of busy HGV lanes. All pumps on site were installed by TSG and a number of these have been fitted with high quality media screens. TSG has provided Northumberland Service Station with their latest media solution, T-Media, which is a cloud-based, online application that allows the forecourt manager to increase shop sales by organising and playing media advertisements on their dispensers.

Having 33 years' experience in the trade, the site's Operations Manager, Joyce Hodgson, feels that the introduction of TSG's media screens on the pumps have had a positive effect on the site's sales. With retail sales increasing by 42% and fuel sales rising weekly, Joyce says that T-Media has helped boost revenue in a number of key areas and notes, *"since we put the media screens in, the response has seen our promotions do very well. Our site is 70% transient, so the meal deals with Wild Bean and Spar go very, very well here. The customers really relate to it, they do read it, because if a promotion has ended, they will still come and ask for it... the sales have been better than expected."*

I'd just like to take this opportunity to applaud the levels of service we have received in our dealings with your company so far. From our initial contact with Paul Cooper to the attentive and very personal support provided by David McGreggor.

Rather than the usual barrage of correspondence in the run up to an order being placed, proceeded by a desert of information until the installation, the dealings with David couldn't be further from the norm. At regular intervals I was updated (without prompting) on the progress of our order, any changes or complications were notified to me and remedies/corrective actions discussed and executed promptly. David's knowledge of the accounts process, the equipment and even the structure of the internals of the company helped fuel confidence and reassured us at every stage. On delivery day, David had made himself available and checked in regularly on the progress of the installation, an act we once again really appreciated.

I've been really impressed with the levels of service afforded to us and have no reservations about recommending you to others with confidence.

Many thanks

Graeme McQuarrie-Parkes
Burnside Garage and Tearoom





TSG Fleet

From small transport companies to multinationals

TSG is the UK's leading fuelling solutions specialist to the commercial fleet industry. From small transport companies to multinationals, we provide nationwide servicing, maintenance and installation services as well as product solutions. We supply fleet fuelling equipment, including alternative fuelling dispensers, fuel management systems, wireless and analogue tank gauging units, fuel tanks (both above and below ground), electric vehicle charging points and Kärcher commercial wash solutions.



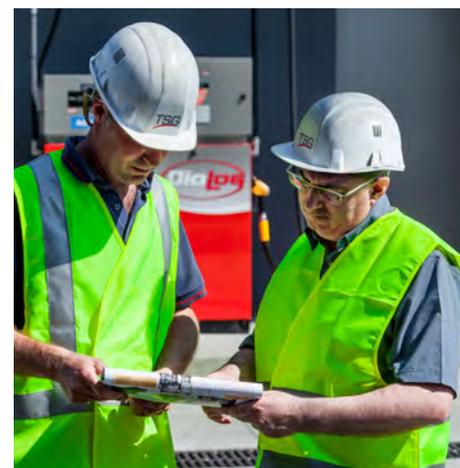
TSG uses the best, robust products to benefit both your business and the end user, guaranteeing accuracy and reliability, along with complete maintenance and support services with our own network of regionally based engineers throughout the UK.

Design and project management

TSG provides a professional approach to all projects, irrespective of size or value. Whether the requirement is for design, installation or management of a single installation, or a complex fuel tank storage system with multiple dispensers, we offer a complete turnkey solution for every need. From the initial discussions (to ensure we fully understand our client's requirements), preparation of drawings and specifications, and consultation with the relevant authorities right through to installation and completion of the project, we are on hand to provide specialist support.

Benefits

- Providing project management services to ensure your project is delivered on time and within budget
- Our engineers are highly skilled and approved by NICEIC
- TSG provides ongoing support and maintenance
- All installation and maintenance services reduce the risk of operational downtime and improve revenue and operations
- Providing fuel management solutions to improve fleet business and cost saving



Fleet Fuel Dispensers

Complete solutions for your commercial fuelling business

TSG supplies the latest Tokheim fleet fuel dispensers. All our commercial fleet dispensers are equipped with the latest technology for quick reliable fuelling, including the **Q310 Ultra High Speed** - a compact and robust dispenser, with a maximum flow rate of 200 litres per minute, to serve the largest of industrial vehicle fuel tanks with ease.

Benefits

- Broad range of dispenser models **Q110, Q210, Q310** and **Q510M**
- Tailor-made refuelling solutions
- TSG provides ongoing support and maintenance
- All installation and maintenance services reduce the risk of operational downtime and improve revenue and operations
- The Tokheim range of fleet fuel dispensers is manufactured in the UK



AdBlue® Tanks

We supply and install a wide range of AdBlue® solutions to suit any size of fleet or usage requirements, from plastic Intermediate Bulk Containers (IBCs) to integrated steel tank versions (twin compartment for diesel and AdBlue®) complete with dispensing pumps.

Benefits

- Installation and maintenance of the Tokheim AdBlue® range of dispensers
- ISO 22241 compliant AdBlue® dispensing solution
- We can provide a wide range of AdBlue® container solutions to meet your specific site requirements for commercial fleet installations or fuel retail stations



AdBlue® Maintenance & Repair

Highly skilled engineers

TSG has a team of engineers who have a wealth of experience in installing, repairing and servicing all types of AdBlue® tanks and dispensers.

Comprehensive AdBlue® Services:

- Tank repairs, maintenance and servicing
- Dispenser repairs, maintenance and servicing
- Dispenser and tank supply and installation

Quick and efficient AdBlue® tank and pump repairs

TSG UK provides you with high-quality repair and maintenance services to AdBlue® tanks. From transfer pump problems and hardware issues, to damaged delivery hoses and faulty meters, our highly skilled engineers can fix anything in no time.

Our AdBlue® repair services cover:

- Transfer pump problems
- Motor replacements
- Electrical switch faults
- Leak or damage repairs
- Level gauging
- Sensor and cable repairs and replacements
- Hardware issues and much more



Fuel Management DiaLOG

Our state-of-the-art fuel management systems allow you to monitor all fuel consumption on site and improve the financial impact of running a business with transport or plant equipment.

The DiaLOG fuel management system from ProFleet is a browser-based platform that allows you to manage your fuel and equipment from any computer, without the need to install software. You can select a standalone terminal to control multiple dispensers, or opt for one of the dispenser-integrated solutions.

Along with the DiaLOG system, TSG can also supply and service other fuel management systems, including:

- **Eclipse** web-based fuel management system
- **Nova** fuel management system
- **Midas** automatic vehicle recognition system (easily added to existing Eclipse and Nova systems)
- **Jigsaw** fuel management pump controllers

Benefits

- Installation and maintenance of a broad range of fuel management systems
- Financial benefits managing fuel consumption and delivery
- Track transactions from a number of different systems



Driver Controlled Delivery System

TSG's Driver Controlled Delivery (DCD) System allows fuel to be delivered 24 hours a day, 7 days a week, without the need for staff to remain on site whilst a fuel delivery is in progress.

The DCD System works by communicating with the tank gauge at the start of delivery, allowing the tanker driver to confirm there is enough space in the tank to allow the fuel to be delivered safely.

Benefits

- Printout of delivery report to confirm the volume of fuel delivered
- Incorporated emergency stop switch and telephone
- Floodlight circuit to allow visibility to the tanker driver in the hours of darkness
- Lower cost of delivery and more efficient deliveries due to 24/7 operation by the supplier

Automatic & Mechanical Level Gauges

TSG offers a comprehensive range of ProGauge probes and consoles, which together can effectively retrieve product readings, water level readings and temperature measurements, so you always have an accurate understanding of what is going on underground.

Probes

The probes have the ability to monitor all fuel types and additives, including biofuels and AdBlue, whilst also supporting density, phase separation, leak detection and inventory management. Using magnetostrictive technology, the probes transmit a high frequency electrical impulse that travels at the speed of sound, returning unbeatably accurate fuel readings which are then relayed to the console on site or directly to the point of sale (POS). Available as both wired and wireless units.



Benefits

- Fast and reliable data transmission
- Early detection of water contamination
- Available as both wired and wireless to suit all site types

Consoles

The ProGauge Maglink LX 4 is a next generation tank gauge console, now with intelligent 'touch and swipe' technology. Developed to offer an unrivalled user experience, the Maglink LX 4's touchscreen enables you to effortlessly move between screens to easily view all of your tank data through its new and improved graphical display. This, coupled with a brighter screen, faster processor and simplified reporting capabilities, makes it the most advanced tank gauge on the market.



Benefits

- Access to historical in-tank level readings
- Early detection of water contamination
- Touch and swipe technology for swift access to your data

TSG also manufacture and provide the Normond analogue gauges, an accurate and cost effective solution for remote liquid measurement and control. The gauges can be used with a variety of balance chamber materials, giving flexibility to monitor different fuel types and chemical products. The reliability and durability offered represent excellent value for money.

