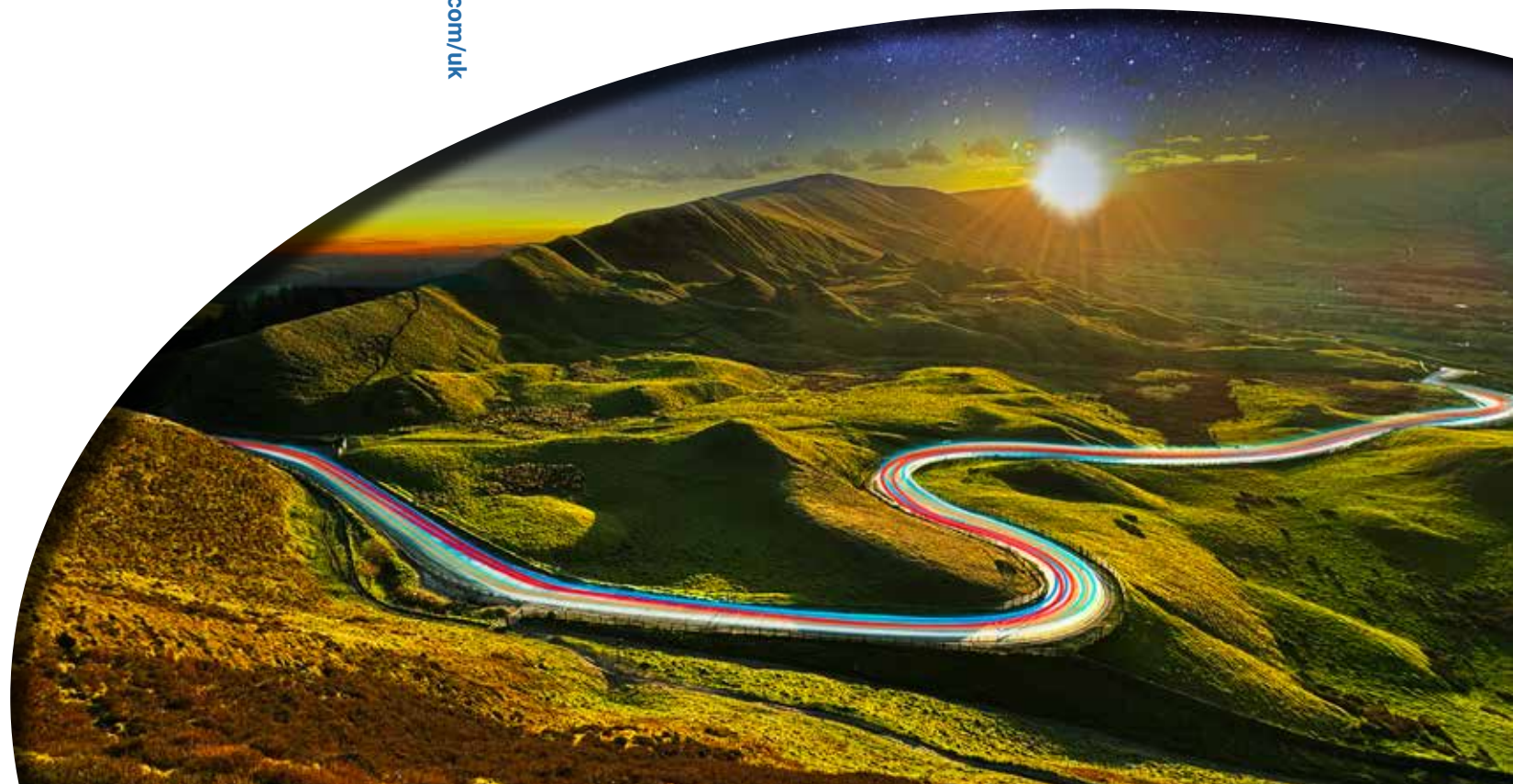




No matter where you are  
**we're just around the corner**

[www.tsg-solutions.com/uk](http://www.tsg-solutions.com/uk)

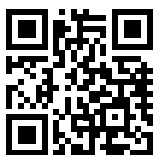
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Stay connected with TSG





**Henry Simpson**  
Managing Director

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 installation teams for projects.

I am pleased to present the 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 seven business lines: Retail, Fleet, Gas, Solar, Systems, Charge and Technics (branding signage and car wash solutions) and has been colour-coded for easy reference, plus I am delighted to include a new addition to our UK group, Skerritt Electrical Ltd.

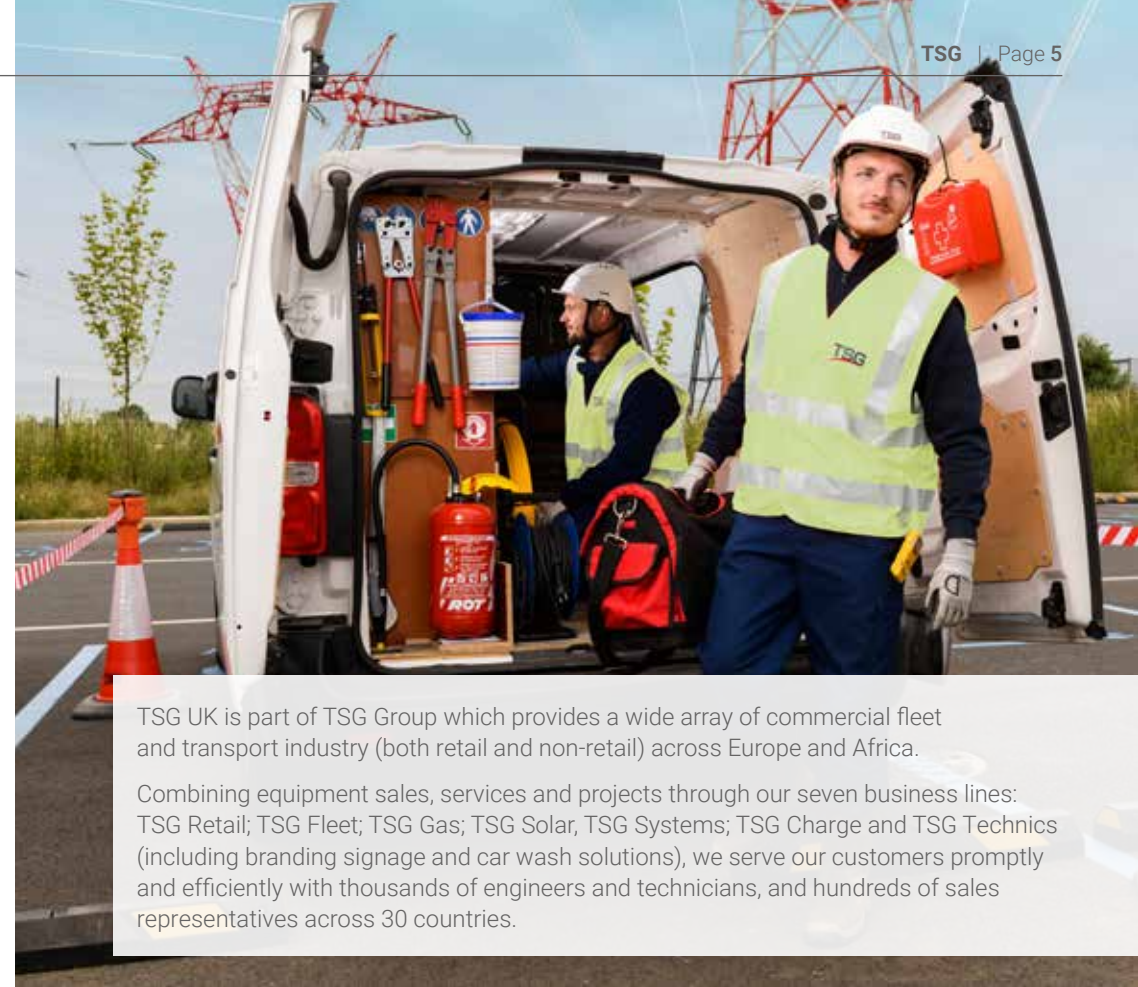
If you see a product or service you would like to talk to us about, please contact us on **0333 015 3001**

# Where we come from

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

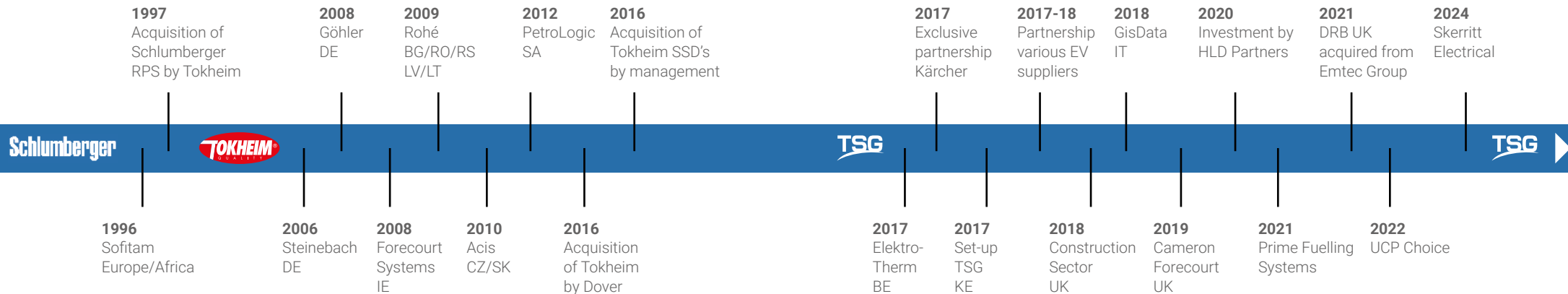
1980 - 1997:	Schlumberger RPS	acquisitions of gas dispenser manufacturers across Europe and Africa
1997 - 2016:	Tokheim Group	acquisitions of several sales and service companies across Europe
2016 - present:	TSG	further acquisitions of service and electrical companies throughout Europe and Africa  developing 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 commercial fleet and transport industry (both retail and non-retail) across Europe and Africa.

