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INSIDE:

FN 50
2022

50+ pages of
leasing
insight



Spotlight: Debbie Floyd, Bauer Media

Fleet, facilities, travel, risk
... no wonder Hall of Famer
is an 'expert ball juggler'

Tomorrow's Fleet: Autonomous vehicles

Solving safety conundrum
will be key to introduction
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News insight: Autumn Statement

Mixed industry reaction
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THE BIG PICTURE

The Autumn Statement turned out to be a bundle of surprises. Proposals to introduce some form of road pricing didn't materialise, despite being widely signposted by those close to Government. However, two announcements – and a third potential change hidden in the details – have major ramifications (good and bad) for fleet operators.

First the bad: electric cars and vans are no longer exempt from vehicle excise duty (VED) and will pay the same standard rate as petrol and diesel vehicles. I've seen lots of media commentary saying this will have little impact on an individual's decision to buy an electric car, and that may be true. But, it has serious implications for fleet operators, particularly as rising energy costs and interest rates have seen the total cost of ownership advantages disappear for both electric cars and vans. The latter are now more expensive than diesel, and VED could affect the speed of transition.

Leasing companies are already telling us that the volume of electric car and van orders has slowed in recent months. And now, fleets will have to budget annual VED payments of £165 for each electric car (albeit £10 in the first year) and £290 for electric vans. Worse still, if the electric car costs more than £40,000 – as many do – the VED rate rises to £520.

Simply tallying up the figures shows the potential cost to business: 100 electric cars will add £16,500 per year to their budget, or £52,000 at the premium rate.

On the plus side, for employees at least, we now have certainty over benefit-in-kind (BIK) tax bands for the next five tax years from April 2024 – and the rises are far less than some industry commentators were forecasting (I'd heard worrying figures of 10%).

From April 2025, BIK will rise by one percentage point per year for electric cars, from the current 2%, to top out at 5% in the 2027/28 tax year. All other rates will rise one percentage point in 2025/26 and will then be fixed until 2027/28, up to a maximum of 37%.

A potential change not announced, but contained within the Office for Budget Responsibility's economic and fiscal outlook, published alongside the Autumn Statement, is a possible 23% rise in fuel duty if tax relief ends.

Frozen since 2011 (and actually cut by 5% last March), this could result in a 12p per litre increase in pump prices at today's figures. However, it is not yet policy and the industry is split over whether this will be approved or rejected by the Chancellor in March's spring Budget.

And what of the phantom road pricing announcement? The fact it was mooted to be in the Autumn Statement suggests there have been significant discussions in Westminster to shape a proposal ahead of public consultation. It seems likely all will be revealed in spring.



Stephen Briers,
group editor,
Fleet News



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CONTACT US

Fleet News, Media House, Lynch Wood, Peterborough, PE2 6EA.

Burning question:

Did you flunk out of any subjects at school or ditch any (with permission)?

EDITORIAL

Group editor

Stephen Briers 01733 468024
stephen.briers@bauermedia.co.uk
Ditched Latin as soon as I could (before O-levels). Puer, puella, arbor etc. Confusing sentence constructions

News editor

Gareth Roberts 01733 468314
gareth.roberts@bauermedia.co.uk
No, I wasn't allowed

Features editor

Andrew Ryan 01733 468308
andrew.ryan@bauermedia.co.uk
No

Head of digital

Jeremy Bennett 01733 468655
jeremy.bennett@bauermedia.co.uk
I did A-level biology having not done O-level (the madness of youth), and dropped sociology. I failed biology

Web producer

Jess Maguire 01733 468655
jess.maguire@bauermedia.co.uk
Ditched the GCSE arts subjects as soon as I could – drama, music tech, dance. Never a fan

Staff writer

Matt de Prez 01733 468277
matt.deprez@bauermedia.co.uk
No, I was a good boy

Photos istock, Chris Lowndes

PRODUCTION

Head of publishing

Luke Neal
I dropped German as soon as I could. I just couldn't make any of it stick

Production editor

David Buckley
I chose history and geography and dropped chemistry and physics. Latin ditched me

Head of project management

Leanne Patterson

Project manager

Rosanna Readfern-Gray
b2bpm@bauermedia.co.uk

ADVERTISING

Group commercial director

Nicky Holt

Group advertising manager

Sheryl Graham 01733 366467

Senior account manager

Emma Rogers 01733979570

Account manager Zaher Khan 01733979466

Telesales/recruitment

01733 468275/01733 468328

EVENTS

Event director

Chris Lester

Event manager

Sandra Evitt 01733 468123

Senior event planner

Kate Howard 01733 468146

Head of exhibitions

Katie Gordon-Hill 01733 468289

Head of conferences

Deborah Beresford 01733 459312

PUBLISHING

Office manager

Jane Hill 01733 468319

CRM & marketing manager

Lauren Annis 01733 468295

Chief financial officer

Bauer Magazine Media

Lisa Hayden

Publishing & product director B2B Group

Mandy Cluskey

MD Automotive Group

Niall Clarkson

CEO of Bauer Publishing UK

Chris Duncan

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Model shown: All-Electric Fiat 500 La Prima by Bocelli 87kW 42kWh MY23, P11D £33,590. Fuel economy and CO₂ results for the All-Electric 500 (87kW). Mpg (l/100km): Not applicable. CO₂ emissions: 0 g/km. Electric range: 199 miles.

[^]These figures were obtained after the battery had been fully charged. The All-Electric 500 (87kW) is a battery electric vehicle requiring mains electricity for charging. Figures shown are for comparability purposes. Only compare electric range figures with other cars tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the starting charge of the battery, accessories fitted (post-registration), variations in weather, driving styles and vehicle load.

FIAT

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reveal their
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35 50+ pages of analysis and insight

TODAY'S FLEET

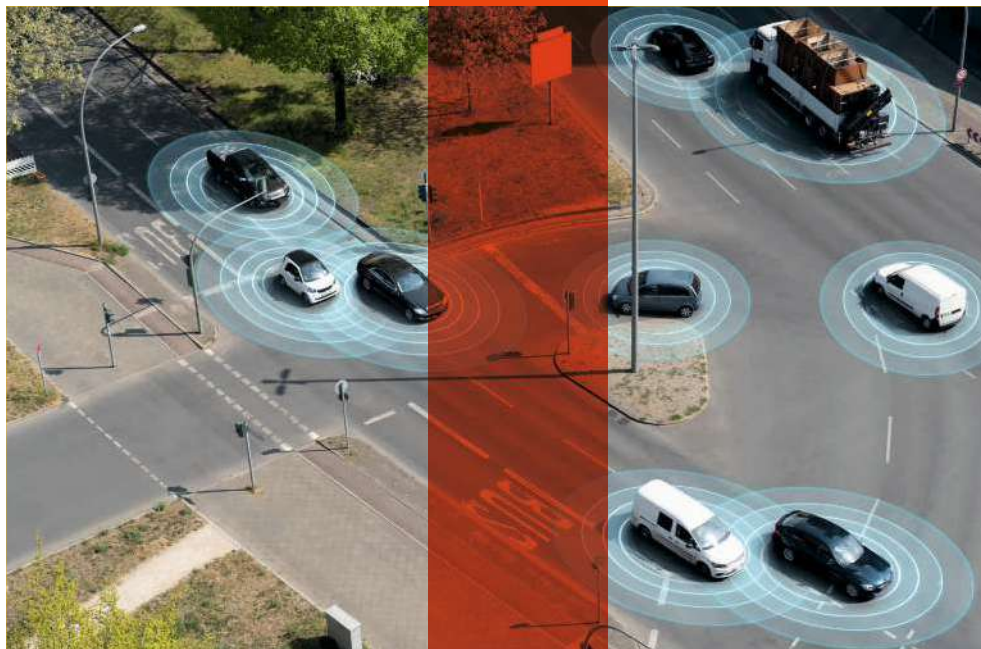
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Fleet industry welcomes company car tax clarity

Government also increases advisory electricity rate, but makes electric vehicles subject to vehicle excise duty for the first time

By Gareth Roberts

Months of campaigning for clarity on future company car tax rates, and an increase in the mileage reimbursement rate for electric vehicles (EVs), has paid dividends for fleets.

The Government says benefit-in-kind (BIK) tax will increase by just one percentage point year-on-year for three years from April 2025 for EVs, while the advisory electricity rate (AER) will increase from 5p per mile (ppm) to 8ppm from December 1.

The industry has lobbied Whitehall for the past few years, with the Association of Fleet Professionals (AFP) and the British Vehicle Rental and Leasing Association (BVRLA) spearheading campaigns.

Paul Hollick, chair of the AFP, told *Fleet News* he was “absolutely stoked” about the changes.

He said: “We’ve been lobbying for ages on both points, and we’re pleased that HMRC and Treasury have listened to what we said.

“It gives some certainty to the market and recognises how fleets have faced a lot of delays with vehicles.”

BVRLA chief executive Gerry Keaney labelled the decision on BIK a “key milestone” in the UK’s transition to zero-emission motoring and cemented the momentum gathered in recent years.

“Our sector is the driving force behind getting cleaner, greener vehicles on UK roads, with the tax regime a critical lever in making it

happen,” he said. “Our #SeeTheBenefit campaign had clear asks around keeping rates low and giving drivers confidence in future rates.

“The Government has listened. We have engaged with MPs, the Treasury and the Chancellor directly, with our voice bolstered by input and letters from thousands of BVRLA members and industry professionals.

“BIK rates remaining fair, alongside the clarity provided by years of foresight, gives us a clear path on the road to net zero.”

LONG-TERM CERTAINTY

Chancellor Jeremy Hunt said he recognised that setting rates for company car tax until April 2028

would provide “long-term certainty” for the market and continue to incentivise the take-up of EVs.

The appropriate percentages for electric and ultra-low emission cars emitting less than 75g/km will increase by one percentage point in 2025/26; the same again in 2026/27; and a further one percentage point in 2027-28, up to a maximum appropriate percentage of 5% for electric cars and 21% for ultra-low emission cars.

Rates for all other vehicles bands will be increased by one percentage point for 2025-26 up to a maximum appropriate percentage of 37% and will then be fixed in 2026-27 and 2027-28.

The one percentage point year-on-year rise will be worth an additional £95 million to the Treasury in 2025/26, £155m in 2026/27 and £245m in 2027/28.

Keaney and Hollick welcomed the increase in the mile reimbursement rate for EVs and the decision to review it quarterly, in line with advisory fuel rates (AFRs).

Hollick said: “An AER rate of 8ppm is much closer to real world costs for the vast majority of electric vehicle drivers and will allow much fairer reimbursement



“BENEFIT-IN-KIND RATES REMAINING FAIR, ALONGSIDE THE CLARITY PROVIDED BY YEARS OF FORESIGHT, GIVES US A CLEAR PATH ON THE ROAD TO NET ZERO”

GERRY KEANEY, BVRLA



– although it remains too low for vans and drivers who don't have home charging.”

Only one-in-eight drivers (12.2%) felt that the current 5ppm reimbursement rate reflected the true cost of charging an EV, according to a recent *Fleet News* poll.

Almost three-quarters (73.5%) of respondents said it should be 10ppm or more, while one-in-five (20.2%) thought it should be three times the current rate and that drivers should receive 15ppm to cover their charging costs.

Thomas McLennan, head of policy and public affairs at the BVRLA, said: “We will carry on engaging with HMRC to push for the continued evolution of the AER.”

EVS SUBJECT TO VED

There was some bad news for total cost of ownership (TCO) calculations, however, with the Chancellor making EVs subject to vehicle excise duty (VED) for the first time from April 2025.

Hollick labelled the move “disappointing” but not unexpected. “It does feel a little as though the Government has given with one hand and taken some back with the other,” he said.

New zero-emission cars registered on or after April 1, 2025, will be liable to pay the lowest first year rate of VED (which applies to vehicles with CO₂ emissions one-to-50g/km) – currently £10 a year.

From the second year of registration onwards, they will move to the standard rate, currently £165 a

year. Zero-emission cars first registered between April 1, 2017, and March 31, 2025, will also pay the standard rate.

The Expensive Car Supplement exemption for EVs is also due to end in 2025. New zero emission cars registered on or after April 1, 2025, will therefore be liable for the £355 supplement, says Treasury.

It currently applies to cars with a list price exceeding £40,000 for a five-year period.

Zero- and low-emission cars first registered between March 1, 2001, and March 30, 2017, in band A will move to the band B rate, currently £20 a year.

Zero-emission vans will move to the rate for petrol and diesel light goods vehicles, currently £290 a year for most vans.

Zero-emission motorcycles and tricycles will move to the rate for the smallest engine size, currently £22 a year. Rates for alternative fuel vehicles and hybrids will also be equalised. ➔

PLUGGING TAX SHORTFALL

Fuel duty and VED combined raise about £35 billion for Government coffers but, according to the Office for Budget Responsibility (OBR) the growing share of electric cars threatened to cut motoring tax revenues by £2.1bn by 2026-27.

In introducing VED on EVs, the Government estimates it will be worth an additional £515m in 2025/26, £985m in 2026/27 and almost £1.6bn in 2027/28.

Mike Hawes, chief executive of the Society of Motor Manufacturers and Traders (SMMT), said: "We recognise that all vehicle owners should pay their fair share of tax, however, the measures announced mean electric car and van buyers – and current owners – will face a significant uplift in VED.

"The sting in the tail is the VED supplement which will unduly penalise these new, more expensive vehicle technologies.

"The introduction of taxes should support road transport decarbonisation and the delivery of net zero,

rather than threaten both the new and second-hand EV markets."

Matthew Walters, head of consultancy services and customer value at LeasePlan UK, was concerned how the high price of EVs could see them subjected to the higher tariff.

He said: "Given EVs tend to have higher sticker prices than fossil-fuelled counterparts, this threatens to be a hefty new tax for electric motorists."

Lex Autolease head of fleet consultancy Ashley Barnett also warned against creating further barriers to adoption.

£1.6 billion
what VED on EVs will be worth to the Government in 2027/28

"The introduction of VED on EVs won't immediately stall future uptake, but it does highlight the need for a more coherent and joined-up conversation between

Government and industry bodies to simplify what is becoming an overly complicated vehicle taxation system."

Possible proposals around a road pricing regime to replace VED and fuel duty, failed to materialise, despite being mooted, so a long-term solution appears to have been kicked into the long grass again.

FUEL DUTY INCREASE AS TAX RELIEF ENDS

The Office for Budget Responsibility (OBR) says fleets could be hit with a 23% increase in fuel duty from March 2023.

With fleets facing record pump prices at the start of the year, fuel duty was cut by five pence per litre (ppl) in March by the then Chancellor, Rishi Sunak, after being frozen at 57.95ppl since 2011.

The reduction in fuel duty, however, was a temporary measure and is due to end next spring, resulting in what the OBR describes as "a record cash increase" that will swell Treasury coffers with an additional £5.7bn in taxes.

Published alongside the Autumn Statement, the OBR's economic and fiscal outlook, says the "record cash increase" would equate to an additional 12ppl on petrol and diesel, swelling Treasury coffers with an additional £5.7bn in taxes.

David Wells, chief executive of Logistics UK, said: "The fact that the detail of this policy was hidden in the body of the OBR report and not announced in the House indicates that the Government was hoping to avoid scrutiny on the topic. We are seeking urgent clarification as to whether the duty rise will be implemented as planned, as a rise of this magnitude would have a detrimental effect on the UK economy."

Matthew Walters was also concerned that the Chancellor made no mention of fuel duty in his statement. He said: "Given the state of the public finances, this would be an unsurprising move from the Chancellor. However, it would also be a significant new burden on household and business budgets – and at a particularly difficult time."

The Government has always made a big deal of cancelling duty rises in the past and RAC head of roads policy Nicholas Lyes believes it will face "colossal pressure" to do the same next year.

"A rise of these proportions would heap yet more misery on the millions of households that depend on their vehicles, most of whom will have just endured one of the costliest winters on record," he said.

A final decision is not due to be taken until the spring 2023 Budget.

Government provides 'all-important' clarity



Harvey Perkins, director at HRUX

The lead-up to the Autumn Statement seemed to be surrounded with doom and gloom around the Chancellor's plans to raise taxes and cut spending.

So, I sit here in a relatively positive mood as, with company cars, at least, the Government seems to have listened to reason and provided all-important clarity for the next five years.

Their policy was to encourage take-up of electric vehicles (EVs), and that seems to continue for the most part.

The biggest positive is company car tax rates. These remain at current levels until April 2025 and will now only rise after that for EVs by 1% in each of the following three tax years.

So, right the way through to April 2028, we know what the rate is going to be. For an EV it will max out at just 5% in 2027/28.

And that, ladies and gentlemen, is what we call a result.

Prior to the Autumn Statement people were talking about rates as high as 10% and we were running 'what-if' models at up to 20% in five years. At 5% we have the lowest rates for several generations, which means an electric company car remains an incredibly tax-effective benefit.

Personally, I'd expected them to target plug-in hybrid electric vehicles (PHEVs), but these also rise by just 1% a year for the three years from April 2025.

PHEVs are still often seen as a good option for those with higher mileage and genuine charging concerns. The rates on BEVs are significantly lower, but employees can still benefit significantly from tax and national insurance contributions (NICs) perspective through a PHEV compared with an equivalent internal combustion engine (ICE) car.

For traditional ICE vehicles the rates will rise by 1% for 2025/26, to a max of 37%, but are then fixed until April 2028. You could argue they were already as high as they could sensibly be.

Other charges, for things like for private use of vans and company car private fuel, rise only by the Consumer Price Index (CPI) – although that's suddenly quite high.

The application of VED from April 2025 for EVs is a little bit of a blow, but no one should say they are completely surprised.

For the most part the rates will be low, but the kicker is the Expensive Car Supplement which will apply to new vehicles registered from April 2025.

This is expensive and applies to cars with a list price of £40k upwards. Lots of traditional ICE cars come in under this figure, but EVs tend to cost more (batteries are expensive), so expect lots of lobbying to raise the £40k for EVs to something more sensible.

Finally, the 100% first year allowance for electric vehicle charge points is extended to March 31, 2025, for corporation tax purposes and April 5, 2025, for income tax purposes.

Earlier on the same day we heard that HMRC had completed its annual review of AER (the electricity reimbursement rate) and increased it from 5p to 8p.

This is broadly what we expected, but is also positive news.

HMRC also said it would review that value quarterly from now on – another piece of good news.

To those who argue that 8p still isn't enough can I remind you that employers can always reimburse the actual cost of charging provided you have the data to prove it is accurate.

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VW Group creates new sales roles as it progresses down agency route

Dealer margins disappear on all fleet sales to be replaced by a commission-based system

By Jonathan Manning

Volkswagen Group has replaced the roles of head of fleet across its five brands with new positions to reflect its move to an agency model for selling cars and commercial vehicles in the UK.

The agency set-up supersedes the traditional route to market via franchised dealerships, and will see the brands set the sale prices of their vehicles, removing dealer margins.

Customers can still choose their preferred dealership, which will provide test drives, consultations and vehicle handovers in return for a commission from VW Group.

The VW Group says the new structure reflects changing consumer behaviour as buyers zig-zag between dealers and websites during the buying process. Under the agency model, drivers will be able to buy vehicles seamlessly online.

The organisational changes were introduced in August and apply to Volkswagen Passenger Cars, Volkswagen Commercial Vehicles, Seat/Cupra, Škoda and Audi. Fleet sales for all of the brands now sit under the direct sales teams.

Owen Shepherd becomes head of direct sales for Volkswagen Cars, with David Hanna his counterpart at



Warren Richards

Volkswagen Commercial Vehicles.

James Jetten becomes head of direct sales for Seat/Cupra; Nick O'Neil, head of direct sales for Škoda; and Bal Ahir, interim head of direct sales, Audi (to December 2022), with Warren Richards replacing Ahir from January 1, 2023.

The agency model covers all fleet sales, as well as sales of electric vehicles (EVs) to private individuals.

A spokesman for Volkswagen Group said the agency model would have minimal impact on fleets and leasing companies, because business customers have had a direct, central relationship with the brands for several years.

The franchise model continues for the sale of internal combustion engine (ICE) vehicles to private individuals, and has seen two more key appointments: Rob Holdcroft, head of network sales for Volkswagen Commercial Vehicles and Claire English, head of network sales for Seat/Cupra.

The logical conclusion is that the direct sales teams will eventually take over all sales responsibilities as the 2030 deadline for the end of sales of all new cars and LCVs with internal combustion engines approaches, followed by the 2035 deadline for the end of plug-in hybrid vehicles.

The spokesman said: "Clearly, we are in the early days of the transition to zero-emission cars by 2035 and the agency model.

"Logically, all sales would then be direct sales – but with another 10-plus years to go, the business



James Jetten



Nick O'Neil



Owen Shepherd



David Hanna

landscape may well evolve further in that timeframe and our goal will always be to maximise the support we give to customers and match the business opportunity."

Fleet trade body the Association of Fleet Professionals (AFP) believes the relationship between fleet and dealerships is so important it has developed a Dealer Standard that includes extensive checklists covering both the pre-delivery inspection of vehicles and the hand-over to drivers, prompted by the greater complexity of EVs.

AFP board member Lorna McAtear, head of fleet at National Grid, commented: "Relationships with dealerships are always key, but they are generally down to people, and they build up over time like any supply relationship. It's mainly improved communication, but if you give dealers repeat custom, the great ones will go the extra mile, with extra

services, such as free delivery.