Electrical Installation & Testing

TSG Fleet is an approved contractor on the role of the NICEIC and we use our own trained electrical engineers to carry out the specialised installation work associated with petrol and diesel dispensers and their control systems. Our electrical work and record keeping is regularly audited, inspected and tested by the NICEIC as part of the membership criteria.

Benefits

- Trained and approved NICEIC engineers
- Providing project management services ensuring your project is delivered on time and within budget
- Electrical installation and maintenance within hazardous environments



CCTV for Fleet

Automatic Number Plate Recognition (ANPR)

Private fleet stations can use ANPR to authorise the release of the dispenser automatically without the need for a PIN, tag or card. Talk to TSG today about this product.

Tokheim EYE

Tokheim EYE is a powerful but easy-to-use digital camera surveillance system and only stores relevant images - so you can quickly view images captured from the cameras as soon as movement is detected. The Tokheim EYE solution is integrated with the electronic point of sale (EPOS) system, allowing it to detect suspicious patterns and act upon employee theft. It can also be connected to the ProFleet DiaLOG fuel management system.



AVI

Simplify the fuelling process

Automatic Vehicle Identification (AVI) simplifies the fuelling process by removing the need for manually identifying a vehicle using PIN, tags or cards. TSG supplies its AVI solution under the name SmartFuel. SmartFuel is based on a nozzle-mounted reader that reads tags positioned on the vehicle.

Benefits

- DiaLOG fuel management integration
- Vehicle tag details are validated by DiaLOG
- Wirelessly transmitted during the authorisation process
- The system controls fuel type and prevents any unauthorised fuelling
- No need for any papers to be signed, all refuelling details are automatically stored
- Electrical installation and maintenance within hazardous environments



Commercial fleet services and maintenance

TSG Fleet maintains a flexible approach to providing service and maintenance facilities to suit the needs of our many customers. Whether the requirement is for a fully comprehensive service contract to cover all vehicle refuelling equipment or just an ad-hoc call to carry out a simple pump repair, we can provide the solution.

Ad-Hoc Repairs

We can carry out ad-hoc repairs, even if your vehicle refuelling equipment is not covered under a formal contract with us - TSG fully understands the need for you to have it restored to working order with the minimum of delay.

Electronic Repairs

TSG Fleet operates an electronic repairs service. Electronic assemblies cover commercial and retail pumps and control systems. They can be rebuilt and repaired. Other typical works carried out are the repair of circuit boards, key and card readers and many other electronic assemblies associated with fuel management systems, which are then re-used by our busy service department. In many instances, this gives us the ability to continue to support equipment which some manufacturers may prefer to declare obsolete! All of the work which passes through our workshops is strictly controlled via our quality system, therefore guaranteeing that all repairs are carried out to a high standard.

Diesel Pump Repairs

As a company with a wealth of experience in the industry, we understand that retail and commercial pumps can become accidently damaged, so we offer pump repairs. But just in case the pump is beyond repair, we also offer new and refurbished commercial pumps.

Benefits

- Benefits of comprehensive and non-comprehensive contracts
- Comprehensive contracts cover all travelling, labour, parts and materials to maintain the equipment in good working order
- Priority level of service, scheduled preventive maintenance and calibration visits
- Emergency repair visit and call outs



Site Audits & DSEAR Assessments

Stay compliant

It is important to be able to identify risks and understand the requirements of any applicable legislation and any implications of unintentional non-compliance. TSG provides site audits, DSEAR assessments and certification to enable you to remain compliant with current national legislation. The details of the site visits vary based on the individual site, service station, fleet and national requirements, and may include weights and measures checks, equipment inspections and health and safety reviews.

Benefits

- Reduce the risk of non-compliance with DSEAR and OSR
- Demonstrable documented compliance should an accident happen
- Reduce the risk of litigation
- A report is created which responds to each of the points in the regulation that will highlight any areas for improvement
- TSG provides advice on how to stay compliant or we can arrange to carry out the assessment should changes be made to the site
- Environmental audits - offer a full environmental audit service using the Environment Agency guidelines
- Electrical installation and maintenance within hazardous environments



Design & Project Management

TSG Fleet adopts a professional approach to all projects irrespective of size or value. Whether the requirement is the design, installation and management of a simple above ground tank, or a complex fuel tank storage system with multiple dispensers, we apply the same degree of care and precise controls.

We offer a complete turnkey solution for our customers. From the initial discussions (to ensure we fully understand our client's requirements), preparation of drawings and specifications, and consultation with the relevant authorities right through to installation and completion of the project, we are on hand to provide specialist support.



Visit www.tsg-solutions.com/uk/tsg-fleet,
scan here or call **0330 015 3001**



I just wanted to drop you a line, to say that Bill Bower's support and assistance with the installation and commissioning at Tesco Avonmouth has been excellent.

There is no doubt, without his efforts/willingness to go above and beyond, we wouldn't have got this project over the line.

Kevin Powell

Managing Director
Ledbury Welding Engineering

Case Study

London Ambulance Service

London Ambulance Service (LAS) is the busiest ambulance service in the UK and is responsible for responding to emergency medical situations, major incidents and terrorist threats in the London area. The LAS team work closely with hospitals, other emergency services and healthcare professionals to keep the people in our capital city safe.

Their vision is to build a world-class ambulance service that ultimately becomes London's primary integrator of access to urgent and emergency care 'on scene', 'on phone' and 'online'.

LAS employs over 5,700 staff and operates 1,150 ambulances, including 450 vans and 30 motorbikes. All of its vehicles are Euro 6 and operate out of 60+ depots across London.

LAS Brief

London Ambulance Service required fuelling infrastructure for its 20 depots, where they fuel, clean and stock all vehicles on a daily basis. Out of the 20 depots, six were already equipped with tanks which needed to be upgraded with TSG Fleet's fuel management products. The remaining 14 sites required full fuel installation works to bring the entire fleet up to date. LAS also expressed an interest in automatic vehicle identification, to help track the refuelling of their fleet. LAS is running pilots for several EV ambulances which would require a solid EV charging infrastructure, utilising a pantograph of the ambulance parking station at the hospital where the ambulances will be situated for 30 minutes.

TSG in Action

Our solutions included the required EV infrastructure, alongside our installation of fuel management and fuelling solutions for LAS. TSG has now outfitted the first six depots with DiaLOG integrated Q110 pumps and ProGauge level gauge equipment, where the tanks and infrastructure were already in place. Looking to the future, TSG will work closely with London Ambulance Service to investigate options for a single system, to support the transition from fuel to electricity.



TSG Gas

A cleaner, more efficient way to fuel vehicles

TSG Gas is a market leader in the installation and maintenance of gas retail and hydrogen products to the fuel retail and commercial fleet industry.

There are many alternatives to traditional fuels.

The key difference is their gas state, rather than liquid.

The most common examples are CNG, LNG, and hydrogen. Our maintenance services

mean peace of mind while our customers focus on running their business. We are proud to lead the UK industry in natural gas and hydrogen fuel solutions.



Benefits

- TSG can manage your project - making sure it is delivered on time and within budget
- Highly skilled and approved engineers
- Ongoing support and maintenance provided

Alternative Fuel Dispensers

Over recent years, there has been a growing sense of urgency to significantly reduce our dependency on fossil fuels and lower our carbon dioxide emissions. As a result, an increasing number of vehicles on the road today are utilising alternative solutions such as LNG, CNG and hydrogen. Make sure your forecourt or commercial fleet can effectively and efficiently deliver alternative energy solutions to your customers as demand grows, while also working towards reducing emissions, harmful pollutants and the negative impact on the environment.

TSG provides the products, installation and maintenance services for a wide range of alternative fuel dispensers. TSG works with trusted partners to supply LNG, CNG and hydrogen dispensers. We can help you to increase your forecourt offering, drive more sales, boost profits and achieve your environmental directive goals. Together, we can change the future.

Liquefied Natural Gas (LNG)

Liquefied Natural Gas is a colourless and odourless liquid fuel, predominantly used for heavy duty vehicles such as trucks and buses. LNG gives you compelling environmental and financial benefits without needing to compromise on power or performance.

TSG can offer advice to help you choose the right equipment for your forecourt, complete the installation and provide service and maintenance throughout the life of your LNG dispensers.

Compressed Natural Gas (CNG)

Natural gas, a fossil fuel comprised mostly of methane, is one of the cleanest burning alternative fuels. It can be used in the form of compressed natural gas (CNG) to fuel passenger cars and buses. TSG offers a range of CNG dispensers, all perfectly engineered to give your customers the choices they demand today. When compared with conventional petrol or diesel fuels, CNG goes a long way in helping to reduce the harmful effects of greenhouse gas emissions.

TSG can provide and install the dispensers that best suit your needs, and offer a complete service and package. We are always on hand when you need us.

Hydrogen

TSG's qualified gas engineers install, service and maintain hydrogen fuelling products and facilities. Service agreements can be arranged to suit your requirements.