Combining equipment sales, services and projects through our seven business lines: TSG Retail; TSG Fleet; TSG Gas; TSG Solar, TSG Systems; TSG Charge and TSG Technics (including branding signage and car wash solutions), we serve our customers promptly and efficiently with thousands of engineers and technicians, and hundreds of sales representatives across 30 countries.





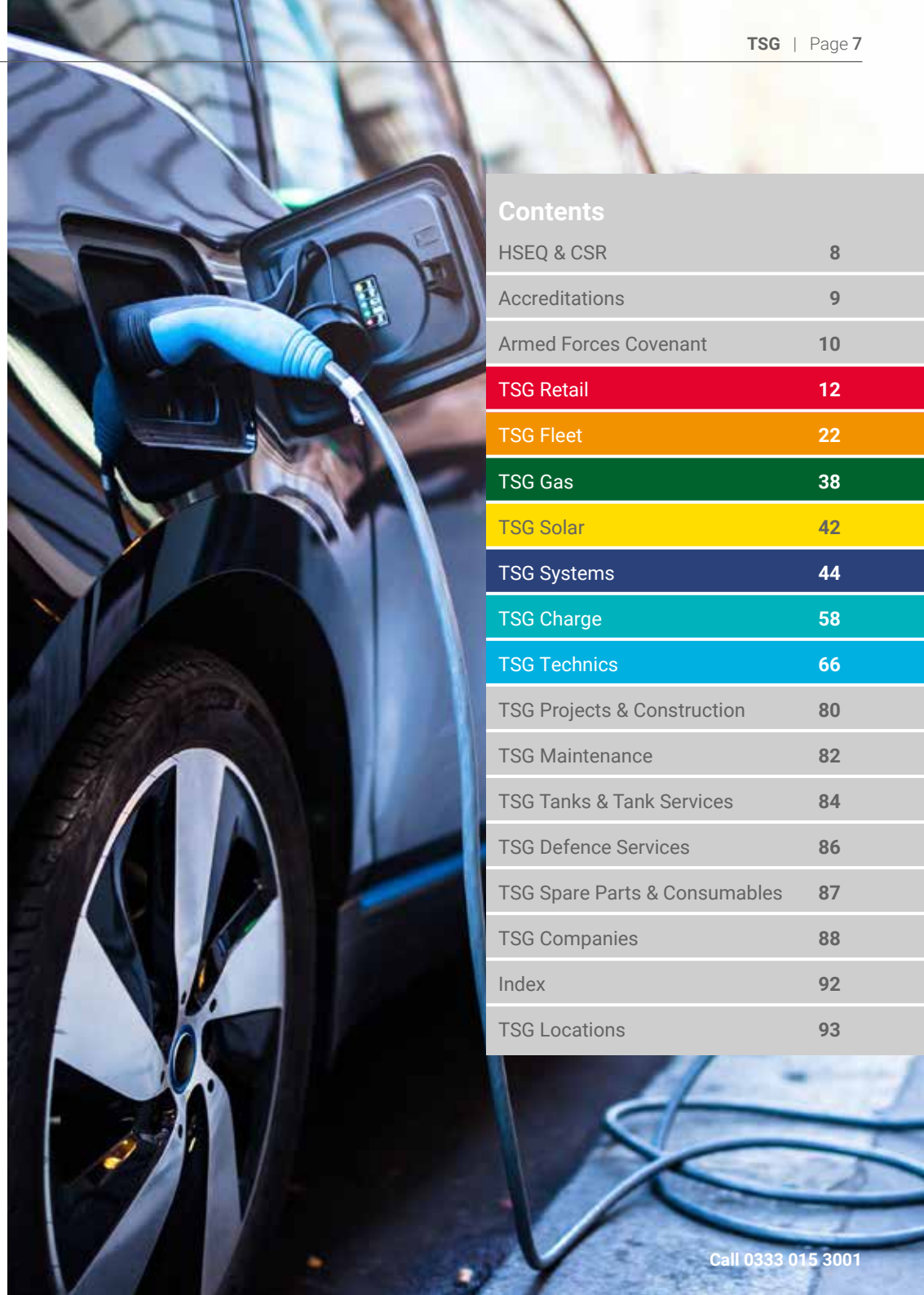
TSG UK Solutions Ltd is an independent limited company and part of TSG Group, formerly Tokheim, employing a team of 350+ staff. TSG UK is the leading equipment and service provider to the retail forecourt and commercial fleet industry throughout the UK.

TSG offers to the market a complete package of new energy solutions, products and services which makes us a 'one-stop shop' company.

-  **TSG Retail**
-  **TSG Fleet**
-  **TSG Gas**
-  **TSG Solar**
-  **TSG Systems**
-  **TSG Charge**
-  **TSG Technics**

T: 0333 015 3001 E: [enquiries.uk@tsg-solutions.com](mailto:enquiries.uk@tsg-solutions.com)

[www.tsg-solutions.com/uk](http://www.tsg-solutions.com/uk)



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## HSEQ

Health, Safety, Environment and Quality (HSEQ) is a fundamental part of the business. Our management teams, at all levels, are directly involved in the development of HSEQ 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 awards from customers across the globe for our commitment to ensuring a safer environment for our staff and our customers. For example, 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'.

TSG UK runs an ongoing campaign called 'Go Home Safe', which is a shared common vision in which we all Look, Learn and Act. The Go Home Safe Roadmap is the journey we all take towards a zero-harm safety culture underpinned by a shared set of life saving rules that we apply in our daily lives. It is our ongoing commitment to our team, partners and communities in which we operate to ensure we go home safely each day.

## TSG's Commitment to Corporate and Social Responsibility (CSR)

TSG is dedicated to providing transparency in its CSR strategy across the globe, demonstrating commitment to its stakeholders and creating a pathway to sustainable development and long-term success.

TSG's goal-driven CSR policy has been pivotal in establishing the company as an ethical and responsible participant in the shift to renewable energies.

TSG diligently manages its environmental and cultural values, with careful consideration of human rights, the community, environment and society in which it operates. This strategy has been recognised by the 2024 EcoVadis Ratings, when TSG achieved the platinum award for sustainability, placing the business in the top 1% of all companies assessed.

CSR is a continuous commitment to responsible business practices and, accordingly, TSG aims to demonstrate its social efficacy by enhancing its sustainability, reducing its carbon footprint and promoting transparency through its value chain.

TSG is driving the energy transition for the transportation sector by delivering technical solutions for energy distribution networks and mobility hubs.

## 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.



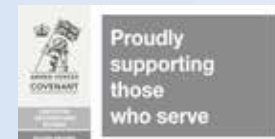


## Armed Forces Covenant

For an overview of our defence sector services please go to page 86.

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.





