

Connect

Customer Newsletter

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Shell's largest retail station upgrades to Tokheim

How do you go about replacing the site systems at the largest and busiest Shell retail site in the world without causing any safety risks or disrupting sales? On the busiest days Berchem welcomes more than 1,500 trucks, 7,500 cars and 5,000 customers in the shop. Read the full case study on page 4.

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TQM receives 'Product of the Year' award

Tokheim's piston meter acknowledged for innovation at ceremony at The International Fair Petrol Station 2013. David MacHale of Tokheim says it is a "fantastic achievement for a component that offers significant TCO savings."

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Delek selects Fuel POS in France

Delek chooses Tokheim Fuel POS as its new EPOS solution across its 400+ site network in France. Delek, which operates under the BP brand in France and under Texaco in Belgium, will have Fuel POS installed across 1,000 stations once rollout is complete.

TQM receives 'Product of the Year' award

Tokheim's innovative TQM meter received an award of distinction in the "Product of the Year" category at the International Fair Petrol Station 2013 in Warsaw, Poland. The annual event, celebrating its twentieth year, took place on 8th-10th May, and attracted a large local and international audience.

The jury took the following key criteria into consideration: modern technology, innovation, functionality, compliance with regulations, and aesthetics. The TQM received a special award diploma from the competition jury committee. Prizes and awards were presented at an official evening gala. The ceremony was chaired by Mrs Halina Pupacz, the President of Polska Izba Paliw Płynnych (organiser of the Fair), and accompanied by Mrs Iwona Kozłowska, a member of the Polish Parliament.

David MacHale, Tokheim Group Marketing Communications Manager, said "This is a fantastic achievement for a component that has been engineered to offer customers significant TCO savings over the lifetime of our Quantum dispensers. The award acknowledges Tokheim's leadership in technology and innovation in the fuel-retailing sector. Special thanks go to our local Polish sales and service division who accepted the award on behalf of the organisation."

The TQM meter has been carefully engineered to retain its precision over its complete lifetime. It has the lowest drift characteristics in the marketplace, having been tested and certified by Europe's leading independent test body, NMI. The TQM's robust design ensures it is suitable to work in the harshest conditions with a variety of fuel types, and comes as standard in Tokheim's Quantum dispensers.

New look Q410 released

Launched at Automechanika 2012, the new look Quantum 410 has now been installed across many European forecourts. The enhanced design includes features such as aluminium panels and an innovative hose management system. Particular HSSE requirements have also been at the forefront of the design process from start to finish. The improved Q410 is designed to be safer and faster to assemble, install and service.

The new Q410 comes with an integrated lifting solution at the base of the dispenser

to ensure that installation is carried out in a safer more efficient manner. The use of coated and powder painted external aluminium cladding panels over a reinforced internal frame provides a fresh and modern look for a dispenser that is designed to last long into the future. Like its predecessor the new Q410 also comes packed with standard features such as the TQM meter and TQP pump, as well as additional upgrade options for payment and media.



Tokheim launches Q510E



The 510E is a dedicated entry level MPD product with a restricted feature and option set that was felt had a place in the existing more established Tokheim dispenser portfolio.

First feedback has been very encouraging from the installations in the UK and we are pleased to now have this product available for markets outside of the UK with official commercial release planned for third quarter 2013. The markets showing the most interest in the product at this time have been identified as Ukraine, Romania, Hungary and Russia.

"First feedback has been very encouraging from the installations in the UK."

Fiat selects Tokheim ProFleet

The Fiat Group (Automobile Research & Development P.D. Services) has selected Tokheim ProFleet equipment and services for its sites in Balocco, Italy. The high-speed Q110 fuel dispensers and DiaLOG fuel management systems were installed on the private fuelling station that is situated beside Fiat's famous test track in Balocco (Vercelli). Tokheim Italy project managed the completion of the new site including the installation of Tokheim commercial dispensers, fuel management systems, tank gauges, probes, and provided full installation works on the site.

More than 20,000 vehicles use the test track each year, clocking up mileage of more than 9,000,000 km. The test track houses a full F1 racing circuit for high-speed testing. Vehicles using the facility include the famous brands of Ferrari, Abarth, Maserati and of course Fiat's own vehicle range.

