

fairbanks



who we are

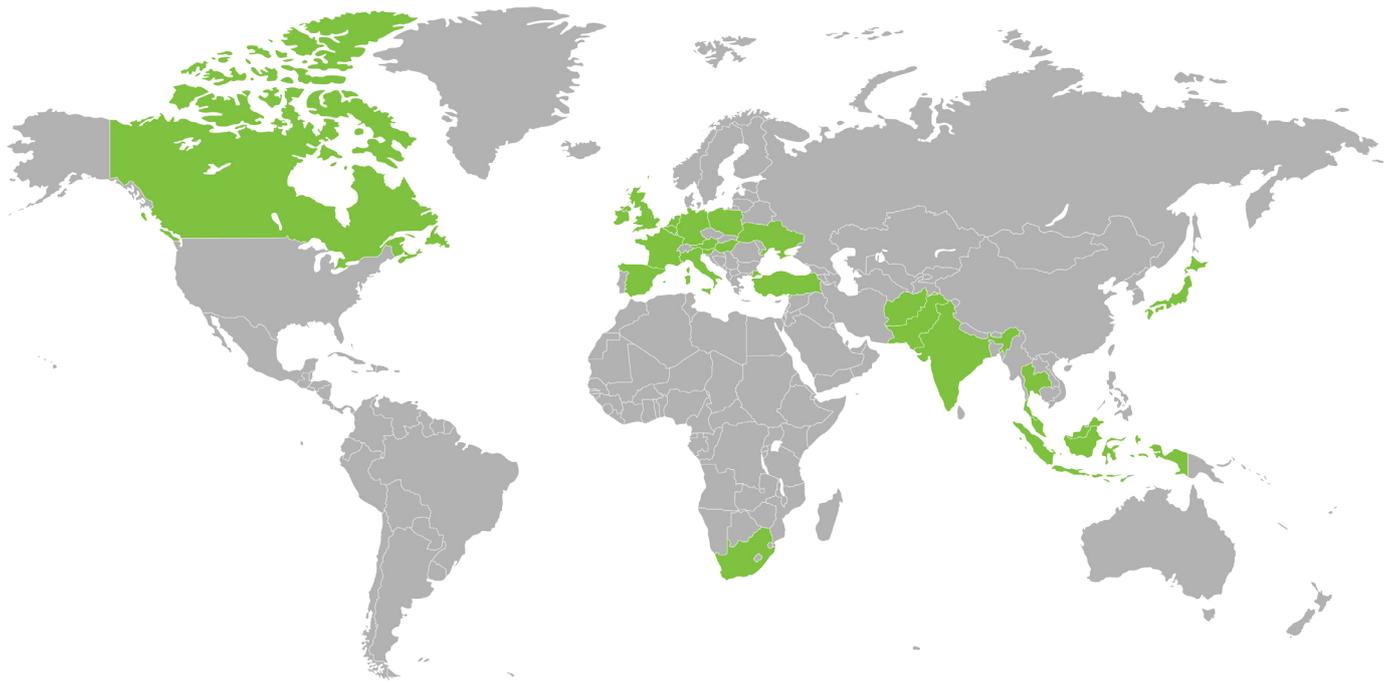


the fuel management specialists

The evolution of Fairbanks

Since its inception 20 years ago, Fairbanks has pioneered the provision of superior fuel management services in the UK, revolutionising the industry, increasing awareness and raising standards. We are now the leading provider in global wetstock management solutions and forecourt services to the downstream fuel market.

Fairbanks uses the power of real-time data to reduce fuel losses, lower operational costs and improve margins for fuel retailers. We have customers in 36 countries, over 150 employees and a global network of licensees providing a flexible, 24/7 service for independent dealers, hypermarket chains and multi-national companies.



The company's progression continues through a constant flow of new, innovative ideas. Our longevity in the industry has protected the reputation of many blue chip brands by identifying leaks before they become an issue, helping them maintain a continued presence in the marketplace and the maximum resale value of their forecourts.

In the past, fuel retailers collated data manually, compiling hand-written reports and as a consequence, they struggled to ascertain issues. From the onset, Fairbanks has challenged these time-consuming methods through the integration of technology to collect real-time data. We have constantly assessed the growing needs of the ever-evolving fuel industry and worked to continually develop and improve our software, providing our customers with complete peace of mind that their fuel stocks are protected against loss and their business is safe in our hands.



Our commitment to quality, innovation and continuous improvement has been evident since we introduced Statistical Inventory Reconciliation to manage fuel stocks in 1996, progressing to real-time analysis through ibank in 2007. We now have in excess of 100 analysts checking vast amounts of data every day to identify issues of concern, such as tank, line or pump leaks. They then manage any subsequent investigations to pinpoint the source and find the quickest possible solution, thus protecting the environment and reducing the potential for fuel loss incidents. They also identify delivery losses (through theft, temperature variance or spillage), water ingress, meter drift and tank overfill, as well as carrying out remote tank recalibration services. The work that our analysts do is invaluable in helping to ensure the smooth running of forecourts, both nationally and internationally.



The recent development of our Station Manager 365 web portal in 2015 has allowed Fairbanks to go one step further, giving customers total visibility over their business. The power of Station Manager 365 comes from centralising and interpreting data from many sources in real-time, which forecourt managers can then access and use to control their operations remotely.