"By moving to the agency model, we are not sure how many of those services we will lose as a good customer. If dealers haven't got that margin to play with, what kind of service will you get?"

On the plus side, the agency model means fleets only need to have one negotiation to acquire vehicles, rather than dealing with both manufacturer and dealer, which should make it more straightforward to negotiate discounts, volume rebates and harmonise invoicing.

However, the head of one leasing company questioned the long-term viability of an agency model if vehicle production returns to pre-Covid levels. Franchised dealers have been a useful outlet for absorbing, registering and selling excess stock, he said, asking "how will manufacturers manage the local situation from head office?".



IF DEALERS HAVEN'T GOT THAT MARGIN TO PLAY WITH, WHAT KIND OF SERVICE WILL YOU GET?

LORNA McATEAR, NATIONAL GRID



Sal/sac is 'key' to the mass adoption of electric vehicles

But research suggests fleet and leasing industry needs to educate drivers on benefits of making the transition

By Gareth Roberts

The value of salary sacrifice (sal/sac) to the continued uptake of battery electric vehicles (BEVs) has been highlighted in new research, with more than half of drivers (60%) saying they would choose a fully electric car if this funding method was available.

However, without access to a sal/sac scheme, a similar amount (61%) of employees said they would buy a petrol or hybrid vehicle instead.

The survey of more than 2,000 in-work drivers, commissioned by sal/sac specialist Tusker for its annual motoring report, also shows that, despite the cost-of-living crisis, more than half (53%) expect to change their car within two years.

It suggests a huge opportunity for sal/sac and the continued decarbonisation of the UK car parc.

Tusker CEO Paul Gilshan told *Fleet News*: "If we're going to change the UK into an electric vehicle (EV) marketplace, we really need access for all people in the UK and I just don't think we're there, because it's just too expensive (to currently buy an EV).

"Our research clearly shows, however, that demand is definitely there for EVs, given the right incentives."

INCREASING EV UPTAKE

Gilshan contends that low benefit-in-kind (BIK) tax rates for EVs, combined with being able to fund a new car through salary sacrifice, has given

Government a route to drive EVs into the mass market.

"Other (funding) products, as the report shows, are just completely inaccessible to them," he added. "Who can afford to make a £3,000 upfront payment on a personal contract purchase (PCP)?"

Of those expecting to buy a new car, the research, which was exclusively shared with *Fleet News*, reveals that one-in-four (25%) plan to buy a new vehicle on PCP, and one-in-five (20%) plan to buy their vehicle outright.

Of those expecting to switch vehicles in the next two years, more than a third (37%) expect to get a car

that is one-to-three years old, one-in-five (19%) will buy at four-five years old, while 15% said they would opt for a new vehicle.

Data from Tusker's own internal research shows that the average age of vehicle being traded for a new car on salary sacrifice is nine years old.

Gilshan said: "I just think (sal/sac) is able to give more people, in particular the right people, the later adopters, access to an EV now and that is key."

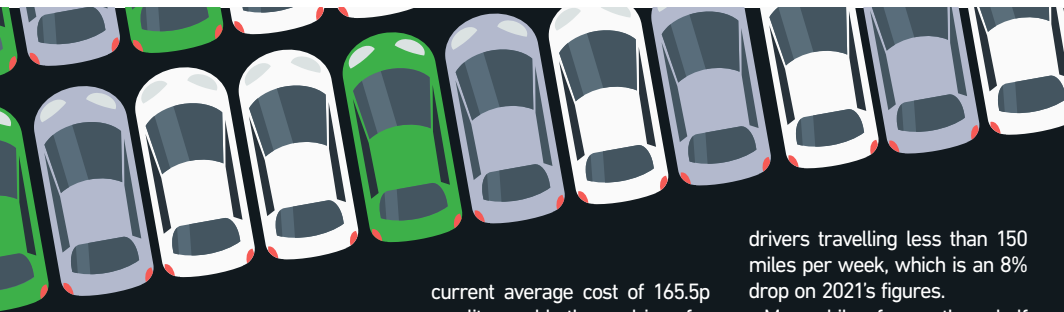
PLUG-IN MARKET SHARE

The latest sales data shows there have been almost 200,000 new BEVs and more than 80,000 plug-in hybrid electric vehicles (PHEVs) registered so far this year, with the Society of Motor Manufacturers and Traders predicting a plug-in market share of 21.9% in 2022.

However, BEV uptake in October grew by less than the overall market for the first time since the pandemic; it was the first month to see BEV market share fall year-on-year since May 2021 (fleetnews.co.uk, Nov 4).

This chimes with the views of several FN50 leasing companies who report that orders for electric vehicles have cooled in recent months.

The overall number of BEVs on UK roads topped half-a-million in June, according to licensing data from the Department for Transport.



Sal/sac has played a significant part in driving these EV adoption rates. The British Vehicle Rental and Leasing Association (BVRLA) reports in its latest quarterly Leasing Outlook report that salary sacrifice volumes for its members are up 33% year-on-year to 35,751 cars.

COST DRIVING CHOICE

Tusker's annual report on motoring shows that running costs are the most important factor when choosing a new car, with 58% of respondents saying that they find running a petrol or diesel car expensive.

Of those surveyed, the running costs of their next vehicle was the biggest factor in the choice of their next car (61%), followed by the purchase cost (54%) followed by style (32%) and safety (31%).

Using comparable combustion and electric cars, in this case a 58kWh Volkswagen ID3 and a petrol Volkswagen Golf equipped with a 130PS 1.5-litre petrol engine, Tusker found an EV driver would be better off even before the other additional financial benefits of salary sacrifice have been factored into the calculations.

If the ID3 is charged at home via a 7kW home charger at 34p/kWh, and the Golf is fuelled at the

current average cost of 165.5p per litre and both are driven for 10,000 miles per year, the electric ID3 would be 7.3p per mile cheaper to run. The equates to a saving of £60.80 a month.

"It remains significantly cheaper, even with a higher rate of electricity, to run an electric vehicle," said Gilshan.

The research does suggest, however, a conflict between the perceived cost of running a petrol or diesel car and the cost of running an EV.

For those who would choose an EV, almost three-in-five (58%) said they find running a petrol or diesel car expensive, while 54% of in-work drivers who would not buy an EV said this was because of the high price of running one.

It suggests that the leasing industry and fleets have a job to do on educating drivers on EV running costs and the total cost of ownership (TCO).

Gilshan agreed. "I think the industry needs to continue to myth bust," he said.

"We also need to show, with average mileages falling, they don't need to charge that often."

The average monthly mileage has continued to drop year-on-year, according to Tusker's annual report, with 87% of

drivers travelling less than 150 miles per week, which is an 8% drop on 2021's figures.

Meanwhile, fewer than half (44%) of respondents do less than 50 miles per week, and just 20% of drivers cover between 100 and 200 miles each week.

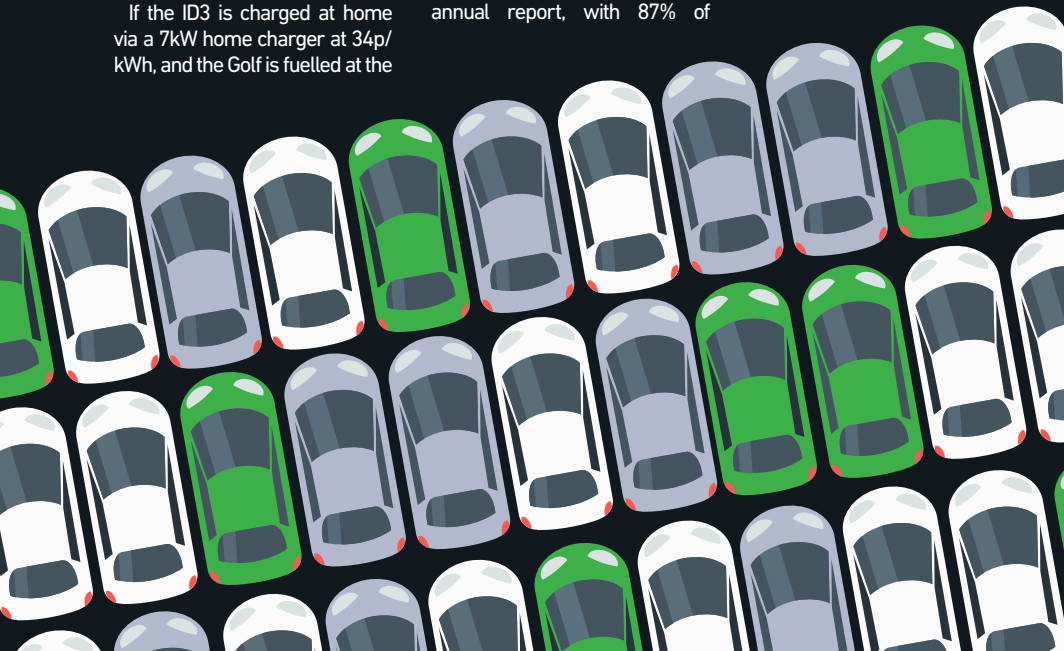
Less than 2% of those surveyed drive more than 200 miles per week. Tusker's own drivers have a slightly higher mileage than average, although 63% still travel less than 150 miles per week.

HIGHEST/LOWEST WEEKLY AVERAGES

On average, the weekly mileage across the whole of the UK is just 73 miles. Those in Greater London do the lowest weekly miles (64 miles) and drivers in Northern Ireland have the highest average weekly mileage of 99 miles.

Based on Tusker's data showing an average EV range of 268 miles, it suggests that 95.4% of drivers can swap to an EV without needing to charge more than once a week.

However, highlighting the need for greater driver education, the majority of those surveyed assumed an average EV range of 125 miles – almost 40% lower than the actual average.



FLEET STREET

A monthly look at the big topics in fleet



By Paul Hollick, chair, AFP

Decisions about company cars and vans are increasingly being made at

board level in our

company. As a fleet manager, how can I effectively present information and recommendations to senior management?

This is something we're being asked more and more often at the AFP. In our view, the profile of the fleet manager role is rising in many organisations and our members are increasingly becoming involved in high level strategic thinking.

A number of trends are coming together here. The most visible is the environment, which is becoming a definite priority for many companies. Fleet electrification is often a central part of business plans to become carbon-neutral or hit zero emissions targets over the next few years.

The other main impetus is the degree to which controlling and reducing costs is being considered as a direct reaction to financial turbulence.

Arguably, you can draw a line here back to the pandemic. The additional managerial presence gained at that time – when fleets took a leading role in keeping essential services moving – means that AFP members have very much become part of future strategy and, as the economic situation worsens, are taking a leading role.

This is not just about reducing fleet operating costs by making cuts, but proposing new and innovative solutions to the fundamental task of moving people and goods around. With many day-to-day 'heavy lifting' tasks being outsourced, there is a demand for in-house, strategic fleet management.

It feels as though fleet managers are being heard in a manner that has rarely happened in the past. Many of our members working in corporate environments are highly skilled at their jobs but aren't used to the spotlight. Today, part of our responsibility as their professional body is to help them adapt to having a higher profile as a key element of general upskilling and fleet department succession planning. We plan to offer effective assistance and are looking to provide support to build confidence, generate influence and improve presentation skills. More on our plans will be released soon.

■ For further details about the Association of Fleet Professionals, visit www.theafp.co.uk.

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Industry celebrates newest inductees to Fleet Hall of Fame

FN50 guests raised **£9,100** for the National Society for the Prevention of Cruelty to Children

Duo join prestigious list of outstanding achievers, as FN50 recognises the best in leasing and rental

By Stephen Briers

Fleet News inducted Shaun Barritt and Neil McCrossan into the Fleet Hall of Fame at the FN50. Both men are widely respected for their contribution to the fleet sector during glittering careers in leasing and rental.

Barritt, who sadly died earlier this year, aged 64, after losing his battle with a form of lung cancer, was group CEO of Grosvenor Group, a business he joined in 1984 as a used car salesman.

His vision, innovative spirit and passion turned the company into one of the UK's most admired leasing providers.

INDELIBLE LEGACY

Group chairwoman Nicola Johnson (whose father, Brian, was inducted into the Hall of Fame in 2021) said: "Shaun has left an indelible legacy, and everyone who knew him misses him dearly."

McCrossan has spent more than 40 years in the vehicle rental sector, formerly as a board member of Swan National, where he led the rebranding to Eurodollar, and then CEO of Nexus Vehicle Rental, where he helped to quadruple the size of the business in six years.

Now sales and marketing director, UK and Ireland, at Northgate Vehicle Hire, he is not only helping to boost its profitability, but to deliver a customer-focused approach that ensures clients' needs are met.

FLEET NEWS WELLBEING AWARD IN HONOUR OF JAMES DAVIS

LeasePlan UK and Enterprise Rent-A-Car were joint winners of the Wellbeing Award, sponsored by Cox Automotive and launched last year in honour of James Davis. A record 13 companies entered this year, and the standard was extremely high, showing how wellbeing has become a priority for so many businesses over the past 12 months.

Employees of the joint winners said: "I have been so impressed with the support for employees with regards to the cost of living and mental health. My voice is heard."

"My wellbeing is put first, and I genuinely love my job and my team."

"It's a fun place to work – I feel safe, valued and listened to."

"They listen about the topics that are important to employee welfare and engaged specialist support around topics such as miscarriage and parental mental health to really make a difference."

Collecting the awards were Alfonso Martinez, LeasePlan UK managing director, and Alasdair MacLean, Enterprise Rent-A-Car assistant vice-to president, remarketing – UK and Ireland.

Finalists: Arval UK, Copart UK, Enterprise Rent-A-Car, Free2move Lease, Geotab, LeasePlan UK, Motus Commercials, Octopus Electric Vehicles, Redde Northgate, Reflex Vehicle Hire, Telent Technology Services, Volkswagen Financial Services Fleet and Zenith.



Grosvenor Group CEO Nick Hughes (left) collects the Hall of Fame award from Fleet News group editor Stephen Briers on behalf of the late Shaun Barritt. The other Hall of Famer honoured at the dinner is Neil McCrossan (right)



Becky Bracewell, senior customer service advisor at Lex Autolease, wins the rising star customer service award for "always going above and beyond".



Clare Evans, senior account manager at Arval, collects the individual customer service award for "constantly exceeding customers' expectations".



Guillermo Coello, head of service quality at Mercedes-Benz Vans (left), and Steve Roberts, general manager corporate sales, BMW Group, collect the most reliable car and van awards for Mercedes-Benz and the Sprinter and BMW and the 3 Series respectively.



The customer services advisory team at Marshall Leasing wins the customer service team award after being highly commended last year. Pictured are Lisa Box, Pauline Palmer, Lindsay Ball and Sue Hart (check order)

CUPRA: Winning approval from fleet and leasing professionals

Fleet decision-makers impressed with five-day CUPRA Experience

With a growing and desirable model line-up, good product availability and a strategic focus on being easy to work with, CUPRA is winning fans in both the fleet and leasing segments.

With end-user fleets and their company car drivers eager to switch out of diesel cars and into ultra-low emission models, the fully-electric CUPRA Born has arrived in the market with the timing of a concert pianist.

The simplicity of just three model derivatives has made it easy for employers to position the Born on their choice lists, while lead times of three-to-six months, allied to attractive acquisition prices and



“I think it’s one of the better-styled vehicles in the market – it’s really sharp looking and stands out against some of the more conservative models out there”

James Rooney, Centrica

high residual value (RV) forecasts, have made the sporty zero-emission car a darling of the leasing sector.

At the same time, CUPRA’s five-day test drive experience for fleet and business customers is showcasing the model’s fleet suitability to those that have not previously considered the brand.

In the latest Fleet, Business Another Way e-zine, Martin Gray, CUPRA’s Contract Hire and Leasing Manager, outlines how the alchemy of combining desirable cars with good availability has propelled CUPRA to the position of ‘go to’ brand for the UK’s leasing sector.

He says: “We are small enough to be nimble and innovative in the market, and we are aiming to be a disruptor.

“We are finding that 60% of our fleet customers for Born are conquest business from outside the Volkswagen group. What’s more, with the V1, V2 and V3 derivatives, end-user customers are able to place the car in different bands on their choice lists.”

Trying the new Born for the first time, James Rooney, Fleet Engineering and Innovation Manager at Centrica, and Lorna McAtear, Head of Fleet at National Grid, were both impressed by the car and felt it offered a high level of driver appeal.

You can read more about what they thought of the car by scanning the QR code opposite.

Fleet managers and company car drivers with a fleet size of more than 50 vehicles can put themselves in the driving seat of the latest CUPRA models with an extended five-day test drive via the CUPRA Experience programme.

Having tested the car, Rooney says: “I think it’s one of the better-styled vehicles in the market – it’s really sharp looking and stands out against some of the more



“I thoroughly enjoyed driving the Born. In terms of handling, it’s really responsive. It’s quite light in feel. It’s a nippy little hot hatch”

Lorna McAtear, National Grid

conservative models out there.”

McAtear adds: “I thoroughly enjoyed driving the Born. In terms of handling, it’s really responsive. It’s quite light in feel. It’s a nippy little hot hatch.”

To experience the Born, or any of the other CUPRA models, all you have to do is pick up a smartphone or laptop. From there, you can visit the CUPRA Virtual Showroom, an easy-to-access online experience that offers an alternative to the traditional business of researching your next car.

Accessed via a widget on the CUPRA website (www.cupraofficial.co.uk), the Virtual Showroom is a one-way live video stream hosted by an experienced CUPRA Product Expert. The host uses a mix of



mobile and static cameras to showcase the chosen CUPRA model up-close, in detail and can answer questions in real-time.

The CUPRA Virtual Showroom is strictly a no-sales environment. Product Experts are on hand to answer any and all questions about the CUPRA brand and its products. While pricing, specification and options can be discussed, and leads may be passed on to the relevant Fleet and Business Team or retailer at the customer's request, cars cannot be sold via the platform.

Dan Abberley, Digital Experience Manager at CUPRA, says: "The Virtual Showroom enables us to interact with the customer, live on a one-to-one basis at a time and place that suits them."

The Virtual Showroom isn't just open to prospective CUPRA customers, however. Those who have already taken delivery of their car can also utilise the service if they need assistance. For example, if a customer needs help to pair their phone

to the car's infotainment system or wants to know how to fold down the seats, a CUPRA Product Expert can talk them through the process and show them a live demonstration.

With the support of the CUPRA Fleet and Business Team, the Virtual Showroom can facilitate product launches and presentations to groups of fleet customers or individual fleet decision-makers, where it's not practical to meet face-to-face.

Scan here for more on how CUPRA is making its mark on the fleet sector



THE FUTURE: CUPRA Terramar

As CUPRA enters a new era of electrification the CUPRA Terramar SUV signals a return to the segment where it all started for the brand.

The new Terramar is an emotional, sporty and electrified SUV that will continue the journey started by the iconic CUPRA Ateca in 2018, moving CUPRA upmarket to the hot spot of the SUV segment.

It will be a driver-focused model that embraces the latest plug-in hybrid powertrain technology and CUPRA design language to provide a unique experience for drivers.

Alberto Torrecillas, Exterior Designer at CUPRA, says: "When you see the car you will see the character of CUPRA – intimidating, but not aggressive. In the near future all our cars will be electric. The Terramar is a hybrid and the design is a mix between a combustion car and electric car, that's why there is not a big grille on top of the of the bumper."

The front face of the CUPRA Terramar represents the essence of what CUPRA will be in the future.

As CUPRA's largest model to date, the Terramar balances sporty proportions with practicality to ensure it suits all requirements. It will join a line-up of new electric CUPRA models and, therefore, has been designed with the same look in mind.

The CUPRA Terramar has a driver-oriented cabin with a sculpted, sporty interior design that reflects its premium position and also considers sustainability.

CUPRA's philosophy is to give its cars a strong character, evident in shapes and proportion. The interior of the Terramar has also been designed according to these principles.



CUPRA Terramar (centre) continues the story started by the Ateca

Playing it safe

Safety remains a key issue ahead of the introduction of self-driving vehicles on UK roads. **Andrew Ryan** reports

Safety is one of the main considerations behind the development of fully-autonomous vehicles (AVs), but is also one of the biggest obstacles to overcome.

Currently, around nine-in-10 crashes are widely attributed to human error, and many experts believe the self-driving vehicles will not be prone to similar lapses, leading to a significant fall in the number of collisions.

However, this theory has yet to be proven in the real world, leading many to ask how safe an AV needs to be before it can operate fully autonomously on UK roads.

The issue has been debated for years, but has been drawn into sharper focus by the UK Government's ambition of starting the deployment of AVs on public roads by 2025.

GOVERNMENT CONSULTATIONS

The Government conducted a consultation last year (see panel on page 21), looking at the legal aspects of who would be responsible in the event of a collision as it looks to develop a new legal and safety framework for AVs.

In a subsequent consultation, it put forward its safety ambition that self-driving vehicles would be expected to achieve an equivalent level of safety to

that of a competent and careful human driver.

But what does "an equivalent level of safety to that of a competent and careful human driver" actually mean, and how can it be assessed?

"For every billion miles vehicles travelled in 2021 on British roads there were 4,215 reported casualties," says safety charity Parliamentary Advisory Council for Transport Safety (PACTS), which provides an independent technical advisory service for MPs.

Its members include The AA, Aviva, IAM Roadsmart, Metropolitan Police and TRL.

"One might assume that careful and competent drivers were responsible for, at best, none and, at worst, 10% of these casualties.

"This equates to a maximum of 43 casualties per billion vehicle miles that could be attributed to careful and competent drivers. We suggest this as a point for debate."