Fiat were looking for a system to help reduce the time taken to authorise and refuel their drivers' vehicles, plus they wanted a solution to help improve wetstock management on the site. Tokheim ProFleet's fuel management system, DiaLOG, has helped streamline the refuelling process. More than 200 RFID tags have been issued to the drivers to provide a faster and more secure authorisation process. Fiat staff have been fully trained in using DiaLOG's powerful reporting and analysis tools, which has helped improve the wetstock management, invoicing and the timing of deliveries to the busy site.



Fiat's famous test track in Balocco (Vercelli).



Quantium dispensers chosen for UK's largest ever service station

Shell recently opened the UK's largest ever service station with Tokheim selected as the fuel dispenser supplier for the ground-breaking site. The Cobham Service Area is situated on the M25 motorway in Surrey, England. With a staggering 24 fuel dispensers - made up of standard fuel, LPG, HGV Diesel and AdBlue® totalling 158 nozzles - the site in Surrey can serve around 3,400 vehicles a day. Tokheim is proud to be Shell's partner for the project, with Tokheim's Quantium dispenser range helping deliver fuel to some of the 150,000 vehicles that travel on the M25 motorway each day.

The launch of Shell Cobham was part of a huge investment programme for Shell, which has seen the company commit to bringing quality fuels to more UK motorists. The dispenser range provided by Tokheim includes the industry-renowned Quantium 510 multi-product dispensers with electronic vapour recovery and variable speed settings; high-speed Quantium 510 dispensers; a Quantium 510 LPG combo dispenser; and a number of Quantium AdBlue® tank and fuel dispenser combos.

Bill Arundel, Sales and Marketing Director, of Tokheim says that the business is proud to be involved in such a large UK project, as part of its global agreement as a supplier of fuel dispensers, retail automation solutions, service and maintenance to Shell filling stations. He says, "It is fantastic to see Shell's commitment to provide better services to customers in this area; naturally we are very pleased to be the chosen supplier here and for Shell projects further afield. Our commitment to quality in terms of manufacturing and our ability to support our clients locally has proven to be something that is clearly valued by the market."

Tokheim's dispenser, payment and service solutions have been an integral part of some of world's largest service stations including that of Shell Berchem in Luxembourg. Bill Arundel says, "It certainly is a positive when our solutions have been chosen for large projects such as this one in the UK, but that does not really reflect the variety of projects we are involved in each day. For instance, about a third of our business comes from independent retailers across the globe. The balance of our clients is a mix of major and national oil companies and supermarkets. We have an extensive range of project management, dispensing, systems and service solutions from which all of our customers can choose from."

"Our commitment to quality in terms of manufacturing and our ability to support our clients locally has proven to be something that is clearly valued by the market."

- Bill Arundel, Sales and Marketing Director

Shell's largest retail station upgrades to Tokheim

How do you go about replacing the site systems at the largest and busiest Shell retail site in the world without causing any safety risks or disrupting sales? The Berchem site in Luxembourg is huge; and the task to upgrade their systems was equally big. On the busiest days Berchem welcomes more than 1,500 trucks, 7,500 cars and 5,000 customers in the shop. There are 14 Tokheim Fuel POS point of sale systems, 35 Crypto VGA outdoor payment terminals, 5 back office systems and 63 Quantum dispensers operating on 12 truck and 5 car dedicated lanes.

The challenge

As part of Shell's Global Site Systems Programme (GSSP), Tokheim worked alongside two other selected suppliers, AT&T and Red Prairie, to deliver this complex IT project at Berchem. There were two immediate goals: safety and no loss of revenue. The team needed to ensure that the forecourt would not be down for any period of time due to the HSSE risks involved - if trucks had to wait to get fuel there could be unexpected traffic disruption on the highway which could pose a serious safety risk. In addition, due to the sheer volume of transactions processing on the site, it needed to stay up and running to avoid a substantial loss of revenue.



Planning for the future

Olivier Dandois, the Retailer, said "I got involved in the Berchem deployment project more than a year ago. This has enabled us to review all operational processes and match them with the future system. This timeframe was also used to organise thorough testing of the new system and to develop backup plans. In doing so I was extremely pleased to see the Shell project team taking site suggestions into consideration in order to ensure a smooth rollout.

The entire team spent 5 challenging nights on site to roll out the new site systems. Thanks to this support and hard work from the central and GSSP local teams we managed to implement the change without disturbing the customer flow."

