

KRISTA ANDERSON:

REBUILDING THE DREAM



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<p>September 22, 2022 CICC Newfoundland and Labrador Golf Classic Clovelly Golf Course - St. John's, NL (902) 880-9733 www.theacsa.ca mhammoud@convenienceindustry.ca</p>	<p>September 27-429, 2022 CICC National Convenience Industry Summit Omni King Edward Hotel, Toronto, ON (647) 461-8068 www.convenienceindustry.ca cjimenez@convenienceindustry.ca</p> <p>October 1-44, 2022 NACS Show 2022 Las Vegas, NV www.nacsshow.com</p>	<p>October 1-4, 2022 PEI Convention 2022 Las Vegas, NV www.pei.org</p> <p>November 8, 2022 Retail Convenience Awards Halifax Convention Centre (902) 880-9733 www.theacsa.ca</p>	<p><i>Women in</i> CARWASH</p>  <p>January 15-17, 2023 7th Women in Carwash™ Conference Fort Lauderdale, Florida www.womenincarwash.com Brenda Johnstone 204-489-4215</p>

Welcome to Fall



Welcome to the Fall edition of *Convenience & Carwash Canada* magazine. As I write this, again it is raining cats and dogs here in Winnipeg. What a summer! But, even with all the rain that we've had this year, and the flooding, this has been a great summer. Stores are open. People have left their homes to get outside and enjoy the long days; they're eating on patios, ordering takeout and heading to their local parks. They have gone back to the road, travelling to summer destinations across the country.

As retailers who work within the most frequented type of store, we bring to you another batch of interesting and timely articles such as customer engagement, loitering, and lighting. These seem to be opposite ends of the spectrum but we feel that if you engage with your customers you may not have a loitering issue and if your site lighting offers the newest and brightest that technology has to offer, well, then you will be ahead of the game.


I want to introduce each of you to Krista Anderson, who we feature as our cover story. Krista has a story to tell you about unscrupulous business and how she is holding steadfast on her journey to rebuild her dream.

We also bring to you a case study on a retail-fuel site and the lessons learned through more than 50 years in business, along with our Forecourt Insight article that talks about retractable flex piping.

As we move into the cooler months, we'd like to say thank you for your support as we move into our 15th year of publishing. Remember that as always, your success is my business, thus my open door policy to your valuable feedback remains not only intact, but stronger than ever. If you have topics that you feel are worth talking about, please send me an email or call me directly at 204-489-4215 or bjjohnstone@convenienceand-carwash.com.

Brenda Jane Johnstone
Publisher



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January 15-17, 2023 at the **B Ocean Resort** in Fort Lauderdale, Florida

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The 7th **Women in Carwash™** conference will be held in Fort Lauderdale and offer guests the same intimate experience as previous events but will offer a greater selection of workshops and networking opportunities.

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Brenda Jane Johnstone

phone: **1.204.489.4215** email: bjj@womenincarwash.com





Freeze Dried Candy

Have you tried freeze dried candy yet? I haven't but I admit that I'm tempted.

Check out the article on confectionery in this issue to find out more about freeze dried candy and the latest in candy news.

Confectionery is a category that gives a higher profit margin and something that your customers will grab on impulse. There's a balance required between offering the long-standing favourite brands that everyone expects to see on your shelves and some items that are new, innovative and exciting to entice a new purchase or even attract new customers.

As David Scholtens of Scholtens Candy Incorporated says in the article, it's a good idea to talk to your supplier to get recommendations on which candy items to stock on the shelves. They have the data to know what will sell best in your location and it might surprise you to find there's a product or two that you aren't offering to your customers but should be.

Customer engagement is one of the ways that you can connect with your customers. The article Reaping the Rewards of Customer Engagement, in this issue, talks about the importance of customer engagement and nurturing relationships with shoppers that will lead to increased store visits and future sales.

We are at a place in society where, as consumers, we expect interactions with businesses between visits. We are inundated with social media posts, emails, etc. If you are not doing some kind of customer engagement program, you run the risk of being forgotten, and if you are working on engaging with your customers, it needs to be in a manner that stands out so you don't get lost in crowd.

Customer engagement is different from advertising, as Allan Dougall points out. Find out how in the article and remember that while customer engagement outside of store visits is very important, the shopper's experience while in the store is where it all begins. Friendly staff, having the right products and quick, efficient service is the first step in a customer wanting to receive emails offering deals or to follow your store on social media.

After a summer that has been busier than many of us have experienced for years, let's hope for a fall and winter of more good days than bad.

Now, where can I find those freeze dried candies that have become a viral sensation?

Angela Altass
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Shining A Light on Loitering

By Angela Altass

Loitering is becoming more of an issue every day, says Rick Snook, chair of the American Society for Industrial Security (ASIS) Toronto Chapter 193 and director of business development with Telus. Loitering can cause business disruption and deter customers from approaching a location, notes Snook.

“There are a few things that businesses can do to deter loitering,” says Snook. “As a Crime Prevention through Environmental Design (CPTED) practitioner, I would look at the facility and surrounding area to look for ways to change the site so it is less welcoming for loiterers.”

Some convenience stores have done some community engagement activities and were able to change the mindset of the offenders to treat the store with respect, says Snook, noting Circle K’s StreetART campaign as an example. The StreetART initiative engaged the community to create murals to deter crime by strengthening community relationships, including between youth and police.

From an electronic security approach, Snook advises utilizing cameras in conjunction with a horn speaker to provide a friendly message to people that this is not an area for loitering and, for the safety of staff and customers, to please disperse.

“A secondary trigger can be generated if they continue to stay, perhaps stating that authorities will be called,” notes Snook. “Interaction with audio has a better deterrent effect. This, however, does not solve a loitering problem; it simply transfers the issue to alternate spots.”

Loitering has become a bigger concern for businesses because of a number of issues, says Snook.

“First, we have a major issue with homelessness that we, as a

society, have no real solutions for and therefore some of the loitering can be due to this, but not all,” says Snook. “Over the pandemic, we became a more reclusive society, which for many is an opposite social behaviour and, as a result, has led to people returning to social activities that may look like loitering but in reality are feeding a desire for interactive social activity. If the concern is property damage, defacing the building or causing harm to the staff or the location then it is more than loitering. Looking at the core problem that the loitering is causing will allow the problem to be reviewed and possible resolutions to be created.”

Interface Security Systems is an example of a company that offers artificial intelligence (AI) based anti-loitering systems that can detect people or vehicles and trigger scenario specific voice messages to deter loitering.

“There is a variety of technology to make the job more automated and easier,” says Dwayne Healy, vice president, business security and intelligence, Interface Systems. “For convenience stores, we do automated tours for our clients. We’ll actively jump into their video camera systems and look around the perimeter and make sure there is no one hanging around. Also, the industry has had great success in building out AI models to detect when a human being is in an area. This can help automate not just our response but alerts our 24/7 operators who are monitoring these locations. Instead of having a security guard at the door, we have a virtual guard take over. It’s interactive so we can talk to the individual and ask them to move on or we will alert the authorities. Whatever the policy is of the store, we will incorporate that into our interactive system.”

>>



This human-plus-technology approach to security is suitable for businesses of all sizes, says Healy.

“It’s amazing how fast word of mouth travels when it comes to retailers who have taken a proactive approach,” says Healy. “My best advice is to get technology and work with a company that can back up that technology to reduce crime and loitering. Once the word starts getting out, the crime tends to move somewhere else. When the loitering moves, that storefront becomes more attractive as staff and customers will feel more secure working and shopping there.”