Using up-to-the minute stock information combined with the processing of sales data, gives forecourt managers the ability to assess diminishing product levels, based on 'days remaining in stock' not just litres, prompting fuel re-order in plenty of time. Nozzle flow rates can also be determined to indicate when filters need to be changed - the identification and elimination of issues like these is already assisting with preventative maintenance and reducing queues on forecourts. The understanding of nozzle activity helps to minimise dispenser downtime, driving fuel sales and improving customer experience.



Fairbanks' intelligent software solutions can immediately alert forecourt owners to potential problems such as water ingress or more urgent issues such as theft. We also provide information relating to local fuel pricing, such as current competitor prices, allowing retailers to make more informed decisions when setting



their daily rate per litre. Furthermore, our real-time information systems can help forecourt owners to maximise their profit margins and to access detailed records instantly.

The way in which managers set their targets and monitor sales progress is changing. Using our software, they have the opportunity to focus their attention on improving performance by reviewing historic sales against current trends and desired targets.

It is not just fuel retailers, site managers and customers that can benefit from the Fairbanks service. Oil companies can easily verify fuel delivery quantities, giving greater invoice accuracy. Visibility of forecourt fuel stocks enable these companies to organise complex logistics with precision, ensuring that tanker fleets operate to maximum efficiency.

Third party organisations, such as local councils and government agencies can also gain access to forecourt wetstock records (in accordance with data protection laws) to help facilitate the swift issue of petroleum licences. In addition, they can view fuel stock reserves across all regions, helping with matters such as emergency planning.

Fairbanks has been providing quality on-site services to their customers from the outset. We offer a comprehensive protection package to our valued customers, carrying out a range of services from inspection and verification of fuel dispensers, through to thorough risk assessments of the forecourts. Our dedicated team, based throughout the



UK, is trained to the highest standard in order to provide an efficient and regulated service to all of our customers. Having an engaged and qualified workforce, that is fully aware of the risks involved, is the key to reducing injuries and incidents on forecourts. The personal safety of our staff, customers and the general public alike is paramount and so our staff are encouraged to report any near-miss incidents, instigating a case study to be conducted. The final report is then shared across the company in order to prevent such incidents reoccurring.

Our thorough pump measure check service is currently employed by the majority of fuel retailers throughout the UK. This widespread service extends to 99% of dispenser makes and models, including Automatic Temperature Compensation (ATC) pumps. To ascertain if a fuel pump needs resetting, which can be done on the same day, our technicians utilise



the necessary readings from the site nozzles and then generate a cost benefit report, highlighting areas of considerable financial saving. Fairbanks technicians are certified by the National Measurement and Regulation Office (NMRO) to perform pump verification using NMRO calibrated equipment and can subsequently produce a full site report.



Our on-site services team is also qualified to carry out Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) risk assessment work. Assessments are designed specifically for fuel forecourts – they cover all areas of legislation and include a full action plan, support and advice for any areas that need improvement. The action plan is hosted on our web portal, allowing customers to address priority issues. Complementing our DSEAR service, we can also produce Hazardous Zone Drawings to identify areas of high risk on the forecourt.

Fairbanks has always recognised the importance of keeping its employees motivated and happy, with particular emphasis on staff morale. The solid leadership demonstrated by the management team has created a culture based upon trust, honesty and integrity.

This culture is reflected across the entire company and has resulted in a staff retention rate of 90%+. In 2012, Fairbanks received the Gold Investors in People Award for staff satisfaction and when reassessed in 2015, we retained this status. This healthy, positive and stable working environment maintains a high-level of job security amongst all of Fairbanks' employees.

The company owes its success to its dedicated staff who, through on-going training and development over two decades, have built up the invaluable knowledge and experience that continues to contribute towards the evolution of the company. Fairbanks invests in both internal and external training, with many personnel going on to achieve HND, BSc and MSc qualifications. Our staff expertise, excellent service and intelligent IT systems have meant that we have retained an exceptionally loyal customer base.

The health and safety of our employees is also paramount. All of our staff receive regular on-site and online training in all aspects of health and safety, to ensure that they comply with the strict standards set by major oil companies. At the heart of our training is our dedication to environmental education to minimise contamination risks and to show respect and care for the world in which we live.



ISO accreditations are vitally important in helping us to meet the challenges set by our customers and proving our credibility to them. We currently hold certificates for ISO9001, which relates to the standard set by our quality management system, ISO14001 outlining environmental standards, and BS OHSAS 18001 for the management of health and safety and support to control risks. The latest accreditation, ISO27001, geared towards data security, was a great achievement from an ethical standpoint, as customers can now rest-assured that their data is being stored securely.

Our experience has also benefitted the wider community by safeguarding forecourt fuel stocks worldwide. Through careful monitoring and analysis of data and providing the results to our customers, we have helped to prevent potential fuel loss and therefore have assisted in reducing the industry's impact on the environment.



Looking forward, although we envisage fossil fuel sales continuing for the next 20 years, the future is in renewable energy. With this in mind, we have already begun to prepare for the change in customer requirements and welcome the challenge of contributing further to a greener planet. Extending our responsibility to the world around us is of high importance and we educate our staff in the many ways they can help to protect and care for the environment, reducing both land and water contamination within the community.

Fairbanks, through training, development and a successful growth strategy is continually improving and setting new standards of operating excellence both here in the UK and overseas. Our global evolution was acknowledged in 2016 when Fairbanks was granted the prestigious Queen's Award for Enterprise in International Trade.

To summarise, we believe that Fairbanks has the people, the technology, the knowledge and the true commitment to the industry that can exceed expectations and take fuel management to another level.





**THE QUEEN'S AWARDS
FOR ENTERPRISE:
INTERNATIONAL TRADE
2016**



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