Olivier added "The GSSP system is new and some fine tuning is still needed, but I am fully convinced that it is a robust platform that will support us, ensuring that every customer leaves the site with a smiling face after every visit."



Building long-term partnerships

Tokheim has been a key partner at Shell Berchem since the 1980s, and has been involved in a number of dispenser and systems upgrades to the site in the intervening years. As part of the GSSP roll-out, the site at Berchem will benefit from Tokheim's innovative outdoor payment (Crypto VGA), point of sale (Fuel POS), electronic payment server (e-CIS), and Tokheim's forecourt controller product solutions. The latest project is one of a number of recent international programmes that Tokheim are involved in - providing cost effective retail IT solutions to complex systems and payment projects.

Joop van der Wal, GSSP Project Manager for The Netherlands, Luxembourg and France said "The most remarkable thing about this deployment was that Tokheim, AT&T, Red Prairie and GSSP acted as one team and focused on delivery. The boundaries between companies were gone during the deployment, everyone was aiming for the same goal - do the job, and get the site up and running in a safe manner."

The work of the Global Site System Programme further supports Shell's strategy to be the best fuels retailer in the world. GSSP is helping make Shell easy and reliable to do business with through its modern and safe payment systems. The new site systems support future growth and allow customers to pay using a system that protects them against the increasing threat of fraud.

ISO 9001 Certification



Tokheim is proud to announce that the Tokheim Service Group in Germany, as well as Tokheim Service in Switzerland have both successfully passed their ISO 9001 audits that took place in March 2013. ISO 9001 is the internationally recognised standard for the quality management of businesses. It applies to the processes that create and control the products and services Tokheim supplies, and prescribes systematic control of activities to ensure that the needs and expectations of our customers are met.

BP Safety Award in Germany

BP has awarded Tokheim for its work on two HSSE projects in Germany. Denis Thome, Tokheim Germany HSSE Manager, picked up a Safety Award for his part in a workgroup that designed a new HSSE handbook for BP. The newly produced handbook was praised for it being clearer, more concise and more beneficial for BP contractors.

The Tokheim Service Group were also nominated for an award in the same category at the event for accomplished Near Miss reporting.



Denis Thome (right hand side), Tokheim Germany, collects award from BP.

Successful HSSE Audits in UK and Ireland

Tokheim UK recently achieved an exceptional 100% compliance score in the recent JCI HSSE Audit for work connected to the contract with Shell. JCI Regional Operations Manager Kevin Airey complimented Tokheim for having worked over a number of years to reach this achievement and congratulated the organisation on this success. Tokheim Ireland passed the DNV International Contractor Safety Rating System Annual Verification Audit for Exxon Mobil earlier this year. The DNV Principal Consultant, Colin Bennett, noted that standards had been maintained and extended from the previous audit.

Mark Husband, Tokheim UK & Ireland HSSE Manager, said, "These are outstanding achievements for our sales and service division. It demonstrates our resolve to ensure that we operate to the highest possible standards of safety so everyone can return home safe, every day. All those involved have worked extremely hard to improve the HSSE standards and performance year on year."



National Safety Day in India

Tokheim India held a specialist training and awards ceremony on March 4th as part of the National Safety Day initiative. The main objective of the day was to promote participation of employers and their employees in HSSE activities, engage in training about HSSE management systems at the workplace and to remind employers, employees and others concerned of their responsibility in making their activities and workplace safer and more environmental friendly.

A number of prizes were awarded to Tokheim employees for outstanding performance in safety at the event. An article about the event from Girish Kukian, Tokheim HSSE manager India, will be published in the Indian National Safety Council's quarterly industrial safety chronicle.

Grentheville extends ISO 14001 accreditation

The Tokheim manufacturing facility in Grentheville, France, has had its ISO 14001 accreditation reconfirmed. The audit, which took place earlier this year, recognised Tokheim's continuous improvement in relation to the environmental management. The internationally recognised environmental management standard has many practical implications such as environmental impact analysis, which is carried out during the conception phase of Tokheim's fuel dispensers. The process also has knock-on effects for Tokheim's suppliers; who are requested to reduce waste and develop environmentally friendly products.