## TSG Retail

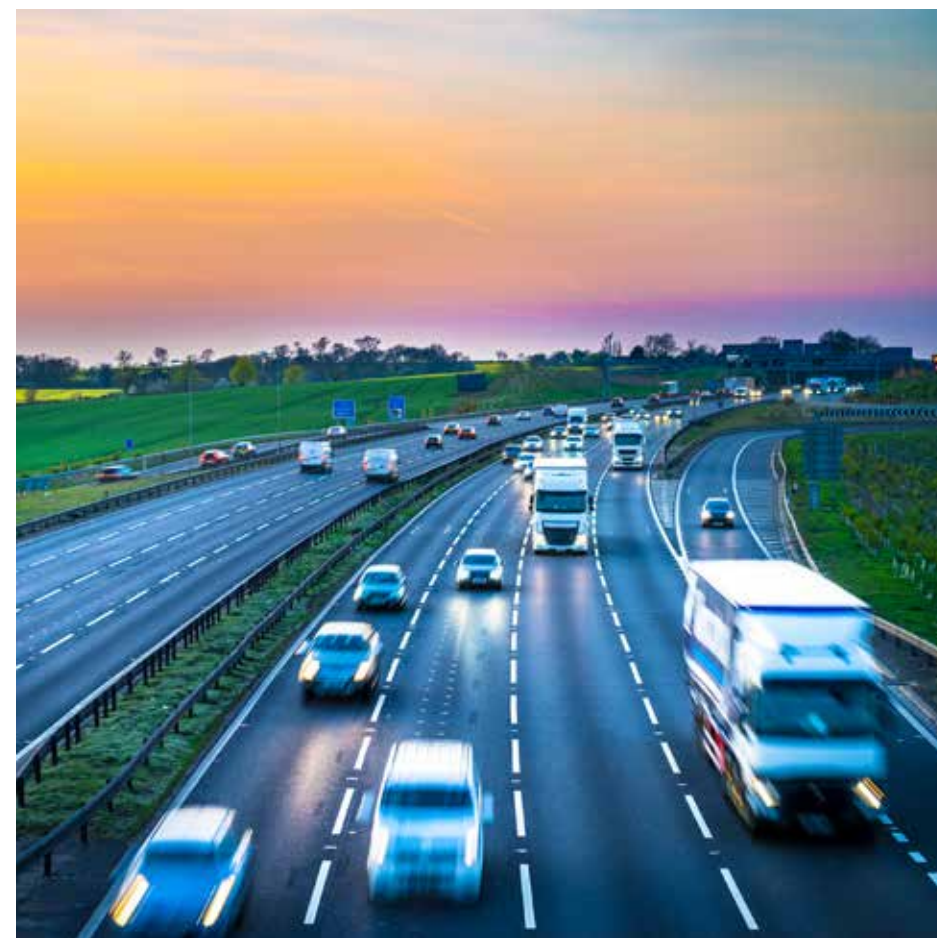
Turnkey solutions for forecourt retail operations

TSG Retail provides turnkey solutions for any size of forecourt network. We offer a full suite of products and services to improve the operational efficiency of fuel stations, both on the forecourt and in store. Our innovative solutions increase productivity, 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
- A truly 'Tank to Bank' service with 30+ years of experience and expertise
- 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. These dispensers set the standard for industry-recognised quality and unsurpassed versatility. Engineered to dispense fuel with outstanding precision and reliability, these high-performance models have been built with field-proven, high-quality components to stand the test of time.

### Models:

#### Quantium™ FS

Tokheim Quantum™ FS fuel dispenser is small yet flexible and unbelievably powerful, with a vast range of configuration possibilities. Built on a legacy of engineering excellence - of durability, reliability, precision and decades of hydraulic innovation - these dispensers utilise DFS' core platform of quality components to provide solutions that are proven to last longer, require less maintenance, offer reliable operation and deliver a low total cost of ownership (TCO) over their lifetime.

#### Quantium™ FS LPG

Engineered to deliver liquefied petroleum gas (LPG), the brand-new Tokheim Quantum™ FS LPG dispenser is unobtrusive and uncomplicated, yet powerful and efficient. Built with precision and flexibility in mind, this dispenser is perfect for small retail and commercial fleet environments, with a compact footprint to suit the layout of any forecourt.

#### Quantium™ ML

Introducing the Tokheim Quantum™ ML fuel dispenser, a reinvention of the extremely popular Tokheim Quantum™ 510M fuel dispenser model. The Quantum™ ML fuel dispenser is modular, versatile, durable and highly configurable. This dispenser has superior nozzle availability and can dispense up to five fuel grades per side, and comes with an extended range of options to meet specific requirements, from heavy-duty vehicle refuelling to fuel retailing.

#### Quantium™ ML LPG

Tokheim Quantum™ ML LPG fuel dispenser is designed to deliver outstanding, reliable performance, each and every time. Built from the same, strong, durable components as the rest of the range this dispenser is the workhorse your forecourt needs to support a more diverse, greener future.



## Retail Dispensers: Wayne Fueling Systems

TSG is Dover Fueling Solutions' sole distributor of Wayne Fueling Systems, in the UK. The Wayne fuel dispenser series has been designed and engineered on a single global platform and emphasises intelligent design, advanced technology, safety and security.

The Wayne Century™ 3 and Helix II fuel dispenser range is manufactured to be truly modular, to support a broad range of fuels and flow rates. All Wayne dispensers come with certified metering accuracy and electronic calibration to mitigate meter drift and provide complete stability. With effective anti-tamper protection to prevent unauthorised access or damage to the dispenser, site owners can be confident the equipment is safeguarded from theft or vandalism.

### Models:

#### Century™ 3

Wayne Century™ 3 fuel dispenser is designed to deliver powerful performance and operational reliability year after year. When configured for high-capacity fuelling, this dispenser delivers fuel at very high and ultra-high flow rates to meet the needs of busy HGV fleets.

#### Century™ 3 LPG

The Wayne Helix Century™ 3 LPG fuel dispenser, is a high-performance robust dispenser designed to deliver liquefied petroleum gas (LPG) smoothly and safely. Ideal for small private fleets with limited space availability. Constructed with corrosion-proof components, this dispenser will stand the test of time.

#### Helix 6000 II

The Helix 6000 II is configurable for up to five fuel grades with a wide range of flow rates, providing up to 4 metre hose reach from a choice of hose management systems. This dispenser has been designed to require fewer service interventions, which adds up to a much lower total cost of ownership (TCO).

#### Helix 6000 II LPG

Liquid petroleum gas (LPG) is a cleaner alternative to conventional fuel and is growing rapidly in popularity. Available as a standalone LPG dispenser, or as a back-to-back model which is able to offer up to three additional fuels in the same unit.

#### Helix 6000 II CNG

Compressed natural gas (CNG) is considered the cleanest burning of all fossil fuels. Available as a standalone or back-to-back model, the Helix 6000 II CNG fuel dispenser is suitable for both retail and heavy goods vehicle applications.





## AdBlue® Solutions

AdBlue® is a urea-based liquid injected into a diesel engine exhaust system to reduce emissions and enable compliance with Euro6 standards. TSG supplies, installs and maintains a wide range of AdBlue® dispensers and container solutions to meet specific site requirements, whether it is for fuel retail stations or commercial fleet installations. All of the TSG AdBlue® dispensing solutions are ISO 22241-compliant.

### TSG AdBlue® dispenser range:

#### Quantium™ FS AdBlue®

Introducing the Tokheim Quantium™ FS AdBlue® dispenser, a compact dispenser that will never let you down. Small, but built with the most advanced dispenser technology to deliver outstanding performance even when pushed to the limit, this dispenser will leave a lasting impression on customers, keeping them coming back time and time again.

#### Quantium™ ML AdBlue®

Tokheim Quantium™ ML AdBlue® fuel dispenser offers more options through modularity, greater customer retention through reliability, and unfaltering customer loyalty through its clear emphasis on quality. Expertly blending into a variety of forecourt environments, the Quantium™ ML AdBlue® dispenser is the perfect emission-reducing addition to your fuel retail environment.

#### Century™ 3 AdBlue®

The Wayne Century™ 3 AdBlue® dispenser allows for the safe and accurate delivery of diesel exhaust additive to meet the requirements of any number of fleet vehicles. Whilst AdBlue® is a non-toxic, non-flammable, odourless and biodegradable solution - it is caustic! Century™ 3 AdBlue® is manufactured with robust, corrosion-resistant materials and premium components to combat the effects of AdBlue® throughout the long life of the dispenser.

#### Helix 6000 II AdBlue®

The Helix 6000 II AdBlue® is built with field-proven components to combat the highly corrosive nature of the solution. This dispenser is available as a standalone model or as a back-to-back configuration to offer up to three conventional fuels alongside the AdBlue® fluid.



## CCTV

With a powerful CCTV system on site, such as Tokheim EYE™, retailers can store a record of the transactions carried out, along with images relating to them; this means it is possible to 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 site owners to source the right lighting for their site/business and aim to significantly reduce energy costs. After all, businesses need 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 site owners 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 business requirements
- Highly skilled engineers and approved by NICEIC (National Inspection Council for Electrical Installation Contracting)
- Minimise downtime on all servicing



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 McGregor.

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





## 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."*



Visit [www.tsg-solutions.com/uk/tsg-fuel-retail](http://www.tsg-solutions.com/uk/tsg-fuel-retail)  
scan here or call **0330 015 3001**





## TSG Fleet

From small transport companies to multinationals

TSG is the UK's leading fleet solutions, products and services 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 (LNG, CNG and hydrogen), 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 fuel retailers 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 every 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 any commercial fuelling business

TSG supplies the latest Tokheim and Wayne fleet fuel dispensers. All of our commercial fleet dispensers are equipped with the latest technology for quick reliable fuelling.

#### Models:

##### Quantium™ FS

Tokheim Quantum™ FS fuel dispenser is small yet flexible and unbelievably powerful, with a vast range of configuration possibilities.