LNG tanks and dispensers

TSG has partnered with Cryostar and can supply and maintain LNG tanks and dispensers. Thanks to the patented technology, these dispensers can fuel LNG vehicles safely and very accurately. The sleek design and user-friendly interface makes it very easy to operate.

The options are as follows:

1/ 20 - 30 Lorries (Volvo) filling once a day, 6 days a week

FUELNG-SUSTAIN (just equipment)

1 Offload box + 1 Submerged pump skid + 1 LNG Dispenser (w/o MID) + Control panel + HAZOP + Commissioning & Start-up:

- Vertical LNG tank, safety detectors, site engineering, construction and utilities are excluded
- Fuelling of 30 trucks in approx. 5 hours (considered truck capacity: 250kg)
- LIN Coil control option

FUELNG-DEPLOY (plug and play solution)

45m³ Horizontal LNG tank + 1 Offload box + 1 Submerged pump skid + 1 LNG Dispenser (w/o MID) + Safety detectors + Packaging work + Control panel + HAZOP + Commissioning & Start-up:

- Site engineering, construction and utilities are excluded
- Fuelling of 30 trucks in approx. 5 hours (considered truck capacity: 250 kg)
- LIN Coil control option

2/ 31 - 50 Lorries (Volvo) filling once a day, 6 days a week

FUELNG-SUSTAIN (just equipment)

As per option 1

FUELNG-DEPLOY (plug & play solution)

60m³ Horizontal LNG tank + 1 Offload box + 1 Submerged pump skid + 1 LNG Dispenser (w/o MID) + Safety detectors + Packaging work + Control panel + HAZOP + Commissioning & Start-up:

- Site engineering, construction and utilities are excluded
- Fuelling of 30 trucks in approx. 5 hours (considered truck capacity: 250 kg)
- LIN Coil control option

3/ 51 - 90 Lorries (Volvo) filling once a day, 6 days a week

FUELNG-SUSTAIN (just equipment)

As per option 1

FUELNG-DEPLOY (plug & play solution)

80m³ Horizontal LNG tank + 1 Offload box + 1 Submerged pump skid + 1 LNG Dispenser (w/o MID) + Safety detectors + Packaging work + Control panel + HAZOP + Commissioning & Start-up :

- Site engineering, construction and utilities are excluded
- Fuelling of 30 trucks in approx. 5 hours (considered truck capacity: 250 kg)
- LIN Coil control option

DiaLOG - Fuel Management System

See Page 26

Level Gauges

See Page 27

Service contracts

TSG has qualified gas engineers to carry out all of your service and maintenance requirements. Should you have a problem or breakdown, TSG can guarantee they are on site within 4 hours of the call.

TSG has recently installed the DiaLOG Fuel Management System at Gasrec in Daventry - it is a real step forward for us in terms of the data we have available, accurately recording how much fuel is taken and how long it has taken to fill up the vehicle.

For us, it's about finding a partner that can help us scale up and deliver for the industry in a way that it's used to with diesel incumbents. TSG is a good cultural fit for us in the way they approach their business.

Having a partner that can support us in our ambitious development programme is very important and I think we've found the right one with TSG.

James Westcott
Chief Commercial Officer
Gasrec

Case Study

Gasrec

The Perfect Partnership

Gasrec's fuelling facility at Daventry International Rail Freight Terminal supports distribution fleets who are transitioning from diesel to cleaner fuels. They currently service around 250 trucks each day, with a projection to facilitate 500-600 on a daily basis by the end of 2021.

With the help of TSG UK, Gasrec can now manage their fuel and equipment from any smart device, without the need for additional software. Once the DiaLOG fuel management system is installed, all of the refuelling data is recorded, creating a picture of every vehicle's visit to the site.

To further meet Gasrec's business requirements, TSG developed a bespoke 'self-managed' solution, enabling them to make changes without third-party involvement.

As the use of alternative fuels continues to grow, products like DiaLOG are particularly important, as they are able to monitor all types of fuel. Most businesses have competent knowledge of the performance of diesel trucks, but less so when it comes to cleaner alternatives and the financial and economic benefits these bring.

"The DiaLOG system is a real step forward for us in terms of the data we have available," said James Westcott, Chief Commercial Officer at Gasrec, "it goes beyond how much fuel is taken and when - it enables us to look at how long a vehicle takes to refuel."

Working in partnership with Gasrec, TSG aims to be at the forefront of the move towards cleaner, alternative fuels, by supporting the increased infrastructure required to facilitate growth in the market. Westcott added: *"For us, it's about finding a partner that can help us scale up and deliver for the industry in a way that it's used to with diesel incumbents. TSG is a good cultural fit for us in the way they approach their business. Having a partner that can support us in our ambitious development programme is very important and I think we've found the right one with TSG."*

Paul Brooks, Sales Director for TSG UK's Fleet & Gas lines, said: *"As a responsible business, we recognise that change is coming to the fuel industry and we want to be at the forefront of the transformation. Gasrec is a leading, forward-thinking company and it's very exciting to be on this journey with them, as we adopt new technologies."*

TSG Gas provides ongoing service and maintenance for Gasrec.



Learn more about the TSG and Gasrec partnership - scan this QR code.

<https://youtu.be/ihkX06oRnCQ>



TSG Wash

Kärcher's tailor-made, self-service car, bus and lorry wash solutions

As an exclusive partner with Kärcher, TSG offers market-leading and professional vehicle cleaning solutions, systems and maintenance services. Our Kärcher tailor-made, self-service car, bus, lorry and other large vehicle wash systems can be easily customised to meet your business needs and satisfy your customers. Additionally, you can rely on our expert maintenance and service solutions to keep your business running smoothly at all times.



Benefits

- Kärcher - the brand that does the selling for you
- Our systems alert you if stocks of washing products run low
- Kärcher jet wash systems are modular and can be expanded to eight washing stations
- Kärcher gantry (rollover) high-quality car washes are economical and environmentally friendly
- TSG provides ongoing support and maintenance

Service and maintenance support to keep your business going

TSG Wash offers a complete construction service and maintenance solution for Kärcher car wash systems. By combining the experience of our in-house service engineers with our knowledgeable helpdesk team, who are on hand to resolve any problems you may incur, we will ensure nothing stands in the way of your company's growth.





Professional Car Wash Solutions

The new Kärcher CWB3 KLEAN!STAR and CB line gantry washing systems are suitable for locations with everything from low to particularly high washing volumes, comprising basic equipment all the way up to premium systems. These are always in line with operator requirements and suitable for the particular filling station location in question.

They are also flexibly expandable, thanks to a wide range of additional options and equipment components.

CWB3 KLEAN!STAR / KLEAN!STAR iQ available now from TSG Wash.

The new series of CB wash solutions from Kärcher offer middle and premium class automatic car washing, with all new innovations for the UK. Designed for fast wash programmes, with a fully customised new frame illumination concept.

K! WHEEL iQ

- Wheel wash assembly, partly sunken into car wash frame to lower the risk of accidental damage
- Wheel wash system with height adjustment

K! BRUSHES iQ

- Intelligent side brushes divided into segments
- Individual brush segments adapted by a vertical axle offset to the vehicle contour
- Kärcher valeting products also include jet wash, vacuum and air water/screen wash towers

Benefits

- Low maintenance
- Sustainable
- Cost-efficient
- Optimal cleaning results in the shortest time possible

www.tsg-solutions.com/uk



Jet Wash

Complete self-service solutions

TSG Wash can supply and install the Kärcher SB OB self-service jet wash system. It is not just a space-saving marvel that can be installed in any wash bay; the compact system also allows you to configure it precisely to match your wishes and requirements.

You determine the design, specify whether you want to invest in one or two wash bays, decide on the potential washing temperature, pump capacity, which wash tools to install and additional equipment options - such as integrated frost protection. Thus, you acquire a powerful system which uses the existing space in the best possible way and gives you additional income.

Benefits

- Compact design - ideal for sites with limited space, it requires very little space - even the two-bay version!
- Good functionality with low investment
- Wash tools can be individually selected
- 3 additional wash programs - competitive advantage and therefore higher revenue
- Intuitive control with touchscreen
- Water softener and osmosis integrated in cabinet
- Network connectivity and fleet management
- Kärcher high quality
- Low maintenance
- Sustainable
- Cost-efficient
- Optimal cleaning results
- Certified with the VDA signet



Vacuum Cleaners

The Kärcher vacuum cleaner is synonymous with the most exacting demands in terms of suction power, comfort and design. It was also developed to feature a wide range of options, allowing for individual configuration. With Kärcher's new self-service vacuum cleaner SB VC, you always have exactly the right device for your site.