However, the advisory council feels self-driving vehicles should actually be held to a standard of at least equivalent to, and probably higher than, a competent and careful driver. This standard should be ratcheted up with time, experience and technical development.

"In our judgement, AVs will need to meet higher safety standards to gain and retain public trust," it

adds. "Some of the public has a mistrust of AVs, with some justification.

"This may be overcome as the development of AVs progresses, but safety failures, even if isolated and atypical, may set back public acceptance.

"Once lost, it can be hard to regain, regardless of technical assurances and statistical evidence. The fuss over smart motorways is an example of this."

SAFETY RECORD NOT PERFECT

One issue, says PACTS, is that while AVs can be demonstrated to be safe for public use in simulations and controlled trials, even the very limited number of self-driving vehicles that operate on public roads today cannot claim a perfect safety record.

It points to figures from the US Department of Transportation which show that between July 2021 and May last year, 130 autonomous driving system crashes were reported in the USA.

"AVs may get to a point where they are equally good at driving as a careful and competent human driver, but they are not there yet," it says.

"There is a risk that commercial and other pressures to progress to autonomous vehicles will

SPONSOR'S COMMENT

By **Stuart Thomas, Director of Fleet and Accident Management Services at The AA**



The transition to alternatively fuelled vehicles is rapidly accelerating despite the political and economic turmoil the UK is currently facing.

At The AA, as a business dedicated to serving the nation's fleets, we're aware that guidance and support in an ever-changing automotive landscape is imperative to a successful transition for businesses.

That's why our latest yellow paper, *Alternative Fuels: Thriving in a Changing Landscape*, sets out a road map to help businesses travel smoothly to the 2030 deadline, while also offering insight into our additional services that can offer support in your transition to a net zero fleet, such as electric vehicle (EV) driver training and EV servicing.

Servicing EVs

Just like traditional internal combustion engine (ICE) vehicles, EVs require regular servicing and checks to ensure roadworthiness. Prestige Fleet Servicing, part of The AA, has collated a list of EV care tips for managers who have made the transition, which is now available in our yellow paper.

EV driver training

When transitioning to EVs, managers must not forget the most important element in the switch – the driver. The instant power and regenerative braking of EVs pose safety issues for untrained drivers. Driver training not only builds confidence and familiarity with new technology – it also has the potential to save lives. Drivetech, part of the AA, offers courses to help with this.

We want you to know, on your journey to net zero, our services are there for you every step of the way. To find out more, download our yellow paper here: <https://bit.ly/3gKneeo>

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force implementation before safety is established.

"We would be opposed to taking shortcuts which compromised safety in order to accelerate the deployment of this technology.

"Testing of AVs should be controlled and risk to the public should be as low as reasonably possible. The public should not be used as guinea pigs or used to test 'beta' systems on public roads."

Pedro Pacheco, senior research director at automotive and smart mobility analyst Gartner, says the decision of when Governments allow self-driving vehicles to operate on public roads will likely be a balance of safety and technology.

"They need to decide what they want from an AV before regulating for their use," he says.

"Governments could simply determine what technology needs to be on board or they could analyse performance, which is a lot more complex, but is the better way if you want to guarantee the highest possible safety.

"But if governments are extremely cautious, although it is good from a safety perspective, it means the technology doesn't advance. Where the bar is set is key so you can have technological development but at the same time an acceptable level of safety."

DEMANDING USE CASE

The biggest challenge for AVs is the robotaxi. "It's harder to find a more demanding use case for an autonomous vehicle than having it drive in one of the busiest cities in the world with zero accidents and zero disengagements," says Pacheco.

"It's very hard. No one can do that today. Many companies behind robotaxi services use a lot of teleoperation, so, if there's a problem with a car, there's someone who will drive it remotely."

Pacheco says for vehicles to safely drive fully autonomously, the companies developing them need to train the AVs on every single situation they are ever likely to encounter on the road.

"They need to anticipate everything," he adds. "For a machine, the definition of everything is different than for a human because a human can extrapolate many things.

"Let's say you're used to driving in your home town and tomorrow you are going to a massive city far away that you've never driven in before.

"You will be able to drive there in full safety with no accidents because you can extrapolate what you've already learned into this new scenario.

"An autonomous vehicle cannot do that. It needs to analyse different obstacles on its path and around it, and then, if the AV has never encountered that combination of elements before, it doesn't know what to do.

"When this happens, the vehicle stops or has an



“ I THINK ROBOTAXIS WILL HAPPEN, BUT I THINK AUTONOMOUS APPLICATIONS IN THE BUS AND FREIGHT SECTORS WILL BE HERE THAT MUCH SOONER ”

JIM HUTCHINSON, FUSION PROCESSING

accident. Both of them are not really feasible as a product to sell to a consumer."

Far closer to realisation is the use of AVs on either fixed routes or in controlled locations such as at airports, warehouses or factories.

Automated drive system specialist Fusion Processing is working on programmes which will bring self-driving vehicles to both public roads and private sites.

Its CAVStar autonomous system is driving the vehicles in the CAVForth project, which will see five autonomous single-decker buses operating at Level 4 autonomy on a 14-mile route that includes the Forth Road Bridge near Edinburgh.

The project forms part of Stagecoach East Scotland's scheduled bus network and was due to begin this month (November).

HAULING BAGGAGE

Fusion Processing is also partnering with Bradshaw Electric Vehicles to develop fully autonomous tow tractors, vehicles that are used extensively in factory, warehouse and airport logistics to haul baggage and goods trailers.

"I think robotaxis will happen, but I think autonomous applications in the bus and freight sectors will be here that much sooner," says Jim Hutchinson, CEO of Fusion Processing.

"There are some good commercial drivers for those sectors, and, when you think about how they operate, there are probably not quite so many hurdles to overcome.

"For some of those applications, it's a fixed route, but others are usually off highway and in controlled areas. There may be people in these areas, but they will be professionally trained people rather than just random people wandering around."

USERS NOT LEGALLY RESPONSIBLE FOR AV COLLISIONS, SAYS REPORT

Users of self-driving vehicles should be legally protected in the event of a collision, the Law Commission of England and Wales and the Scottish Law Commission recommended earlier this year.

The joint report, which made recommendations for the safe and responsible introduction of self-driving vehicles, proposed that when a car is authorised by a regulatory agency as having 'self-driving features' and those features are in use, the person in the driving seat would no longer be responsible for how the car drives.

Instead, the company or body that obtained the authorisation – typically the vehicle manufacturer – should face regulatory sanctions if anything goes wrong.

The report recommends introducing a new Automated Vehicles Act to regulate vehicles that can drive themselves and suggests that a clear distinction should be made between features which simply assist drivers, such as adaptive cruise control, and those that are self-driving.

The report has been laid before Parliament and the Scottish Parliament.

It will be for the UK, Scottish and Welsh Governments to decide whether to accept the commissions' recommendations and introduce legislation to bring them into effect.

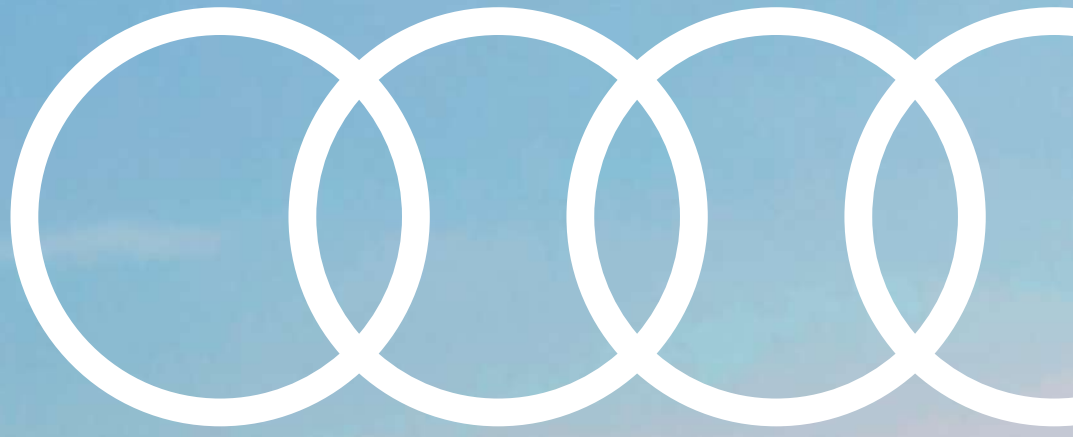


Electric. Among other wonderful things.

The fully electric Audi e-tron models.

Future is an attitude

Official fuel consumption for the Audi e-tron GT range in mpg (l/100km): N/A. CO₂ emissions: 0g/km.
The Audi e-tron GT is a battery electric vehicle requiring mains electricity for charging. Zero emissions while driving. Model shown is Audi RS e-tron GT.
Features optional equipment. Audi RS e-tron GT BIK is 2%.



Many fleets are racing ahead with their electrification programmes. However, there are still a number of obstacles to overcome.

One of those – and a common theme among speakers in the Electric Vehicle (EV) Theatre at last month's Fleet & Mobility Live event – is driver engagement and how to win their buy-in.

Here, we look at how experienced fleet decision-makers have dealt with the issue, as well as their problems with electric vans and the public charging network.

For more on Fleet & Mobility Live, turn to page 96, while you can also catch-up on all sessions on the Fleet News Youtube channel at youtube.com/user/fleetnews

WINNING BUY-IN

The rapid growth in the number of electric vehicles on UK roads means more people are embracing the technology than ever.

However, fleets at the beginning of their electrification journeys may still find some pockets of resistance from drivers, particularly if employees are not familiar with EVs.

"Getting driver buy-in is really important, particularly in the early days," says Matt Ralfe, parking, fleet and transport department innovation and change manager at Nottingham City Council.

"We have a saying: work with the willing. So we give EVs to those who are already keen on them.

"We also give them to union reps, particularly, because they care about the health and well-being of their members and we say 'here you go, this is an investment in health and well-being'.

"We found our electric refuse collection vehicles (RCVs) were delivering the services more quickly and more efficiently than their diesel counterparts. They were about 45 minutes faster.

"We've also had reports of fewer vibrations, headaches, stress and dirt on the drivers. In an electric van, you might not notice that lack of vibration unless you're driving all day, but in an RCV, you're sat on top of the engine and it's 27 tonnes. We've seen a noticeable decline in headaches.

"We've had drivers refusing to get in a diesel. We have RCV drivers now knocking on the door speaking to my colleagues and asking 'when are you going to convert mine to electric? I don't want to be driving this anymore. Jeff says he is far happier in the electric'.

"This has meant we've got happier staff and happier customers because they are getting their bins picked up more quickly as well as the air quality savings.

"That is a massive part of the battle. Because, if you start with well-being, you get that buy-in. If it's not top down, it can be bottom up."

A proven method of winning over doubters who may be reluctant to take information from their employer at face value is word of mouth among colleagues they trust.

Many organisations recruit EV champions from their workforce who will share their experiences of the technology, and the identity of the nominated employee will have a big impact on the initiative's success.

"Pick the noisiest one," says Kat Hawker, fleet operations director – north at Biffa North. "Pick the most negative and hardest to win over driver who has been won over and all the work is done for you.

"The one who's got the range rage, the one that says they'd never buy an EV because they're rubbish, they always break down, and so on. ➔

How to win driver buy-in for EVs

Although rapidly increasing in popularity, many fleets still have issues gaining acceptance for electric vehicles. *Andrew Ryan* looks at how experienced decision-makers tackle the issue



ISTOCK.COM/SRDJANPAV

SPONSORS' COMMENT

**By David Savage,
Vice-President, UK & Ireland, Geotab**



The cat is out of the bag and Jeremy Hunt has declared that electric vehicle (EV) owners will start to pay road tax

from April 2025.

We'd hoped to see something more progressive. Rather than a flat-rate tax, telematics allows road users to be charged according to their mileage and usage.

So, it's hugely disappointing to see this decision from the Government last week. We're just eight years out from the cessation of the sale of new internal combustion engine (ICE)-powered cars in the UK and very much at the crux of the transition to electric.

EVs are currently exposed to a number of challenging external factors, from soaring electricity tariffs, higher VAT for public charging versus home, and increased list prices of the vehicles themselves. Despite this, the Government has responded by terminating the plug-in car grant incentive scheme for EVs – and now is introducing vehicle excise duty (VED) on electric cars for the first time.

In the month of COP27, where the urgency of maintaining the 1.5°C rise in global temperatures has been underlined, now is not the time to undermine the importance of the crisis we face, nor walk back the advances we've made as a country.

We recently revealed that more than half of light-duty fleet vehicles in Europe could save nearly £218m simply by switching to electric today. However, this series of decisions from the Government is demonstrably stifling the economic viability of this transition. Moving forward, we hope to see more focused investment and support from the Government to accelerate the shift to electric ahead of its 2050 net zero ambitions.

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“You can actually use that and do something really good with it, because, by getting those people on board, they will spread the word for you.”

Hawker says the increased creature comforts included in electric commercial vehicles compared with the older diesel models they replace is also an appealing factor.

“You can present this electric van with all of the new toys in it, like heated seats and heated steering wheel, and it’s a much more comfortable vehicle to drive. That wins a lot of points,” she adds.

Professional services company PWC, which has a fleet of 1,350 cars, has found success through a mixture of communication and encouraging employees to try EVs.

The company introduced a couple of Mitsubishi i-Miev models as pool cars in 2009 to encourage employees to try out the technology.

“We’ve also hosted webinars, provided information about the technology and tried to take away the anxieties over range and the charging infrastructure,” says Mark Avery, global business services and travel leader at PWC.

“Since then – and particularly over the past three-to-four years – we’ve seen interest in EVs grow. Of the 625 orders we’ve placed for vehicles this year, 87% are full EV and 10% hybrid.

“I can’t stress how key the communication is for us, just taking away those anxieties.”

PWC has also introduced an initiative where employees can use battery electric vehicles (BEVs) on extended trials. “One employee in particular –



PICK THE MOST NEGATIVE AND HARDEST TO WIN OVER DRIVER WHO HAS BEEN WON OVER AND ALL THE WORK IS DONE FOR YOU

KAT HAWKER, BIFFA NORTH

and it’s only very recently he’s come back to us – was ordering a hybrid as he didn’t think an EV would work,” says Avery.

“He took an EV for three months and can’t see why he wouldn’t have one now.”

DPD UK has also found communication has been vital in accelerating the adoption of EVs.

“You have to make sure people know why you’re doing it, such as electrification being a key part

towards your company becoming net zero, for example,” says Olly Craughan, head of sustainability at DPD UK.

“They need to understand the vehicle, where it’s been deployed, the routes and you also need to train the drivers.

“We have drivers that have driven a diesel for 30 years, and they still get training when they take on an EV because it is very different.”

Craughan says engagement in the transition is so important because people can receive an EV very negatively, very easily.

“If an electric van breaks down, they’re going to say ‘this is rubbish, they want the diesel back,’” he adds.

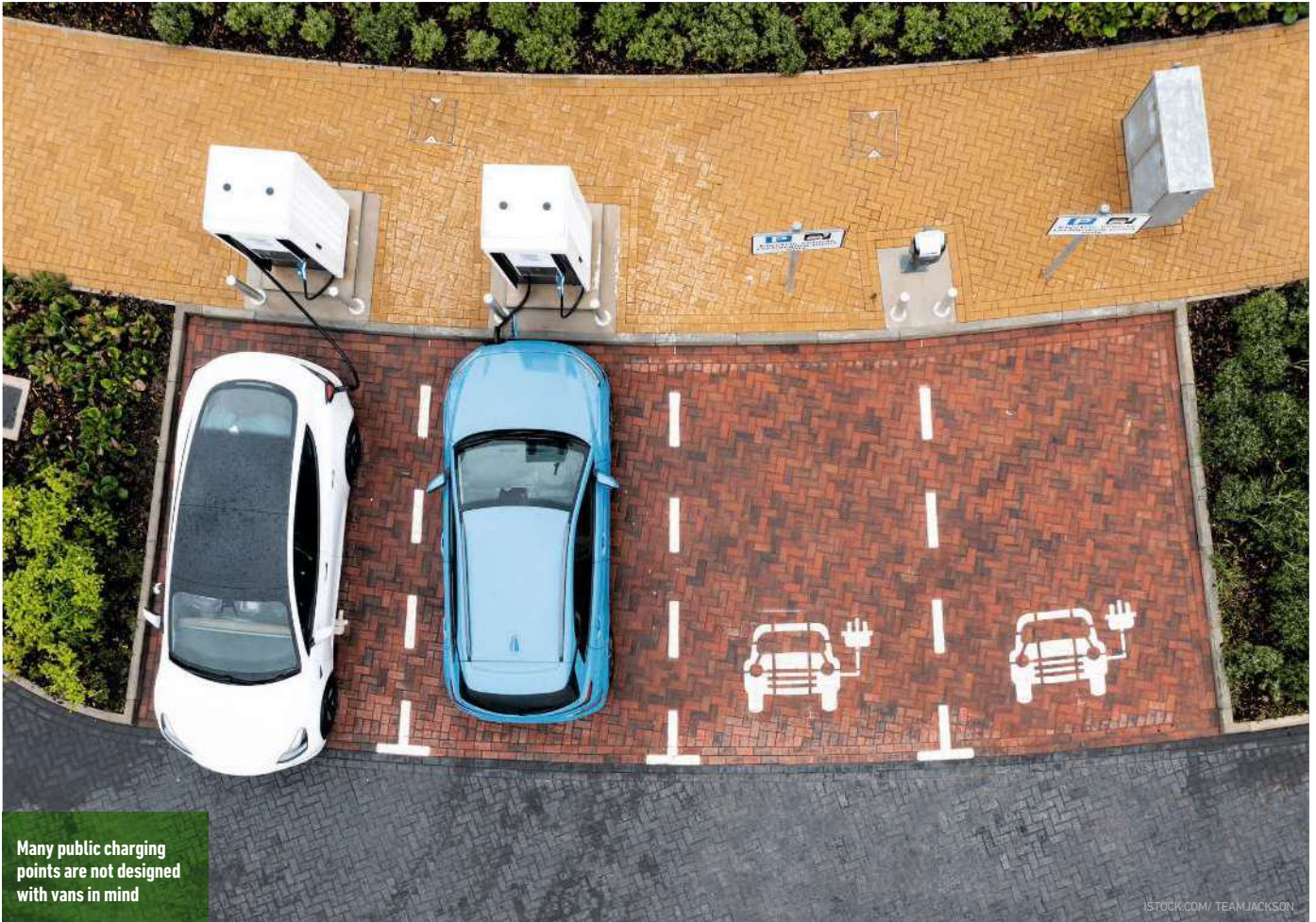
“Charging is not five minutes at the pump any more; it’s 30-to-40 minutes, so you’ve got to plan that into the day.

“It’s delivering all this information to them, broadening their knowledge, getting them to understand what we’re trying to do, how to operate the vehicle and get the best out of it.”

The work to engage employees does not stop when EVs are added to the fleet, says Hawker.

“This is not one project that you can do over a year, this will be an ongoing project when you bring in electric vehicles,” she adds.

“They don’t hit the road and manage themselves. Map out your user experience so when you hand an electric van or electric truck to the operative, does he or she know what to do with that vehicle when it breaks down? How to charge it, how to operate it correctly and safely?”



PUBLIC CHARGING INFRASTRUCTURE

The size of the UK's public charging network is growing all the time. According to latest Department for Transport figures, on October 1, there were 34,637 public charging devices, a 34% increase on the same date last year.

But, while this is undoubtedly good news for the drivers of electric cars, it is a much more mixed bag for electric van users.

"You may as well cross out the word public in public charging; really it's car charging," says Craughan.

This is because using the charge points for vans is made more difficult by being more inaccessible, whether this is through the charging bays being too small or that they are often located in places which are inaccessible for larger vans.

"I was in Bournemouth recently and there were eight or nine chargers there. Three of them were in a car park with a two-metre height barrier on it," says Tim Campbell, EV consultant at LKQ.

"I couldn't get to them. I've got a high roof van and, if I tried to go in there, it would be a convertible within about 10 seconds."

Campbell adds many electric vans also have their charge port positioned where they have historically had their diesel caps, which means the charging cable is not long enough to reach if a van is parked correctly in a space.

He says: "You end up going across all those bays because there is no other way of doing it."

The usability of the public charging network is



YOU MAY AS WELL CROSS OUT THE WORD PUBLIC IN PUBLIC CHARGING; REALLY IT'S CAR CHARGING

OLLY CRAUGHAN, DPD UK

also becoming a bigger issue for DPD as its owner-drivers, who take their vehicles home overnight, move to larger electric vans.

When it began its electrification programme, the collection and delivery company used smaller vehicles, such as the Nissan e-NV200 van and would provide home charging for the drivers who had off-street parking.

"We would pay £350 – and we still do – towards a charger so they could charge at home. It's the easiest solution," says Craughan.

"But, we need 3.5-tonne vehicles: we need their payload and cubic capacity, so as these vehicles

come on board we've stopped buying such large numbers of the smaller vehicles and moved to the larger ones.

"And, unless you really don't like your neighbours, you are not typically going to park that in a driveway and charge it. They are big vans."

This has seen a fall in the proportion of DPD drivers using home charging, which means they are increasingly relying on the public infrastructure.

"Local government and charge point providers should be thinking about larger spaces and light commercial vehicle charging, because, after fleets such as DPD transition to electric, what happens to the plumbers, the builders, the electricians and all the other guys that use LCVs, need charging and don't have off-street parking," says Craughan.