##### Quantium™ FS AdBlue®

Tokheim Quantum™ FS AdBlue® dispenser is a compact dispenser built with the most advanced technology to deliver outstanding performance even when pushed to the limit.

##### Century™ 3

Wayne Century™ 3 fuel dispenser - when configured for high-capacity fuelling, this dispenser delivers fuel at very high and ultra-high flow rates to meet the needs of busy HGV fleets.

##### Century™ 3 AdBlue®

Century™ 3 AdBlue® is manufactured with robust, corrosion-resistant materials and premium components to combat the effects of AdBlue® throughout the long life of the dispenser.



## 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 and Wayne AdBlue® range of dispensers
- ISO 22241 compliant AdBlue® dispensing solution
- We can provide a wide range of AdBlue® container solutions to meet 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 high quality repairs and maintenance service 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



## ProFleet LOGmaster®

### Smarter depot control

One simple application, with a single dashboard, to monitor and control all forecourt equipment easily. Use one identification tag to secure access to any equipment, from the entry gate, dispensers and electric vehicle (EV) charge points right through to wash. LOGmaster® connects to any make or model of equipment and allows for the installation of a mixture of brands on site.

Site operators can choose to connect to the cloud or their network (without storage fees) and change the connection at any time. If the connection to a single site is lost, LOGmaster®'s replication process ensures operations will continue until the connection is restored, without incurring data loss.

### LOGmaster® high-end terminal

#### Design

With its sleek and contemporary design, LOGmaster® has one of the industry's smallest footprints. Both the standalone and wall box models are housed in robust frames with protective coated panels.

#### Authorisation

LOGmaster® can easily identify drivers and/or vehicles by the use of secured wireless tags (e.g. Desfire, Legic or MiFare reader) or one of the other verification options including; magstripe cards, barcode reader, or automatic vehicle identification.

#### Options

The LOGmaster® standalone version provides additional space to upgrade the terminal with extra features like our best-in-class ticket printer, barcode reader, 4G router and more.

#### Display

The terminal's new touchscreen with an interactive display means seamless and swift customer interaction.

### LOGmaster® product range

#### FuelLOG

Complete in-depth management of all fuel transactions, offering a multitude of parameters to set restrictions and prevent erroneous actions.



#### GasLOG

Control the dispensation of compressed natural gas (CNG), liquefied natural gas (LNG) or hydrogen reliably, even when fuelling takes place overnight. Advanced settings, such as quantities and low flow rate deactivation, allow stable and safe operations.

#### ChargeLOG

Straightforward monitoring of a site's EV charging operations, offering all of the required functionalities, while having the freedom to connect multiple charger brands.

#### WashLOG

Enabling clean and swift operation of the car/truck/bus wash, through a simple wash programme selection process, user permission settings and automated reports per customer.

#### LubLOG

LubLOG is designed to monitor and control vehicle fluids beyond traditional fuel or gas management. It provides a centralised platform for managing liquids such as brake fluid, coolant/antifreeze, windshield washing liquid and hydraulic lubes. By providing real-time data, alerts and intuitive controls, LubLOG improves the maintenance process.

#### MultiLOG

Perfect for smaller sites that cannot cater to multiple terminals. It is a FuelLOG system with a different terminal interface to manage extra devices next to dispensers. Available as a pole or wall box version.

#### GateGo

GateGo is a straightforward and cost-effective accessory to an existing LOGmaster® terminal, allowing entry onto the site with the same tag type and database as the other LOGmaster® products.

### LOGmaster® Interface

LOGmaster's responsive interface provides time-efficient monitoring of all of the equipment on site. Status notifications indicate any potential issues and provide the exact location of the device, allowing site operators to respond in a timely and precise manner.

### DiaLOG

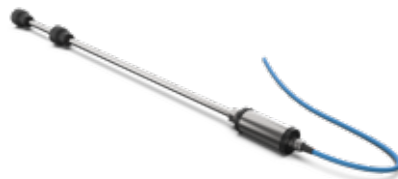
DiaLOG fuel management system will be superseded by LOGmaster®, however, TSG UK will continue to support and maintain DiaLOG equipment for the foreseeable future.

## Automatic 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 site owners 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.



### 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 users to effortlessly move between screens to easily view all of the 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.



## Mechanical Gauges & Dip Rods

### Dip rods

TSG Fleet manufactures durable accurately-calibrated dip rods for stationary tanks, using data supplied by the tank manufacturer as a reference. The light, glass fibre dip rods do not bend or break and can be used as a yardstick in the event of tank gauging problems or discrepancies.



### Normond mechanical gauges

Normond analogue gauges from TSG provide an accurate and cost-effective solution for remote measurement and control of different fuel types and chemicals. This hand-pump-operated gauge is robust, reliable and weather-resistant which makes it a popular choice for commercial sites.

## TSG's Driver-Controlled Delivery System

Forecourt fuel deliveries can pose a significant challenge to site staff during peak times, or if the consignment is scheduled to arrive outside of business hours.

TSG's driver-controlled delivery (DCD) system provides advanced, 24-hour fuel delivery control to unattended fuelling operations, simplifying fuel management for a wide variety of commercial applications.

### Why TSG's DCD System?

TSG has an agnostic approach towards hardware and operating systems, providing the most appropriate solution for each customer and ensuring their specific operation and strategic objectives are prioritised.

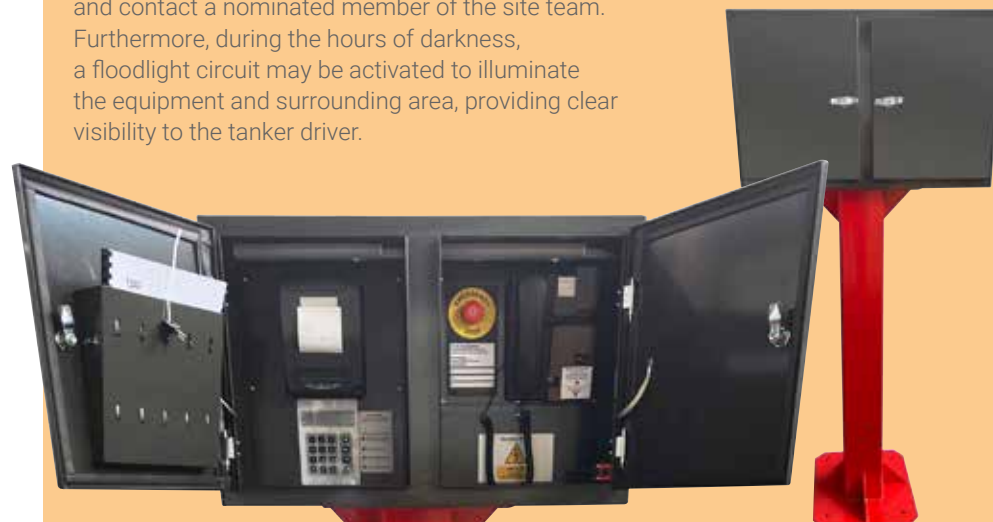
Available with a pedestal or wall-mounting bracket, installing a TSG DCD system reduces the site's fuel delivery costs, as the supplier can schedule deliveries 24 hours a day, seven days a week.

### How does it work?

The DCD system works by interacting with the tank gauge at the start of delivery, allowing the tanker driver to ascertain whether there is enough ullage (space in the tank) to allow the fuel to be delivered safely, without risking overflow. This information is displayed on the DCD's illuminated screen and can be printed out for added peace of mind. Additionally, a ticket confirming the amount of fuel deposited in each tank is available upon completion of the delivery.

In the rare event of an emergency during the delivery, the DCD incorporates an emergency stop switch and telephone, allowing the driver to safely halt the fuel transfer and contact a nominated member of the site team.

Furthermore, during the hours of darkness, a floodlight circuit may be activated to illuminate the equipment and surrounding area, providing clear visibility to the tanker driver.



## Electrical Installation & Testing

TSG UK 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 every 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 that is able to selectively store relevant images, which are instantly captured by 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





## Ad-Hoc Repairs

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

## Electronic Repairs

TSG Fleet operates an electronic repairs service for commercial and retail pumps and control systems, including circuit boards, key and card readers. In many instances, TSG can repair ageing equipment that its manufacturers have made obsolete. All of the work completed is strictly controlled via our quality assurance process, providing total peace of mind.

## Diesel & HVO 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

## 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.



## 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 site owners 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](http://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 TSG UK's support and assistance with the installation and commissioning at Tesco Avonmouth has been excellent.

There is no doubt, without their 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

### Keeping Stagecoach clean and sustainable

#### The project

Stagecoach is the largest UK bus and coach operator, providing transportation services across Scotland, England and Wales. The company's Peterborough site is home to 57 double-deckers and eight single-deckers.

To ensure cleanliness and contribute to its commitment to sustainability, Stagecoach Peterborough recently upgraded its commercial wash systems to the latest water-saving Kärcher gantry wash, delivered by TSG UK Solutions. Apart from saving water, Kärcher's commitment to using recycled parts (where possible) was an influential factor in the decision to upgrade.

