

Fuel and Convenience Retail Trends: Changing Needs for Fuel

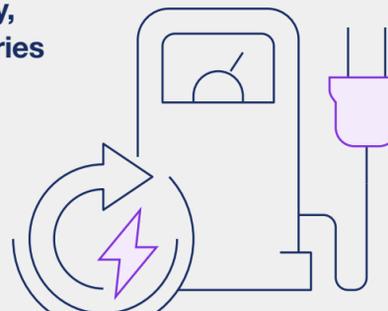
As driving habits and vehicles change, in particular fuel needs, Fuel and Convenience (F&C) retailers must further diversify and innovate. There are two fuel trends impacting F&C retailers; the shift to alternative fuels and regulations to reduce emissions.

The Shift to Alternative Fuels

As battery costs continue to decline, the automotive industry will continue to increase their investments in alternative fuels, and decrease reliance on fossil fuels.

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countries will phase out fossil fuel car sales by 2040, including India, Britain, Canada, the Netherlands, Norway, Poland and Sweden. More countries are expected to follow.¹



Regulations to Reduce Emissions

Further regulations to limit greenhouse gas emissions are increasing, and several countries have set ambitious targets towards “zero” emissions.



40% of new cars sold worldwide will be electric vehicles by 2030.²



100% of new cars sold in Europe will be electric vehicles by 2035.²



Becoming the New Mobility Retailer

Fuel and Convenience retailers must be ready to cater to the growing needs and demands for alternative fuels and embrace the opportunities they open for their business. These are the top areas Fuel and Convenience retailers must focus on.



Transform Forecourts

Introduce more attractive forecourt formats, offering consumers more choice and alternatives, with personalized content at pump.



Introduce New Adjacencies

Focus on natural and emerging adjacency services across new fuels, food, retail and other services.



Fulfill Customer Needs

Introduce loyalty, WiFi, personalized experience and digital app. The customer journey starts at home through promotions.



Manage Site and Operations

Introduce self-service, cashless payments, out-of-hour offerings. Manage back office, headquarter and utility expenses.



Manage Portfolio of Services

Consider partnerships and joint ventures to optimize the service station network and geographical positions.



Maintain Compliance and Security Levels

While transforming, remain compliant and stay secure across the service station network and new services offered.



TNS can help transform your fuel and convenience business by:

- Enabling your customers to choose their preferred way to pay across a multi-channel ecosystem—online, via mobile, at the pump or in-store
- Connecting your devices, sites and applications through a highly reliable, agile, scalable and secure end-to-end managed network
- Moving your transactions in real-time from the point of authorization all the way through clearing and settlement

Find out how we can help your fuel and convenience business.

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