The Grentheville plant has also invested in a new digital printing workshop where a suite of state-of-the-art commercial printers has been installed. The new facility offers a high-quality and flexible printing solution for forecourt equipment livery. The long-lasting stickers are suited to the specific needs of service stations; they are oil resistant, and offer protection against UV, temperature variants and scratches.





Tokheim installs its 10,000th Crypto VGA

Earlier this year Tokheim announced the installation of its 10,000th Crypto VGA outdoor payment solution at a service station located in Venlo, The Netherlands. While Tokheim has tens of thousands of payment terminals installed globally, the latest milestone was reached in relation to their PCI V3 approved terminal, Crypto VGA.

Kurt Dillen, General Manager of Tokheim's Systems and Electronic Business Unit (SEBU), said, "This is a fantastic achievement for our business. It demonstrates the trust that is placed in the quality and innovation of the Crypto VGA by our customers at a global level, across more than thirty countries. Crypto VGA's PCI certified touchscreen interface is unique and our latest installation

acknowledges the demand for an innovative design that adheres to the strict approval criteria set down by PCI."

Frans Heesters, Product Marketing Manager SEBU said, "We will continue to develop all our systems and payment solutions to the highest standards and we look forward to reaching the next milestone of 20,000 PCI approved installations."

"It demonstrates the trust that is placed in the quality and innovation of the Crypto VGA."

- Kurt Dillen, GM SEBU

New integrated parking solution available

A new paid parking application is now available via Tokheim's point of sale system, Fuel POS, and via the Crypto VGA outdoor payment system. The new payment solution has been launched following a successful integration project with SKIDATA, a global parking solutions provider. The fully integrated system provides a seamless solution for both the till operator and the motorist.

Once a customer enters the paid parking area they receive a ticket via the SKIDATA parking gate. When they wish to exit they can pay the balance in store via the Tokheim Fuel POS or at any of the Crypto VGA outdoor payment systems. The till operator can quickly scan the ticket at the shop counter using a barcode scanner or the motorist can use Crypto VGA's integrated barcode option to scan and pay for the parking ticket before exiting the site.

Delek selects Fuel POS for its French network

Tokheim is proud to announce that Delek has chosen the Tokheim Fuel POS solution as its new point of sale solution across its 400+ site network in France.

Delek, which operates under the BP brand in France and under the Texaco brand in Belgium, chose Tokheim's point of sale solution to support the strategic growth of the business in the area. Delek has been utilising the feature-rich Fuel POS across its Benelux network for a number of years. Once the roll-out is completed in France the organisation will have the Tokheim EPOS installed across a total of 1,000+ service stations.

Delek selected Fuel POS as they were looking for a specialist EPOS that could not just help improve wetstock management but that also had a powerful suite of retail applications to help improve profitability in their shops. Food menus and promotions are now easier to set-up and integrate within the Fuel POS. Additional services - such as the new press management application which ensures newspaper/magazine stock is at the optimum level and returns are easier to manage for the shop staff via an integrated solution - aims to improve efficiencies. In addition, a new loyalty application that utilises a variety of discount coupons will target an increase in repeat customer sales. The richer service functionality and faster transactions aim to improve the overall in-store experience.

The rollout of installations in France is continuing this year after a number of successful pilot projects. Fuel POS, Tokheim's industry-leading EPOS helps service stations of all sizes - from large oil company networks down to single-site independents - to manage all aspects of their fuel and retail business.



Metrology Laboratory established in Italy

Tokheim Italy has established a new metrology laboratory in Asti, northern Italy, to allow it to carry out periodic field verification of MID fuel dispensers and associated equipment. The new laboratory employs more than 60 experienced and skilled technicians who follow a shared set of guidelines, tools and a common reporting approach. All technicians have completed a comprehensive programme regarding safety, regulations and training on third-party equipment. The laboratory is ISO 9001 certified and operates according to the management and technical requirements of the UNI CEI EN ISO/IEC 17025 regulations and the most stringent safety criteria demonstrated through the OHSAS 18001 certificate.

Fabiano Clerico, GM of Tokheim Italy, says, “We have a long-established tradition of expertise and professionalism in relation to fuel retailing around the world. This newly accredited facility demonstrates the trust that is placed in the Tokheim brand in Italy also. We look forward to delivering a high-quality service to petrol stations across the country in the future.”