Terry Absalom, Interim Engineering Director for Stagecoach East, said: "As a company, Stagecoach is working towards net zero and choosing partners that use recycled components in their products is key to this aim."

TSG UK has a long-standing relationship with Stagecoach, providing a range of services to the company including fuel management and vehicle washing. Apart from Kärcher gantry wash, the Peterborough site also uses automated fuel management solutions, DiaLOG and CCTV system Tokheim EYE™, which monitors activity at the pump.

#### The outcome

Terry, who previously oversaw bus washing systems in London before taking responsibility for the Stagecoach East sites at Peterborough, Fen Stanton, Cambridge and Bedford, has been working with TSG UK for the past year. He said:

*"Kärcher's commercial wash products are excellent and we have a good relationship with TSG UK. They're a well-known face in the sector, and I've found them to be easy to work with, trustworthy, reliable, quick to respond and helpful when it comes to assistance and guidance. They have met Stagecoach's needs well over the years and will continue to do so going forward, as we move towards net zero."*

#### Kärcher gantry wash

The Kärcher gantry wash system installed at Peterborough is designed for automatic exterior cleaning of large commercial vehicles. The three-brush gantry has a maximum washing height of 5.05 metres and 2.20 metre width – ideal for double-deckers and large coaches. Extremely user friendly, the system has a clear and robust control panel with an intuitive user interface, including a range of washing programs for different degrees of dirt.

Apart from the wash system, Stagecoach also uses DiaLOG, an electronic fuel management system that also controls dispensers, level gauges, gates and wash systems.



## 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.



## New Energy Dispensers

Over recent years, there has been a growing sense of urgency to significantly reduce the dependency on fossil fuels and lower carbon dioxide emissions. As a result, an increasing number of vehicles on the road today are powered by solutions such as LNG, CNG, HVO and hydrogen. Every forecourt or commercial fleet operator can effectively and efficiently deliver alternative energy solutions to its customers, while also working toward reducing emissions.

TSG provides the products, installation and maintenance services for a wide range of energy dispensers. TSG works with trusted partners to supply LNG, CNG, HVO and hydrogen dispensers. We can help business owners to increase their forecourt offering, drive more sales, boost profits and achieve their environmental directive goals.

### 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 offers compelling environmental and financial benefits without needing to compromise on power or performance. TSG can offer advice to help site owners choose the right equipment for their forecourt, complete the installation and provide service and maintenance throughout the life of their 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. 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 the business needs, and offer a complete service and maintenance package.

### Hydrotreated vegetable oil (HVO)

HVO, also referred to as renewable diesel, is derived from sustainable raw materials, such as vegetable oils, animal oils, rapeseed, sunflower oil and fats. It is a fossil-free diesel fuel that can be used as a direct replacement for both red and white diesel and reduces net CO2 greenhouse gas emissions by as much as 90% without any engine modifications.

TSG supplies and installs double-skinned below-ground storage tanks (and all associated pipework) constructed to BS EN 12285-1 from steel approved to BS799. They are suitable for storing petroleum, diesel, HVO and other associated oil products.

### Hydrogen

Green hydrogen refers to hydrogen that is produced through the use of sustainable energy sources that do not emit carbon dioxide (CO2), such as solar power, employing a process known as 'electrolysis' and can be considered to be truly green. The only exhaust pipe emission from hydrogen vehicles is pure water. TSG's qualified gas engineers install, service and maintain hydrogen fuelling products and facilities.

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 800 trucks each day over all sites.

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>



## Enabling the Transition to Renewable Energies

An increasing number of companies are adopting a more sustainable approach to business strategy and operations, creating a growing need for greener energy sources. TSG is committed to providing solar photovoltaic (PV) systems throughout the UK, including the supply, installation, service and maintenance, enabling its customers to progress to a greener tomorrow.



### Tailor-made Solar Solutions

TSG is supporting all businesses wishing to transition to solar energy. TSG can project manage the entire installation of PV systems, regardless of the type and location (canopy or roof). TSG is a leading national independent connection provider (ICP), delivering a full service including design, equipment supply, high-voltage connections, installation and maintenance to battery storage and solar solutions.



TSG is the UK's first-choice engineering, procurement and construction (EPC) contractor for all new energies (including solar), delivering all works within a predefined timescale and budget for any application.

## TSG's Turnkey Solar Systems

### Design and preliminary work

TSG works in unison with businesses to design a solar system that best suits their operational needs, adhering to the regulatory requirements of the location. TSG will complete a comprehensive site survey, audit report and feasibility study, together with a detailed quote outlining the potential return on investment (ROI) and profitability of the proposed installation.

### Supply and installation

TSG only supplies and installs the highest grade of solar equipment for each PV installation, completing every stage of the project, including civil works, infrastructure, cabling, connections and commissioning.

### Solar energy storage

For companies wishing to store all of the excess energy generated by the canopy/ roof solar panels, battery storage is the answer. TSG UK can install Pixii energy storage solutions to harness the full potential of the sun's rays.

Storage batteries do not need to be installed at the same time as the solar panels, they can be added to the system at a later date if required.

### Service and maintenance

The reliability of solar PV systems is critical for success. TSG offers comprehensive service and maintenance packages for PV infrastructure, comprising preventive and/or corrective maintenance plans, which are compliant with local regulations and observe the highest quality, health, safety and environment (QHSE) standards.



## 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 site owners 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 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
- Other items may be purchased, not just fuel
- Barcode reader to redeem coupons and vouchers

## Media

### Versatile solutions to boost business

T-Media is a powerful content management solution that gives site owners the ability to drive targeted promotional strategies and enhance the customer experience, right where it is needed the 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 any site or network, thanks to T-Media's cloud-based functionality. Whether operators want to boost shop purchases, upsell premium fuel grades or sell car washes, T-Media can enhance customer engagement and loyalty to the 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 customers with relevant targeted messages that resonate and drive return visits
- Integrated look for same focal point as fuelling information, ensuring that media content is delivered effectively to a captive audience
- Update the playlist and schedule from anywhere at any time!

## 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 users to simply drag and drop camera thumbnails on to the media player
- Display images (up to nine in total) of the filling on the cashier's screen
- Pinch and zoom feature with high definition
- Security for the 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)

### Component of Prizma – Connected Mobility and Convenience Retail Hub

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

### Benefits

- TSG provides training, to ensure employees are confident in using 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 the 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 sales and stock levels
- Marketing app available to control discounts, happy hours, promotions and loyalty programmes, to effectively manage the store
- Connects to all makes of fuel dispenser
- Choice of pin pads





## Self-Pay

### Optional Component of Prizma – Connected Mobility and Convenience Retail Hub

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 Prizma family, the DFS Self-Checkout solution is a 'plug and play' extension on an existing fuel POS system and offers customers the ability to pay for shop items, car washes and fuel in one transaction.

#### Benefits

- Gives customers a choice to avoid the queue
- Optimise the store
- Part of Prizma family - plug-and-play extension
- Drive additional sales through the 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



## The Orion Indoor Payment Terminal (IPT)

### Optional Component of Prizma – Connected Mobility and Convenience Retail Hub

The Orion Indoor Payment Terminal from TSG UK is a standalone payment solution that facilitates transactions via Tokheim's online authorisation and switching environment (OASE\*). Orion is available in two models, Orion/p and Orion/s, both of which accept a wide range of bank and fuel cards. This highly secure solution provides point-to-point encryption (P2PE) and complies with the strict security regulations enforced by the payment card industry standard (PCI). Orion is an online-only terminal that delivers a seamless customer experience, allowing retailers to change acquirers without replacing the equipment. All transactions can be viewed remotely and in real time using the ONE Portal\*\* online platform.



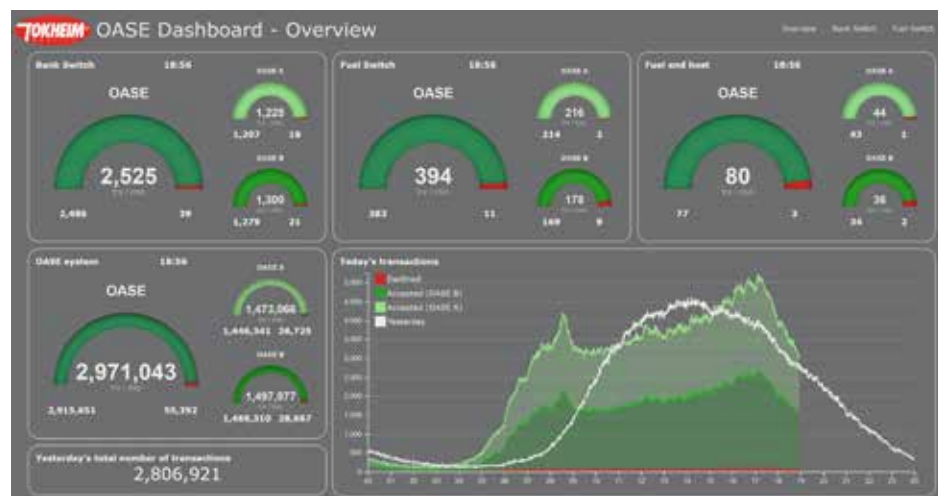
#### Orion/p

Orion/p is an electronic payment system (EPS) that is connected to the site's point-of-sale (POS) via the International Forecourt Standards Forum (IFSF) POS2EPS interface. The Orion/p boasts a full-colour touchscreen with scratch-resistant glass that has been angled for ease of use. The tactile keypad and brand-new, multi-language interface complete the package. It is clear that this model has been engineered for consummate customer interaction and will provide many years of first-class service to site owners.