Organizations need to define what loitering is or consists of and have a structured policy in place to provide guidance on how to manage the issue, says Sean Sportun, vice president, national accounts and community engagement, GardaWorld. “For example, would an individual standing outside the store eating a sandwich that was just purchased be considered loitering? Or, would an individual standing around outside not buying anything be considered loitering? Or, does it come down to the individual’s appearance, whether they have purchased an item or not?”

In order to identify a solution, it is important to fully understand the root cause of the issue, states Sportun.

“Enforcement is not the sole solution to correct this type of behaviour,” says Sportun. “Looking at it from a different lens, have you ever wondered why some properties are victimized and others are not? What makes one property more susceptible to criminal attacks than others? Having a certified security professional complete a risk assessment, using CPTED principles, will identify areas of concern and recommend solutions to reduce or remove incidences of crime. In addition, having a holistic approach with key stakeholders, such as your local Business Improvement Area (BIA), community hubs/shelters, community services support and law enforcement, is recommended.”

Approaching loiterers should only be done if it is safe to do so, says Sportun.

“Staff need to be strategic and polite in their communication to avoid escalating the situation,” cautions Sportun. “For example, using threats of calling the police is not an effective

approach and will likely escalate the issue. If you need to call police, don’t announce it, just make the call.”

The first step convenience store owners can take is to ensure that the property is properly signed with no loitering/trespassing signs, says Sportun.

“It is also recommended that the signs cite sections of local bylaws/ordinances,” says Sportun. “This will assist law enforcement if they need to remove individuals from the property. For the most part, loitering challenges faced by businesses today are transient by nature driven by individuals suffering from substance abuse and/or mental health issues. Although a crime by definition, law enforcement does not have enough resources to respond to the majority of these calls. As such, the most effective solution is to implement a static security guard or mobile security patrol to engage the offenders to be moved along. It should be noted that it is essential that security guards being deployed have tactical communication and mental health/wellness training.”

There are several security solutions that businesses can consider but Sportun notes some caution needs to be considered before implementing some of them.

“You can deploy solutions such as the Mosquito, which is a device that emits a high-pitched sound, similar to a mosquito buzzing in your ear, which store employees can turn on and off as needed, or the playing of classical music through external speakers to make it less comfortable for individuals to loiter in the area,” says Sportun. “Both have been proven effective, however, there is the potential for individuals to claim they are being unfairly profiled or targeted, which can lead to negative brand reputation or even legal action. In addition, having effective lighting, both inside and outside, will provide a level of deterrence and maintaining clear storefront windows will enhance the visibility of the parking lot for the employees to observe any potential problems developing.”

If your business is facing loitering issues it is advised to seek the guidance of a professional to help mitigate the situation. Keeping staff and customer safety top of mind and ensuring that bylaws and regulations are being followed are key considerations when it comes to security situations. **■**



Reaping the Rewards of Customer Engagement

By Angela Altass

Customer engagement is more important than ever because today's consumers have realized the benefits of tailored experiences, says Jen Threlkeld, senior product manager, North America, Dover Fueling Solutions (DFS).

"Customer engagement is the art of nurturing a relationship with your target audience before they ever step foot on your property and well after the transaction is complete," says Threlkeld. "Successful customer engagement will drive loyalty and build mutual value between customers and retailers. Bringing customers to the forefront of their unique shopping experience is now an expectation and the way that manifests in everyday life is through personalized engagement."

Data has shown that customers spend more because of targeted engagement, says Threlkeld, noting that as the c-store count continues to drop year-over-year, every dollar counts in retailers' efforts to compete and lead the industry.

"Whether customers expect having a preferred payment method stored, suggested items to round out a basket, targeted coupons based on spend history, or a tailored greeting based on the weather outside, there are so many ways to connect with a customer that choosing not to is a missed opportunity," says Threlkeld.

For fueling solutions, Threlkeld notes that future customer engagement lies in leveraging the internet of things (IoT) and site connectivity to make fueling a positive and unique experience for every customer.

"For decades, DFS has focused on engaging customers by bringing better technology and advertising opportunities to the forecourt," says Threlkeld. "Personalized media at the dispenser strengthens customer loyalty through gamification,

relevant promotions, dayparting, and so much more."

Every customer is different and the best technologies will recognize and respond appropriately to them as individuals, says Threlkeld.

"A few primary tenets of engaging with customers are to communicate quickly with relevant messaging and in an entertaining way that feels natural," states Threlkeld. "Leveraging historical sales data has been the first strategy to target customers. Looking ahead, we are seeing innovative products that integrate visual cues, such as age, sentiment, or gender to tailor content. The opportunities are almost limitless but it's vital to balance customized communication with customer privacy. The best partners will provide solutions that enhance experiences without compromising the privacy of customers."

Consumer engagement is a broad term, says Allan Dougall, vice president of strategy and client services, The Fish Agency, a brand design and creative agency that helps organizations build their brands and engage customers. The Fish Agency worked with Needs convenience stores in Atlantic Canada when they were expanding their fresh food offerings after being acquired by Sobey's.

"Consumer engagement is all the things you are doing outside of the business itself," says Dougall. "In a retail context, customer engagement is what you're doing outside of visits to the store. How are you interacting with customers to get them to come back and perhaps get them to spend more when they do come back? What that is and what form that takes can be all kinds of things. The way a convenience store could start developing loyalty and drive up repeat customer traffic, and perhaps grow basket size for each visit, is establishing a >>



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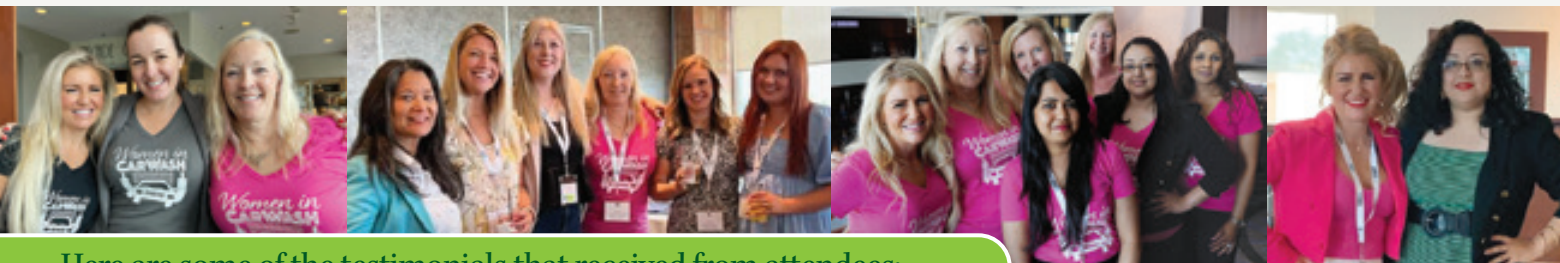
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Here are some of the testimonials that received from attendees:

MaryAnne Irvine

London Mat

Personally for me, this conference is "One of a Kind", I loved every moment!

Gretchen Matthews

Chesapeake Quill

Attendees at these events are consistently engaged and receptive to new ideas.

Melissa Pirkey

Pirkey Insurance

I enjoy the connection with all different types of leaders- CEO's, Car wash managers, Chemical Reps, and more.

Fran DeGouveia

Just Lubes

As many of the delegates, I work in a male dominated industry and coming out of a pandemic, it was nice to experience some synergies with these ladies.

Melanie Sands

Red Hill Carwash

A wonderful and fun way to learn and grow as a person and to improve my business.

Savannah Brush

Welcomemat

The conference is an opportunity to connect with like-minded women who are experiencing different sides of a booming industry.

Megan Scheid

Tommy Carwash

This conference exceeded my expectations. The whole event was very well laid out and structures with activities and sessions for both professional and personal development, as well as fun and getting to know each other.



basis of conversation with the customer between store visits involving some kind of value exchange.”