Benefits

- Auto filter clean
- The sophisticated technical details of the vacuum cleaner ensure trouble-free operation and the simplest service
- The Tact automatic filter cleaning system ensures that suction power is consistently maximised
- Hose recovery with a fibreglass pole minimises contact with the ground
- The optimised, ergonomically designed suction nozzle works at speed
- If you would like to buy a powerful washing system in addition to the vacuum, then TSG are the people to call

CarwashPay

Touch-screen payment screen

The self-service CarwashPay system offers your customers the convenience to start a wash easily via a touchscreen, and pay cash or contactless via the state of the art payment facility. CarwashPay is designed to be user-friendly, everything can be customised, from the text, layout, prices and timings to the payment methods.

- Various payment options
- Contactless, NFC, vouchers, QR code and number plate recognition
- 6mm tempered glass with a touchscreen made of hardened laminated glass,
- A flexible user interface including PCT (Projected Capacitive Touch)
- Protected against condensation of components in a moist car wash environment
- Digital receipt - no more wasted paper with an option to email receipts
- Payment terminal can be connected to all car wash brands

Commercial Wash Solutions

TSG Wash can supply and install a commercial wash solution for your fleet of lorries, buses and other large vehicles. Kärcher provides perfectly matched system solutions that can rise to any challenge, so you can clean your fleet of any size. The effect is immediately visible, and the systems are economically efficient.

Kärcher gantry wash

The TB 50 commercial vehicle wash is designed for automatic exterior cleaning of large commercial vehicles. The 3-brush gantry impresses with a maximum washing height of 5.05 metres and a maximum washing width of 2.9 metres.

Benefits

- The maximum wash width is 2.9 metres and the maximum height is 5.05 metres
- Four steelwork heights are available
- Low maintenance effort saves on time and costs
- High user-friendliness makes working processes faster and easier
- High variability for vehicle types, construction and expansion options



The close collaboration between Shell UK and TSG Solutions prior to installation, enabled the process itself to run smoothly, ensuring the machines were working as required within the timelines specified.

Toby Lewis

Category Manager, Alcohol & Non Foods
Shell UK Ltd

TSG's performance throughout the rollout was both professional and helpful. Great co-operation on any change requests and delivered scope safely, on time and to a very high standard.

Joe Whyte

Graduate Project Manager
ARTELIA UK



Case Study

TSG Unite Two Strong Brands: Shell UK & Kärcher

Shell, the number one provider of premium fuels in the UK, has a network of over 1000 service stations. The company has been around for over 120 years and has played a vital role in powering the UK's industry, transport systems and homes. The brand is iconic and it delivers high-quality products and services.

Kärcher is a name synonymous with quality and innovation in the field of cleaning and washing solutions. Along with many other industrial solutions, they offer a complete range of systems for the cleaning of car and commercial vehicle interiors and exteriors. In 2017, Kärcher and TSG agreed to form a strategic partnership, which saw the cleaning specialist and the provider of services and fuel retailing solutions joining forces to service the forecourt car wash industry.

The Project

As a primary partner with Kärcher, TSG UK was approached to be part of a trial programme to upgrade and install the Kärcher CWB3 KLEAN!STAR automatic car wash system into four Shell service stations across the UK.

The work to each site and the installation was undertaken and completed within a strict time frame and all four sites 'went live' as scheduled. This coincided with a marketing campaign Shell UK had set up to run prior to the opening dates.

The Marketing Plan

Shell and TSG worked closely together to deliver a marketing campaign to inform new and existing customers about the new product and its benefits.

The Results

Across all four sites the new systems achieved:

- Optimal car cleaning solutions
- Increased sales
- An increase in profit

Client Feedback

Toby Lewis, Car Care Category Manager at Shell, commented: *"Kärcher's automated car washing technology provides the highest level of cleaning in the shortest time possible. Using Kärcher's latest innovations, the focus is on expert dirt removal while being gentle to the car."*

Combined with TSG Wash's comprehensive support package, customers benefit from an industry-leading product range, backed by TSG's highly regarded installation and service capabilities.

The Last Word

Frank McLaughlan, Director for TSG Wash UK, said: *"This was an exciting collaboration and the first time both global brands have been brought together to deliver automated car washing."*

"Overall, the forecourt market is synonymous with big brands - from well-known coffee outlets, to luxury food retailers. Consumers can now experience this same level of reassurance when it comes to washing their cars, knowing they're using technology designed by a market leader in cleaning."



Visit www.tsg-solutions.com/uk/tsg-wash,
scan here or call **0330 015 3001**





TSG Systems

TSG Systems provides a fully integrated range of payment and media solutions, all designed to meet the specific needs of a modern service station, including mobile payment and integrated loyalty applications.



Our payment systems range from fuel dispensers (pay at pump) and self-service coffee machines right through to car wash and vacuum cleaner payment solutions. All of these solutions enable you to offer a comprehensive payment portfolio, designed to meet the needs of current and future customers.

Benefits

- High quality and secure products with the latest technologies
- Excellent customer services, with ongoing support and maintenance
- Training on systems and new technology updates
- Project management - making sure it's delivered on time and within budget
- Highly skilled engineers and approved contractors

Pay at pump - contactless

The Tokheim Crypto VGA™ is the most advanced outdoor payment system. The revolutionary touchscreen makes payment faster and easier for your customers. Intuitive onscreen graphics quickly and easily guide the end user through the debit, credit fuel and loyalty card process. It's not just about innovative design though; the Crypto VGA is an incredibly secure transaction solution, certified in accordance with the latest PCI approvals and incorporating a set of robust anti-fraud mechanisms.



Benefits

- Full colour touchscreen guides the customer clearly through the transaction process
- Quick, simple and very user-friendly
- An integrated privacy shield
- Industry's largest paper roll for issuing receipts
- Able to communicate in 17 different languages
- Can purchase other items available, not just fuel
- Barcode reader to redeem coupons and vouchers

Media

Versatile solutions to boost your business

T-Media is a powerful content management solution that gives you the ability to drive targeted promotional strategies and enhance the customer experience, right where you need it most - at the fuel dispenser. T-Media makes it simple to upload and change the media content and promotions that the motorist sees at every stage of the fuelling process. Advertisements and messages are easily deployed across your site or network, thanks to T-Media's cloud-based functionality. Whether you want to boost shop purchases, upsell premium fuel grades or sell car washes, T-Media can enhance customer engagement and loyalty to your site while boosting per-visit sales and profit.

Benefits

- Digital media screen
- Full colour 17" high-definition display to deliver messages that are hard to miss
- Draw in your customers with relevant targeted messages that resonate and drive return visits
- Integrated look for same focal point as fuelling information, ensuring that your media content is delivered effectively to a captive audience
- Update your playlist and schedule whenever and wherever you want!

CCTV

Tokheim EYE is a powerful but easy-to-use digital camera surveillance system designed specifically for petrol stations. The Tokheim EYE advanced high-definition CCTV solution is able to selectively store relevant images of possible crime; images that are instantly captured as soon as movement is detected on the forecourt. Storing receipt and filling number together with the images, the solution enables retailers to instantly retrieve information concerning specific events at the touch of a button and prevents hours of trawling through CCTV footage that would be required with conventional surveillance methods.

Benefits

- Tokheim EYE is easy to use - the clever interface allows you to simply drag and drop camera thumbnails on to the media player
- Display images (up to nine in total) of the filling on your cashier's screen
- Pinch and zoom feature with high definition
- Security for your forecourt with Automatic Number Plate Recognition (ANPR)
- Smartphone and tablet apps - view what's taking place from anywhere in the world
- 24/7 monitoring system

Electronic Point of Sale (EPOS)

Managing all aspects of your POS system

Fuel POS, Tokheim's industry-leading electronic point-of-sale (EPOS) system, helps you manage all aspects of your fuel and retail business. It combines an easy-to-use touchscreen interface with powerful management and analytical software tools, to connect it seamlessly with all other systems on your service. Fuel POS is a retail IT solution at the heart of successful business, providing integrated intelligence across your service station network.

Benefits

- TSG provides training, so your staff are confident to use the system
- An easy-to-use set-up application
- User-friendly interface with clear icons and audible alerts
- Quick and accurate transfer of data to your new electronic point of sale (EPOS)
- Setting up of forecourt fuel grades, tanks and pumps is configured swiftly
- Shop item details, such as description, department and barcodes, are simple to add
- Run detailed and accurate business reports to optimise your sales and stock levels
- Marketing app available to control discounts, happy hours, promotions and loyalty programmes, to effectively manage your shop
- Connects to all makes of fuel dispensers
- Choice of pin pads



DX Retail

DX Retail is part of the DFS DX connected solutions platform and enables owners of multiple forecourt sites to manage and update their Tokheim Fuel POS point-of-sale and self-checkout systems securely and efficiently, owing to its use of Microsoft Azure and intelligent edge technology. Driving updates to multiple pieces of equipment simultaneously is straightforward, fast and can be done with the touch of a button from any web-enabled device from anywhere, thanks to its cloud-based connected solution. DX Retail provides significant time savings and ensures your sites are always updated with the latest retail items and pricing across your entire network.