#### Orion/s

The Orion/s is a robust, standalone all-in-one combined unit that enables seamless transactions to be executed via the Tokheim online authorisation and switching environment (OASE). Equipped with all of the same features as the Orion/p plus the added benefit of an onboard receipt printer (40mm paper roll). Articles and the receipt header and footer can be managed using the cloud platform – ONE Portal.



#### \*OASE

##### Component of Prizma – Connected Mobility and Convenience Retail Hub

The Tokheim OASE facilitates payment at the electronic point-of-sale and can accommodate all major credit, debit or fuel cards, with a fixed annual fee regardless of transaction volume. This simple but highly secure payment system reduces the complexity of protocol implementation on the site by using a central switchpoint. Transactions are authorised quickly and securely which helps to improve customer experience and cultivate loyalty.

#### \*\*ONE Portal

##### Component of Prizma – Connected Mobility and Convenience Retail Hub

ONE Portal is an 'all-in-one' web application that offers superior remote site and network management, centralising solutions such as Tokheim OASE and Orion IPTs within one online platform. Retailers can monitor payment transactions, review alerts, alter prices, clear stop lists, customise receipts and make changes to terminal configurations.



## DX Retail

### Component of Prizma – Connected Mobility and Convenience Retail Hub

DX Retail is part of the DFS DX connected solutions platform (Prizma) 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 and 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 sites are always updated with the latest retail items and pricing across an entire network.

#### Benefits

- Significant time savings
- Once subscribed to DX Retail, fuel retailers can 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 backup 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 coverage
- Appy Shop solution
- Simply Fresh wholesaler interface
- Customer count and media solution

## Customer Count & Media Screen

TSG Customer Count & Media Screen solution provides a dynamic sales and marketing opportunity to help businesses grow. The screen can be located inside or outside the store and allows the promotion of products, car wash, meal deals and fuel grades, as well as support the local community with public service announcements. The customer count feature provides invaluable insight into the busiest times of the day/week, allowing owners to make educated decisions on what to advertise and when.

## CoffeePay

TSG CoffeePay is a simple system with which 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 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 site owners to choose the right equipment or solution for their forecourt, complete the installation and provide service and maintenance - but more importantly, we are dedicated to ensuring that they receive the training and support they need for the products purchased.

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 an entire network in real-time, from anywhere in the world.

It is the first app-enabled, wireless temperature monitoring system of its kind and is available to view on PC, tablet or smartphone. Site owners can have as many users as required, each able to customise the dashboard to suit their own needs.

### Benefits

- Reduce risk, save time and money, keep compliant
- 24/7 peace of mind that all products are safely monitored
- Easily accessible history to assist service engineers
- Supports regulatory inspections, customer inspections, and audits
- Provides the ability to monitor working conditions live, and make informed decisions



## Digital Receipt Server

### For Prizma, Crypto, self-checkout and integrated dispenser terminals

Available from TSG UK, the all-new digital receipt server for Prizma, developed by Dover Fueling Solutions (also compatible with self-checkout and integrated dispenser terminals). This innovative new feature allows customers to choose a digital receipt rather than a paper one.

### How the digital receipt server works

Once the customer's transaction is complete, the cashier simply selects the 'print digital receipt' on the Prizma's screen. A quick response (QR) code appears on the sales display which the customer can scan to receive their digital receipt straight to their phone. Similarly, for integrated payment devices or self-checkout, the customer selects the digital receipt option to generate the QR code for scanning.

Energy retailers save time and money using this simple, eco-friendly solution.

### Helpdesk

The helpdesk (or digital receipt desk) is an optional feature that stores all of the transaction receipts for retrieval as required.





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.

Regards,

**Ali**

Coltishall Island Filling Station



## Case Study

### Ron Perry & Son

#### The project

Following the expansion of Ron Perry's northbound and southbound service stations, it became apparent that the existing seven-year-old CCTV analogue system wasn't capable of monitoring the extended premises effectively. The new development provided motorists with additional facilities, including forecourt shops and a cafe on each site, all requiring intensive 24-hour surveillance.

Ron sought the advice of a longstanding supplier, TSG, and following discussions and site surveys, the Tokheim EYE™ solution was selected as the replacement system.

#### The solution

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.

After a successful trial, TSG installed the complete Tokheim EYE™ system on both forecourts, allowing full sight of the Fuel Point of Sale (POS), dispensers, café and car parks. This level of visibility allows Ron to see when queues build up in the store and make changes in shift patterns to minimise any inconvenience for shoppers.

#### The result

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 the camera digitally reads number plates. 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.

Expanding the modular system 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

## Future-Proof Business with TSG Charge EV Expertise

TSG's services include site design, equipment supply and installation, maintenance and support, all consistent with Health, Safety, Environmental and Quality (HSEQ) standards.

### EV chargers for every business and market

TSG Charge delivers scalable e-mobility solutions across many industry sectors. As a single-source supplier, TSG works with customers to determine the best possible EV solution for their business needs; from fast charging hubs, forecourts, commercial fleets, workplace charging, and retail or hospitality locations. TSG can support any business willing to invest in EV charge points to improve customer experience, attract employees and demonstrate its commitment to the environment whilst boosting its brand image and reputation.

TSG has the expertise to provide a complete end-to-end turnkey EV charge solution, from site survey, design, consultancy and distribution network operator (DNO) connections. With over 30 years of experience in the energy sector, TSG is now established as a first-choice EPC contractor in the UK, delivering all works within a predefined timescale and budget.

### Benefits

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

LOGmaster (ChargeLOG) Management System available

See Page 26



## TSG Charge

### Building the UK's charge infrastructure

By using existing locations and facilities to deliver charge points, forecourts could generate a high return on investment via supplementary store and café sales.

Likewise, large fleet depots, road haulage, bus companies, and potential 'on-the-go' charging outlets can all benefit from charge point installations on site, to satisfy the energy needs of the company's fleet vehicles, employees, visitors and/or customers.

TSG Charge provides turnkey solutions for the electric vehicle (EV) charging market; designing, supplying, installing and maintaining charging infrastructure throughout the UK. TSG is paving the way toward responsible energies by providing an extensive range of bespoke charge solutions to support the upsurge in the adoption of EVs, together with a world-class service and maintenance package for total peace of mind.



## TSG Charge - Market Segments

### Forecourts

Providing EV charging facilities enables a forecourt to strengthen customer engagement and demonstrate its dedication to delivering key amenities to meet the needs of its convenience store shoppers.

As established fuel suppliers, large forecourt networks and independent retailers are in the perfect position to assert dominance in the EV sector. The installation of charge points will attract today's EV drivers to the site and retain those customers who are soon to make the switch from internal combustion engine (ICE) vehicles.

### Haulage

TSG specialises in addressing the obstacles faced by heavy goods vehicle (HGV) operators by providing the best possible solutions, charge points and maintenance packages on the market today. TSG works together with heavy vehicle fleet owners to fully leverage the potential of the site and available budget, to create an electric charging hub and/or solar installation at the depot to satisfy the company's needs.

### Public transport

Bus companies are investing in a greener and more sustainable future, by replacing their vehicle stock with all-electric, lower operating costs and building a strong eco-friendly brand identity. TSG can install electric charge points to create a viable electric charge infrastructure at the station/depot, tailored to suit site capacity and financial resources, enabling the vehicles to recharge overnight.

### Fleets

TSG delivers site design, equipment supply and installation, plus service and maintenance to small transport firms with a single location through to large multinationals.

TSG is here to guide fleet managers through the installation of electric charge points, ensuring that each depot has a sufficient number of bays to power the requirements of the fleet now and in the future.

### Benefits

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



## ICP Solutions

TSG is committed to providing an efficient first-class ICP service to all of its clients, by delivering trouble-free seamless connections to the grid.

Companies selecting an ICP to complete the contestable works and deliver a grid connection can expect greater flexibility and cost efficiency. Contestable works are not monopolised by the host network and may be undertaken by an accredited Independent Connections Provider (ICP) or an Independent Distribution Network Operator (IDNO).

iDNOs operate and manage electricity distribution networks independently of the major utility companies. They provide services such as connecting new properties to the national grid and maintaining or upgrading local distribution infrastructure. Unlike a DNO, an iDNO can offer an 'Asset Value', which is an upfront sum of money, payable upon energisation of the supply. TSG works in collaboration with iDNOs to expedite the work and ensure the reliable delivery of electricity to the end user.