That conversation could involve offering deals on purchases or it could take the form of providing entertainment or education, says Dougall.

“Our in-boxes and our social media feeds are full so you will have to earn your way in,” notes Dougall. “From a consumer’s point of view, I will follow you on social media or read your email if you’re giving me something. It doesn’t cost anything to open a social media account. You can offer tips and life hacks on social media or entertain people with funny stories from the corner store. The reality though is that it will take time and it’s important not to forget the importance of your in-store experience first.”

Customers still need to have a great experience while they are in the store, notes Dougall.

“That’s still first and foremost the most important thing,” says Dougall. “Convenience has to be quick and product assortment, having in stock what people are coming in for, is critical.”

There is a broad toolkit that can be



used to engage customers, notes Dougall.


“Fifteen years ago, customer engagement was email and if that’s all you are thinking about right now, you’re probably limiting yourself,” says Dougall. “A small independent convenience store that doesn’t have a lot of extra cash or capital to invest in customer engagement can do something very basic, such as the buy 10 get one free card, which is really an entry level loyalty program.”

Creating a customer engagement program starts with understanding your customers, says Dougall. “Who are you catering to? Who are the 20 per cent of customers who are driving 80 per cent of your profit?”

Getting attention that helps trigger behaviour to get more business is what customer engagement is all about, says Dougall.

“Customer engagement is your ability to influence behaviour and it is different from advertising,” says Dougall. “In advertising, you’re usually trying to reach people you’re not already talking to. Customer relationship management usually implies that you have some kind of relationship with them already. It’s more like talking to an acquaintance or friend as opposed to a stranger. You don’t see a lot of advertising in the convenience category because it’s expensive and I don’t think it’s useful because you are going to get the natural traffic of your location. The question is how to make them a little stickier with more frequent visits and increased basket size.”

A customer engagement tool that is being used more frequently is the quick response (QR) code, says Dougall, noting that the codes are much easier for people to use now by simply pointing the cameras on their smart phones at the QR codes.

Consumer engagement is an opportunity that shouldn’t be ignored if you want to expand the relationship with your customers. Whether outsourcing the work or doing it internally, there are various ways to make that connection with your customers that will ultimately increase store visits and the amount of dollars that they spend when they are there. 

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New LED Concepts/Safety First

By Dave Bowen

Over the past few years LED lighting design has become standard on retail petro and c-store sites: Flat square fixtures on poles on the perimeter, flat square recessed or surface mount canopy fixtures and a variation of LED wall packs on buildings that usually don't match anything. Consequently, sites are all starting to look the same on the outside with very little imagination for something new, attractive, and functional. Time to get away from the mundane "me too" visual of outdoor LED lighting and look outside the box to be more upscale in appearance without the higher cost. Whether it is a new build or retrofitting an existing one, now is the time to freshen up the exterior of your site and be more appealing than your competitors.

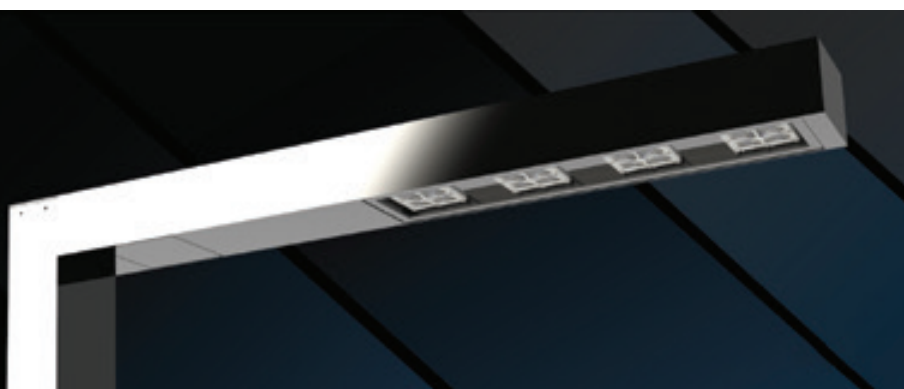
New lighting concepts now include illuminated LED "collision" bollards for the front of your store or carwash area and excellent for truck stops for barriers and wayfinding. These new bollards can handle collisions up to 35 KM and have numerous different distribution patterns to handle any application. Non-illuminated bollards are available as well as possibly you only need every third bollard to be illuminated but still need the protection of a collision bollard but still aesthetically have the bollards match each other and keep a uniform look on your site.

As well, the new TRAC series from NLS LED Lighting is a new version of rectangular linear lighting with a slim attractive appearance but superior distribution putting light exactly where

it is needed but utilizing lower mounting heights and saving costs on poles. These fixtures also offer lower EPA ratings (wind loadings) as well as a matching wall sconce, all utilizing a silicone lens for superior performance, non-glare to meet all dark sky regulations as well as being UV resistant. The TRAC series also has a matching bollard that offers three different distribution types and five different colour temperatures.

It is also important to note that your building is a free pole! New higher lumen decorative wall packs can now be utilized to illuminate areas out into the site rather than just a blob of light down the building wall. New LED chip technology now allows us to utilize forward throw wall mounts but still stop

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the light at the property or fence line and not trespass on to other properties. The same applies to your carwash area, if you have one, these new directional

about your staff and customer base.

One last note, as this UVC LED technology is moving fast and now includes water applications, Aquisense offers

once again protecting staff and customers. It is well known Covid is prevalent both in water and sewage so further containment is necessary.

So, in summary, new LED lighting concepts, clear pure safe air and disinfected water for your site and an excellent marketing opportunity: It doesn't get much better than that and makes you a community leader! **👉**

Dave Bowen is president of Roctan 2000 Ltd Canada specializing in LED lighting technologies for over 35 years and can be reached at db@roctan2000ltd.com or 548-888-1113.

AS MOST PEOPLE KNOW C19 VIRUS IS 93 PER CENT AIRBORNE SO ONLY UVC LED TECHNOLOGY HAS THE CAPABILITIES TO ERADICATE NOT ONLY THE COVID VIRUS BUT FLU/ COLD VIRUSES, ALL BACTERIA AND MOULD IN YOUR AIR DUCT VENTILATION SYSTEM IN ANY BUILDING.

and more powerful wall mounts can allow you to light the area around the carwash without the extra cost of a pole you don't really need.

There are also other LED technologies that have been developed that will greatly enhance your interior for both safety of staff and customers as well as certain food products like fruit and vegetables as more c-stores now offer a garden market sector along with everything else they sell.

The last two-and-a-half years the industry and the world has been plagued with the Covid pandemic, which unfortunately is still prevalent today in many forms along with whatever is coming next. As most people know C19 virus is 93 per cent airborne so only UVC LED technology has the capabilities to eradicate not only the Covid virus but flu/ cold viruses, all bacteria and mould in your air duct ventilation system in any building. It is the only technology that has the residual power to eradicate the viruses and bacteria instantly as it is set at 70 watts of LED at 280 nanometers and 2200mw's of radiant flux.

However now the additional bonus to this bluemarbletech.com technology is the fact of purifying the air in a store 24/7 means any fresh produce or fruits etc. will be free of mould, bacteria and mites that can accumulate in open food products. So, the overall effect of UVC LED technology is that it protects staff and customers from viruses and bacteria, as well as protecting various food groups from bacteria and mould.