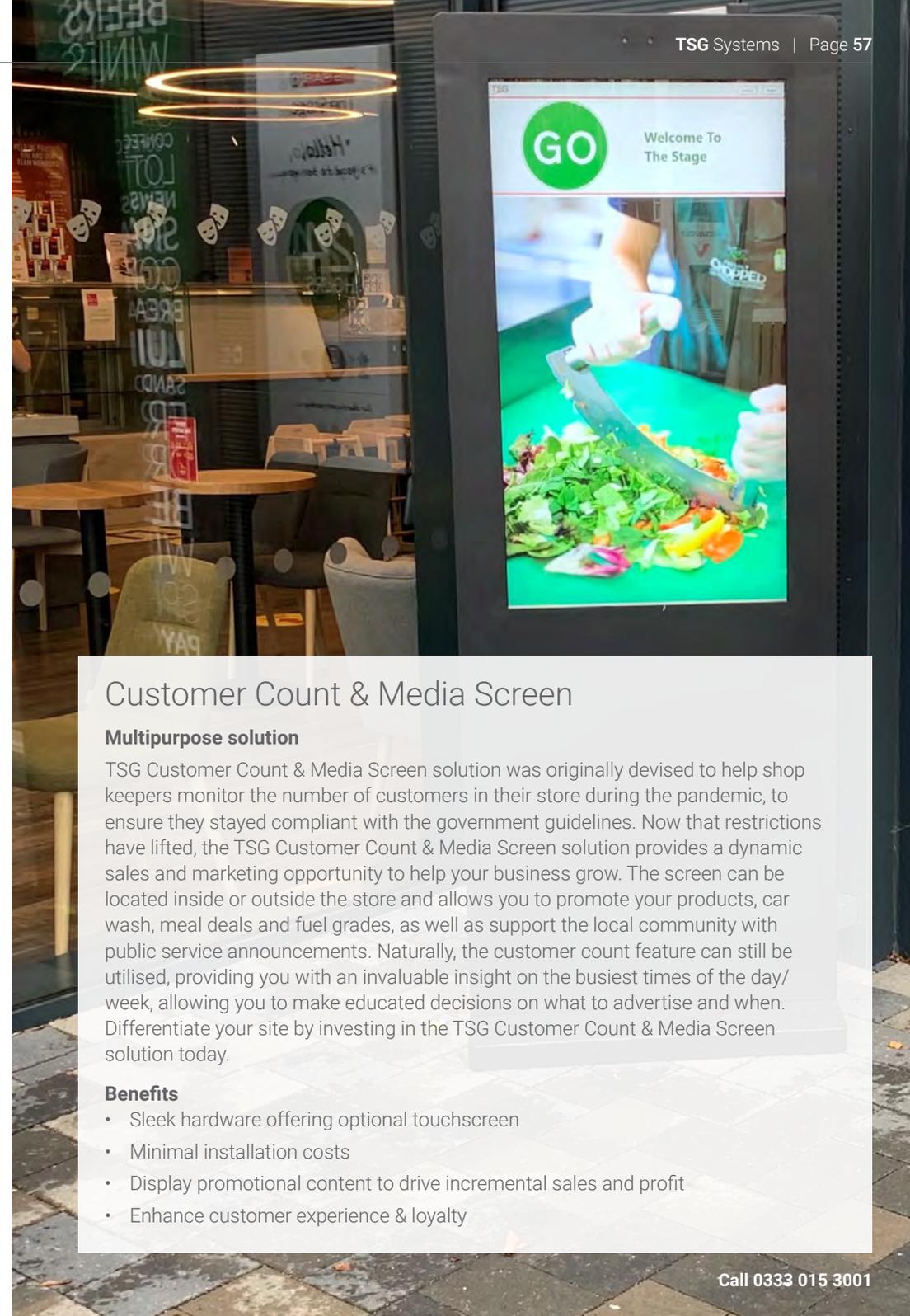
Benefits

- Significant time savings
- Once subscribed to DX Retail, fuel retailers are able to create specific groups for different sets of fuelling sites, enabling them to make targeted updates at the touch of a button
- The system is supported by an advanced back-up and restore function, which decreases the risk of data loss and reduces downtime
- DX Retail users also have access to a wide range of reports
- Simple receipt retrieval functionality, which allows duplicate receipts to be printed

Full support coverage for Iridium and Prism users

Benefits

- Helpdesk and hardware support
- UK-wide service and maintenance coverage
- Supplier changes, system clear-downs and grade changes
- Support for E10 regulation grade changes
- Training - in-house or on site
- Handheld terminal app for mobile
- Appy Shop solution
- Simply Fresh wholesaler interface
- Customer count and media solution



Customer Count & Media Screen

Multipurpose solution

TSG Customer Count & Media Screen solution was originally devised to help shop keepers monitor the number of customers in their store during the pandemic, to ensure they stayed compliant with the government guidelines. Now that restrictions have lifted, the TSG Customer Count & Media Screen solution provides a dynamic sales and marketing opportunity to help your business grow. The screen can be located inside or outside the store and allows you to promote your products, car wash, meal deals and fuel grades, as well as support the local community with public service announcements. Naturally, the customer count feature can still be utilised, providing you with an invaluable insight on the busiest times of the day/week, allowing you to make educated decisions on what to advertise and when. Differentiate your site by investing in the TSG Customer Count & Media Screen solution today.

Benefits

- Sleek hardware offering optional touchscreen
- Minimal installation costs
- Display promotional content to drive incremental sales and profit
- Enhance customer experience & loyalty

Self-Pay

The self-checkout kiosk is the answer to changing business needs and consumer demands. The fast-paced nature of self-checkout solutions makes the retail experience quicker, giving customers the option of avoiding long queues elsewhere. It's an ideal solution for retailers looking to modernise and optimise stores on their forecourt.

While it may seem difficult to introduce a self-checkout on the forecourt, it's designed to fit seamlessly with the in-store experience. Part of the Tokheim Fuel POS family, the DFS Self-Checkout solution is a 'plug and play' extension on your existing fuel POS system and offers customers the ability to pay for shop items, car washes and fuel in one transaction.

Benefits

- Gives customer choice to avoid the queue
- Optimise the store
- Part of Tokheim Fuel POS family - plug and play extension
- Drive additional sales through your store
- Improve customer experience
- Single employee can supervise multiple terminals
- Reduce staffing costs
- Ideal for small purchases
- Multiple self-checkouts take up less space than one POS till
- Reduce in-store cash and focus on card payments
- Modern, simple and easy to use interface



CoffeePay

TSG CoffeePay is a simple system with which your customers can pay cashless for their coffee. It is compatible with all market-leading coffee machines and offers various payment options. CoffeePay is convenient, safe and fast and its user-friendly interface makes it very easy to operate. The hardware is sleek, compact and simple to install next to the coffee machine, and thanks to a comprehensive report to the cloud, the administration is a piece of cake.



Benefits

- Self-service, easy display
- Contactless payment (NFC) with optional cash/coin slot
- Simple and secure online account management
- Loyalty reward software with barcode scanner for promotions or coupons
- Fingerprint scanner to enable personnel to get coffee (registered) with their fingerprint
- All sales are registered in one dashboard that also contains the various payment methods provided

CarwashPay

Touch-screen payment screen

Our self-service CarwashPay system offers your customers the convenience to start a car wash easily via a touchscreen, and pay by cash or contactless via the state of the art payment facility. CarwashPay is designed to be user-friendly, everything can be customised, from the text, layout, prices and timings to the payment methods.

Benefits

- Various payment options
- Contactless, NFC, vouchers, QR code and number plate recognition
- 6mm tempered glass with a touchscreen made of hardened laminated glass
- A flexible user interface including PCT (Projected Capacitive Touch)
- Protected against condensation of components in a moist car wash environment
- Digital receipt - no more wasted paper with an option to email receipts
- Payment terminal can be connected to all car wash brands



Training

TSG offers comprehensive in-house or on-the-job training for end users, using exactly the same software that they will be working with on a day-to-day basis, rather than PowerPoints and manuals. Additionally, training reference materials will be provided for ongoing support. This form of hands-on training is the ideal way for operators to familiarise themselves with the software and observe how the solutions perform at their best.

TSG can offer advice to help you choose the right equipment or solution for your forecourt, complete the installation and provide service and maintenance - but more importantly, we are dedicated to ensuring that you receive the training and support you need for the products you buy.

TSG product and solution training provides a competitive advantage, strengthens the operator's core competencies and improves customer satisfaction.

Service and maintenance

TSG maintains a flexible approach to providing service and maintenance for its many customers. Whether the requirement is for a fully comprehensive service contract, planned preventative maintenance (PPM) to cover all equipment, or just an ad-hoc call-out to carry out a simple repair or technical problem, TSG can provide the solution.

In addition, as part of the TSG Systems contract, we offer a dedicated help desk for any problems that might arise.