"There was one local authority which has just actually banned vans from charging on any chargers they facilitated. How ridiculous is that?"

"You've got a revenue stream if a DPD depot goes electric as every day they're going to be charging in certain areas. Why would you want to cut that off? It's very strange."

Campbell adds: "I would say to councils – if you're going to give public money to charging please make the cable's long enough for us.

"Could you make sure the bays are wide enough for the vans to go in. And if you're doing solar so the charge points have canopies over them, make them high enough.

"There are 4.2 million vans in the UK and it ends up being not range anxiety, but charger anxiety: as a van driver, can I actually go and access it?"

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Detail is key to Floyde's success (and being an 'expert ball juggler')

Hall of Famer keeps fleet efficiencies in check, despite growing list of responsibilities. *Stephen Briers* caught up with Debbie Floyde at Fleet & Mobility Live



The role of fleet manager can encompass many facades. Mobility, facilities, insurance, transport, travel, logistics: increasingly the job title is fleet and "insert other responsibility here" manager.

Such is the case with Debbie Floyde, the 2022 inductee into the Fleet Hall of Fame. Group fleet manager at *Fleet News* parent company Bauer Media for the past 25 years, Floyde took on responsibility for commercial insurance procurement and risk management in 2008 and added facilities and group travel to the mix six years ago.

It was already a diverse fleet role, incorporating conventional company vehicles, outside broadcast trucks for radio and street team cars, plus the press cars, vans and motorcycles used by journalists for evaluation.

Now, as group fleet, risk and facilities manager, she says her expanding curriculum vitae ought to include another skill: "expert ball juggler".

"There are never two days the same – there aren't even two hours the same," Floyde quips.

As if that wasn't enough to fill her days, she is also a director at the Association of Fleet Professionals (AFP), an organisation with which she has been closely involved for the past two decades.

So how does she juggle so many responsibilities?

"You have to have a good team and be able to delegate," Floyde says, pointing to the support from long-time fleet co-ordinator Sarah Sharples, promoted a year ago to head of health and safety and risk. She also recruited a fleet and facilities assistant, Tom Baldry, in February.

Floyde adds: "I like to keep my finger on the pulse, but you can't do everything yourself. I've always liked the detail, but I've had to let that go a little bit. Now it's about touchpoints and exceptions, keeping on top of performance, accidents and driver communications."

UNDER THE MICROSCOPE

Her team now takes on the responsibility for keeping the fleet and its actions under the microscope. This includes going through car-by-car to check where the vehicles are, where they are going and asking questions such as: Is that pool car required? Can it be reallocated? Why is that car over-lease? Is there one on order? Is the business being charged?

"We need to know all of this straight away because it affects performance and also the billing which goes out to the cost centres," Floyde says. "And it pays off – just recently we identified a car we owned which had not moved for eight months; it should've been sold.

"You can't rely on the leasing company knowing all the detail about your fleet; you have to do it yourself."

COMPANY: Bauer Media
GROUP FLEET, RISK AND FACILITIES MANAGER:
Debbie Floyde
TIME IN ROLE: 25 years
FLEET SIZE: 326 cars
FUNDING METHOD: contract hire – operating lease
OPERATING CYCLE: three years/45,000 miles



Debbie Floyd, group fleet, risk & facilities manager, Bauer Media, has been inducted into the FN Hall of Fame



HALL OF FAME WINNER: DEBBIE FLOYDE

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SPONSORS' COMMENT

We were delighted to sponsor this year's Fleet News Hall of Fame. Chosen by Stephen Briers, group editor of *Fleet News*, Debbie Floyd from Bauer Media was inducted into the illustrious Hall of Fame for her outstanding contribution to the fleet sector during her career.

Granted, the fleet industry is facing some significant challenges right now so the Fleet News Awards gave us a fantastic opportunity to celebrate the positives. The rest of 2022 will continue to be a time of significant change for the fleet industry, but as this year's awards demonstrated, it's more than capable of meeting the challenges head-on.

Congratulations to Debbie and all the other winners and finalists. Here's to another successful year for fleets across the UK!

Gavin Franks, business services director, The AA

Floyd's route into fleet was, like many, not a predetermined career choice. She joined pre-Bauer Emap (East Midlands Allied Press) as a petty cash administrator working four hours a day, giving fleet little more than a cursory glance until adding its admin duties to her remit when she became a full-time employee.

Fleet was, at that time, "a list of cars on a spreadsheet that was managed by different parts of the business with no overall person in charge", she says.

EFFICIENT AND EFFECTIVE

Showing an early level of boldness and mettle that would epitomise her career, Floyd suggested to senior management that it could be run more efficiently and effectively by centralising under one person – her. To her surprise, they agreed, and she became the company's first group fleet manager.

"Although I had been in admin, I had previously worked in a security role which involved funding, so I had some basic knowledge," Floyd says. "I had already joined ACFO (the predecessor to AFP) by then for the best practice support so that also gave me the insight and confidence to be able to propose the change."

Efficiencies were accomplished as long-standing procedures were challenged and changed. New suppliers were brought in – including funding partner Zenith in 2006 – and, for the first time, all business units achieved parity group-wide.

At that point, the fleet totalled around 500 cars, but it was about to get a whole lot bigger following Emap's acquisition by German publishing giant Bauer in 2008.

The deal merged magazine publishing with ↪

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FLOYDE ON...

AFP and lifelong learning:

I joined (AFP predecessor) ACFO early on and it was probably the best thing I ever did. I still have relationships with people I met back then. The idea of sharing best practice always works; you are also reassured that you are not alone. That lives on in the AFP today.

"Networking is one of the most important parts of my career. You are always learning and being educated by industry colleagues. Fleet can be daunting, especially now, but help is out there."

Her greatest achievement:

"Without doubt, consolidating the fleet. It required new policies and new processes. We went from buying cars direct from a dealership to having them funded and run

by a leasing company. We did it in a methodical and organised way, going through the lifecycles and looking at every car when it was due for renewal, assessing whether the driver still qualified for a car.

"The best way to spend a fortune is trying to do it all at once.

"We went to all the radio stations and explained why everyone had to conform and put everything through the fleet team. At that point they were all operating independently. We did have push back, but we had the FDs on board - they understood the financial benefits and their support was key.

"We took time to educate the drivers about the financial situation and the efficiencies. They needed to understand the rationale behind the changes. We showed the costs and the impact on the bottom line of each cost centre - that was our key message."

↳ Bauer's expanding radio empire and swelled the UK fleet to a peak of almost 1,200.

"There was a lot of pool cars in that number which weren't being utilised and there were also redundancies, so we were able to quickly chip away at the size of the fleet," Floyd says.

She adds: "We always reallocate; I never send any cars back. You have to have complete control over your fleet to know where cars can go - as well as a good memory!"

This hands-on philosophy, with supplier management and daily analysis of fleet data, has been central to Floyd's success.

By 2012, she had halved the fleet to 600, resolutely working within the lifecycle of each car.

Further changes to the business working patterns, including new Covid-driven hybrid working which today sees many staff typically working from home two or three days per week, have further reduced the fleet to 326 cars. Most sit within the radio division.

The global supply shortages have meant that Floyd's heavy emphasis on reallocation - particularly with many of the radio cars on a legacy funding policy of outright purchase - has resulted in an ageing fleet, with a fair proportion of cars tipping six years.

"Some of them are quite old, but they don't cost anything in funding, so it's just the maintenance and insurance," she says.

"And this is not too problematic; we generally have no major issues mainly because our mileage is very low."

Floyd takes the risk on mileage although the low distances mean there is little danger of exceeding the thresholds. She also has a profit share agreement with Zenith on residual values.

"On average, we get back £100,000-£120,000 per year from our RV profit share, maintenance and tyre rebates," she says.

"We do it annually because it would be too much admin to apply at the time."

BOLD CHANGES

Floyd's quarter-century career in fleet has taught her many things, not least to be bold when it comes to change.

You can't, she says, be afraid to suggest something different or to innovate. Internal stakeholder relationships are important to nurture; fleet shouldn't operate in a silo.

"Keep talking to the business - don't be happy with them leaving you alone," she says. "Fleet can be a profit centre, not just a cost, and you are the expert within the business."

The position of fleet manager may be shifting rapidly, with an inherent risk of dilution by adding so many additional components, but Floyd strongly believes there is still a need for a fleet manager, especially for supplier management, managing internal expectations and delivering a viable proposition at the lowest cost possible, while constantly seeking out new initiatives.

"It's always about adding value to the business - delivering more for less," she says. "You have to stay abreast of all the market developments and that's where *Fleet News* helps."

"I'm fortunate to have *Fleet News* within the business - if it wasn't there, God help the fleet managers of the future!"

SOPP+SOPP

Callum Langan reveals how Sopp+Sopp is mitigating issues caused by the cost-of-living crisis for fleet customers, including Centrica. *Jess Maguire* reports



Callum Langan, commercial director, Sopp+Sopp (left) with national account manager Louise Meadows and head of business development Chris Beeby



JUDGES' COMMENTS:

Sopp+Sopp's understanding of the market in which it operates – and the constraints facing its customers – is impressive. Its awards entry, detailing how it introduced measures to reduce Centrica's vehicle downtime, demonstrated a partnership that clearly benefits both parties. The company has proved to be flexible, agile and focused on continuous improvement.

In its partnership with Centrica, fleet services and accident management solutions company Sopp+Sopp has helped the electricity and gas supplier to reduce downtime, cut hire spend and maximise the use of its surplus fleet vehicles.

The link between the two organisations earned the pair the Fleet Partnership of the Year trophy at this year's Fleet News Awards.

Sopp+Sopp is also helping fleet customers navigate through times of economic crisis by proactively working with them, strengthening its repair network and investing in its network of Activate Accident Repair bodyshops.

Fleet News: What are the main challenges your customers are facing and how are you helping them tackle those issues?

Callum Langan: Our customers are working to understand and mitigate the impact of inflation and the higher cost of living.

The global pandemic, Brexit, the green agenda and the Ukraine war, have added considerable pressure on an already stretched UK repair market.

Further key contributing factors, such as a shortage of skilled workers and parts delays, negatively impact repairer throughput by reducing available capacity and their ability to complete on-site repairs.

In addition, there continues to be the fallout from the supply chain challenges impacting the availability of new vehicles. All the above is combining to place significant pressure on both the motor claims and repair market sectors.

This 'perfect storm' of factors is increasing repair costs and vehicle downtime, meaning replacement vehicle mobility is outstripping demand across the

industry, resulting in an increase in overall claims-related spends for insurers, fleet operating businesses and even end-use consumers. We make sure we work in partnership with fleet customers, keeping them informed about what's happening so we can work together to agree solutions.

We've mitigated the challenges by strengthening our repair network, particularly in those areas where we see the highest demand. We're also supporting this by investing in our own chain of purpose-built bodyshops, Activate Accident Repair.

We currently have six sites in the UK, with two more set to open shortly, with plans to continue expanding the volume of sites into 2023.

We're also mitigating repair industry challenges by maximising alternative repair methods where appropriate, including roadside and mobile repair, minimising vehicle downtime.

By also working in partnership with our customers to maximise scheduled vehicle downtime, we are mitigating the impact of secondary off-road periods.

Our teams, through proactive automation, work closely with group company Activate Parts to validate parts delays and minimise the impact where possible, through a national supply chain, alternative or green part options, and supporting fleets with either commonly used or hard-to-get-hold-of parts, where appropriate.

FN: Has accident management changed since Covid?

CL: One of the biggest changes is vehicle mix. A lot of fleets have carbon reduction and electric vehicle (EV) goals in place for 2025 and 2030, and around 85% of the fleets we work with now have alternative fuel vehicles (AFVs) within their portfolio.

Clearly, this has an impact on various elements of the accident management process, and we've been

working closely with our supply chain to ensure the right level of EV capability, not just for vehicle repair, but at every stage of the process.

The dynamics of the vehicles have changed, which means the dynamics of the skill set in the repairers and internal teams around engineering, triage and systems have had to adapt to identify these vehicles so they can be placed in the right shops, but also have the skill set and capability to repair them.

A lot more technology is also included in AFVs as everything's connected.

The way that the motor claims sector, and accident management, is progressing towards digitalisation, has been imperative for Sopp+Sopp to keep investing in our technology roadmap. This ensures that we can maximise connected vehicle technology to transform the whole claims reporting process from where it was previously, to rely on drivers. Instead, we are starting to see the transition to being reliant on technology to inform and prompt the most beneficial processes.

FN: Are there any new initiatives with Centrica?

CL: We've been working together on innovative ways to complete mid-term vehicle damage assessments. Recently we've trialled the use of artificial intelligence (AI) image technology to complete remote damage assessment. This prevents potential issues with unreported damage when the vehicle comes to be replaced and allows us to continually maximise scheduled downtime to complete small repairs without any impact on vehicle availability.

We are also maximising the use of technology throughout the claims reporting process, in addition to further increasing management visibility of the repair process allowing sector-specific decisions to be made around engineer downtime.

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CONTACT US

Fleet News, Media House, Lynch Wood, Peterborough, PE2 6EA.

EDITORIAL

Group editor

Stephen Briers 01733 468024
stephen.briers@bauermedia.co.uk

News editor

Gareth Roberts 01733 468314
gareth.roberts@bauermedia.co.uk

Features editor

Andrew Ryan 01733 468308
andrew.ryan@bauermedia.co.uk

Head of digital

Jeremy Bennett 01733 468655
jeremy.bennett@bauermedia.co.uk

Web producer

Jess Maguire 01733 468655
jess.maguire@bauermedia.co.uk

Staff writer

Matt de Prez 01733 468277
matt.deprez@bauermedia.co.uk

Contributors

Tom Sharpe and Jonathan Manning
Photos istock, Chris Lowndes

PRODUCTION

Head of publishing

Luke Neal
Production editor
David Buckley

Head of project management

Leanne Patterson
Project managers
Rosanna Readerfer-Gray, Ella Harrington
b2bpm@bauermedia.co.uk

ADVERTISING

Group commercial director

Nicky Holt
Group advertising manager
Sheryl Graham 01733 366467

Senior account manager

Emma Rogers 01733979570
Account manager
Zaher Khan 01733979466

Telesales/recruitment

01733 468275/01733 468328

EVENTS

Event director

Chris Lester
Event manager
Sandra Evitt 01733 468123

Senior event planner

Kate Howard 01733 468146
Head of exhibitions
Katie Gordon-Hill 01733 468289

Head of conferences

Nicola Durrant 01733 395094

PUBLISHING

Office manager

Jane Hill 01733 468319
CRM & marketing manager
Lauren Annis 01733 468295

Chief Financial Officer

Bauer Magazine Media
Lisa Hayden
MD Automotive Group

Niall Clarkson

CEO of Bauer Publishing UK
Chris Duncan

Rank	Company	Revenue	Profit	Assets	Liabilities	Personnel
1	Volvo Financial Services Fleet	117,924 (120,163)	166,843	1,400	0	Lashina Hourly
2	Arrival UK	105,537 (179,822)	137,816	42,711	0	Athina Martinez
3	LeasPlan UK	78,945 (173,840)	102,291	14,454	0	Tom Laner
4	ALD Automotive	144,501 (142,824)	102,364	42,955	0	Mike Bennett
5	Alphabot (EU)	122,741 (142,250)	105,194	34,704	0	Jon Leavis
6	Norona Vehicle Solutions	86,404 (172,759)	49,711	24,835	4,975	Tim Buchan
7	Enrich	44,524 (61,179)	52,893	11,443	16,154	Matthew Bennett
8	Freemove Lease	54,480 (45,099)	29,044	25,678	0	Yeh Hui
9	Scandinavia Consumer UK	53,798 (43,795)	53,544	254	0	David Cooper
10	Arnold Clark Finance	48,411 (40,427)	40,475	8,956	0	Mathew Horridge
11	Kinto UK	35,840 (31,480)	27,955	9,495	0	Alice Altomare
12	Mobile Financial Services	22,419 (16,420)	18,989	3,424	0	Paul Gordon
13	Tackendirect	22,132 (20,976)	21,448	464	0	James Rich
14	Leasys UK	22,082 (18,348)	21,405	677	0	Gordon Stephen
15	Uplive Fleet	19,267 (18,323)	12,761	5,576	0	Patricia Wolfe
16	Athlon UK	14,021 (14,170)	13,525	2,454	0	Neil Francis
17	Pendragon Vehicle Management	13,111 (14,440)	7,437	3,174	0	Peter Gannopart
18	SS Fleet UK	12,957 (13,147)	8,754	4,393	12	Lee Brown
19	Stromer Contracts Leasing	10,444 (11,910)	7,772	3,213	11	Greg McInnell
20	Marshall Leasing	10,325 (8,904)	7,860	3,265	0	Simon Hill
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Welcome to the 2022 FN50 insight report...



By Stephen Briers, group editor, *Fleet News*

So the FN50 has become the FN49, hopefully for one year only.

However, it was very nearly the FN48 until a last-minute change of heart by one manufacturer-owned provider, currently going through significant structural change, which saw it provide its figures at the 11th hour.

This year, we have added trucks into the main table. While the figures are not included in the overall FN50 table rankings – too few companies offer anything more substantial than a 3.5-tonne vehicle (or EV equivalent) – we have bowed to requests from a couple of providers which have significant truck fleets to raise the profile of the heavies.

That wasn't enough to prevent Fraikin from snubbing the list this year. It felt there was too much bias on cars and vans and took a business decision to not be included. It's a shame as it would've fared well, particularly with the

spotlight feature on truck funders (see page 65).

As ever, we have worked hard to get robust data and provide you with insight and analysis about current and future trends in the car, van and truck contract hire and leasing sector.

This year, the impact of the supply issues has been laid bare, with contract extensions, strong residual values, rising prices/vanishing discounts and a slowdown in EV transition exposed within the report.

Leasing companies expect little improvement in vehicle availability for another 12-18 months.

My thanks to all our FN50 sponsors this year, including headline partner Cupra UK, plus Aston Barclay, ChargedEV, Cox Automotive, Engineius, Jaama, System Edström and United Rental Group. Your support is greatly appreciated.

Enjoy the report: send all feedback, criticism and thoughts about future improvement to me at stephen.briers@bauermedia.co.uk

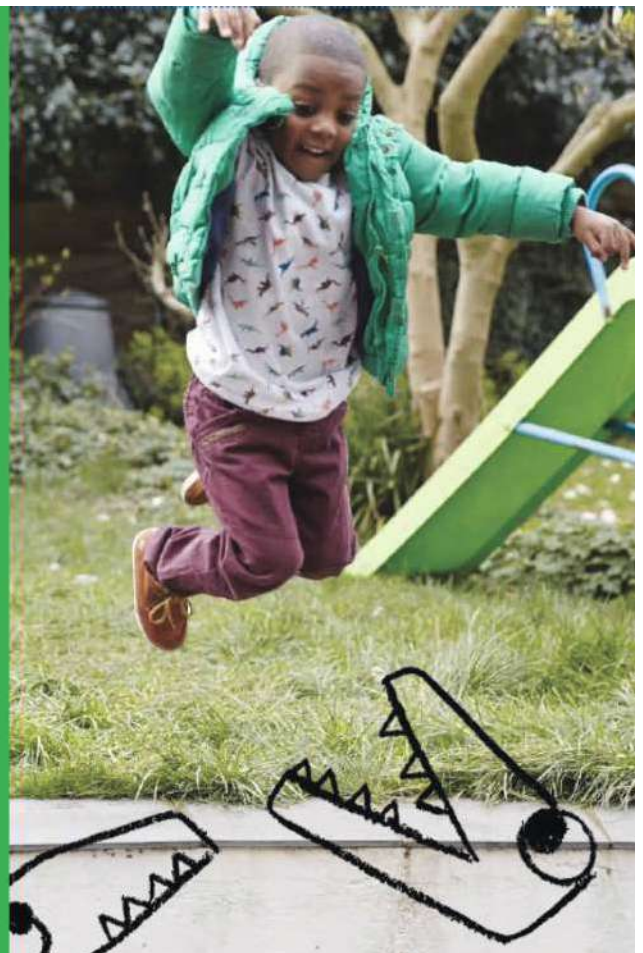
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FN50 BY NUMBERS

1,710,658
Funded risk fleet
(cars/vans)

362,467
Managed fleet
(cars/vans)

284,947
Rental fleet
(cars/vans)

1,243,162
Number of funded cars

FN50 – now the FN49 after high profile exits

One exit and a refusal fail to dampen FN50 growth after strong year for vans is mirrored by growth in car fleet, reports *Stephen Briers*

There is no escaping the headlines: for the first time since expanding the FN40 to become the FN50 in 1998, we do not have 50 leasing companies on the list.

Executives have said for the past few years that there are too many leasing companies in the UK and consolidation was inevitable, with some putting a market saturation figure of around 30 companies; however, while there has been some consolidation year-on-year, with more likely in 2023, there are additional reasons for falling short of 50 this year – and it isn't because the UK doesn't have 50 leasing companies.

The biggest reason is the absence of Holman and Fraikin who, for different reasons, have declined to participate in the list this year.

AWARD-WINNER MISSING

Holman, the *Fleet News* leasing company of the year up to 20,000 vehicles no less, declined to supply its

figures due to its "current growth journey".

It obviously supplied those figures as part of the Fleet News Awards entry, but they remain confidential.

However, it's fair to say Holman would've made its mark on the FN50 in its first year, so we can only hope for a change of mind next year.