This technology is now being specified for several open food markets in Dubai as well as an installation already into Sobey's as this is huge for the grocery industry again to protect staff and customers and supply a fresh air environment. There is also an excellent opportunity for positive marketing with this technology where you can advertise to the public you have installed life-saving technology that keeps you safe and that you are community friendly by caring

UVC LED products for residential, commercial and water treatment facilities. This technology is easily retrofitted to existing locations as well as new builds



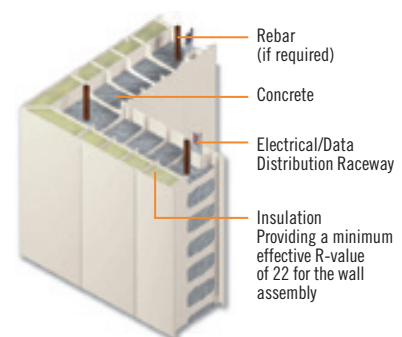
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By Del Williams

A Clean Wheel-Tire Combo: Erie Brush's Poodle Brush and Dressing Applicator

To win over carwash customers with the cleanest wheels and tires, Erie Brush offers its most powerful combination yet: the Poodle Brush or Wheel Wonder and a rugged tire dressing applicator.

Unlike conventional wheel brushes that can be too small to sufficiently cover larger wheels or ride along the outside edge leaving the interior un-scrubbed, Erie Brush created innovative brushes with varied filament lengths that thoroughly, efficiently, and cost effectively clean wheels and tires.

With unique names like the Poodle Brush, named because it resembles a well-manicured poodle, and the Wheel Wonder these brush filaments vary in size between three to seven inches in a wave-like pattern. As vehicles travel through the conveyor carwash, the longer bristles reach deep into wheel crevices while the shorter bristles clean the tire and wheel surface.

The contoured brush designs reach higher and get in much deeper on larger vehicle wheels, rims, and tires for a more complete cleaning. These uniquely >>

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shaped, automated wheel brushes can be used on the smallest cars to the largest vehicles without adjustment, and are gentle on all types of wheel surfaces, whether steel or aluminum.

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To add greater shine to the entire black wall of the tire, Erie Brush tire dressing applicators are designed to have the optimal number of brush filaments of the appropriate length and texture. Erie

Brush's tire dressing applicator brush is designed with a solid 1-7/8-inch steel core strong enough to withstand being driven over by a large vehicle, which is known to occur in the field.

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Del Williams is a technical writer based in Torrance, California. He writes about health, business, technology, and educational issues, and has an M.A. in English from C.S.U. Dominguez Hills.

Erie Brush created innovative brushes with varied filament lengths that thoroughly, efficiently, and cost effectively clean wheels and tires.



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Appeal of Candy Spans All Ages



Candy and convenience go hand in hand. “From childhood memories of buying gum at your neighbourhood convenience store to the pleasure of buying candy as an adult, the appeal of candy spans all ages,” says Jennifer Vincent, senior manager, global communications, Alimentation Couche-Tard Inc.

Convenience stores need a selection of confectionery products that appeal to children as well as adults, says Vincent.

“Confection is not only important on its own, it also pairs well with other categories and can easily help build the basket when the customer comes in for a beverage or other item,” says Vincent. “Confection is a treat for customers looking for a small indulgence and it is a category that makes people smile.”

Customers look for their favourite candies that they have enjoyed over the years, however they will also venture to try new flavours, new products and new formats, notes Vincent.

“Like other categories, it is important to provide innovation as it fuels category growth and we continue to delight and make it easier for our customers,”

says Vincent. “While brand recognition is important, quality and value are just as important. Our Couche-Tard/Circle K private brand candies continue to grow in popularity and we ensure that our quality is equal, or better, than the national brands while providing the customer with value. Customers remain cost conscious and are looking for quality products so that is what we aim to deliver with our private brand candies.”

Confectionery is by nature an impulse item so it continues to be important for the convenience channel where consumption is primarily immediate and purchases unplanned, says Matt Schnarr, founder and chief customer officer, AWAKE Chocolate.

“While the largest categories in C & G are tobacco and lottery, they are not necessarily relevant to all consumers,” notes Schnarr. “Confectionery, along with snacks and beverages, has appeal where lottery and tobacco may not.”

Which confectionery items are increasing in popularity depends on cohort and channel, notes Schnarr, “but we are seeing our portion control sizes grow faster than our full sized bars.”

Beyond the historically steady items, >>

Convenience stores need a selection of confectionery products that appeal to children as well as adults, says Vincent.





"Couche-Tard/Circle K private brand candies continue to grow in popularity and we ensure that our quality is equal, or better, than the national brands while providing the customer with value." – Jennifer Vincent



AWAKE recently launched a Caramel Chocolate Changemaker product that is fortified with the caffeine equivalent of half a cup of coffee. The portion control Caramel Changemaker Bites are 80 calories.

many consumers are looking for portion control, lower calories or products that deliver additional value or functional benefits, says Schnarr, noting a shift towards low sugar, keto certified products that still taste great and do not deliver as many calories.

"The biggest brands have been the biggest brands for decades," states Schnarr. "New formats and flavours by these same brands generally cannibalize their existing sales or trade between the top SKUs. To truly grow the channel, retailers must look for differentiated products that bring in new customers or occasions. AWAKE can help fill this void through value added functionality and portion control formats that can be purchased as basket builders rather than in lieu of something else."

AWAKE recently launched a Caramel Chocolate Changemaker product that is fortified with the caffeine equivalent of half a cup of coffee. The portion control Caramel Changemaker Bites are 80 calories.

"The Caramel Changemaker item is our top SKU in the U.S.A. and we are very happy to be finally bringing it home to Canada," states Schnarr.

The pandemic significantly increased confectionery consumption but sales are starting to return to pre-pandemic levels, says David Scholtens, co-owner and president, Scholtens Candy Incorporated.

"What we are dealing with now, along with similar companies to ourselves, is struggles with supply issues, labour issues and associated costs of transportation, packaging and product," states Scholtens. "Everything is going up, up,

up. This is happening across every industry and we are not immune to it."

Consumers are looking for ingenuity; something a little different in their candy selections. Freeze dried candies are gaining fame and popularity among consumers and Scholtens Candy is considering including them in their future offerings.

"Freeze dried candy is going viral," says Scholtens. "A lot of candy stores that have it are completely sold out. We're contemplating becoming the first nation-wide distributor to carry freeze dried candies."

Gummy candies have become a huge market, says Scholtens, noting that a lot of gummy manufacturers are supplying the infused market.

"We're not really a player in that market," says Scholtens. "There are a lot of concerns from our ownership group that an infused gummy could get into the hands of a child."

Scholtens advises convenience retailers to work closely with their local supplier representatives when it comes to choosing the right confectionery items for their stores.

"Use the sales data that we provide based on region when it comes to which items to have in your display racks because what sells in Moncton, New Brunswick is different from what sells in Vancouver, British Columbia," says Scholtens. "Our history tracking system will recommend which items sell in your area so listen to your sales rep's recommendations for items to carry in your store. Then, your sales are fully guaranteed. If you don't follow our recommendations, then we can't give you a credit



Gummy candies have become a huge market, says Scholtens, noting that a lot of gummy manufacturers are supplying the infused market.

when those items don't sell."

Confectionery is incredibly important for the convenience channel, says Scholtens, noting that it is a strong industry that continues to grow.

"Convenience stores are dealing with razor thin margins on a lot of their products," he notes. "It's really confectionery, snacks, and beverages that makes them the money they need to survive. Other items might bring people into the store but it's the healthy margins of 30-40 per cent that keeps the lights on. We are a value supplier. Value for customers is the main thing that we provide. We have a great mix between quality and value. Our Cottage Country brand is a value option that still provides the quality you deserve."

Chocolate continues to be a repertoire category with various formats playing different roles, whether for an immediate emotional boost to satisfy a craving or a way of connecting through social or holiday occasions, says Mike Zepp, category and shopper development manager, confectionery, Nestle Canada Inc.