Crucial to the success of any energy network project is the design process. TSG's qualified designers are involved from the onset, as early participation will help identify potential problems before they arise. The designers are also very familiar with all of the latest standards and requirements, guaranteeing that the new connection is both compliant and successful.

Project managers (PMs) are assigned to the job to ensure that the connection stays on track and within budget, meeting all of the client's expectations. They manage the entire connection process, coordinating with energy suppliers, IDNOs, DNOs, local authorities and other stakeholders. PMs also handle all necessary paperwork, ensuring compliance with regulations and industry standards. Effective project management ensures timely and effective connection delivery.

## Electrical Installation

TSG offers a wide range of electrical installations to forecourts nationwide including; fuel dispenser installation and repairs, canopy lighting, illuminated signage and shop refurbishments, etc. following the relevant technical guidance and health and safety regulations.

TSG holds NICEIC Hazardous Area accreditation and all of its engineers are Compex and SPA qualified.

## Electrical Maintenance

TSG provides expert electrical testing and maintenance work, as even the highest standards of installations require occasional maintenance and inspection. TSG provides its clients with comprehensive coverage including PAT testing, fault finding, planned preventative maintenance contracts and a variety of safety testing for legal compliance.







**Alfen** - smart, robust, safe, reliable and high-tech charging stations for EVs.

#### Alfen Pro-line range - AC Charging

- Eve Single Pro-line
- Eve Double Pro-line



## KEBA

Automation by innovation.

**Keba** - charge every EV and plug-in hybrid quickly, safely and comfortably.

#### Keba KeContact range – AC Charging

- KeContact P40 Wallbox
- KeContact P40 Pro Wallbox



## alpitronic

**Alpitronic** - setting European standards in the field of fast charging technology.

#### Alpitronic range – DC Charging

- HYC400
- HYC200



## + KEMPOWER

**Kempower** - quick and scalable fast-charging solutions for businesses everywhere.

#### Kempower range – DC Charging

- Satellite Charging System
- Kempower Power Unit



## POWER ELECTRONICS

**Power Electronics** - fast charging solutions that range in power from 60 to 240 kW.

#### Power Electronics NB range – DC Charging

- NB 120 Standalone
- NB 240 Standalone
- NB 180
- NB 360
- NBw 30



## Jema

Irizar Group | innovative energy

**Jema** - fast-charging solutions for buses and lorries – up to 540 kW.

#### Jema range – DC Charging

- Sigma Charging System
- Sigma Pantograph





## The multi-technical one-stop-shop service

TSG Technics provides a full suite of technical services and products, enabling customers to manage, maintain and improve their energy networks – beyond refuelling. Harnessing a wealth of expertise, TSG Technics offers end-to-end solutions, from design, construction and installation to a comprehensive maintenance package for the facility. All of our services and solutions are designed to improve the customer experience, typically attracting incremental revenue for the business. For total peace of mind, TSG helps to eliminate everyday operational challenges, whilst remaining compliant with all health and safety regulations.

TSG Technics high-level support spans all of TSG's business lines: Charge, Retail, Solar, Fleet, Gas and Systems.



## Enhance customer experience with facility control

Service stations are evolving to become multi-faceted operations, offering a wide spectrum of services including both traditional and alternative energies, retail and leisure, with a strong emphasis on the customer journey.

To help businesses keep pace with this transformation, TSG Technics provides innovative technical solutions for the forecourt and convenience store, upholding high environmental and safety standards.

To prevent unnecessary downtime, TSG offers scheduled maintenance plans for all forecourt and store equipment, coupled with a complete facilities management service, to allow retailers to focus on day-to-day business operations.

### Benefits

- One supplier – multiple solutions
- 30+ years of knowledge and experience
- Working with key partners to supply only the best products
- Project management of any scale
- Dedicated reporting and services team
- National coverage

TSG can directly manage business operations with a strong focus on installations, maintenance and innovative management solutions for facilities, depots and grounds. From specialist forecourt and fleet solutions to maintenance and electrical service, TSG offers the complete package!

TSG provides a dedicated number to call for service and maintenance enquiries, enabling clients to concentrate on the day-to-day business operations, safe in the knowledge that they are in good hands.

Alongside the forecourt and fleet services, customers can benefit from additional services, not limited to:

- Car and commercial wash equipment supply and installation
- Branding and signage
- Maintenance of all electrical equipment and lighting
- Service/maintenance of EV, gas and wash systems
- Response to call-outs for ad-hoc repairs/breakdowns
- Dispenser – reactive maintenance programs
- Maintenance of forecourt interceptors and annual clean
- Planned preventative maintenance (PPM) contacts
- Ground maintenance
- Project management



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

As part of an exclusive partnership with Kärcher in the UK, 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 business needs and ensure customer satisfaction. Additionally, site operators can rely on our expert maintenance and service solutions to keep their business running smoothly at all times.



### Benefits

- Kärcher - the brand that does the selling for site owners
- Our systems alert site operators 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
- LOGmaster - WashLOG management system available. See page 27.

## Service and maintenance support to keep businesses going

TSG 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 business operators may incur, we will ensure nothing stands in the way of a 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.**

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 programs, 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](http://www.tsg-solutions.com/uk)



Call 0333 015 3001

## Jet Wash

### Complete self-service solutions

TSG can supply and install the Kärcher SB OB self-service jet wash system. The design, the number of wash bays, washing temperature, pump capacity, wash tools and additional equipment options (such as integrated frost protection) are all determined by the site operator.

### Benefits

- Compact design - ideal for sites with limited space
- 3 additional wash programs
- Intuitive control with touchscreen
- Network connectivity and fleet management
- Low maintenance
- Sustainable
- Cost-efficient
- Certified with the VDA signet



## Air Water Tower (AWT)

The Air Water Tower (AWT) combines a tyre pressure gauge and water dispenser in one compact unit. With its sleek design and modest footprint, the AWT fits comfortably onto any forecourt, allowing customers to check and adjust tyre pressure, and refill screen wash containers with ease.

The Air Water Tower (AWT) fulfils two regular vehicle maintenance requirements at the same time. Firstly, there is a convenient, easy-to-use tyre pressure gauge, which can adjust tyre pressures up to 8 bar. Secondly, the integrated water dispenser supplies clean water at any time directly into the screen wash water container.

The AWT features an electronic coin acceptor that can be individually programmed and takes either coins or tokens, with a variable run time that can be configured up to 7 minutes.

## Vacuum Cleaners

The Kärcher self-service vacuum cleaner SB VC 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.



### Benefits

- Auto filter clean
- The sophisticated technical details of the vacuum cleaner guarantee 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
- To buy a powerful washing system in addition to the vacuum, call TSG today

## CarwashPay

### Touch-screen payment screen

The self-service CarwashPay system offers 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 can supply and install a commercial wash solution for a fleet of lorries, buses and other large vehicles. Kärcher provides perfectly matched system solutions that can rise to any challenge, and is capable of cleaning a 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



## 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.

### 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.



Call to action

## Branding & Signage

For all businesses across every sector, creating a distinct and recognisable brand identity is essential for operational success. Brand identity is how a business is seen by potential customers; the clever use of design and striking colours projects the image of a well-managed and properly resourced business. It can help to shape consumer perception, build loyalty and trust, and make the brand memorable.

TSG appreciates that signage is a key component in the creation of a strong brand identity, it provides that all-important first impression of the business. TSG offers an extensive portfolio of signage solutions, creative options, manufacture, installation and project management tailored to suit the client's business. Whilst mainly working in the petrochemical sector, TSG's client base extends to the hotel industry and large retail chains throughout the UK.

Whether upgrading existing signage, transforming a blank space or executing a complete rebrand, TSG can help to make aspirations a reality. From the initial enquiry, our experts work with clients to discuss their plans and requirements, offering advice and guidance along the way.

### Site Survey

Following a comprehensive site survey and risk assessment, TSG can evaluate the best solution for the business with accurate measuring and detailed specifications. Then, working with a range of suppliers, who use the latest sign-making technologies, we combine our expert knowledge to create visually stunning signs that make a real impact.

### Installation

TSG's highly skilled teams are experienced and extensively trained to work in challenging situations and explosive atmospheres, to ensure forecourt signage is installed correctly and safely, providing a durable and eye-catching solution for its customers. To safeguard the lifespan of the products, TSG only selects the best-suited materials and fixings and advises on the best placement and fitting of the signage.

### Signage Types

TSG can supply and install all types of signage from regulatory health and safety signs to forecourt canopies and totem poles. Here are just a few examples:

- Built-up letter signs
- Digital print and vinyl applications
- Fascia signs
- Flexible PVC face signage
- Illuminated signs
- Totem poles
- Canopy branding

## Signage Maintenance

Well-maintained signage can make all the difference in the competitive landscape in which our clients operate, and its importance should never be underestimated.