Fraikin, last year's number 45, declined to enter because its priority is trucks, even though it returned a fleet size of 319 cars and 1,484 vans in 2021.

The company views the FN50 as being car biased, despite the fact that the questionnaire includes trucks (in 2021, Fraikin funded 2,280 heavies, with only Zenith and Hitachi – now Novuna – reporting higher figures).

So, one leasing provider departs and one eschews the chance to enter.

Added to that is the merging of figures from Belfast-based Fleet Financial with its parent Lookers – which doubles Lookers' funded fleet size, moving it up seven places to

No25 – and the departure of Maxxia, which has been running off its leased fleet since August 2020 after taking the decision to move away from contract hire to focus on being a broker and asset finance originator for equipment.

Entering the list for the first time are Ford Fleet Management and Leasing Plus.

Ford Fleet Management was launched at the end of 2020 as a joint venture between Ford and ALD – note its figures have not been included within ALD's figures.

While it offers multi-marque funding, its fleet has a natural bias towards Ford while targeting a customer base of larger companies with more complex needs.

START-UP MENTALITY

Speaking to *Fleet News* shortly after the launch, managing director John Wright said: "We don't want to create just another leasing company or accept the way things have always

been done. This business has to offer something different and the way to do that is to talk to our customers about their needs. We are adopting a start-up mentality, but as a well-funded company."

Leasing Plus becomes the FN50's smallest ever member, propping up the table with just 108 vehicles. The Hertfordshire company was set up in 2018 and has plans to grow from its base in Hemel Hempstead, targeting cars and light commercials with a promise of offering flexible contracts with low admin charges.

SPACE FOR NEWCOMERS

Others new entrants could follow next year, including Octopus Electric Vehicles which is focusing on salary sacrifice, countering the view that consolidation will result in fewer lenders; it seems to simply create the space for ambitious newcomers.

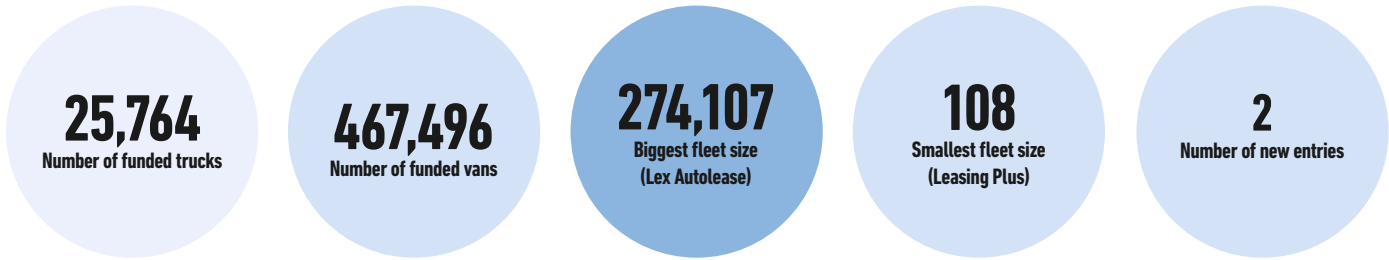
One exit we are expecting to see next year is LeasePlan, should ALD's proposed acquisition go through as expected by January 2023. The £4.1bn deal will create a new leasing superpower, not just in the UK, but globally, to be named NewALD.

ALD has estimated the cost of integration to be in the region of £92 million, although the UK's Competition and Markets Authority has launched an investigation into the merger, with its findings due to be published this month (November).

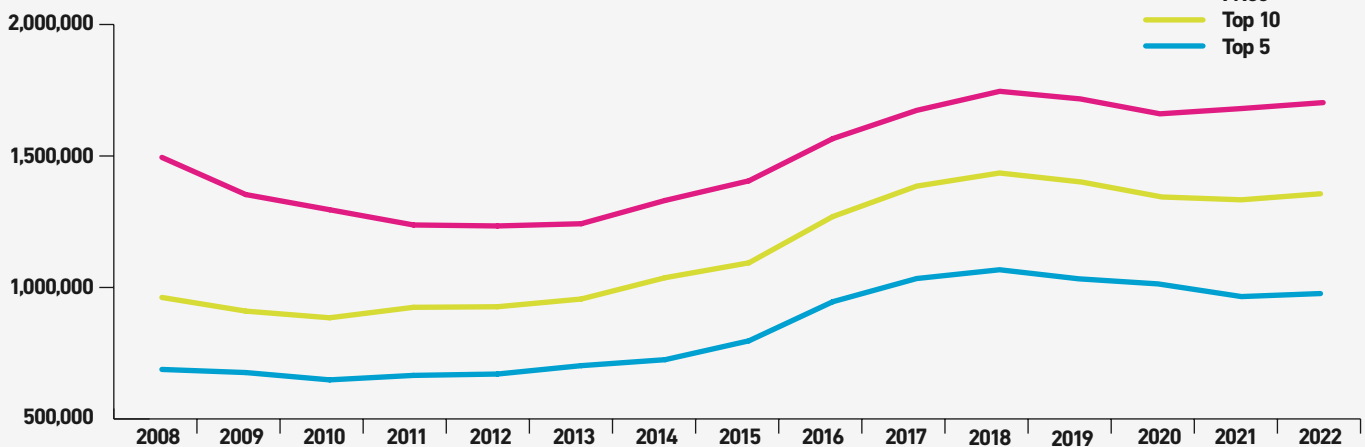
Bringing together the two funded fleets would result in a new market leader in the UK with more than 310,000 vehicles, comfortably

FN50 YEAR-BY-YEAR

Position	2019 Combined size	% of FN50	2020 Combined size	% of FN50	2021 Combined size	% of FN50	2022 Combined size	% of FN50	Change 2020/21	Change 2020/21
1 to 5	1,041,642	61%	1,011,884	61%	980,570	59%	978,916	57.2%	-1,654	-0.2%
6 to 10	365,725	21%	364,610	22%	370,744	22%	393,910	23%	23,166	6.2%
11 to 20	165,885	10%	177,722	11%	200,842	12%	223,807	13.1%	22,965	11.4%
21 to 30	80,929	5%	65,802	4%	68,359	4%	74,321	4.3%	5,962	8.7%
31 to 40	35,956	2%	29,442	2%	28,134	2%	30,272	1.8%	2,138	7.6%
41 to 50	15,369	1%	12,860	1%	14,772	1%	9,432	0.6%	-5,340	-36.1%
TOTAL	1,705,506		1,662,320	100%	1,663,421	100%	1,710,658	100.0	47,237	2.8%



MOVEMENT IN FLEET VOLUME 2008-2022



knocking Lex Autolease off the top spot it has clung onto since it was formed from the merger of Lex Vehicle Leasing and Lloyds TSB Autolease in 2009.

So what affect has all the turmoil and commotion had on the FN50? A reduction from 50 to 49 members should point towards a drop in size, but that's not the case.

The total size of the FN50 has actually grown, by 47,237 units to 1,710,658 cars and vans – up 2.8%.

After two years of decline, the car fleet has grown by 3.5% to 1,243,162 – a noteworthy performance given the recent publication of the 2020/21 benefit-in-kind (BIK) taxation figures from HMRC which showed an 80,000-unit drop in company cars to 720,000.

FLEETS PREDICTED TO GROW

With 60% fleets in a recent Fleet200 Strategy Network poll carried out by *Fleet News* predicting their fleet size would grow thanks to the influx of low BIK electric vehicles bringing cash takers back into the company scheme, it suggests a definite reversal in fortune for the much-maligned company car.

Adding more evidence are the latest driving licence statistics from Department for Transport, which show that 93% of 17-20-year-olds

“WE DON'T WANT TO CREATE JUST ANOTHER LEASING COMPANY OR ACCEPT THE WAY THINGS HAVE ALWAYS BEEN DONE – THIS BUSINESS HAS TO OFFER SOMETHING DIFFERENT”

JOHN WRIGHT, FORD FLEET MANAGEMENT

without a current licence intend to learn to drive – unchanged from a decade earlier – and that 77% of the adult population has a valid licence – the second highest proportion ever, albeit after 2020's 80%.

The unknown is whether they will want to drive their own cars (including company cars) or whether they will defer to subscription or pay-as-you-drive schemes.

The van sector also saw a rise in numbers, although not as dramatic as cars, edging up just 1% year-on-year, at 467,496.

And what of trucks? Despite Fraikin's exit, the number of trucks funded by the UK's biggest lenders has risen slightly, up 3.8% to 25,764. Thirteen companies provided figures, one fewer than last year, with Zenith dominating with more than 60% of

the volume at 16,134 vehicles.

On a like-for-like basis, 30 companies grew their car and van fleet size compared with 2021, while 15 shrank and two were unchanged.

Huge double-digit growth was enjoyed by 14 leasing companies, headed by 2021 new entrant Sogo Mobility whose near doubling of its funded fleet saw it rise nine places to No32 with 4,132 vehicles.

Three places lower, at No35, is Liquid Fleet which enjoyed a 34% rise thanks entirely to its car risk fleet.

DOUBLE-DIGIT INCREASES

Twelve of the top 15 biggest leasing companies increased their fleet size year-on-year, with half of those in double digits.

Mobilize Financial Services (formerly RCI) moved up three places

thanks to a 41% rise in its car fleet, the catalyst for a 35% overall increase, while Santander and Leasys both continued their rapid acceleration in recent years.

Santander is almost entirely a funder of cars; it has just 254 vans on its book of 53,798 vehicles.

Since 2020, it has nearly doubled its fleet size, and moves into the top 10 for the first time in tenth place.

Leasys has been one of the FN50 star performers for the past decade. In 2012, when the business was FGA Contracts, it was funding 2,422 vehicles and was the 42nd biggest company.

This year, it sits on 22,082, a rise of 20% year-on-year, in 15th. Like Santander, Leasys is dominated by cars.

In addition to the funded fleet figures, FN50 companies also grew the number of vehicles under fleet management and accident management, as well as their rental fleets.

■ **Fleet management:** cars 271,923 (up 9.4%), vans 90,544 (up 37%), trucks 39,967 (up 2.5%)

■ **Accident management:** cars 191,901 (up 10.1%), vans 97,001 (up 4.1%), trucks 41,960 (up 255%)

■ **Rental:** cars 266,200 (up 0.6%), vans 18,747 (up 13.7%), trucks 2,073 (down 9.3%)

FN50 profits hit £1.5bn thanks to record-breaking used market

Two-year shortage of new car and van stock increases residual values, benefiting the bottom line of leasing companies, reports *Gareth Roberts*

Pre-tax profits for the FN50 have exceeded £1bn for the first time, thanks to record-breaking used car prices driven upwards by the shortage of new vehicles, now into its second year.

Collectively, the FN50 reported pre-tax profits of an estimated £1.5bn* – up £910 million* year-on-year – more than double the £625m achieved by last year's FN50.

Highlighting how record-breaking residual values (RVs) have driven the 157% rise in profits, revenues for the FN50 have only increased by 5%, year-on-year.

The turnover of FN50 companies reached £11.6bn* – a £542m rise on the £11.05bn reported last year.

It is no surprise, then, that the

FN50's profit margin – a ratio derived from a company's profit divided by its revenue – has more than doubled, up from 5.7% to 13%.

The record rise seen for the sector is reflected in the financial results of the UK's largest leasing company, Lex Autolease.

The leasing giant is responsible for 18.5% of total FN50 revenues and more than a quarter (28%) of its profits.

It operates a risk fleet of 274,107 cars and vans – 8,613 fewer than it did a year ago – and reported revenues of £2.14bn in its annual accounts (up to December 31, 2021);

a £140m decline on the £2.26bn reported in 2020.

However, Lex Autolease's pre-tax profit of £433m was a 300% increase on the £110m reported the previous year.

In its strategic report, the Lloyds Banking Group business says the profit performance was driven by lower depreciation and impairment charges on operating leases, lower operational expenses and higher profits on the disposal of vehicles.

There was a 112% increase in the profits on disposals, with Lex reporting a return of £232m in its

latest accounts, more than double the £109m quoted last year.

Another strong performer in the sector, Zenith, delivered record turnover of £589m, up 20% on the £491m achieved during the previous financial year, and its best-ever adjusted EBITDA of £78.2m, up 27%.

Publishing its annual financial results for the year ending March 31, 2022, the Leeds-based business also reported that its managed fleet has grown by 10% to more than 162,000 vehicles.

It has its highest ever order intake



“THE FIRM CONTINUES TO GO FROM STRENGTH-TO-STRENGTH, DESPITE HEADWINDS SUCH AS THE CONTINUED SHORTAGE IN NEW CAR PRODUCTION AND MACROECONOMIC UNCERTAINTY”

TIM BUCHAN, ZENITH

with a strong book of more than 14,000 vehicles going into the current financial year.

Zenith also has more than 23,000 battery electric vehicles (BEVs) currently on its fleet or on order.

Tim Buchan, chief executive officer at Zenith, says “the firm continues to go from strength-to-strength, despite headwinds such as the continued shortage in new car production and macroeconomic uncertainty”.

In January, Zenith announced it had raised a £475m green bond to help it source and finance electric vehicles (EVs) to meet growing demand in the marketplace.

It also entered into a new £65m revolving credit facility to replace an existing arrangement.

USED CAR MARKET

Shortages in the new vehicle market have been driven by a global shortage of semiconductors, used to power the infotainment systems, computers, digital displays and other components.

Prior to the Covid-19 pandemic, car manufacturers sourced semiconductors from third-party suppliers. Many of these manufacturing plants closed as part of a global lockdown to halt the spread of Covid-19, resulting in a huge backlog of semiconductor orders and long waiting times for new cars.

New car delays have resulted in fewer used vehicles entering the market, as fleets on lease agreements have held onto vehicles for longer. This means there are not enough used cars in the market to meet

demand, which has resulted in prices hitting record levels.

Figures from the Society of Motor Manufacturers and Traders (SMMT), show how this dearth in new stock has been acutely felt by the fleet and business sector.

Fleet and business new car registrations fell by 4.5% year-on-year in 2021. There were 844,677 company cars registered to fleet and business, compared with 883,557 units in 2020.

Overall, new car registrations grew by a marginal 1% during the year, as 1.65 million new cars entered the UK market – a 28.7% decline on pre-pandemic figures for 2019, representing the second worst year since 1992.

This helped drive used car prices during 2021, with the average asking price of a three-year-old car in the UK increasing by 37.7%, according to figures from Heycar.

Vehicles at 50,000-59,999 miles reported one of the most significant price gains at 41.3%, while the asking price of a three-year-old petrol car increased by 35.3% and the average price of a diesel was up 42.8%.

Elsewhere, the average asking price of a five-year-old car increased by 46.7%, and models with 20,000-29,999 miles experienced a value uptick of 56.6%.

Heycar's figures also show that the average asking price of a five-year-old diesel increased by 42%, and a similar-aged petrol car climbed by 49.4%.

After enjoying a record-breaking 2021, it makes sense that more than three-quarters (78%) of FN50 leasing companies report RVs are down this year compared with last, although they are still achieving 101.7% of Cap Clean prices (see page 84).

NEW CAR MARKET

The used car market is still short of stock, however, and Cox Automotive is warning that turbulent market conditions in the new vehicle market will become the norm for the foreseeable future.

Insight and strategy director Philip Nothard told *Fleet News* that hopes of a bounce back with new vehicle production and used car supply were proving short-lived, with production and supply challenges likely to extend into 2023 and beyond.

“Although the prospect of a return to pre-pandemic market conditions has become increasingly unlikely, we cannot know what's truly ahead of us,” he says.

“The goal should therefore be to focus on developing and implementing a clear long-term strategy and doing the basics well.”

Year-to-date, fleet and business registrations now stand at 569,363 units – 17.7% down on the 691,743 cars registered in the first nine months of 2021.

Despite a welcome upward trajectory of fleet and business registrations in September, when combined with retail sales, it was still the weakest September since 1998 – 34.4% below pre-pandemic levels – showing the industry continues to battle issues constraining supply to fulfil a backlog of orders.

SMMT chief executive Mike Hawes, says the overall market remains “weak” as supply chain issues continue to constrain availability.

“While the industry is working hard to address these issues, the long-term recovery of the market also depends on robust consumer confidence and economic stability,” he adds.

UNCERTAIN OUTLOOK

With a growing financial crisis both at home and abroad, with inflation and interest rates on the rise, the leasing sector faces a degree of uncertainty in the months ahead.

Analysis of the latest figures from the British Vehicle Rental and Leasing Association (BVRLA), show its leasing fleet has grown 2.9% year-on-year, despite the challenges the market faces.

While lead times of new vehicles appear to have plateaued, it highlighted the new threats the industry faces in the form of the cost-of-living crisis and concerns over the nation's economy.

BVRLA chief executive Gerry Keaney praised the sector's strength in a year “punctuated by political changes, a deepening cost-of-living crisis, and immense supply chain challenges”, but added that “tougher times lie ahead, with a recession imminent”.

**The combined pre-tax profit and total turnover figures are estimates, with pre-tax profits based on the reported figures for 74% of the risk fleet, and revenues based on returns for 66%.*



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James Jetten, Head of Direct Sales, CUPRA UK

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Lack of supply heads list of fleet challenges

Rising prices, falling discounts and transition to electric also high on agenda for next 12 months, say leasing bosses. *Stephen Briers reports*

It was, perhaps, too broad a question to ask leasing bosses their view on the single biggest challenge facing fleet operators over the next 12 months.

"There are many!" replies Paul Hyne, Lex Autolease commercial director.

"It is difficult to settle on the 'biggest' challenge, as there are so many and will affect different businesses in different ways," adds Kinto UK managing director Matthew Rumble. Nevertheless, there is general consensus about one pressing concern, highlighted by 29 of the 32 respondents: vehicle availability.

A shortage of vehicles in the face of strong demand is having additional implications for fleets, including the disappearance of discounts and potential delays to electric transition plans, but also some positives – particularly for those who have profit-share agreements – such as very strong residual values (RVs).

Multifleet Vehicle Management says: "Vehicle supply remains the biggest challenge facing fleet operators. This is impacting used values, but, more significantly, has impacted new values with next to zero discount available in the market causing lease costs to dramatically increase on all vehicles."

Chris Salmon, commercial director, SG Fleet UK, agrees. He says: "The shortage of vehicle builds has many knock-on effects, the main elements being cost uncertainty/increases, as manufacturers commonly now don't price-protect and price increases are very common and discounts scarce."

He also pointed to supply uncertainty "as orders are often cancelled or specifications changed".

Christopher Caddick, JCT600 VLS

head of business, similarly highlighted the impact of availability on new vehicle prices.

"From a pure rental cost perspective, even those leasing companies who have chosen to weather the storm for vehicles already on order and therefore honour the agreed price for the customer, will be quoting today with funding rates more than 1.5% higher than 12 months ago," Caddick says.

This was being "coupled with the increased cost of the vehicle, both with rising list prices and a reduction in manufacturer discounts across the board", he adds.

While some manufacturers are starting to increase their production volumes, the backlog of orders means few have much availability for at least the next 12 months.

The situation isn't likely to ease any time soon, according to Lakshmi Moorthy, Arval UK managing director.

"We expect new car supply will remain turbulent for the next couple of years, driven by factors including continuing conflict in Ukraine, protectionary purchasing strategies, the ongoing semiconductor shortage and a rarity of resources that are specific to vehicle production," she says.

Supply shortages are arguably even worse for vans than cars, with

specialists VMS and Prohire flagging the impact on costs.

VMS Automotive Group says: "Vehicles are still in low volumes and demand is far outstripping supply. In addition, manufacturers have increased vehicle pricing and reduced discount terms at both manufacturer and dealer level, all of which has a massive impact on the industry. Everyone is running older vehicles as a result and costs have spiralled on vehicle hire, for example, due to these increases."

Prohire adds: "Most commercial vehicle supply chain has either pushed out to 12 months or you simply are unable to order. The eye-watering price increases being inflicted onto the fleet operator is just unbelievable – anything from 20-40% uplift."

DELAYS FOR LCVs

Supply delays for light commercial vehicles (LCVs) and the associated complexities around spec changes, price changes and lead time variability will also impact choice lists, policy design and spec design for LCVs, says Lex Autolease's Hyne.

"Fleets need stability, and this is impossible in the current supply-constrained environment," he adds.

There are numerous trickle-down effects caused by the lack of vehicle



NEW CAR SUPPLY WILL REMAIN TURBULENT FOR THE NEXT COUPLE OF YEARS

LAKSHMI MOORTHY, ARVAL



Availability, according to Salmon, including leasing companies wanting expired lease vehicles in informal extension back rather than allowing official extensions to benefit from the strong RVs, a shortage of daily rental supply so fleets have less flexibility, and increased maintenance costs and downtime as fleets run to an older age.

"All of these points mean that fleets have to plan further into the future, and that operational contingencies are often now more important than costs," he says.

"For all fleets, but especially for those where the cost of fleet is integral to their contract performance with their clients and profitability of those contracts, this uncertainty is going to result in temporarily increased costs."

INCREASING SMR ISSUES

With many fleets forced to retain vehicles for longer while they wait for orders to arrive, they risk encountering more service, maintenance and repair (SMR) issues as their assets age. Here, too, prices are rising and delays are abundant. Never has a well-managed, tightly controlled SMR strategy been more important.

Prohire says: "If you decide to try to run your older fleet, spare parts and repair labour rates have either seen huge price increases or you are simply waiting weeks for parts."