"Chocolate is extremely important to a convenience retailer," notes Zepp. "Shoppers crave the category and purchase it on impulse. Having the shopper's favourite chocolate brands, like KitKat, Aero, Coffee Crisp or Smarties, placed in highly visible locations around the store, help with basket building purchases. Chocolate continues to rank as one of the highest snacking categories in regard to household penetration, impulsivity and purchase frequency."

The occasion of grazing is increasing in consumers' daily habits as people

look to make everyday tasks more enjoyable by integrating chocolate as an accompaniment to those events, says Zepp.

Consumer at home behaviours that were developed over the pandemic are expected to remain and chocolate continues to be a big part of these moments, says Zepp.

Confectionery retains a place of importance on the shelves of retailers across the country as consumers continue to seek the solace of a treat that carries them through their daily tasks and routines. **9**

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The Case for the Use of Retractable Flex Piping at Fueling Sites

By Ed Kammerer

Retractability is an often-overlooked trait. For example, did you know that seven Major League Baseball teams currently play in stadiums with retractable roofs? The Rogers Centre, home of the Toronto Blue Jays, which opened in 1989 as a true architectural wonder, is the granddaddy of them all. There has even been talk of eventually replacing the permanent domed roof on 46-year-old Olympic Stadium in Montreal – home of the dearly departed Montreal Expos – with a retractable one.

Additionally, BC Place in Vancouver, the home of the CFL's British Columbias Lions, opened in 1983 as a fixed-roof stadium, but was retrofitted with a retractable roof in 2010. Down south, the NFL currently features five franchises – Arizona, Atlanta, Dallas, Houston and Indianapolis – that play in retractable-roof stadiums.

The benefits of this roof retractability are obvious: open the roof to let the good weather in, close the roof to keep the bad weather out. No more rain delays, cancellations or sitting with the sun beating down on you on those unbearably hot 35°C (95°F) afternoons or icicles forming on your nose on those unbearably cold -20°C (-4°F) nights.

Retractability can also have benefits for the operators of

retail or commercial fueling sites. In this case, we are talking about the piping in the site's underground fuel-delivery system. After years of digging trenches, laying pipe and covering it all up with concrete, did you know there is a retractable flex-pipe option that helps optimize installation time, lower installation and labor costs, and streamline inspection, repair and replacement processes?

Surveying The Alternatives

Originally, the fuel-delivery piping at a fueling site was constructed of steel before rigid models constructed of fiberglass began to gain in popularity. No matter the material of construction, however, the process of installing the piping was the same: earth was moved, trenches dug, pipe laid and then it was covered up with concrete, never to be seen again unless it needed repair or replacement. This meant that any repair or replacement would require the breaking of concrete, which is costly and time-consuming.

In addition to those traditional drawbacks, recent years have seen supply-chain disruptions affect the availability of fiberglass pipe. This not only results in long lead times when

**Retractable flex
piping — is the
better choice for
fuel-site operators
who want to
optimize the cost,
efficiency and
safety of their fuel-
delivery systems.**

ordering fiberglass-based products, but the polymer shortages have resulted in price increases for raw materials and finished products.

With the availability of fiberglass at a premium, some fuel-delivery system manufacturers have turned to semi-rigged pipe as a replacement. Alternatively called Fusion Pipe, this piping is generally constructed of high-density polyethylene (HDPE) and comes in pre-determined lengths that must be welded together. This results in long, costly and labor-intensive installation times, with some non-zero chance of installation errors occurring, and since the pipe is directly buried, it requires breaking the concrete to access the piping for service or replacement.

The semi-rigid piping joints also must be connected in a precise manner, namely within a certain temperature range and in rain- and snow-free conditions. This can be problematic in Canada for the obvious reason that the Canadian climate can be quite volatile with severe swings in temperature and climactic conditions occurring over the course of the year.

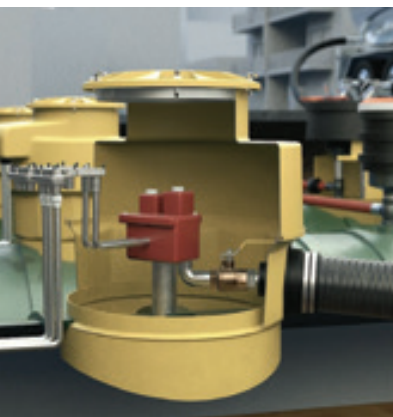
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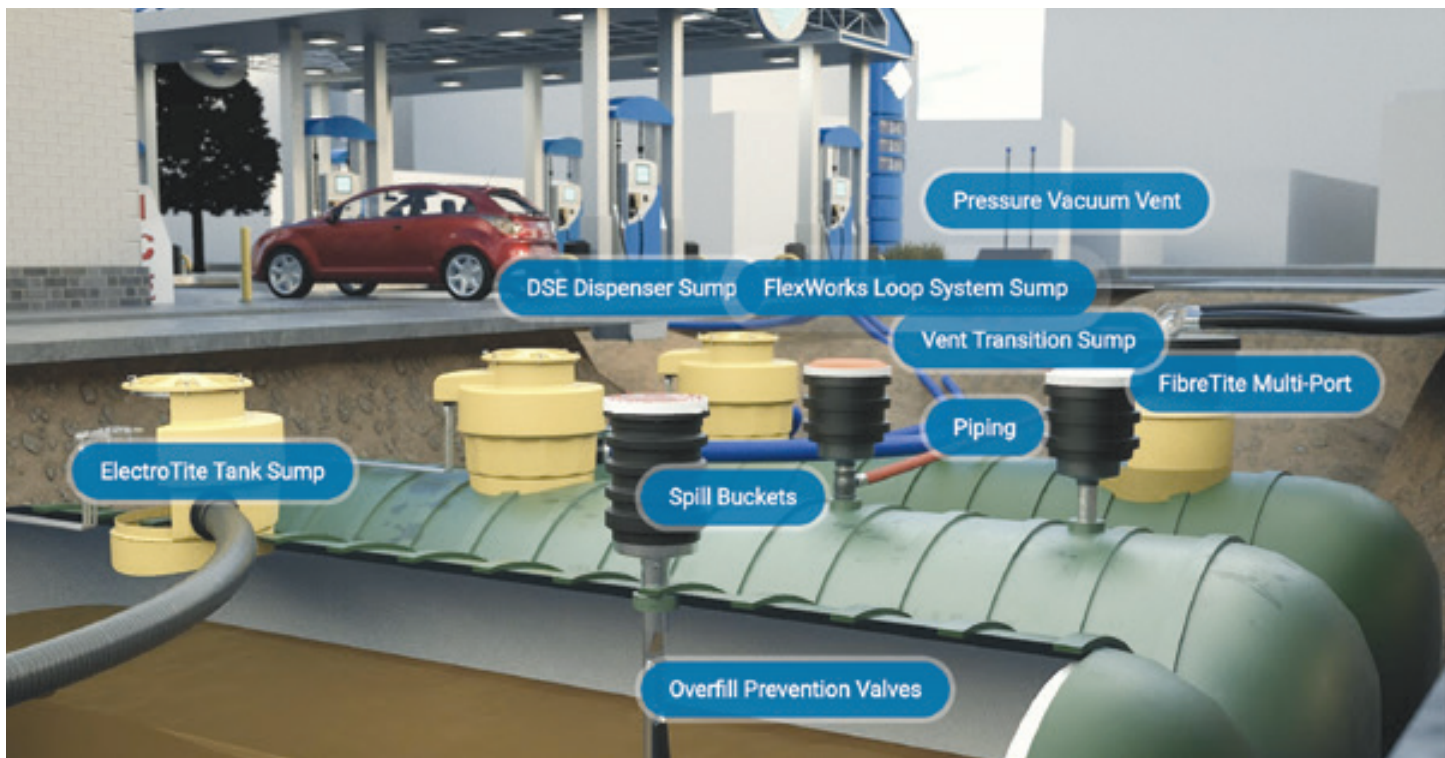
mean that another alternative to rigid fiberglass piping – retractable flex piping – is a better choice for fuel-site operators who want to optimize the cost, efficiency and safety of their fuel-delivery systems.

