



OUR FUELS EXPERTS CAN HELP YOU CHOOSE THE MOST EFFECTIVE FUEL FOR YOUR NEEDS AND ADVISE YOU HOW TO KEEP YOUR EQUIPMENT IN TOP CONDITION.

Shell has been at the forefront of fuels technology for more than a century. Our innovative products, developed and tested to the highest standards, bring environmental¹, efficiency and performance benefits to our customers. Our technical experts and scientists are passionate about helping customers to use our products effectively, so that they bring maximum value to their businesses.

¹ For Shell FuelSave Diesel it is designed to promote more efficient combustion, which can help save fuel and in turn reduce exhaust CO₂ emissions and black smoke. Shell FuelOil Plus can produce **visibly less black smoke** and lower particulate emissions by up to **70%***.

*Compared to regular fuel oil. Savings may vary with type and operating condition of the equipment/boiler and are based on customer experience including Shell-supported tests. In some cases, customers have achieved higher fuel efficiency or reduction in particulate emissions and black smoke.

For further details see our website at www.shell.com

COMMON CHALLENGES WITH FUELS APPLICATIONS

- Poor quality fuels affecting equipment reliability, resulting in unplanned plant shutdown
- Lack of expert knowledge to deal with product contamination issues
- High fuel consumption due to poor optimisation
- Lack of technical expertise in selecting and introducing new fuels into operations
- Compliance with increasingly stringent environmental legislation

SHELL CAN HELP

The right choice of fuels can offer you optimised fuel consumption, lower operating costs and easier maintenance. Using the most professional fuels management protocols will keep your chosen fuels in good condition and support your sites in complying with the highest safety and environmental standards.

Shell's team of fuels experts can help with your fuels issues. They offer technical knowledge on product applications and practical advice on fuels quality and fuels handling issues. Our local and regional fuels quality consultants and fuels engineers are supported by global specialists –

bringing the benefits of their worldwide experience to your fuels challenges.



Shell Fuel Technical Services

DELIVERING TECHNICAL EXCELLENCE TO YOUR OPERATIONS

FIND OUT MORE -
TALK TO SHELL COMMERCIAL FUELS TEAM

Please contact your local Shell Commercial Fuels representative for delivery of a first-class national and international integrated fuels service

www.shell.com/commercialfuels



Shell FuelAdvisor

GIVE YOUR EQUIPMENT THE SUPPORT IT REQUIRES



HOW CAN SHELL FUEL ADVISOR HELP?

Our team of Fuel Advisors can support your business by:

- TECHNICAL EXPERTISE** Providing technical expertise relating to product selection and application.
- QUALITY CONTROL** Supporting you on fuels quality issues (including product sampling).
- CUSTOMER SUPPORT** Answering general enquiries relating to fuel applications and the benefits of our premium fuels.
- 1+1** Supporting premium product introduction into customers' fuels system.

WHAT ARE THE BENEFITS?

- Selecting the right fuel for the right application helps to ensure that your operations run efficiently, disruptions are minimised and costs reduced.
- Fully understanding the benefits of premium products and using them on your equipment can help you to realise the product benefits for your business.
- Making use of expert fuels advice leaves you free to concentrate on maximising production for your business.
- Bringing leading edge technical fuels know-how to your fuels quality challenges brings faster resolution, equipment stability and more reliable operations.
- Using the right fuels in the right way will help you to comply with national and international emissions regulations.

HOW FUEL ADVISOR IS DELIVERED

- The Shell Fuel Advisor service is delivered through teams of highly trained technical staff both office-based and in the field.
- These teams have extensive expertise in product quality and applications and have access to the very latest international fuels research and development projects through Shell's network of industry-leading global specialists.

- Our technical helpdesks are located in a number of different countries around the world and can provide answers to your fuels and applications questions by telephone or email.
- In addition, our fuels engineers provide on-the-ground support carrying out plant assessments, trouble-shooting fuels-related applications issues and assisting with the implementation of premium products.

Shell FuelExpert

KEEPING YOUR FUEL FIT-FOR-PURPOSE

Shell Fuel Expert is a specialist fuels management, product support and inspection service designed for customers who have their own fuels storage facilities.

Having chosen a quality fuel from Shell, it is important to maintain the highest standards of storage and dispensing to avoid contamination and tank corrosion. Even the best quality fuel can be degraded unless a few simple housekeeping procedures are followed. We want to help you ensure that your fuels and equipment perform to their best and that your sites meet the Health, Safety and Environmental standards.

With Shell Fuel Expert, our team of Fuels quality consultant and can provide the following consultancy and support services to your business:

- Information on quality assurance best practices to ensure the proper handling of products within your facilities.
- Training in fuels management and housekeeping for your staff.
- Auditing your quality fuels management and housekeeping practices (such as the operation and cleanliness of storage tanks and lines).
- Identification of gaps in your housekeeping practices and recommendations to improve fuel quality management.

WHAT ARE THE BENEFITS?

- Maintaining a clean working environment and ensuring that fuel tanks, pipes and connections are free from contamination will prevent your fuel from degrading during storage and reduce the efficiency losses that can happen if dirty fuel is used in plant operations.
- Quality fuels are an important investment for your company. On-site fuel and equipment audits will help you to improve the effectiveness of that investment by advising you on the optimum use of your fuels, monitoring their benefits and demonstrating their value.
- Regular monitoring and diagnostic testing of fuel and tanks, coupled with the draining and cleaning of fuel storage areas will inhibit microbial contamination.
- A well-informed and trained workforce will help prevent the emergence of fuel quality problems and better deal with them if they arise.
- With increasingly stringent HSE requirements, a top quality fuels management system will help ensure that your site complies with and operates to the highest standards.



HOW WE DELIVER SHELL FUEL EXPERT

- Our Fuel experts will conduct a detailed plant assessment at your site designed to offer you a thorough evaluation of all fuels-related activities in your business.
- Typically covering the receiving, storage, dispensing, usage and disposal of fuels, the assessment is designed to give you a new perspective on the fuels-related aspects of your organisation, helping you to identify areas for improvement and potential cost savings.

THE BENEFITS OF SHELL'S FUELS SERVICES AT A GLANCE

Shell Fuel Advisor and Shell Fuel Expert help you to:

- Use the right fuel, in the right place, at the right time – for optimal performance.
- Enable your staff to concentrate on what they do best – running your business.
- Reduce risk of equipment breakdowns and reliability problems due to poor quality fuels.
- Protect your investment in premium fuels and demonstrate their value to your business.
- Comply with HSE standards.

THE SHELL DIFFERENCE

With over 100 years of experience in advising companies on their fuel needs, Shell offers you extensive product and application knowledge. Operating globally means we can offer you the same high quality products and services throughout the world wherever our footprint exists.



WHAT DO OUR CUSTOMERS SAY?

“Shell engineers have demonstrated their leadership not only in products quality but also in their competency to ensure product quality assurance. I am glad to work with Shell.”

Gerry Malixi,
President of Genex Corp.

“Shell engineers have been supporting our business by providing technical training and conducting joint calls with our sales and technical teams. These services have helped to upskill our people to perform more effectively. We value these types of services from Shell, and they are of great help to our business.”

Paul Tan,
Vice President for Sales & Marketing of Lubri Chem.