Adding further pressure to prices are the rising interest rates and inflationary pressures which are affecting electric vehicle (EV) total cost of ownership (TCO) calculations due to higher P11D prices.

"With UK inflation reaching its highest rate in 40 years, the whole automotive industry is facing unprec-

edented challenges of rising costs across a number of areas including raw materials, tyres and skilled labour," says Novuna Vehicle Solutions managing director Jon Lawes.

"As inflation rates put pressure on suppliers to increase costs, the reality is that the fleet landscape has significantly changed. It's now vital for us to work with our trusted partners to work smarter for our customers, focusing on identifying areas where new strategies can be adopted that minimise increases."

Neal Francis, Pendragon Vehicle Management managing director, says the issues of large order banks and extended lead times are being exacerbated by "significantly reduced discounts from OEMs, rising interest rates and the introduction of new technologies".

He warns: "Where leasecons allow fleets to extend current vehicle contracts to align with new vehicle deliveries then gradual cost increases

will materialise; should vehicles be forced to de-fleet then the impact of short-term higher rentals will force costs up significantly."

And Kinto's Rumble says: "Interest rates are increasing which have implications to cost of funds and the cost associated to honouring our order bank."

Rumble also highlights a string of other concerns including rising inflation, the cost of living crisis, escalating energy costs, high fuel costs, the risk of recession and other geo-political risk such as the conflict in Ukraine.

"Managing customer expectations and demonstrating value will become increasingly difficult during this time of significant market challenge and continued relentless pace of change," he adds.

One solution to the lack of supply proposed by Alphabet is rental, although even here a lack of supply – rental registrations so far this year are down 88% on 2019 (or 158,000 units at just more than 21,500) – has caused prices to rise.

Nevertheless, Spencer Halil, Alphabet (GB) chief commercial officer, says: "We are seeing substantial growth in flexible rental usage across our current customer base, with increases of more than 200% compared with pre-pandemic levels."

According to Ian Hughes, Zenith CEO – Corporate Division, supply constraints will "restrict the transition to lower emission vehicles which is a clear priority for many fleet operators and drivers".

Electrification remains the biggest topic of conversation among many fleets, particularly the mid-to-large size businesses which have environment, social and govern-

ance (ESG) responsibilities, Scope 1 emissions rules under the Greenhouse Gas Protocol and contract tender criteria to meet.

Lawes says: "UK businesses are under pressure to build electrification strategies that enable their fleet to continue to operate effectively and efficiently while reducing carbon to reach net zero emissions by 2050.

"The biggest challenge is for businesses to build and establish a charging infrastructure that can support both domestic and commercial EVs. Accurate carbon reporting is also a challenge, requiring a combination of data sets that might not have previously ever been accessed by fleet operators."

TRANSITION SLOW DOWN

With the Government holding firm on its decision to ban the sale of new petrol and diesel cars and vans in 2030, rising price pressures are hitting the bottom lines of fleets looking to speed up their transition. TCO sums have swung against some EVs, particularly vans.

"The issue is more pronounced with LCV-dependent fleets as there is no bridge from ICE to EV. But, equally, with cars there are only (at the time of writing) 26 EVs less than £30k and this has worsened in recent months due to increases in RRP brought about by the economic landscape," Salmon says.

"Customers are faced with the decision of whether to embrace EV at a time when legislation surrounding charging, the charging infrastructure and battery range is not where it needs to be in order for customers to transact their business as if they were running traditional ICE fleets."



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The UK's top contra

Rank (2021)	Company	Total RV risk fleet (car/van) 2022 (2021)	Car RV risk fleet 2022	Van RV risk fleet 2022	Truck RV risk fleet 2022	Managing director/CEO
1 (1)	Lex Autolease	274,107 (282,720)	193,562	80,545	0	Nick Williams
2 (2)	Volkswagen Financial Services Fleet	197,826 (202,155)	164,443	33,383	0	Mike Todd
3 (3)	Arval UK	185,537 (179,022)	137,818	47,719	0	Lakshmi Moorthy
4 (4)	LeasePlan UK	176,945 (173,849)	102,291	74,654	0	Alfonso Martinez
5 (5)	ALD Automotive	144,501 (142,824)	102,246	42,255	0	Tim Laver
6 (6)	Alphabet (GB)	132,690 (132,290)	105,984	26,706	0	Mike Dennett
7 (7)	Novuna Vehicle Solutions	86,406 (77,799)	49,711	36,695	4,975	Jon Lawes
8 (8)	Zenith	66,536 (58,129)	52,893	13,643	16,134	Tim Buchan
9 (9)	Free2move Lease	54,480 (53,099)	29,044	25,476	0	Matthew Boswell
10 (11)	Santander Consumer UK	53,798 (43,375)	53,544	254	0	Vik Hill
11 (10)	Arnold Clark Finance	49,411 (49,427)	40,475	8,936	0	David Cooper
12 (12)	Kinto UK	35,840 (31,400)	27,155	8,685	0	Matthew Rumble
13 (16)	Mobilize Financial Services	22,413 (16,629)	18,989	3,424	0	Alice Altermaire
14 (13)	Tuskerdirect	22,132 (20,976)	21,648	484	0	Paul Gilshan
15 (14)	Leasys UK	22,082 (18,361)	21,405	677	0	James Birch
16 (15)	Ogilvie Fleet	19,352 (18,032)	13,754	5,598	0	Gordon Stephen
17 (18)	Athlon UK	16,021 (14,171)	13,525	2,496	0	Patricia Wolfe
18 (17)	Pendragon Vehicle Management	13,111 (14,468)	7,437	5,674	0	Neal Francis
19 (19)	SG Fleet UK	12,959 (13,147)	8,756	4,203	12	Peter Davenport
20 (22)	Grosvenor Contracts Leasing	10,486 (9,901)	7,273	3,213	11	Lee Brown
21 (23)	Marshall Leasing	10,325 (8,904)	7,060	3,265	0	Greg McDowell
22 (21)	Total Motion	10,116 (10,116)	6,382	3,734	23	Simon Hill
23 (20)	Venson Automotive Solutions	10,073 (10,283)	4,290	5,783	490	Samantha Roff
24 (24)	Days Fleet	7,760 (7,669)	4,716	3,044	136	Aled Williams
25 (32)	Lookers Vehicle Solutions	7,535 (3,762)	5,402	2,133	0	Paul Bentley

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act hire companies



Rank (2021)	Company	Total RV risk fleet (car/van) 2022 (2021)	Car RV risk fleet 2022	Van RV risk fleet 2022	Truck RV risk fleet 2022	Managing director/CEO
26 (25)	TCH Leasing	6,916 (6,760)	5,395	1,521	0	Mark Hammond
27 (26)	JCT600 VLS	6,641 (6,238)	4,989	1,652	0	Ben Creswick
28 (28)	VMS Automotive Group	5,150 (4,650)	150	5,000	500	Aaron Laraman
29 (27)	Toomey Leasing Group	5,130 (5,345)	3,650	1,480	0	Martin Wroe
30 (29)	Sinclair Finance & Leasing	4,675 (4,472)	2,845	1,830	0	Thomas Jenkins
31 (30)	Agnew Leasing	4,272 (4,304)	3,247	1,025	0	Graham Thompson
32 (41)	Sogo Mobility	4,132 (2,147)	2,815	1,317	0	Karl Howkins
33 (35)	GKL Leasing	3,071 (2,778)	2,323	748	0	Richard Kenning
34 (37)	AAM Group	3,043 (2,473)	2,819	224	0	Colin Mather
35 (39)	Liquid Fleet	3,033 (2,256)	2,348	685	0	Darren Driscoll
36 (34)	Bridle Group	2,969 (2,825)	1,489	1,480	0	Alan Carreras
37 (New)	Ford Fleet Management UK	2,814 (n/a)	193	2,621	0	John Wright
38 (36)	Hilton Vehicle Leasing	2,420 (2,496)	2,105	315	0	Morgan Devereux
39 (33)	Affinity Leasing	2,287 (3,090)	2,152	135	0	Paul Harrop
40 (43)	Traction Finance (NI)	2,231 (2,047)	1,483	748	65	Paul McGuire
41 (46)	AMT Vehicle Rental	2,092 (1,793)	1,970	122	4	Neil McGawley
42 (40)	Agility Fleet	1,757 (2,195)	1,132	625	0	Keith Townsend
43 (38)	BMW Financial Services (GB)	1,429 (2,395)	1,289	140	0	Mike Dennett
44 (42)	Close Brothers Vehicle Hire	1,131 (2,055)	18	1,113	2,060	Terry Ottey
45 (47)	Multifleet Vehicle Management	918 (914)	491	427	0	Steve Whitmarsh
46 (48)	Prohire	705 (758)	0	705	1,009	Jariath Patrick Skelly
47 (49)	Specialist Fleet Services	699 (699)	26	673	345	Bob Sweetland
48 (50)	ICR Leasing	593 (565)	392	201	0	Thomas Ryan/ William Chapman
49 (New)	Leasing Plus	108 (n/a)	78	30	0	Jon Hudd



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1 Lex Autolease

Managing director: Nick Williams
Parent company: Lloyds Banking Group

2 Volkswagen Financial Services | Fleet

Brands include: Audi Finance, Seat Finance, Skoda Finance, Volkswagen Finance, Volkswagen Commercial Vehicle Finance, Bentley Finance, Porsche Finance, MAN Finance
Chief executive: Mike Todd
Parent company: Volkswagen Finance Overseas BV

3 Arval UK

Brands include: Honda Contract Hire, Hyundai Contract Hire
Managing director: Lakshmi Moorthy
Parent company: BNP Paribas
Financial data: T: £1,298,135,000;
PBT: £120,301,000; EBITDA: £664,595,000 (all figures 31/12/2021)

4 LeasePlan UK

Managing director: Alfonso Martinez
Parent company: LeasePlan Corporation NV

5 ALD Automotive

Brands include: Tesla, Polestar, Kia Contract Hire, Ford Lease, Lombard Vehicle Solutions
Managing director: Tim Laver
Parent company: Société Générale

6 Alphabet (GB)

Chief executive: Mike Dennett
Parent company: BMW (UK) Holdings
Financial data: T: £1,085,800,000;
PBT: £166,400,000 (both figures 31/12/2021)

7 Novuma Vehicle Solutions

Managing director: Jon Lawes
Parent company: Mitsubishi HC Capital UK
Financial data: T: £405,600,000; PBT: £54,200,000; EBITDA: £330,800,000 (all figures 31/3/2022)

8 Zenith

Brands include: ZenAuto, ElectricAuto
Chief executive: Tim Buchan
Parent company: Zenith Automotive Holdings
Financial data: T: £561,800,000; PBT: £100,400,000; EBITDA: £78,200,000 (all figures 31/3/2022)

9 Free2move Lease

Brands include: PSA Finance
Managing director: Matthew Boswell
Parent company: Stellantis

10 Santander Consumer UK

Brands include: VCFSUK, HCUK, Mazda Financial Services, Yamaha Financial Services, MG Motor Finance
Chief executive: Vik Hill
Parent company: Santander UK

11 Arnold Clark Finance

Brands include: Activa Contracts
Managing director: David Cooper
Parent company: Arnold Clark Automobiles
Financial data: T: £426,000,000;
PBT: £42,000,000 (both figures 31/12/2021)

12 Kinto UK

Chief executive: Matthew Rumble
Parent company: Kinto Europe GmbH
Financial data: T: £127,730,000;
PBT: £8,000,000; EBITDA: £60,300,000 (all figures 31/3/2022)

13 Mobilize Financial Services

Brands include: Mobilize Financial Services, Nissan Financial Services, Dacia Financial Services
Managing director: Alice Altemaire
Parent company: RCI Bank UK
Financial data: T: £48,587,132; PBT: £8,551,790; EBITDA: £43,241,268 (all figures 2021)

14 Leasys UK

Managing director: James Birch
Parent company: Leasys SpA
Financial data: T: £45,745,000 (31/12/2021)

15 Tuskerdirect

Chief executive: Paul Gilshan
Parent company: ECI Partners
Financial data: T: £293,300,000;
PBT: £18,900,000; EBITDA: £26,200,000 (all figures 31/12/2021)

16 Ogilvie Fleet

Managing director: Gordon Stephen
Parent company: Ogilvie Group
Financial data: T: £197,917,176; PBT: £21,667,257; EBITDA: £76,134,581 (all figures 30/6/2022)

17 Athlon UK

Managing director: Patricia Wolfe
Parent company: Mercedes-Benz Mobility

18 Pendragon Vehicle Management

Brands include: Evans Halshaw Leasing
Managing director: Neal Francis
Parent company: Pendragon
Financial data: T: £89,900,000
PBT: £17,500,000 (both figures 2021)

19 SG Fleet UK

Managing director: Peter Davenport
Parent company: SG Fleet Group

20 Grosvenor Contracts Leasing

Brands include: Interactive Fleet Management
Managing director: Lee Brown
Parent company: Hardwater Holdings
Financial data: T: £111,100,000;
PBT: £7,000,000; EBITDA: £7,600,000 (all figures 2021)

21 Marshall Leasing

Brands include: Marshall Minibus
Managing director: Greg McDowell
Parent company: Bank of Ireland (UK)
Financial data: T: £54,900,000; PBT: £7,800,000; EBITDA: £8,000,000 (all figures 31/12/2021)

22 Total Motion

Managing director: Simon Hill
Parent company: Total Motion
Financial data: T: £21,600,000;
PBT: £226,000; EBITDA: £6,900,000 (all figures 31/3/2021)

23 Venson Automotive Solutions

Managing director: Samantha Roff
Parent company: Premier Fleet Management and Contract Hire
Financial data: T: £20,032,422; PBT: £384,887; EBITDA: £6,252,612 (all figures 31/12/2020)

24 Days Fleet

Managing director: Aled Williams
Parent company: CEM Day
Financial data: T: £64,525,000;
PBT: £7,065,000; EBITDA: £44,653,000 (all figures 31/12/2020)

25 Lookers Vehicle Solutions

Brands include: Lookers Leasing, Fleet Financial, Get Motoring UK t/a Vehicle Rental Services
Managing director: Paul Bentley
Parent company: Lookers
Financial data: T: £154,421,860;
PBT: £11,121,777; EBITDA: £33,647,985 (all figures 2021 unaudited)

26 TCH Leasing

Managing director: Mark Hammond
Parent company: TC Harrison Group
Financial data: T: £29,814,000;
PBT: £1,824,000 (both figures 31/12/2021)

27 JCT600 VLS

Managing director: Ben Creswick
Parent company: JCT600
Financial data: T: £24,000,000;
PBT: £3,900,000 (both figures 2021)

28 VMS Automotive Group

Brands include: VMS (Fleet Management) Limited, VMS Refrigeration
Managing director: Aaron Laraman
Parent company: VMW Group
Financial data: T: £33,220,630;
PBT: £5,824,759; EBITDA: £20,868,831 (all figures 31/5/2022)

29 Toomey Leasing Group

Brands include: Easyleasedirect.co.uk
Managing director: Martin Wroe
Parent company: Laindon Holdings
Financial data: T: £19,530,000;
PBT: £3,530,000; EBITDA: £5,250,000 (all figures 31/12/2021)

30 Sinclair Finance & Leasing

Managing director: Thomas Jenkins
head of Sinclair Finance & Leasing
Parent company: Sinclair Group
Financial data: T: £29,885,111;
PBT: £2,627,556; EBITDA: £9,366,126 (all figures 31/12/2021)

31 Agnew Leasing

Managing director: Graham Thompson
Parent company: Sytner
T: £20,944,000; PBT £2,517,000 (both figures 31/12/2021)

32 Sogo Mobility

Managing director: Karl Hawkins
Parent company: Cambria
Financial data: T: £28,100,000; PBT: £3,000,000;
EBITDA: £4,858,000 (all figures 31/8/2022)

33 GKL Leasing

Brands include: GKL, WVL Windsor Vehicle Leasing, Westward Leasing
Managing director: Richard Kenning
Parent company: URA Ventures
Financial data: T: £16,800,000;
PBT: £3,560,000 (both figures 2021)

34 AAM Group

Brands include: Alliance Asset Management, Mycardirect, ONWRD, Bestcarfinder, Fleetcentre
Managing director: Colin Mather
Parent company: AAM Group

35 Liquid Fleet

Managing director: Darren Driscoll
Parent company: Liquid Fleet Holdings
Financial data: T: £6,073,045;
PBT: £2,577,502; EBITDA: £3,971,471 (all figures 31/12/2021)

36 Bridle Group

Brands include: Bridle Vehicle Leasing, Fulton Vehicle Leasing, Bentley Walker, Totally Vans, Plan Sprint Contracts, GoGreen Leasing, Kew Vehicle Leasing, School Minibus Co
Managing director: Alan Carreras
Parent company: Hanborough Enterprises
Financial data: T: £26,873,908; PBT: £871,311; EBITDA: £1,612,516 (all figures 31/12/2021)

37 Ford Fleet Management UK

Managing director: John Wright
Parent company: Ford Fleet Management BV
Financial data: T: £739,000;
PBT: -£1,896,000 (both figures 31/12/2021)

38 Hilton Vehicle Leasing

Brands include: Hilton Rental, Hilton Coachworks
Managing director: Morgan Devereux
Parent company: Hilton Group

39 Affinity Leasing

Managing director: Paul Harrop
Parent company: Affinity Fleet Management
Financial data: T: £14,230,000
PBT: -£50,000 (both figures 31/12/2020)

40 Traction Finance (NI)

Managing director: Paul McGuire
Parent company: Traction Finance (NI)
Financial data: T: £15,988,006;
PBT: £734,544; EBITDA: £772,398 (all figures 31/12/2021)

41 AMT Vehicle Rental

Brands include: AMT Contract Hire and Leasing, AMT Vehicle Rental t/a AMT Asset Management
Managing director: Neil McGawley
Parent company: AMT Global Investments
Financial data: T: £21,500,000;
PBT: £4,500,000; EBITDA: £12,700,000 (all figures 30/4/2022)

42 Agility Fleet

Brands include: Agility Fleet Personal Leasing Limited, Windmill Leasing
Chairman and chief executive: Keith Townsend
Parent company: Agility Fleet Holdings
Financial data: T: £16,229,063;
PBT: £1,800,000; EBITDA: £5,352,000 (all figures 31/12/2021)

43 BMW Financial Services (GB)

Brands include: Alpha Financial Services
Managing director: Mike Dennett
Parent company: BMW AG
Financial data: T: £14,198,202 (31/12/2021)

44 Close Brothers Vehicle Hire

Brands include: Mercedes, Daf, MAN, Renault, Iveco, Peugeot, Volkswagen, Vauxhall, Citroën
Managing director: Terry Ottey
Parent company: Close Brothers

45 Multifleet Vehicle Management

Brands include: runyourfleet.com, runyourcars.com
Managing director: Steve Whitmarsh
Parent company: Forward Group
Financial data: T: £7,600,000;
PBT: £340,000; EBITDA: £450,000 (all figures 31/3/2022)

46 Prohire

Brands include: FleetLogic
Managing director: Jariath Patrick Skelly
Parent company: Prohire Group
Financial data: T: £31,551,337;
PBT: £736,368; EBITDA: £7,976,450 (all figures 2021)

47 Specialist Fleet Services

Brands include: SFS, CTS Hire
Managing director: Bob Sweetland
Parent company: Paragon Banking Group

48 ICR Leasing

Senior business managers: Thomas Ryan and William Chapman
Parent company: ICR Leasing
Financial data: T: £3,327,602;
PBT: £1,054,086 (both figures 2022)

49 Leasing Plus

Managing director: Jon Hudd
Parent company: Leasing Plus
Financial data: T: £1,325,26;
PBT: £45,431 (both figures 31/3/2022)

Key:

T: turnover
PBT: profit before tax
EBITDA: earnings before interest, taxes, depreciation and amortisation

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58%
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ZENAUTO FLEET
GREW BY
64%

ZENITH RAISED THE UK VEHICLE
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Sal/sac grows as nine-out-of-10 cars still funded via contract hire

Fleet decision-makers warn industry of lack of engagement, reports *Gareth Roberts*

Contract hire (operating lease and finance lease) remains the funding method of choice for fleets, accounting for the overwhelming majority (94.3%) of cars – almost 1.15 million vehicles – on the FN50 risk fleet.

Split out into the two elements, the proportion of cars funded via an operating lease is 91.3%, just slightly down on FN50 2021's figure (91.7%) but shy of 2019's high of 92%.

Finance lease, which transfers all the risk – and rewards – of ownership to the fleet operator, increased its market share marginally year-on-year, from 2.4% to 3%.

Employee car ownership (ECO) saw its market share halved again, with just 0.1% of the FN50 car risk fleet now funded this way compared with 0.2% last year and 0.4% in 2020.

Salary sacrifice (sal/sac), however, continues to grow market share, up

from 4.2% in 2021 to funding 4.9% of cars on the FN50 risk fleet in 2022.

It is the highest market share the funding method has held since the introduction of Optional Remuneration Arrangements (OpRA) in 2017, which reduced the potential savings available through the staff benefit.

Its popularity decreased in the following years but, with ultra-low emission vehicles (ULEVs) exempt from the changes and the Government's decision to cut the benefit-in-kind (BIK) tax rate on zero-emission company cars from 16% in 2019/20 to 0% in 2020/21, electric-only salary sacrifice schemes have been growing in popularity.

Tusker reported it had launched 300 new salary sacrifice schemes with employers in the first eight months of this year, while Alphabet, which had offered the funding method through a third-party, launched its own product in the summer.