Additional Software

Fridge Monitoring System

Now available from TSG Systems is the Fridge Monitoring System. This wireless, cloud-based system can monitor fridge temperatures across your entire network in real-time, from anywhere in the world at any time of day or night.

It is the first app-enabled, wireless temperature monitoring system of its kind and is available to view on PC, tablet or smart phone. You can have as many users as required, each able to customise the dashboard to suit their own needs. For larger stores, we can implement a range booster which will comfortably cover a distance of up to 500 metres.

Benefits

- Reduce your risk, save time and money, keep compliant
- Provides an instant demonstration of compliance for all of your regulatory and operational requirements
- 24/7 peace of mind that all of your products are safely monitored
- Prevent breakdowns before they happen or respond immediately if an issue occurs
- Avoid unnecessary loss or insurance claims
- Save time on staff and improve record keeping quality
- Easily accessible history to assist service engineers
- Supports regulatory inspections, customer inspections, and audits
- Potential reduction on insurance premiums
- Gives you the ability to monitor working conditions live, and make informed decisions
- Helps to ensure product safety and quality



You have indeed been a great assistance and always available to guide, and been able to handle queries swiftly, making it easier to ensure business has not been impacted.

Also, working with you gives a sense of assurance and takes the pressure off my day when needed.

Thank you for the quality of services offered by you. It has been a pleasure working with you, Sam Watts.

Regards,

Ali

Coltishall Island Filling Station



Case Study

Ron Perry & Son

The sheer range of benefits offered by the powerful Tokheim EYE system are already being realised by one of the first UK service station businesses to install it: Ron Perry & Son's two service stations located on the A19 near Hartlepool. As a long-established operation in the north of England, Ron Perry & Son has operated here for over 40 years, with three generations of the Perry family involved.

Changing From Analogue to Digital

CCTV application

Current proprietor Ron Perry, son of the business' founder, has expanded the northbound and southbound service stations to incorporate new facilities, including forecourt shops and a cafe on each site.

With such a variety of important operations to maintain, protect and manage, Ron concluded that his existing seven-year-old CCTV analogue system was no longer up to the job. The images it provided were not detailed enough and there wasn't sufficient sight of the fuel pumps or the new facilities. TSG, who Ron has a long-standing relationship with, was on hand to help with his predicament by offering advice on the best solution to suit his needs. As a result, in September 2012, the Tokheim EYE system was installed on both of his sites and within six weeks had demonstrated its value in a multitude of ways.

On mobile, tablet, desktop or laptop

A trial of two Internet Protocol (IP) dome cameras located above the cashier positions in the retail shops was implemented, linked to Ron's desk computer in his office on the southbound site, as well as his smartphone, and it gave him an insight into just how useful a fully expanded system can be. Ron noted: *"The images and data that I have already seen has been invaluable in terms of revealing operational management improvements we can make. For instance, reviewing staff activity when a recent drive-off incident occurred, showed that we could introduce changes to maximise the chances of this being spotted and take appropriate action in future."*

Monitoring the Fuel POS payment system

Ron had this to say on Tokheim EYE, when referring to the monitoring of his Fuel POS system: *"On a day-to-day level, it has allowed me to see when queues build up in the shop and make changes in shift patterns"*

to minimise any inconvenience for our visiting customers. If I want to search for any kind of incident, it is now far quicker and easier, because you can ask the system to search via criteria such as last fill-up, last cash payment, by receipt, date, time etc. For instance, a customer rang us to ask if he had driven off leaving an item on our shop counter whilst paying and we were able to speedily find the relevant images using the new shop cameras, just by asking him for some simple information over the phone. Previously, that would have been very time consuming, because of the lack of integration between the cameras, pumps and tills. We have also used the high definition (HD) dome cameras to search for till receipt data for transactions where there has been a query over the payment, because it is actually quicker to use the surveillance system to find the receipt details and settle any dispute."

Automatic Number Plate Recognition (ANPR)

Inspired by Tokheim EYE's potential, Ron expanded the system with IP HD cameras out on the forecourt, monitoring the pumps and maximising the value of a fully integrated system for his two sites. To help further increase security, an automatic number plate recognition (ANPR) module was added, whereby number plates are digitally read by the camera. Advantages include the ability to build a licence plate database of blacklisted vehicles involved in previous drive-offs, allowing the identification of potential thieves before they can leave with stolen fuel and thereby protecting the precious bottom line.

One drive-off has already been investigated and images of the culprit were 'exported' onto removable media and passed to the police, who in turn were able to play the evidence to the driver in question. The result? He returned to A19 Services and paid the fuel bill. Ron commented: "We have found that Tokheim EYE is so demonstrably useful that the police have recognised the system's abilities and are very willing to take advantage of its capabilities. If they can use its evidence to prosecute for one incident, there's often a chance that the person or vehicle can be linked to other offences. For instance, a car involved in a recent drive-off was later found to be stolen too. We lose about £2,000 to £3,000 a year in drive-offs and while it's too early to say if the system has eradicated that, it's definitely a deterrent."

Tackling shrinkage

In terms of tackling shrinkage, Ron expects the system to provide a fast means of identifying anomalies, including voids, refunds and high numbers of returns. He said: "The system is so powerful and easy to use that it proactively provides warnings and supplies the related data and visual evidence as a package. This means that problems do not slip through the net and can be investigated without it being an onerous task, in terms of the time this would previously have taken. It also allows me to keep a watchful eye on the store in real-time, as I can view the CCTV remotely. I now have a much better idea of what's going on."

Images on EPOS help avoid mix-ups

The technology has put a stop to motorists inadvertently providing cashiers with the wrong pump number. Ron noted: "When the customer pulls the nozzle out, the system takes a photo of them and records them throughout the transaction. When they tell the cashier their pump number, a photo of them comes up on the till screen, so that staff can identify if it's the correct person. On a busy forecourt, customers can easily give the wrong pump number and the cashier ends up charging for the wrong amount. If someone has forgotten to pay, you can easily see at which point they forgot."

Forecourt CCTV Solutions

Expanding the modular system

Expansion of Tokheim EYE at the A19 Services is aided by the ability to add elements of the system when investment funds permit and circumstances dictate. Ron said: "For me, the beauty of this system is that I do not have to fund the whole installation in one go, it is flexible, versatile and 'future-proof', meaning that we can make changes as the need arises".

Ron Perry

Independent Service Station Owner



Driving New Energies.

The future is electric and we're leading the way.

Adoption of the electric vehicle (EV) is accelerating across the UK, and TSG Charge is at the forefront of this expanding market. We supply and install the products and create the infrastructure to support the growth of EV charge points. TSG offers game-changing EV charging solutions, together with a world-class service and maintenance package for total peace of mind.



Future-proof Your Business with TSG Charge EV expertise

Our services include site design, equipment installation, maintenance and support, all consistent with HSSE standard.

EV chargers for every business and market

TSG offers a large range of charging hardware and software from our valued partners, enabling us to supply and install the best charging solution suited for your business needs. From small upgrades to knock-downs, re-builds and new constructions, TSG has the knowledge, experience and highly skilled teams to deliver your project on time and within budget. We install and commission the EV charging points on site, ensuring their durability and reliability over time by offering a comprehensive maintenance service.

TSG Charge is here to help and advise you every step of the way, providing a solution that will suit your commercial business installation. We take time to consider the number of charging points you require for your business right now, but ensure there is room for the charging station to grow should there be an increase in demand.

Benefits

- Hardware agnostic, offering cost-effective solutions for your business
- Qualified engineers to install and commission your site
- Full turnkey solution: design, construction and installation



TSG Charge - Businesses & Market Segments

TSG installs and provides services to many businesses and markets, including but not limited to:

- **Workplace:** Enabling an electric future for your workplace, offering charging points to both staff and guests - with smart charging solutions provided by TSG, you can showcase your commitment to building a greener future
- **Automotive:** TSG UK provides turnkey EV charging solutions, including hardware to suit your specific needs, site surveys, installations and on-going maintenance contracts
- **Fleet:** Solutions for last mile logistics, bus depots, car rental and taxis - TSG holds a unique position in the market, in which we can assist in you in making the gradual transition from traditional fuels to electric, with our multi-energy solutions
- **On the move:** Providing the full EV package - making long-distance EV journeys possible with our rapid charging solutions that allow your customers to recharge and refresh at the same time
- **Retail, hospitality and public charging:** TSG offers EV charging solutions for all public places, including hotels, restaurants, shopping centres, cinemas and supermarkets