TSG offers bespoke preventative maintenance contracts, which include cleaning, checking of illumination, the integrity of fixings, damage to the sign and general wear and tear. All findings are detailed in the health check report and remedial action is taken at the customer's request.

In addition, TSG can also provide a sign maintenance support service, which includes a 24/7 emergency call-out feature, offering site visits outside of working hours.

This ad-hoc service includes, but is not limited to, the following:

- Illumination repairs
- Sign repairs/replacement
- Safety inspections
- Signage removal and disposal
- Replacement or tired or damaged vinyl
- Graffiti removal
- Provision of temporary signs

It is important to recognise that signage is an investment that must be regularly maintained to prevent its devaluation and to sustain the company's brand image.



## Care & Protect

'Care & Protect' – a comprehensive planned preventative maintenance (PPM) package for forecourts. This complete solution comprises an intense cleaning and maintenance programme for all site equipment, including dispensers, EV chargers, car wash facilities, lighting, canopies and signage.

Care & Protect is an affordable solution that has been designed to meet the needs of modern, multi-functional forecourts. Business owners can enjoy complete peace of mind, safe in the knowledge that their equipment is maintained to the highest standard and that each site will present a consistently professional appearance.

TSG's service is available for all forecourts across the UK, from independent dealers with a single site to major retail networks. An extensive cleaning process can refresh an ageing site and make them more appealing to the customer.

TSG's Care & Protect package covers the following areas:

- Branding (external and internal)
- Signage (external and internal)
- Forecourt canopies and structural repairs
- Main identification display/totems
- External site illumination
- Internal site illumination
- Area/line and floor graphics
- External décor including fuel dispensers
- Internal décor
- Car wash maintenance
- Fuel dispenser maintenance
- Surface/canopy and under sheeting high-pressure cleanse
- Vertical surface mould and algae treatment
- Perimeter boundary and fencing repairs
- Weed treatments
- Forecourt cleaning supplies (all requirements)
- Regulatory health and safety notices
- Electrical and hazard area testing



Before



After



Before



After



## 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 customers 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 – our customers can rely on us to carry out any construction and project requirements they 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 construction projects, 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 the building projects. Once the planning has been completed, we support clients in choosing the right partner, relying on our own company's extensive product portfolio. This means that clients are able to select the ideal technical solution, that will allow their 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, including electric vehicle chargers, 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.

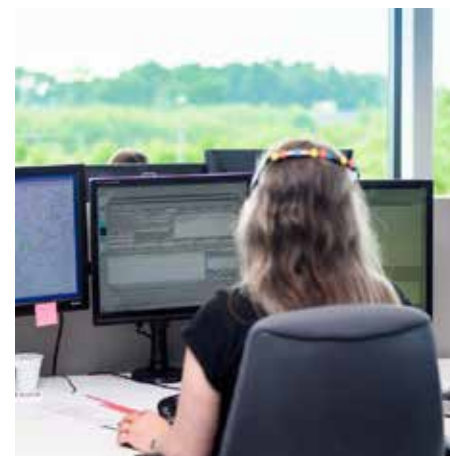
### On-Call Support

TSG can supply on-call support or, alternatively, work to a service agreement. There are different contract types to choose from, depending on our clients' 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. Preventative 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

Above-ground steel fuel tanks are supplied double-skinned in a configuration that provides secondary containment in the event of a leak or spillage, to a design that meets the requirements of the Environment Agency Oil Storage Regulations.

Below-ground, double-skinned steel fuel tanks are constructed to BS EN 12285-1 and approved to BS799. Installation includes fill pipes, vent pipes and any associated vapour recovery connections, pump suction or pressure pipework. A team of regionally-based service engineers supports and maintains all installations.

### Oil & Waste Oil Storage Tanks

TSG can offer a variety of tanks suitable for the storage of oil and waste oil products. All tanks are enclosed within a weatherproof outer bund and can be supplied in single or multi-compartment configurations. The outer bund is of sufficient size to accommodate 110% of the contents of the tank's maximum capacity.

### Leak Detection

TSG's leak detection systems work on the pneumatic principle - overpressure or under pressure (or pressure/vacuum). Air or gas is applied to the interstitial space and monitored with a leak detector. If there is a leak, the pressure in the interstitial space drops and an alarm is triggered. TSG works with SGB leak detection specialists to deliver this service.

### Tank Lining

TSG can provide tank lining solutions to the UK, designed to revitalise ageing fuel storage tanks, bring them in line with current compliance legislation, and offer a cost-effective alternative to tank replacement. All tanks are first cleaned and tested to verify their structural integrity before work is undertaken.

TSG's solution will future-proof the tank against the changing specification of fuels and provide long-term environmental protection for forecourts.

### Piping, Installation & Tank Testing

TSG supplies and installs Franklin Fueling Systems' underground and above-ground containment products, including pipes, fittings, sumps and boots.

TSG offers a complete design, installation and modification service of secondary contained pipework, including line leak detection using pressure, vapour or liquid sensors.

As part of a regular inspection regime or to meet regulatory needs, TSG can provide a testing service for both pipework and fuel storage tanks.

### Fuel Sampling

The introduction of biofuels has generated an even greater focus on fuel quality. As a supplier to the commercial vehicle industry, TSG provides its customers with advice on site equipment and how to maintain fuel quality.

## 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 the 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.



## TSG Spare Parts & Consumables

Equipment is the lifeblood of all businesses and must be kept running at peak efficiency, which is why our customers can depend on TSG spare parts and consumables. Our TSG spare parts centre is ready to support forecourts, 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.

Equipment is a critical part of any operation, and we want our customers' businesses to be the best they can be. TSG can help to keep forecourt equipment and stores up and running.





# TSG Companies



UCP Choice is a leading national provider of HV connections helping to accelerate the move to electric vehicles and renewable energy. Based in Cambridge, they offer a full service including design, equipment supply, project management, installation and maintenance to the EV, battery storage and solar market.

### Renewables

UCP Choice offers a full electrical infrastructure service and caters to ALL green energy projects and battery storage, including wind power, biogas and solar.

### Switchgear and containerised solutions

UCP Choice supplies and installs a wide range of both new and reconditioned switchgear, from LV to HV up to 33kV. Additionally, the company offers a comprehensive containerised solution including design, supply and installation of switchgear and transformers. Clients have the option to request an annual maintenance and testing contract, which is available 24/7 if required.

### Transformers

UCP Choice is able to supply and install a broad spectrum of both new and reconditioned transformers, including cast resin, fluid-filled and air-cooled from 100 kVA to 100 MVA. All transformers are installed by highly experienced electrical engineers and are available with a maintenance and site testing service if required.

### New connections

As an independent connection provider (ICP) UCP Choice has been assessed and accredited nationally by Lloyds register to carry out a vast array of infrastructure works, including but not limited to; civils, electrics, cabling, steel towers and substation installations.

### EV charging solutions

UCP Choice is authorised by the office for low emission vehicles (OLEV) to install charger points at residential properties, highways, commercial and industrial properties.

### Solar development

UCP Choice can identify and assess the suitability of land for solar development, and once terms are agreed, UCP Choice will apply for grid connection and carry out the planning permission application, before construction can begin. The new solar farm will then be monitored by UCP Choice's O&M department to ensure optimum performance.

For more information on UCP Choice, please visit <https://ucpchoice.co.uk>



Skerritt Electrical, a TSG Company, is an electrical engineering and contracting business based in Birmingham. Incorporated in 1986, an established entity within the commercial, industrial and residential construction industry, specialising in design-build electrical construction, taking on projects up to £7 million with a current turnover of £25 million.

Skerritt Electrical offers turnkey electric installations for energy-efficient buildings and greener infrastructure, including installing EV chargers and solar and battery storage solutions.

- Exemplary Health and Safety record and training
- Quality Assured to ISO 9001
- National Inspection Council for Electrical Installation Contracting (NICEIC) Accreditation
- Electrical Contractors Association (ECA) Accreditation
- Constructionline Gold & The Contractors Health and Safety Assessment Scheme (CHAS) Elite

### Commercial sector

Skerritt Electrical is an established provider for the commercial sector, including call centres, offices, schools, academies, universities, dental practices, fire departments and medical centres. Skerritt's area of expertise covers new builds, extensions and refurbishment.

### Industrial sector

Skerritt Electrical excels in the delivery of high-quality industrial projects, ranging from high bay storage units, engineering and production facilities and warehousing to tier 3 Data centres. Skerritts Electrical can provide electrical service solutions for many industrial operations of varying size and complexity, managing every aspect of the project from inception to completion.

### Residential

Skerritt Electrical works with a wide range of clients from local authorities to registered care providers to private-sector residential specialists. Skerritt's expanding portfolio of residential projects includes apartment blocks, care homes, sheltered housing, extra care, student accommodation, hotels and housing for people with learning or mental health difficulties.



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