CASH ALLOWANCE AND SALARY SACRIFICE ARE THE JOINT TOP OPTIONS LISTED

SHAUN SADLIER, ARVAL

"This is a fantastic benefit that our employees love and aligns with our internal goals to become a more sustainable business."

Low BIK has been key to the growing popularity of sal/sac, with Arval reporting that, while drivers who have taken cash options in the past are returning to company cars, other employees are entering sal/sac arrangements as a result of low taxation rates and the higher initial purchase price for EVs.

"This is something that is being seen at Arval in the UK and which we expect to grow in the coming years," says Shaun Sadlier, head of Arval Mobility Observatory in the UK.

Its research suggests that, when it comes to businesses offering employees access to finance a personal car, almost one-in-four (23%) employers offers sal/sac.

Sadlier adds: "When it comes to the methods offered to employees who do not choose a company car as a means to finance a vehicle, cash allowance and salary sacrifice are the joint top options listed."

There is a word of warning for funders, however, from the Association of Fleet Professionals (AFP). It says that although employees are keen in theory to join sal/sac schemes, the initiatives are being badly affected by a range of factors including highly restricted EV supply, rising lease costs and the state of the wider economy – as well as a lack of engagement by some providers.

AFP chair Paul Hollick believes that to make a scheme work there needs to be a "proactive partnership" between the provider and the employer.

"While there are good sal/sac companies out there, others are proving to be less effective," he explains. "From member feedback, this appears to be especially the case where providers have promised to put a scheme in place with almost no assistance from within the host company's fleet, HR and procurement departments."

While 4.9% seems low, given the number of schemes being launched, it takes a while for them to become sufficiently embedded to encourage staff uptake, while the long delays for new car supply are further hampering the immediate growth opportunity.

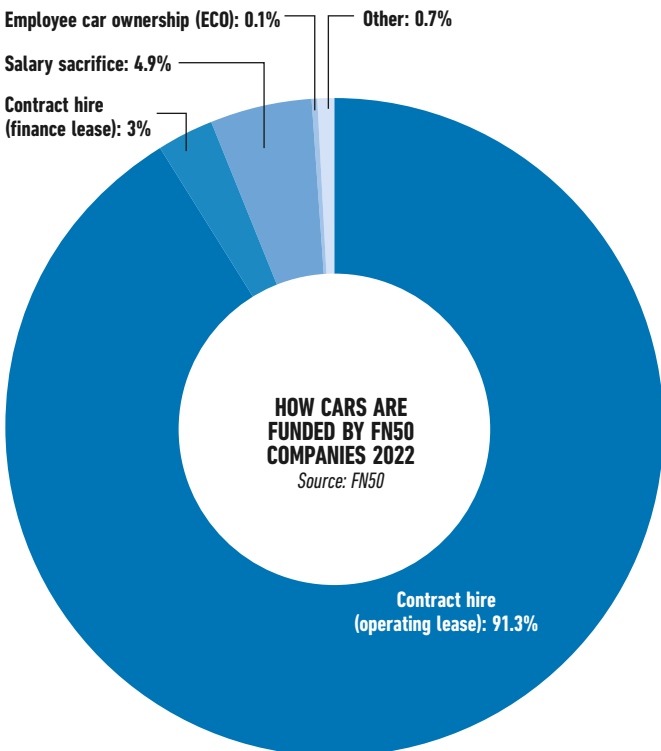
Nevertheless, David Rose, head of product management at Alphabet (GB), said it was great to add more diversity to its contract hire portfolio.

He explains: "The introduction of Alphabet Salary Sacrifice helps improve the accessibility of EVs (electric vehicles), creating more opportunities for our customers and their employees."

Octopus Electric Vehicles reported growth of 22%, on average, each month, after launching a salary sacrifice product in 2021, signing up more than 1,500 companies in just more than a year.

Companies of different sizes and sectors have joined the scheme, including household names such as McLaren, Dyson, RES and Nando's. It could see Octopus enter the FN50 in future years.

Rebecca Constable, director, people experience, at McLaren Racing, says:



Operating lease dominates van funding as flexible solutions grow

Fleet managers want more flexibility as they transition to electric vehicles. *Andrew Ryan* reports

Operating lease has long been the king of contract hire in the van sector, and this year's FN50 research confirms its dominance with 82.3% of light commercial vehicles (LCVs) funded this way.

However, this is seven percentage points below last year, with the past 12 months seeing finance lease increase its share to 14%: five points more than in 2021. 'Other' accounts for the remaining vehicles.

Of the respondents to the FN50 research, 45% of leasing companies report a van risk fleet financed solely via operating lease, five percentage points higher than last year, while 5% report finance lease as their dominant funding method, a rise of one percentage point.

"The current post-pandemic economic situation and arrival of electric vehicles (EVs) make the advantages of leasing even more apparent in our opinion – bringing fixed monthly costs, removing the residual risk and allowing businesses to concentrate on core activities," says Shaun Sadlier, head of consulting at Arval UK.

"There is a long-term shift towards leasing that has been under way for many years.

"Something further to consider is that we are seeing a lot more medium-term rentals, which fleets are using to add flexibility while waiting for new vehicles and to address peaks in demand, as well as to try out EVs for the first time without making a long-term commitment.

"We expect this area - with rentals of one-to-24 months, with six-to-12 months being the average commitment - to grow.

"There is definitely further potential for fleets to rent in this manner and not just lease."

Ford Fleet Management, which has more than 2,600 vans on its 2,800-strong risk fleet, says flexible leasing is definitely growing in popularity as it allows fleet managers to quickly adapt their mobility provision to busi-



More van fleets are expected to adopt flexible leasing as they transition towards electric

ness units in line with diversification. "In particular, LCV fleets are likely to continue growing their adoption of flexible leasing as they handle the transition to electric LCVs," it says.

However, it believes the well-established fixed-term contracts will remain the backbone of a modern fleet policy.

Commercial vehicle specialist Prohire agrees.

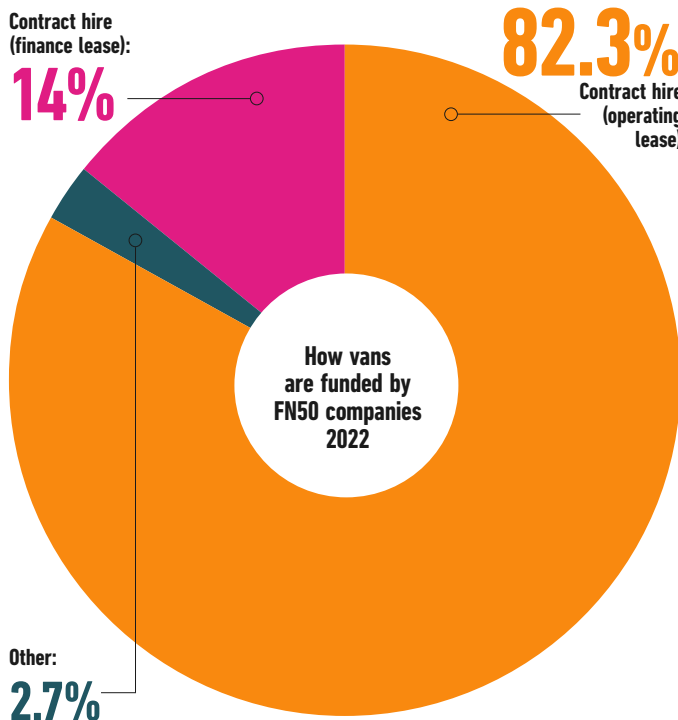
"We do not believe the long-term leasing deal structure is dead," it says. "In fact, with the exit of some of the larger players in the sector, such as Ryder, and the persistent supply chain challenges, we believe our customers are looking to increase the depth of their relationship with their chosen fleet partners which, in fact, lends itself to longer-term deals."

The FN50 research also found the average proportion of vans leased with maintenance included has risen one percentage point in the past year to 59%. This is five percentage points higher than in 2019, but has matched 2018's level.

In this year's research, 40% of respondents leased 70% or more of their vans with maintenance agreements, while 24% had 30% or fewer of their vans on similar agreements.

In comparison, the average proportion of cars leased with maintenance in 2022 is 62%.

The truck sector shows the highest level of 'with maintenance' contracts



at 65% despite falling by seven percentage points over the past year.

The research found the proportion of LCV customers on sole-supply contracts with their leasing provider is now 38%, a rise of two percentage points from 2021's figures.

This year's figure is also three percentage points higher than in

2019 and significantly more than in 2017, when an average of 25% of van customers were on sole supply.

The could be down to more fleets seeking maximum value from leasing providers through sole supply agreements rather than basing their relationships on pricing alone via multi-bid policies.

Company cars racing to net zero

New figures reveal substantial falls in the CO2 emissions of FN50 customer fleets, with more to come as order backlogs clear.

Jonathan Manning reports

The UK's largest leasing companies would be a lot farther down the road to zero emission fleets if they had been able to secure swift supply of battery electric models. The average CO2 emissions of vehicles on order is just 59.6g/km, although lead times of nine to 12 months for new cars have stymied progress towards the decarbonisation of customers' fleets.

Across the FN50 as a whole, average car CO2 emissions have declined by 10.6% to 92.2g/km this year, from 102g/km in 2021, as drivers switch from internal combustion engine (ICE) vehicles to more tax-friendly electric and plug-in hybrid vehicles.

The proportion of full electric cars now on the FN50 fleet has risen five-fold in the past two years, to 17.3%,

while diesel has fallen from almost half (44.5%) to less than a third (31.3%).

Adding plug-in hybrid (11.3%) to the full electric percentage, takes the share of fuel to 28.6%.

However, full electric is already the most popular current fuel type as it accounts for 32.1% of cars ordered this year. PHEVs add a further 14.9% to the mix; combined, plug in electric cars are dominating the fleet scene with almost half (47%) of cars ordered.

In contrast, diesel orders have slumped to just 14.3% of orders.

To satisfy this driver demand, progressive employers have transformed their company car policies from choice lists based on lease rentals to wholelife costs. The higher acquisition costs of electric vehicles (EVs), the subsequent higher interest

payments to finance them, and greater depreciation mean their lease rentals will continue to be higher than those of petrol or diesel models for the foreseeable future.

Leasing companies are wary that today's strong residual values (RVs) for electric vehicles may not continue when greater volumes of ex-lease EVs hit the used market in three and four years' time.

As a result, they expect net depreciation of purchase price minus disposal value to be higher for electric cars than ICE rivals.

There are key areas, however, where battery models are closing this lease rate gap, especially in their lower maintenance requirements as inflation drives up parts and labour costs for ICE cars.

And most importantly, from a customer's financial perspective, the huge savings in Class 1 A National Insurance contributions as well as the cheaper energy/fuel costs per mile can more than offset any differential in lease rates between EV and ICE cars.

Explaining these savings and providing a complete electric car ecosystem to support fleet customers on their transition to net zero has played into the hands of leasing companies with a consultative approach, especially in helping smaller clients who are less likely to employ a full-time fleet manager.

"Every year, more than 150 fleet customers benefit from consultancy services as they make the transition to EVs, with a bespoke 'fleet health



check' helping small and medium enterprises to electrify," says Lakshmi Moorthy, managing director of Arval, which doubled the number of EVs on its fleet in the last 12 months to almost 23,000 vehicles.

"Additionally, by evaluating data on our customers, we contact those who have had less uptake of EVs to help them and offer support or counsel to overcome any barriers they may be experiencing."

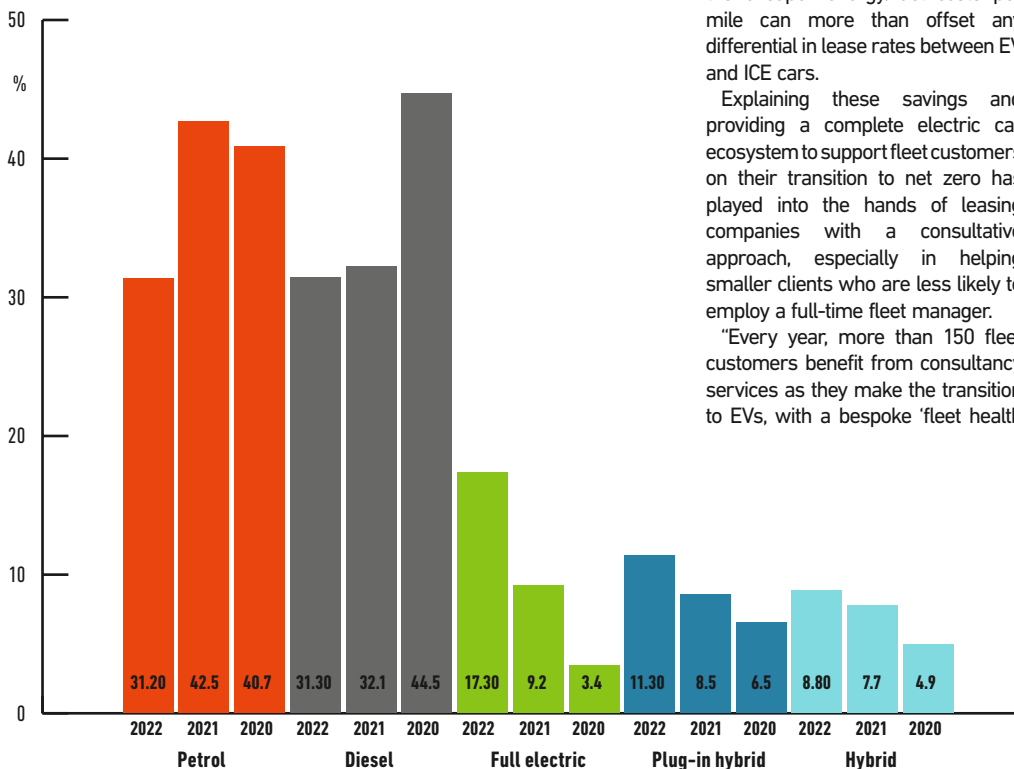
The principal brakes on EV adoption have been the scarcity of electric cars with lower acquisition prices, with businesses accustomed to buying cars in the £15,000 to £25,000 range needing to change mindset and accept models costing north of £40,000, and the development of the UK's charging infrastructure.

Chris Salmon, commercial director, SG Fleet, says: "With cars, there are only (at the time of writing) 26 EVs less than £30k and this has worsened in recent months due to increases in RRP brought about by the economic landscape.

"Customers are faced with the decision of whether to embrace electric at a time when legislation surrounding charging, the charging infrastructure and battery range is not where it needs to be in order for customers to transact their business as if they were running traditional internal combustion engine fleets."

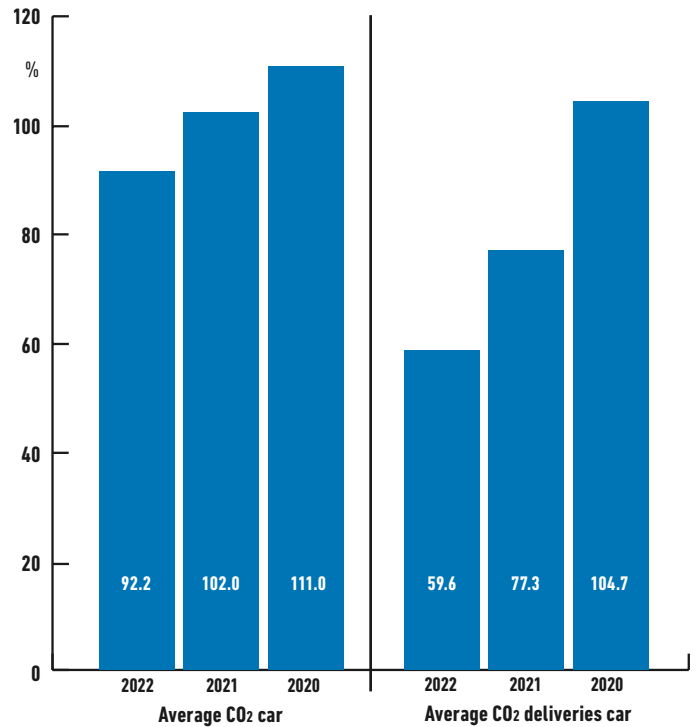
In the absence of all these public building blocks to an EV future, leasing companies are working with customers to deliver charging solu-

CARS ON FLEET BY FUEL TYPE (2020-2022)





AVERAGE CO₂ EMISSIONS (2020-2022)



tions that keep company car and van drivers mobile and businesses productive.

“Our job is to simplify the transformation of fleets to electric,” says Mark Dickens, managing director of Mobilize Power Solutions UK.

“Between now and 2030, we’ll help implement full EV policies for our business and our customers, from choosing and managing the right vehicles, to building innovative charging infrastructures and networks that use accurate, real-world fleet and carbon reporting and by collaborating with market leading partners, that will enable our customers to make informed, strategic decisions.”

This includes building a charging eco-system that sees Mobilize act as the single point of contact for its customers to deliver, maintain and futureproof their strategies ahead of the 2030 ICE ban.

This eco-system includes workplace and depot charging solutions, as well as a unified answer to the UK’s highly fractured public charging

network, where each of the country’s 90-plus charge point operators seem to need a different app or RFID tag to access their chargers.

Consolidating charging data is also a headache for fleets trying to control costs and reimburse drivers fairly for business miles.

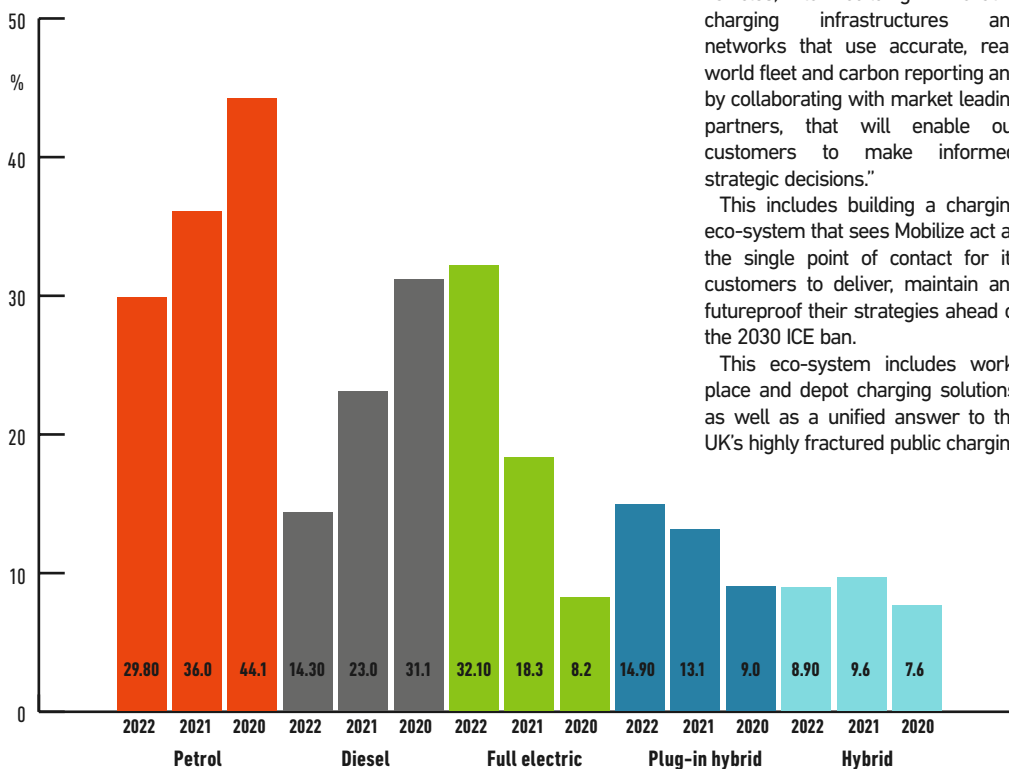
Yet winning the battle with internal stakeholders to pursue an electrification agenda can be a challenge for many fleet managers, particularly for businesses that face the additional costs of installing workplace or depot charging.

“We are incorporating additional specific EV services into the vehicle finance, so fleets can pay for charging infrastructure including domestic units and charging on the go, as part of the leasing or rental agreement. This makes costs of owning and managing charging utilities more affordable,” says Dickens.

The one area of the car leasing market that is totally committed to zero emission motoring is the fast-growing salary sacrifice arena, where the minimal benefit in kind charges levied on electric cars make the arrangements to pay for an all-inclusive car lease out of gross income hugely attractive.

As a specialist in the salary sacrifice sector, Tusker has seen the average CO₂ emissions of its fleet tumble to just 32g/km, the lowest of any company in the FN50, helping employers transition their entire car parks to zero emission motoring, not just the company cars.

CAR ORDERS BY FUEL TYPE (2020-2022)



LCVs proving slow to electrify

Vans are lagging a few years behind cars in terms of vehicle capability, choice and fleet operator demand

By Jonathan Manning

Fleets that lease their light commercial vehicles (LCVs) are proving stubbornly resistant to electrification. For many, there may only be one more replacement cycle between now and 2030, from when no further new diesel vans can be sold, but data from the FN50 indicates that van operators are sticking loyally to diesel – perhaps out of necessity rather than desire.

The average emissions of the entire FN50 LCV fleet actually rose slightly this year to 161.3g/km from 158.6g/km in 2021, while the average emissions of vans sitting in order banks are even higher at 162.5g/km.

These averages can be misleading, failing to reflect any increases in vehicle size that might push up emissions. Sales of heavier LCVs in the 2.5-3.5-tonne sector have fared better than smaller vans this year in

a market that was down 20% year-on-year over the first nine months.