Charging Solutions

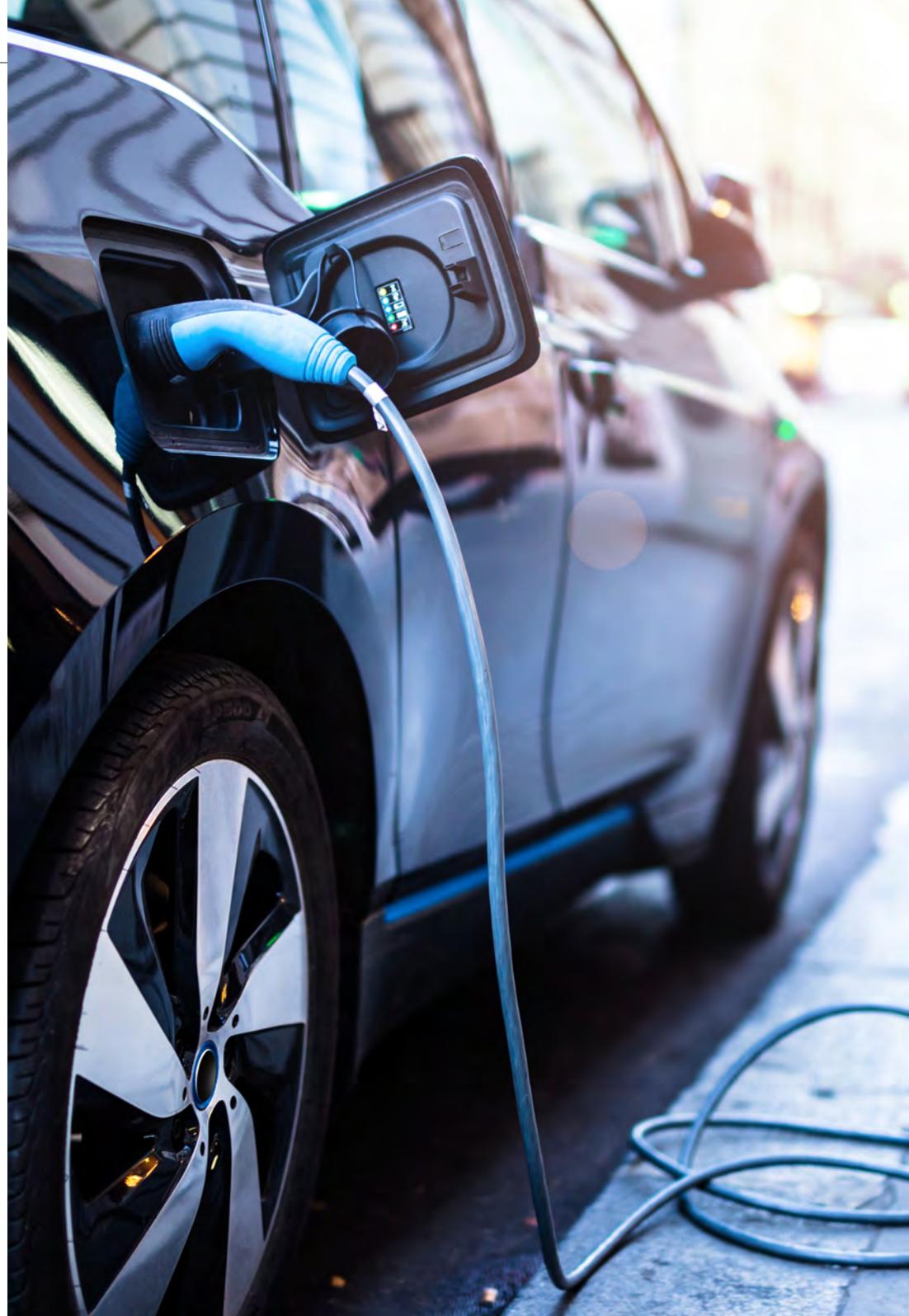
We deliver complete AC and DC EV charging solutions up to 350kW and work to future-proof your investment by offering the best solutions on the market.

Integration with existing payment systems

We can create the interface between the Fuel POS and EV charging systems, with the option to add EV charge pricing models and payments, allowing your customers to have an unchanged experience whilst visiting your station.

Benefits

- Hardware and partner agnostic, offering cost-effective solutions for your business
- Qualified engineers to install and commission your site
- Full turnkey solution: design, construction and installation





RAW works with only the very best when it comes to the delivery of EV charging infrastructure to its customers and charging host locations on its own network.

To this end, RAW uses the services of TSG's dedicated EV charging survey, design and delivery teams, in order to build its network.

In mid-October, the opening of a large urban DC charging facility in Slough, the "RAW Charge Yard", will mark the largest collaboration to date. The project for Abdrn will comprise eight DC rapid chargers and four AC chargers delivering up to 300kW. This rollout is part of an estimated 40,000 chargers RAW plan to deliver across a pipeline of sites in the UK and Europe.

Tony Mills

Chief Operating Officer
RAW Charging





TSG Projects & Construction

The construction of any new refuelling station, or the redevelopment of an existing site, is a complex venture that requires expert knowledge. TSG has been managing the development of station builds and associated projects (such as, but not limited to, systems and IT infrastructure) for more than 40 years.

We have local and central specialists in place (across engineering, retail, IT, project conception and construction disciplines), all of whom can work in partnership with you to deliver the best solution. We work on both small projects and multi-million pound operations making us a one-stop shop - a turnkey solution encompassing product supply, construction, installation, project management, service and maintenance.



Construction

Turnkey projects

TSG is more than just a supplier of equipment - you can rely on us to carry out any construction and project requirements you may have. From small works and re-pumps, knock-downs, re-builds and shop fitting, right through to project management and everything in between. TSG has the know-how and the highly skilled teams needed to provide turnkey construction solutions for any forecourt site, commercial fleet operation, shop or valet area, along with landscaping services and individual projects of any kind.

Site Design

From idea to finished petrol station

TSG provides support for your project, all the way from the site design idea through to the finished petrol services station. We customise each job to suit our client's wishes and ideas, with regular discussions and updates during the work. If there is a contract architect involved, they will be included at every stage. Working with our partners, we also take care of the development and approval of your building projects. Once the planning has been completed, we support you in choosing the right partner, relying on our own company's extensive product portfolio. This means that you can select the ideal technical solution, that will allow your business to operate for many years to come.



TSG Maintenance

Maintenance, services and repairs - the core of TSG

TSG maintains a flexible approach to providing service and maintenance for its many customers. Whether the requirement is for a fully comprehensive service contract, planned preventative maintenance (PPM) to cover all vehicle refuelling equipment, or just an ad-hoc call out to carry out a simple repair, TSG can provide the solution.

From fleet and forecourt maintenance services to EV charge, TSG's core belief is that the products we supply are only as good as the support we deliver along with them.

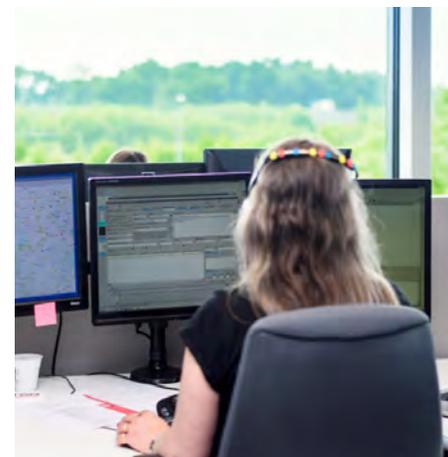
On-Call Support

TSG can supply on-call support or, alternatively, work to a service agreement. There are different contract types to choose from, depending on your specific requirements. These range from basic workday help desk support, to an all-inclusive 24/7 service agreement.

Comprehensive contracts cover all travelling, labour, parts and materials to maintain the equipment in good working order throughout the contract period, providing any necessary repairs required due to wear and tear. Contract customers enjoy priority service in the event of a call out, with agreed attendance and fixed times written into the contract. Preventive maintenance visits are also included under the terms of our standard service contract.

Non-Comprehensive contracts are especially for those customers who prefer not to have a comprehensive contract in place - TSG is able to offer scheduled preventive maintenance and calibration visits, as well as a priority level of service in the event of an emergency repair call out.

Note: all visits are charged in accordance with our normal scale of non-comprehensive contract rates.





TSG Tanks & Tank Services

TSG supplies and installs above and below ground tanks. Above ground fuel tanks supplied by TSG are manufactured from steel, to a design that meets the requirements of the Environment Agency Oil Storage Regulations, as detailed in their guidance document PPG2.

Above ground fuel tanks are supplied double skinned, or in a totally enclosed configuration that provides secondary containment in the event of a leak or a spillage.