Follow The Leader

OPW Retail Fueling, Smithfield, NC, USA, set a new standard in underground fueling-system design and performance in 2008 when it introduced the FlexWorks Loop System. The Loop System is a collection of pre-fabricated, factory-assembled underground fueling-system components that need little, if no, in-the-field assembly before they are installed into the ground, with all post-installation inspections, maintenance, repair and replacement activities able to be performed aboveground with no need to break concrete or even remove a fuel dispenser.

The Loop System features UL/ULC971-listed flexible coaxial piping that is installed inside OPW's corrugated, flexible and crush-resistant four-inch Dual-Wall Access Pipe. This allows access to the flexible primary piping for inspection >>





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or maintenance. And should the piping need to be replaced, it can be retracted out of the access pipe at the dispenser-sump connection with no need to disturb the forecourt surface or remove the dispenser.

- Additional benefits of the Dual-Wall Access Pipe include:
- A semi-smooth interior that facilitates ease of installation
- No buried joints


An added layer of protection against product release and external pipe damage

The Loop System's flexible pipe is constructed of KYNAR PVDF, which has a 50-plus-year history of use in some of the world's most demanding petroleum and chemical-handling applications. Since installation of the flex pipe requires only its insertion into the access pipe and connection to the dispenser and submersible pump via double-wall pipe couplings (DPC) and rigid entry fittings

(REF), it requires no welding or adhesives, which eliminates exposed joints and fittings that can be notorious leak points.

While OPW traditionally offered its flex pipe in one-and-a-half and two-inch diameters, it recently introduced the HiFlo Loop System for use at high-volume truck stops. While maintaining all of the benefits of the original Loop System, the HiFlo version takes those components and supersedes them so they can deliver the higher fuel flow rates that are required at truck stops or hybrid convenience-store setups that feature truck-fueling lanes. The upgraded components in the new HiFlo Loop System include three-inch coaxial double-wall pipe and six-inch access pipe that resists crushing and allows easy access and pipe retraction for maintenance, repair, removal and replacement, just like the legacy Loop System.

Conclusion

There is no need to retract the fact that retractability in fuel-delivery system piping can provide many benefits for retail and commercial fuel-site operators. For years, OPW Retail Fueling has been on the leading edge of developing and providing flexible piping that can be pulled out of an access pipe, rather than directly buried in the ground where there is no hope that extraction can take place or repairs can be performed other than through expensive excavation. A retractable-piping system featuring a flexible double-wall pipe makes the process of fuel-site operation more cost-effective, efficient and environmentally safe. 

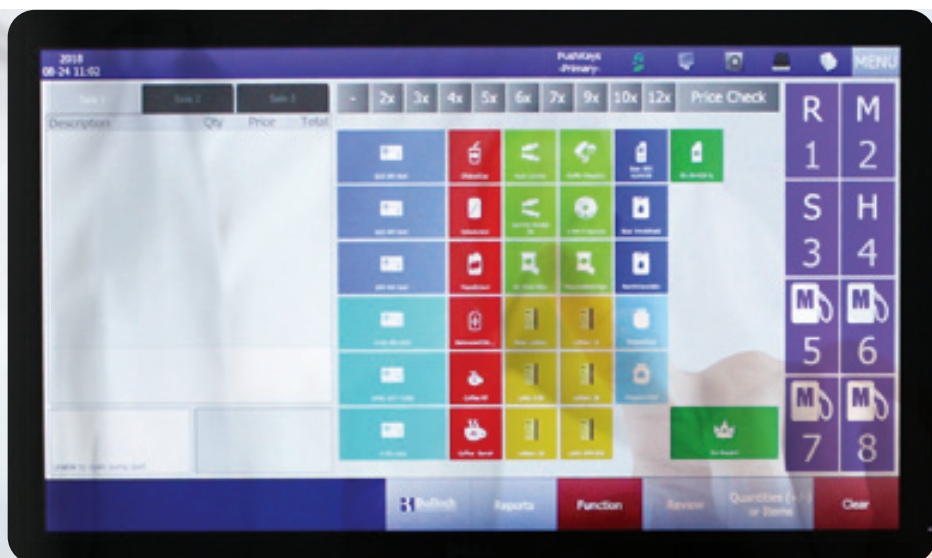
Ed Kammerer is the director of global product management for OPW, based in Cincinnati, OH, USA. He can be reached at ed.kammerer@opwglobal.com. For more information on OPW, go to opwglobal.com.

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A Life's Journey

Assessing the lessons learned as a retail-fuel site owner exits the industry after nearly 50 years in business

Operating a retail fueling site requires an ironclad commitment and strict attention paid to critical things – both regulatory and operational – all of which must be optimized if you are to ensure that a safe and profitable business is built. Digging deeper, a profitable, fulfilling retail-fueling business will be one that successfully complies with all federal, provincial and local statutes, while keeping the fuel storage and delivery equipment in perfect working order and staying in touch with any advances in fueling equipment technology that can further benefit the business.

Fuel site operators who successfully navigate through changing environments and help people satisfy their transportation needs play a leading role as an important cog in a wheel that enables businesses of all kinds to flourish. It's safe to say that constant vigilance and an innate ability to anticipate when change may be coming have great importance.

Let the following first person recollection be a guide for current fuel site owners who are looking to further enhance the performance of their business, or for those who are contemplating starting their own fueling business. As this case notes, it's imperative to identify and work with a fueling equipment manufacturer and supplier that possesses the experience and product portfolio to be an able assistant in clearing any hurdles. Establishing a true partnership between owner/operator and supplier will go a long way in ensuring that success is achieved.

A First Person Case Study

The retail fueling journey for one business owner in northern Ontario began nearly 50 years ago with the inheritance in 1976 of a fueling site that had been in operation since 1940. The site's setup is typical for a small, rural location: a two-and-a-half-acre plot near a freshwater lake with one fueling island featuring two dispensers, one for gasoline and one for diesel, with two nozzles on each dispenser. The site also includes a small convenience store/gift shop and, befitting its locale, a bait-and-tackle offering.

Despite its small stature, the site does a robust business, with annual fuel volumes averaging between 600,000 and 700,000 liters (158,500 and 185,000 gallons), which equates to between 1,650 and 1,920 liters (436 and 507 gallons) sold per day.

Upon acquiring the site in 1976, one of the first things the new owner did was install an upgraded fuel-dispensing system, including new underground storage tanks (USTs).

"We put in new USTs because that allowed us to begin selling premium gasoline," said the owner. "Then, every two years after that, the entire system was pressure tested and cathodically checked to help ensure that all components had maintained their operational integrity and were functioning properly, and that no fuel leakage or water intrusion was occurring."

As the years passed, the site's fuel-dispensing system would pass every test with no leaks, no code violations, no fines and no need for any type of remediation activities. But, as we all know, life is full of change – especially when you're talking

about a retail fueling business that spans multiple decades.

For the site owners, there were the obvious ones – vehicle engines evolved, fuel formulations were modified or added, POS systems were upgraded – and they were diligent about staying on top of all the latest technological advances. There is one agent of change, however, that has the best interests of the retail fueling industry at heart and is always working on ways to improve the safety of fueling operations: regulatory agencies.