Fairbanks application available via Fuel POS

Customers using the latest Tokheim Fuel POS release, 32, will now have the option to utilise the industry-leading Fairbanks wetstock analysis service following the development of a new interface. The new application ensures that customers will not require additional hardware when connecting to Fairbanks’s powerful wetstock monitoring service. The Fairbanks/Tokheim solution offers an effective and innovative tank and fuel management solution for retailers looking to improve the safety, security and profitability on their sites.

Fairbanks, a wetstock management partner of Tokheim, has a team of more than 150+ trained analysts that help improve fuel management of thousands of petrol stations across the globe. The service is utilised by both independent dealers and oil companies to detect leaks, improve safety, reduce fraud and help make fuel retailing more profitable for their clients.

Sao Paulo hosts LAM Sales Conference

More than one hundred participants attended Tokheim’s Latin America Sales Conference that was hosted in Sao Paulo, Brazil, in March 2013. The weeklong event included a tour of the new state-of-the-art manufacturing facilities of Precision Brasil where fuel dispensers - designed specifically for the unique requirements of the Central and South American markets – are assembled and distributed throughout the region. A number of training modules and sales meetings were held for the delegates at the Marriot Hotel. Representatives from across Latin America attended the conference including distributors from Argentina, Bolivia, Brazil, Chile, Colombia, Costa Rica, Ecuador, Peru, Honduras and Venezuela.



Participants at the LAM Sales Conference in front of Precision Brasil offices

Eni selects Tokheim’s payment solutions

Eni, a major European oil company, has selected Tokheim’s payment and systems solutions for its network in Switzerland. The project covers the installation of Tokheim indoor and outdoor payment solutions across 250+ sites. The project is split between service stations with shops and others that are fully unmanned sites. The sites with a shop will utilise Tokheim’s Fuel POS point of sale solution integrated with the MultiFill outdoor payment system, a dedicated solution designed for the Swiss marketplace.

The remaining unmanned sites will use MultiFill connected to Tokheim’s e-CIS forecourt controller. MultiFill is manufactured by ProEda, a Tokheim owned systems provider in the Swiss marketplace. The MultiFill solution to be installed across Eni’s network includes card payment functionality, certified in accordance with the Swiss EP2 security regulations, as well as an integrated bank note acceptor for Swiss francs. After a series of successful pilots, the roll-out of the project will continue across Switzerland this year.

Tokheim wins finance award in Paris

Thierry Dervieux, Chief Financial Officer, picked up an award on behalf of Tokheim at the prestigious "Finance Leaders Awards" in Paris on April 18th. Tokheim won the Gold Trophy for the Finance Department of an Expanding Company, rewarding the "rational approach and methodology in the finance management of a complex company". Now in its third year, the evening honours the work of women and men who, by their inspiration and leadership, embody professional excellence. The awards ceremony was attended by more than 600 chief financial officers and bankers, managers of major investment banks, lawyers, financial experts and the press.



Thierry Dervieux speaking at "Finance Leaders Awards"

Dates for your diary

We will be delighted to welcome you, our customers, on our stand at the following industry events:

Nufam, Karlsruhe

Germany 26-29 September 2013

NACS, Atlanta

USA 12-15 October 2013

Transport CH, Bern

Switzerland 07-10 November 2013

Solutrans, Lyon

France 19-23 November 2013



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Further information

As Tokheim regularly improves its products to ever better respond to evolving market and regulatory requirements, it reserves the right to change any of the specifications of these products, and this without prior notice.

For any further information and detailed contacts for each country, please visit our website at www.tokheim.com or email us at info@tokheim-international.com

Tokheim provides educational supplies in Senegal

Staff from Tokheim recently re-visited Gassane, a small village located deep in Senegal, to help deliver notebooks and educational supplies to the new local school. Thierry Paluch, Director of Tokheim Cosetam (the local subsidiary), and his team were welcomed to the village by Mass Seck and other local dignitaries. They were shown around the new school and a local hospital in an area where daily temperatures exceed 40C and desert encroachment can often make for a challenging life for the locals.

On this visit Tokheim delivered supplies including a thousand notebooks, hundreds of rulers and erasers, 1,000 pens and 10,000 pencils. This latest visit is part of an overall initiative by Tokheim (which began ten years ago) to provide humanitarian supplies to communities in Senegal.



Thierry Paluch of Tokheim (purple shirt) distributes supplies in Gassane with local team from Tokheim Cosetam.

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