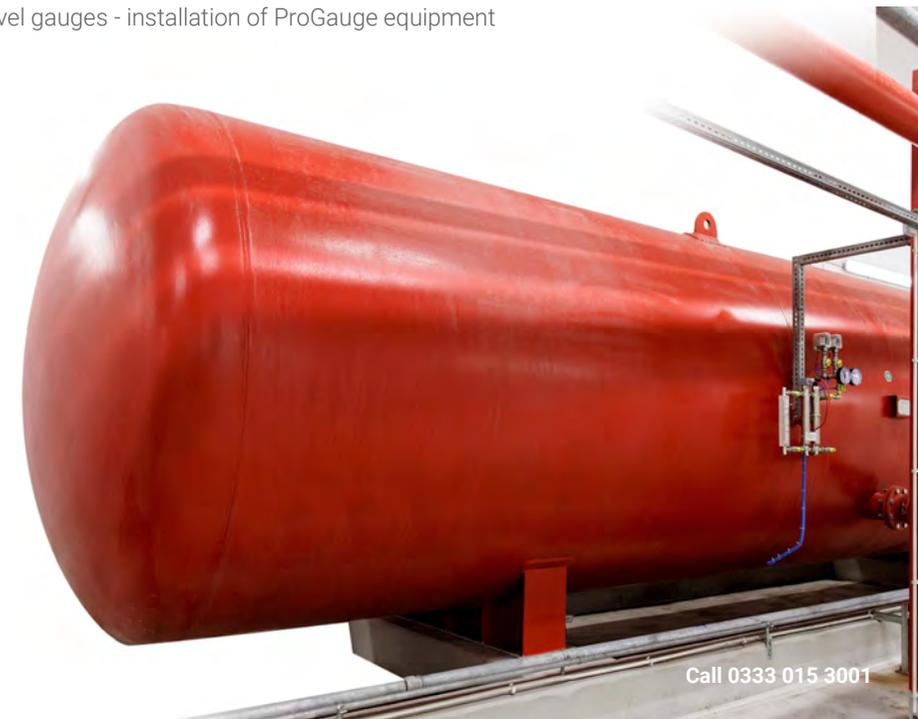
TSG uses only the best products that will guarantee accuracy, reliability and robustness to benefit both your business and the end user, along with complete maintenance and support services throughout the UK, using our own network of regionally based service engineers.

Below ground double skinned fuel tanks supplied by TSG, are constructed to BS EN 12285-1 from steel approved to BS799. They are suitable for storing diesel, gas oil and other associated oil products.

As part of the TSG package of installation services, we can supply and install all necessary pipework from the underground tank. This pipework includes fill pipes, vent pipes and any associated vapour recovery connections, pump suction or pressure pipework.

TSG Tank Services Team provide the following services for your business:

- Tank cleaning and inspections
- Installation, service and maintenance
- Tank calibration and testing
- Leak detection equipment
- Tank linings
- Tank commissioning and decommissioning
- Fuel testing, sampling and polishing
- Level gauges - installation of ProGauge equipment



Oil & Waste Oil Storage Tanks

TSG is able to offer a variety of tanks suitable for the storage of oil and waste oil products. All tanks are totally enclosed within a weatherproof outer bund and can be supplied in single or multi compartment configuration. In accordance with the requirements of the Environment Agency guidance document PPG2, the outer bund is of sufficient size to accommodate 110% of the contents of the tank's maximum capacity.

Leak Detection

Over pressure and under pressure

To detect leaks as soon as possible and to prevent contamination, the use of double-walled tanks and piping has been made mandatory in most countries across Europe. All of our leak detection systems work on the pneumatic principle - overpressure or under pressure (or pressure/vacuum). Air or gas is applied to the interstitial space (gap between the inner and outer wall) and monitored with a leak detector. If there is a leak, the pressure in the interstitial space drops and an alarm is triggered. There are only a few leak detection specialists and TSG work with the best: SGB. SGB provides a full range of overpressure and under pressure leak detection technologies for double-walled tanks and pipes.

Tank Lining

Durable leak protection solutions by Fenotec

TSG provides Fenotec's pioneering tank lining solution to the UK. Using a patented mounting system, the durable leak protection solution can be installed in just a few days, providing years of protection to underground tank units. It is suited to situations where a tank leak has occurred; if an alternative new fuel is to be loaded; or if coating the tank is not an option due to high levels of internal corrosion. The Fenotec solution reduces costs, increases safety and provides long-term environmental protection for your fuelling site.

Piping, Installation & Tank Testing

TSG supplies and installs Franklin Fueling Systems' underground and above ground containment products, including pipes, fittings, sumps and boots. Whether you require ducting, vent piping, or fibreglass or polyethylene sumps, Franklin has the solution to fit any scenario.

TSG offers a complete design, installation, and modification service of fuel pipework systems. Whether you need a single suction line from an above ground storage tank to a commercial pump, or for a complex pressurised fuel distribution system from multiple tanks, we have the experience and skills to provide a cost-effective and trouble-free solution. TSG is fully conversant with modern methods and technologies, such as secondarily contained pipework systems, including line leak detection using pressure, vapour or liquid sensors.

TSG provides a testing service for both pipework and fuel storage tanks. Testing can be provided to meet regulatory needs or to form part of a regular inspection regime.

By working closely with its customers, TSG endeavours to ensure that the testing works have little or no impact on site operation. In addition, we are experienced in working in secure areas such as military installations and other security sensitive areas.

Fuel Sampling

The introduction of biofuels has generated an even greater focus on fuel quality. As a supplier to the commercial vehicle refuelling industry, TSG has a greater understanding of the importance of the quality of fuel than many others in the marketplace.

We are able to offer our customers advice on their site equipment and the right processes to implement to maintain fuel quality. In addition, we can also suggest several different testing techniques to establish the quality of the fuel held in storage.

If problems occur, we can arrange for the fuel tanks to be cleaned and for the remaining fuel to be cleansed of any contaminants and/or water.



E10 All You Need To Know...

What is E10?

E10 petrol contains up to 10% renewable ethanol, which will help to reduce carbon dioxide (CO₂) emissions associated with petrol vehicles and help tackle climate change. Ethanol is predominantly a cleaning agent and mildly corrosive, so raising the percentage contained in the fuel to 10% increases the risk of water contamination and filter blockages. Once you adopt E10, it is recommended you invest in a fuel monitoring service that continuously scans your fuel stocks for signs of fuel leaks, which can result in environmental damage and costly clean up charges.

TSG can handle all of your concerns and remove the risk of litigation.

What you need in place:

- Wet stock management software
- Regular service and maintenance checks



Scan here for more
information on E10

TSG Defence Services

At TSG, we understand the demands of working on an active army or airbase and the flexibility required to work with minimal disruption and downtime to daily military operations.

Providing teams with the requisite security clearances ensures that TSG can work autonomously and with minimal support from the base or the Maintenance Management Organisation (MMO).

TSG Defence Services is specially created for the Military of Defence and Defence Infrastructure Organisation (MoD/DIO) infrastructure sector to keep your energy supply and fuel storage safe, fit for purpose, compliant and sustainable. Moreover, TSG can provide, install and maintain greener alternative fuelling solutions, including: electric vehicle (EV) charging, natural gas and hydrogen solutions.

The provision of management information, including key performance indicators (KPIs), is central to our contract management delivery.



Installation & Maintenance - the Core of TSG

TSG's core service is 'Planned Maintenance'. Over the years, our planned maintenance, driven by industry legislation, has proven to dramatically cut the number of reactive calls to faulty equipment and therefore presents a significant cost saving to our clients.

We also provide predictive maintenance. With the use of our asset management software, we track the life cycle of equipment and can provide recommendations to our clients on equipment replacement works prior to attending a planned visit. This advisory service can substantially reduce costs on return visits and also prevent further operational downtime.

From concept, design, working to Building Information Modelling (BIM) level 3, engineering and total programme management, we provide customised engineering services, either individually or as a fully integrated programme across the entire project lifecycle.

The majority of our technicians and engineers work to MOD JSP 375 part 2, volume 3, chapter 4 mechanical systems and within PG guidelines. With certifications, medicals and practical knowledge to be accepted and listed on the Petroleum Oils Lubricants (POL), skilled persons register at various MOD establishments.



TSG Demo Centre

We will be opening our new Demo Centre towards the end of 2021. Based in Loughborough, it showcases a range of products we can supply, install and maintain. The TSG team can present live demonstrations of products from all business divisions including: British-made Tokheim and Wayne fuel dispensers; the DiaLOG Fuel Management System; consoles and probes; EV chargers; products from our Kärcher range and EPOS systems and software. Additionally, for your convenience, we have added a professional meet and greet room, with facilities available to set up a meeting or run a presentation, making it a great location to meet the team and discuss your future requirements.

Call us today to book a slot **0333 015 3001**



www.tsg-solutions.com/uk

TSG Spare Parts & Consumables

Your equipment is the lifeblood of your business and must be kept running at peak efficiency, which is why you can depend on TSG spare parts and consumables. Our TSG spare parts centre is ready to support your forecourt, fuel retail and commercial fleet operations with spare parts and consumables. We can also provide spares for level gauges and Tokheim and Wayne dispensers. With thousands of parts and consumables in stock, and a dedicated parts support team, we are able to fulfil and deliver orders to the majority of our customers within just a few short days.

Your equipment is an important part of your business, and we want your business to be the best it can be. Let TSG help keep your equipment and stores up and running.



Call **0333 015 3001**

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