In that vein, in the early 2000s, regulatory agencies throughout North America turned their focus to UST leaks, many of which had been proceeding undetected for numerous years, fouling groundwater supplies and the soil in which they were buried. In Ontario, this UST cleanup regime fell under the purview of the Technical Standards and Safety Authority (TSSA), which, at the turn of the 21st century, created the Technical Standards and Safety Act of 2000. Contained in the Act was a schedule with end dates when USTs of various ages were required to either be replaced or upgraded. For our owners, which had last installed tanks in 1976, making them between 20 and 24 years old, they needed to replace or upgrade their USTs by Oct. 1, 2007.

"All upgrades were done in accordance with the government regulations," said the owner. "They were verified by the TSSA so we could retain our permit to sell motor fuels, and if we had not upgraded, we would not have been allowed to purchase fuel."

Now, 15 years later, and many million more liters of >>

successful sales and more than 45 total years in business, the owners have decided to put the site up for sale. But that process has not been without its own challenges.

"It was recommended by our real estate agent that we upgrade the site to make it more appealing to potential buyers," the owner explained. "In consulting with the Ontario Petroleum Contractors Association (OPCA), they suggested that we cap the old USTs and replace them with aboveground storage tanks (ASTs). We agreed and have purchased new ASTs but they have not been installed yet because – it's always something – there's a shortage of concrete in our area."

So, in 46 years in business, what overriding lessons have been learned?

"The latest upgrades are costing us more than \$200,000, which is just too expensive for a small, independent business," the owner said. "We'll never recoup our investment, but the ASTs may draw in new business as the site looks prettier and hopefully this will bring in new potential buyers."

Ed Kammerer is the director of global product management for OPW, based in Cincinnati, OH, USA. He can be reached at ed.kammerer@opwglobal.com. For more information on OPW, please go to opwglobal.com.

LESSONS LEARNED

We commend and congratulate the owners of this retail-fueling business for their lifelong commitment to the industry. We hope their story gives at least a small glimpse into the life of a fueling business owner, some of the challenges they may face and ways that those hurdles can be overcome.

We feel that there are two main takeaways from this story that can be applied by the owners of fueling businesses everywhere:

1. **Stay abreast of the latest regulatory rumblings.** New regulations are rarely imposed overnight and generally have to go through an exhaustive review and approval process before becoming the law of the land. In Canada, a good "hack" in this area is to keep an eye down south on what the U.S. Environmental Protection Agency (EPA) is doing. In a lot of instances, Canada's regulatory bodies will piggyback on new EPA regulations, writing them into law a year or two after they have been instituted in the U.S.
2. **If possible, be proactive in maintaining or upgrading** your fueling equipment components and system, both above and underground. This advice ties in nicely with our recently completed three-part series on proactive equipment selection, which lays out the reasons that being proactive rather than reactive in outfitting your site will pay off in the long run.

As always, OPW Retail Fueling, Smithfield, NC, USA, is working hard to develop and manufacture fueling-system components and systems that not only satisfy all regulatory concerns, but also work to make retail-fueling businesses as safe, reliable, efficient and profitable as possible. Visit www.opwretailfueling.com to learn about all of our latest advances and how they can meet your needs.

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By Meline Beach



Krista Anderson – Rebuilding the Dream an Entrepreneur's Winding Journey of Success

KRISTA BRACED HERSELF AGAINST THE WALL as she listened to the voice on the other end of the line tell her that her business, founded six years ago at that time, had come to an abrupt end. Time spent planning, devising a strategy, finding allies, navigating sales, and executing to plan, came crashing down when her trusted distribution partner had not only pulled the plug on their partnership but also stole her business model—a business based on offering healthy food snacks for on-the-go consumers at standalone food stations displayed at convenience stores across the United States. It was her American dream, yet at that moment, it felt more like a nightmare.

"They wiped out my brand at over 200 stores, stole my merchandising displays, put a different sign on them and cut my company out," says Krista, who sold everything she owned and lived in a tiny garage apartment for three years to build the company. "I lost 80 per cent of my business in what felt like overnight and what was once my dream quickly became my greatest despair."

At that moment, her belief in the American dream, achieved through hard work, courage, and determination, shattered. She believed her business was a stepping-stone to help change the health of America.

As founder and CEO of ESSTAR, an organic food brokerage

and distribution company, Krista's entrepreneurial journey has been a winding road, stemmed from a personal crisis and fueled by passion.

Her mission is to make the healthy choice the convenient choice by providing customers with healthy options in places they've never been available before, through "Healthy on the Go" food stations across the country. Called to action by a long but victorious battle with stage 2 kidney cancer in 2007, and stage 4 cancer in 2009, when she was given only three months to live, Krista became passionate about healthy eating.

"I quickly made a plan to do what I could to fight the disease through a healthy lifestyle alongside modern medicine," says Krista. "One of the greatest challenges I faced during that time was to find healthy foods when I left home. I needed nutritious, plant-based organic foods to help keep my body healthy."

Krista often packed her own snacks to take with her wherever she went but was deeply plagued with the question: "Why is there never anything healthy in a convenience store?"

In 2014, when Krista was healed from cancer, she decided to create the change she desperately wanted to see.

"My life mission became to help create a preventative health-care system by making healthy foods accessible to people," says Krista. "The first step was to start in convenience stores because they are on every corner and this would be the quickest

way to give access."

All she had was one big idea and a believing retailer.

I shared my story of overcoming cancer and my idea to have a healthy snacks section in convenience stores with a local retailer in Nashville, Tennessee. They were inspired by my mission and offered me six retail stores to test the concept."

She ordered merchandising displays and within six months, Krista's Healthy on the Go was launched in its first six convenience stores.

She set off to research America's top healthy snack products for transparency, efficacy and ingredient profiles to ensure of their nutritious value. She ordered merchandising displays and within six months, Krista's Healthy on the Go was launched in its first six convenience stores.

"In the beginning, it was an uphill battle that I was able to overcome through marketing and advertising strategies, and the power of storytelling – to change consumers' perception of our convenience store partners that they are now a healthy destination for people to rely on."

Within three years, Krista was at the

height of her professional success when ESSTAR was nominated by Michelle Obama's non-profit organization, Partnership for a Healthier America as a "catalyst for change" for America's health. Krista recalls the victorious feeling, a moment of honour as a small female-owned business and having the opportunity to meet the former first lady of the

United States and speak at her organization's conference.

Euphoria crash-landed with one phone

call and her dreams unravelled with the news that her largest distribution partner had taken over her merchandising solution and changed it to something similar but different, under the guise of "Better for You" snacks that were not necessarily healthy.

That betrayal based on power and greed, and the fear of a long and legal battle with no guarantee for justice, took its toll on Krista and made her question everything. "Who can she trust – if not partners that became friends? Why get up and rebuild? What is to stop this from happening again?"

It took two years of self-care, reflection, and a relocation to the South of

France, for Krista to find her passion again, thanks to the European culture she says emphasizes work/life balance and prioritizes well-being. A key learning outcome she realized is a shift in perspective in achieving personal balance.

"While promoting a company based on personal health, I was not a living example," says Krista, who recalls working non-stop and taking little time for herself. "It's so easy to get caught up in chasing the American dream, conditioned to believe that success is based on a job title or how much money we make and that the things we own bring satisfaction. We get wrapped up in the illusion and forget that the most joyful moments in life are the simple ones – out in nature, sharing a meal with friends or making memories with family – we are better people and employees when our life is balanced. As a cancer survivor, I've realized the most important accomplishment in life is living and enjoying life."

With a greater sense of self-awareness and confidence, combined with grit and determination, Krista is back on track to rebuilding her dream. This adversity has served as an opportunity to demonstrate resilience and tenacity, and to learn from mistakes while surrounding herself with people who can help. A lesson learned and piece of advice she shares, as she >>



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takes control of her dream, builds a bigger story, tells it louder and seeks stronger relationships than before, backed by contracts, is this: Build the cost of failure into your business, budget for loss and build a safety net. While no one plans to fail in business, sometimes good comes out of bad and resilience is what bounces us back to achieve our objectives.

"I have come to realize that I cannot do this alone at the capacity I was before," says Krista. "To make great change happen there must be unity in partnerships. This is a big mission and there is much work left to do."

Krista remains true to her purpose and is looking for companies that want to join the movement, cause, and catalyst for change in creating a preventative healthcare system. More than just a healthy label, she is looking for functional snacks with transparent manufacturing and supply chain processes, and brands with a story of their own that



fuels their passion for making an impact.

"Every partnership every day is my greatest victory," says Krista, who is grateful for the people who believe in her mission. "The journey is real; you've got to be passionate and always of service."

ESSTAR is now an international company that represents a growing number of functional snacks available in hospitals, universities, airports, and other retail settings. To learn more about ESSTAR, visit www.esstar.us, or

connect with Krista directly on LinkedIn, Instagram and Facebook. [9]

Meline Beach is a Toronto-based communications practitioner and frequent contributor to Convenience & Carwash Canada. In addition to freelance writing, Meline provides communications and public relations support to businesses across Canada. She can be reached at www.mlbcomms.ca.

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100-year Company Takes Next Step Toward a Bright Future

Wallace & Carey Announces Executive Leadership Changes
CALGARY, Wallace & Carey, Inc. recently shared important changes to the executive leadership structure. Pat Carey, owner of the CMI group of companies and the parent company of Wallace & Carey, has announced the creation of an advisory board where he will serve as chair. Current Wallace & Carey president Dan Elrod is appointed CEO of CMI.

Industry veteran Eric Rolheiser will take over the role of President at Wallace & Carey, effective September 12, 2022. Rolheiser is a committed leader with extensive executive-level expertise and a strong record of success in the industry.

"We've learned a lot about this business after more than 100 years in operation, but one of the most important lessons over the past few years is just how critical a consistent supply is to our customers across Canada", said Carey. "We are proud to have maintained our commitment to deliver despite the impact of some of the most disruptive forces our industry has ever seen. Eric has long been a voice of leadership to the industry and a friend to the company. His fresh perspective, on balance with long-standing experience, will enable even more ways to meet and exceed our commitment to customers, teammates and suppliers."

"It's an honour to join a Canadian legacy like Wallace & Carey, and I truly appreciate the opportunity to be part of a bright future", said Rolheiser. "I look forward to working with such a strong team as we continue to strengthen the customer and vendor partnerships that we value so highly."

This news represents a significant and positive development in the Canadian distribution and logistics industry, as the importance of strong supply chain infrastructure continues to grow.



Dover Fueling Solutions to Exhibit Advanced Clean Energy Solutions at the 2022 Gastech Exhibition and Conference

AUSTIN, TEXAS –Dover Fueling Solutions ("DFS"), a part of Dover Corporation and a leading global provider of advanced customer-focused technologies, services and solutions in the fuel and convenience retail industries, is looking forward to welcoming customers and industry partners to the 2022 Gastech exhibition and conference at the Fiera Milano, Italy from September 5-8. In this clean energy tradeshow, DFS will focus on advanced energy solutions including the LIQAL LNG dispenser, the brand-new Wayne Helix™ 6000 II CNG fuel dispenser and the DFS Hydrogen dispenser – all of which are part of DFS' turn-key solutions offering.

As the largest exhibition of its kind supporting the gas, Liquefied Natural Gas (LNG), hydrogen and energy industry, Gastech 2022 Milan provides DFS with the perfect platform to showcase its new clean energy solutions and the value they can bring to the market. This exhibition is also an important enabler of engagement between policymakers, business leaders, disruptors, and innovators. With countries around the world implementing legislation to encourage the use of, and investment in, alternative fuels, it's now time to diversify forecourt offerings across the globe. As such, DFS is planning to address several key challenges and opportunities created by this energy transformation to further enhance clean energy solutions within the fuel and convenience retail industries.

LIQAL LNG Fuel Dispenser, DFS Hydrogen Dispenser

LIQAL LNG dispensers are designed using state-of-art technology and are recognized for their reliability. Their field- proven components provide dependable performance and deliver outstanding uptime and availability, regardless of site throughput. Assembled with solid corrosion protection resulting from a powder-coated stainless-steel casing, these LNG dispensers are protected in even the harshest weather conditions. LIQAL LNG dispensers also offer a modern user interface with a touchscreen display, making it easy for truck drivers to select their preferred language and filling conditions, including cold or saturated LNG.

The DFS Hydrogen dispenser has been expertly designed for reliable performance against low total cost of ownership, leveraging decades of hydraulic innovation to make the refueling process safe and dependable. Bringing true product leadership to your retail forecourt or truck refueling hub, this dispenser was born from the best technology DFS and LIQAL have to offer. With multiple configuration possibilities and a broad range of options, this dispenser can be made to fit even the most specific forecourt needs, including simultaneous filling of two nozzles in any combination of H35 and H70 dispensing pressures.

The Wayne Helix 6000 II CNG Fuel Dispenser

The Wayne Helix 6000 II CNG fuel dispenser is specifically designed to deliver CNG (compressed natural gas) effectively and efficiently on the forecourt. Thanks to advanced IoT technology, the Helix 6000 II CNG fuel dispenser seamlessly connects to the powerful DX Cloud for remote management and advanced diagnostics. Available as a standalone or back-to-back model, the Helix 6000 II CNG fuel dispenser is suitable for both retail and truck applications. With multiple configuration possibilities, including the ability for traditional passenger cars and heavy-duty vehicles to use this fuel dispenser simultaneously, the four-nozzle model facilitates flexible fueling from a single CNG island at busy forecourts.

Domenico Sicilia, sales director, alternative fuels LNG, Hydrogen & CNG, commented, "DFS is a reliable and leading fuel dispenser manufacturer within the European market, and has been for decades. Gastech 2022 presents a unique opportunity for DFS to respond to the increased demand for clean energy solutions, showcasing advanced LNG, CNG and hydrogen technology in a brand new range of dispensers as well as complete station configurations, which provide the flexibility to meet specific, customized needs."

If you're attending the Gastech 2022, make sure you join DFS and LIQAL live demonstrations and in-depth product discussions at stand 13B21, where you'll have the opportunity to experience the future of clean energy. At DFS, we are powering a cleaner, greener future. Join us on our eco journey.

For more information visit, www.doverfs-events.com/gastech

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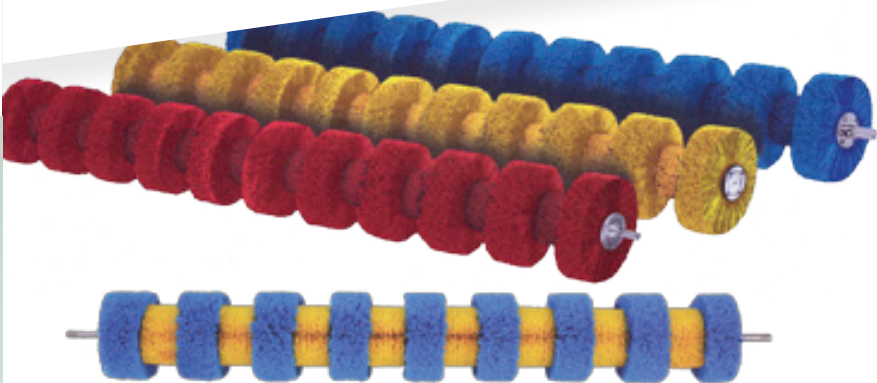


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