But there is no disguising the fact that diesel still powers 92.4% of all new vans, while battery electric models have barely a foothold in the market at 5.3%, even if this represents a 53% increase on 2021.

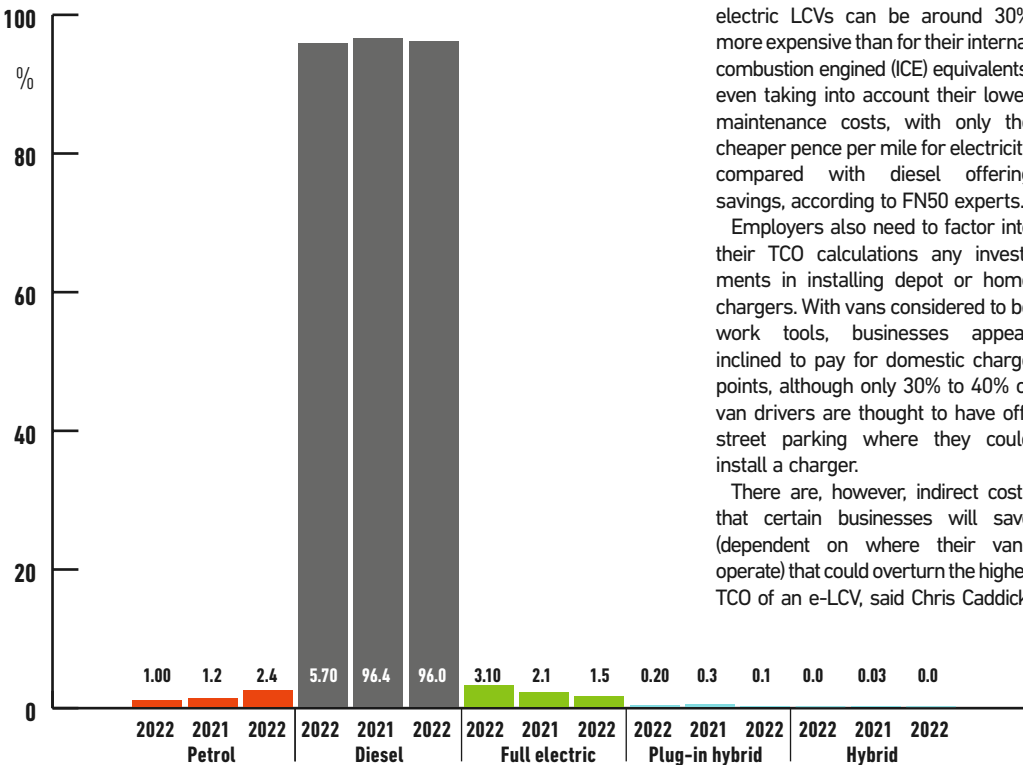
Government purchase grants are providing a degree of financial incentive for operators to electrify LCVs, but, for many, the total cost of ownership (TCO) figures fail to stack up (especially with rising energy costs), while recharging batteries is a challenge and the absence of electric options in some vehicle classes, such as pick-ups, undermines even the best intentions.

This has not stopped a number of trailblazing household names from electrifying, driven as much by environmental commitments as TCO.

With higher acquisition prices and



VANS ON FLEET BY FUEL TYPE (2020-2022)



smaller discounts, the lease rates for electric LCVs can be around 30% more expensive than for their internal combustion engine (ICE) equivalents, even taking into account their lower maintenance costs, with only the cheaper pence per mile for electricity compared with diesel offering savings, according to FN50 experts.

Employers also need to factor into their TCO calculations any investments in installing depot or home chargers. With vans considered to be work tools, businesses appear inclined to pay for domestic charge points, although only 30% to 40% of van drivers are thought to have off-street parking where they could install a charger.

There are, however, indirect costs that certain businesses will save (dependent on where their vans operate) that could overturn the higher TCO of an e-LCV, said Chris Caddick,

head of business development at JCT600 Vehicle Leasing Solutions.

"If LCVs have to enter the London Congestion Charging zone, saving £10 or £15 per day, every day, can make a significant difference to the cost calculations," he says.

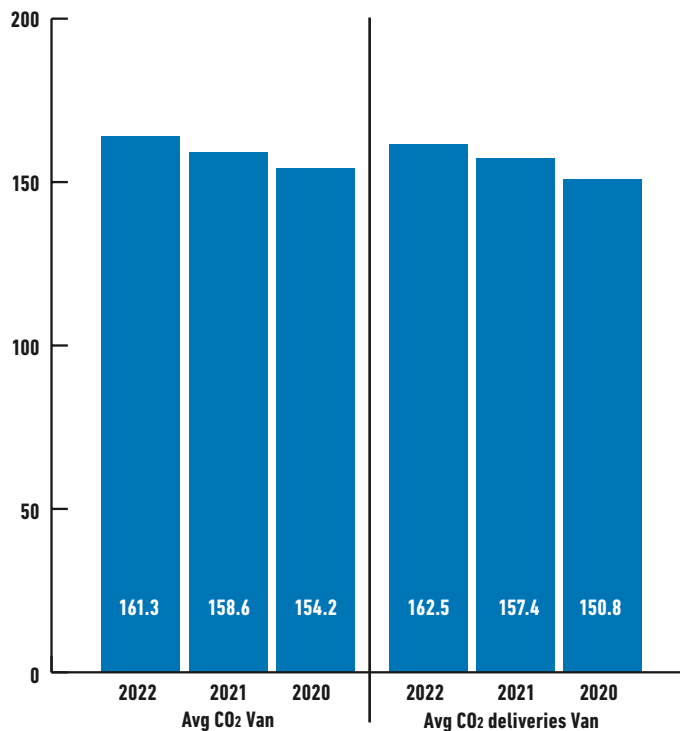
Some businesses may also be obliged to operate e-LCVs to win a tender or retain a contract, while others may face penalties from clients if they do not use zero emission vehicles, making the decision to electrify a judgement call for the wider business, adds Caddick.

He encourages fleets to investigate not simply the mileage of their vans in order to identify which have daily journey profiles that could be completed by an e-LCV on a single battery charge (using fuel card or telematics data), but also to re-examine the role performed by the vehicles. Rightsizing vehicles to the task in hand might allow a business to downsize vans to smaller e-LCVs that would allow a switch to battery power without a significant increase in lease rates. There's even a commercial vehicle version of the



Diesel still powers the vast majority of vans

AVERAGE CO₂ EMISSIONS (2020-2022)



Renault Zoe, complete with bulkhead and no rear windows.

"We are seeing more mid-size vans go smaller," says Caddick.

Price parity between the lease rates of ICE and e-LCVs is still some time away, according to several leasing companies, although the reliability of electric motors does hold out the possibility of longer holding periods for e-LCVs without the risk of a cliff-edge in service, maintenance and repair (SMR) bills. This would help leasing companies to amortise the depreciation of e-LCVs over a longer period, providing a way to bring down rentals.

"If costs continue to increase you could see more customers moving to longer cycles due to the cost and usability of an EV compared with an ICE vehicle," says Chris Salmon, commercial director, SG Fleet.

"The servicing cost for an ICE starts to be prohibitive the longer the contract, whereas the dynamics of an EV mean it's a much flatter line for SMR cost and therefore holding for longer doesn't see a spike in the SMR. It also gives the depreciation on a higher acquisition cost longer to depreciate."

With new e-LCVs being introduced regularly, range and payload issues are improving quickly, although this

means today's vehicles may be less desirable in the future, warns Arval, suggesting that the first LCVs to achieve parity with their ICE counterparts will be smaller vans.

"The technology shift for cars has been massive, but it's not quite happened for LCVs and they are at least five years behind," says Ben Edwards, Arval consultant.

To build fleet confidence in e-LCVs, Arval has developed a new product called Flex-EV, that gives customers the chance to try an electric van on a rental basis as a stepping-stone to a longer-term lease.

The past 18 months has seen Arval switch from having to push e-LCVs to customers to clients asking for the vehicles, says Edwards.

"Our year-to-date registrations show 11% of our new vans are electric, up from 6% last year and 1% in 2020, with many more vehicles available," he says.

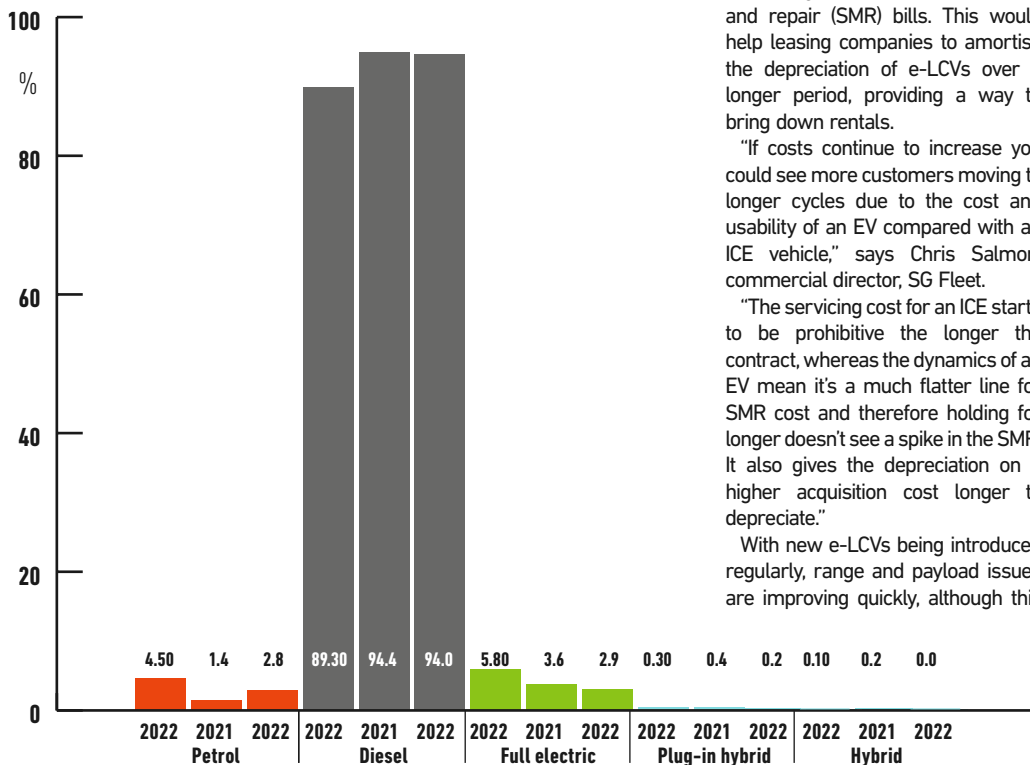
Arval's consultancy work goes into granular detail, analysing the journey profiles of clients' vehicles alongside surveys of drivers to see which of those who take their vehicles home could install a home charger.

"This enables us to cherry-pick the drivers who could use an electric van straight away," says Edwards.

Other vehicles may have to wait until the next replacement cycle before electrifying, when more vehicles with longer ranges should be available,

"The step change in technology will happen, it just needs a couple of years," says Edwards.

VAN ORDERS BY FUEL TYPE (2020-2022)



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Economic concerns are catalyst for the growth in truck leasing

Fleets increasingly opting to reap benefits of not tying up equity in vehicles. *Matt de Prez* reports



The number of trucks funded by FN50 leasing companies has grown year-on-year as economic challenges in the wake of the coronavirus pandemic push operators away from outright purchase.

FN50 leasing companies operate a total of 25,764 trucks, which is up on the 24,809 recorded last year. The 2022 figure doesn't include the vehicles operated by Fraikin after it declined to supply figures. Fraikin was the third largest truck funder in the 2021 FN50 with 2,280 vehicles.

Zenith is the largest truck funder in 2022, a position it also held in 2021. The company has increased its HGV fleet by more than 1,000 vehicles in the past 12 months to 16,134. The acquisition of the Cartwright Fleet Services finance, sales and rentals businesses in September 2020 has

increased the number of commercial vehicles (CVs) it manages to more than 50,000.

The company is investing in its commercial division to further develop its capabilities and roll out new technology to provide increased levels of customer service and support. It's ramping up the recruitment and training of technicians and apprentices to support the expansion of its service offering.

Martin Jenkins, CEO of Zenith Commercial and group strategy director, says: "We are investing in the business to ensure we continue to raise the bar in the CV sector. A combination of organic growth and the acquisition of our trailer rental and fleet services businesses last year has given us a strong integrated offer that allows us to support our customers as they grow, their needs

evolve and, critically, to help them decarbonise their fleets."

If we look at the top 10 funders specifically, total truck fleet size has grown by 14% in the past year.

Close Brothers Vehicle Hire, which increased the number of trucks it funds from 1,824 to 2,060 in the past year, says the number of businesses using sale and leaseback is now four times higher than it was before the coronavirus pandemic. The company attributes the growth to a change in profile of vehicle users.

THIRD... OR FOURTH?

Overall, the company operates the third highest number of trucks in the FN50. If Fraikin had taken part in this year's survey, it's likely the growth figure would be higher and Close Brothers would fall to fourth place.

As companies try to improve their liquidity, an increasing number of fleet managers do not want cash tied up in assets on their balance sheet and have realised their vehicles give an opportunity to increase cashflow.

By releasing equity from a vehicle fleet, sale and leaseback can release cash back into a business and improve liquidity.

Similarly, sale and leaseback can provide quick working capital relief. The immediate working capital injection it creates is often used to support day-to-day operations and strategic commercial decisions, such

as completing an acquisition or simply achieving corporate growth.

While there has been robust demand for new HGVs, particularly for articulated trucks and tractors, the global shortage of semiconductors and raw materials such as steel and aluminium has restricted manufacturing capacity, constraining order delivery.

UK heavy goods vehicle (HGV) registrations were 29.5% down in the first half of this year compared with pre-pandemic 2019, with 19,370 new trucks registered.

Mike Hawes, Society of Motor Manufacturers and Traders (SMMT) chief executive, says: "Demand remains robust, but to ensure the fleet renewal necessary to transition from fossil fuels to new technologies, Government must encourage new vehicle acquisition and HGV charging infrastructure, keeping the UK at the front of the queue for the latest low- and zero-emission trucks."

New non-zero emission HGV sales will end in 2040 – just five years after the end of sale date for non-zero-emission new cars and vans. While the passenger car market is largely focused on one technology – electric – to meet driver needs, with a massive choice of models already available, the SMMT highlights that there is no single zero emission technology appropriate for all HGV use cases.

Company	Funded/risk truck 2022	Funded/risk truck 2021
Zenith	16,134	15,016
Novuna Vehicle Solutions	4,975	3,269
Close Brothers Vehicle Hire	2,060	1,854
Prohire	1,009	873
VMS Automotive Group	500	500
Venson Automotive Solutions	490	570
Specialist Fleet Services	345	345
Days Fleet	136	42
Traction Finance (NI)	65	5
Total Motion	23	23

EVs, sal/sac and the right policies ensure car remains a key benefit

Despite rising prices, leasing companies are providing fleets with ample support to help them position cars to appeal to their employees, reports *Stephen Briers*

Rising benefit-in-kind (BIK) taxation rates during the mid-2010s led to widespread predictions of the imminent demise of the company car.

Those views appear to be supported by the latest data from HMRC which shows an 80,000-drop in people paying company car tax in the 2020/21 tax year taking the number to 720,000 – a fall of almost a quarter of a million people in just five years.

However, electric vehicles (EVs), with their low levels of BIK (2% until 2024/25) are encouraging people back into company schemes, with 60% of fleets in a recent *Fleet News* poll anticipating growth in their car numbers over the next year.

But there are further hurdles ahead, not least hybrid working policies that are seeing more people work from home, bringing down mileages, plus rising car prices and shrinking discounts due to the ongoing supply shortages.

So what can leasing companies do to ensure the company car remains an attractive option?

COMPLETE MANAGEMENT PACKAGES

While stable and low BIK rates are a prerequisite for demand – with the industry needing to “lobby Government to ensure the benefits of low/zero emission company car fleets are understood”, says Multifleet Vehicle Management – funders can support fleets and drivers by offering a complete management package “ensuring the start-to-end process is painless”, according to Jon Hudd, managing director at FN50 newcomer Leasing Plus.

Sinclair Finance & Leasing points out that, far from being a hurdle, hybrid working could further open the door to full EVs due to the lower mileages. It also believes fleets should consider downsizing to lower cost vehicles, and it is using company

mileage projections to encourage realistic lower mileage contracts.

“Be more literal with pooled mileage as a retention tool,” it says.

Pendragon Vehicle Management managing director Neal Francis agrees on the need for better mileage calculations, adding: “Fleets should re-examine what actual future mileage levels are required as, typically, they overestimate their mileage requirements.”

Salary sacrifice makes a compelling case for many leasing companies, with John Wright, managing director at Ford Fleet Management UK, saying it “will remain a key driver in the company car market”.

He adds: “Company car choice will adapt to new working policies with lifestyle and smaller vehicles suiting those who are now doing less business mileage; the provision of a car is still one of the major employee benefits.”

Establishing such added-value services can be a great support to businesses looking to retain staff within company fleets.

ICR Leasing senior business manager Thomas Ryan highlights

the potential to introduce “salary sacrifice or incorporated products, such as free home charge installations, free first 1,000 miles on some purchase vehicles, etc.”.

GETTING CLOSER TO CUSTOMERS

Several leasing companies have seized the opportunity to position themselves much closer to customer businesses, getting to understand their priorities and supporting them with policies that help them to achieve their objectives.

Kinto UK establishes strategic account plans in conjunction with clients to support their business priorities.

“We take an agnostic view to vehicle manufacturers, products and funding options and provide desktop analysis to help with wholelife cost comparisons to identify the optimum vehicle choices and discounted cashflow modelling to identify the optimum funding method and holding periods,” says chief executive officer Matthew Rumble.

“With inflation and interest rates rising, fleet costs will invariably increase, unless the policy is reviewed



EVs are encouraging people back into company schemes, with 60% of fleets in a recent *Fleet News* poll anticipating growth in their car numbers over the next year



“WITH INFLATION AND INTEREST RATES RISING, FLEET COSTS WILL INVARIABLY INCREASE, UNLESS THE POLICY IS REVIEWED AND UPDATED ON A REGULAR BASIS”

MATTHEW RUMBLE, KINTO UK

and updated on a regular basis. Despite higher prices, the usual benefits of leasing remain, as does the relativity to alternatives.”

Ensuring fleets have adopted a low CO₂ or EV policy can also help to ensure the company car remains an attractive option, says SG Fleet UK.

It points out that while car prices have risen and discounts vanished, the same situation exists in the retail market, while high residual values have also increased used car prices.

“Costs have only risen in line with (or even less than) the driver’s alternative routes to a vehicle,” says Chris Salmon, SG Fleet UK commercial director.

He adds: “In order to keep car choice attractive versus the other



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options, company car policies may either have to increase band limits or increase flexibility; for example, allowing drivers to make monthly contributions to their company car, to choose longer durations or to, instead, participate in a scheme where the driver carries more of the risk of a longer lease."

For all of the reasons a company car may seem less appealing, there are other compelling reasons why it remains an attractive benefit, according to JCT600 VLS head of business Christopher Caddick.

"The new hybrid working policies may reduce commuting and business travel, but it has also changed city centres. The need to no longer live so close to large cities is bringing a previously untapped population into the company car/car-as-a-benefit space," he says.

"One clear indicator of this, along-

side growth in salary sacrifice, is the significant growth in PCH at a time when there is not a surplus of vehicles and huge discounts to drive this change; it is end-user led."

Arval is confident the company car will remain an attractive benefit, with its Arval Mobility Observatory research showing that financial security and convenience are the two main reasons why employees choose a company car.

"While rising prices and lower discounts can affect rentals adversely, it is also true that at a time when economic pressures are increasing, the ability to have service, maintenance and repair included on an insured lease car – as either a company car or through a salary sacrifice scheme – helps budgeting," says Arval UK managing director Lakshmi Moorthy.

"The ongoing talent shortage also

means employers are actively engaging with mobility options within their talent attraction and retention strategies.

"A flexible benefit offering now often includes a salary sacrifice scheme – to democratise access to EVs for a wider base of employees – and may include a personal lease car for the family (via an affinity scheme) or even an e-bike as part of that package. Together, these act as a means keeping employees within the business for longer."

MORE COMPREHENSIVE OFFERINGS

While this creates a much broader benefits offering, Alphabet chief commercial officer Spencer Halil believes the proposition should be even more comprehensive.

"The traditional view of a company car scheme is stationary and outdated, and leasing companies need to recognise that mobility

means different things to different people," he says.

"It's vital to achieve and maintain a balance of flexibility and consistency, especially in such a turbulent financial and environmental climate. To address this, we've prioritised a multi-modal service proposition which takes the traditional values from within a company car scheme, such as maintenance and management, and adds flexible benefits, such as rental lead-in vehicles, corporate car sharing and digital ordering portals."

Halil adds: "Post-pandemic, personal transport is still a preference for many and company car schemes remain an important option for businesses as a result. We are seeing corporates evaluating the rewards packages on offer to their staff which will aid in the resurgence of the company car."



Long lead times extend fleet operating cycles to 37 months

Supply delays push out replacement cycles, but hybrid working and virtual meetings reduce the need to travel, reports *Gareth Roberts*

The average contracted replacement mileage for cars on the FN50 has fallen to its lowest level ever, as the average replacement cycle increases.

Figures show a 5% decline in the average mileage, down 2,357 miles year-on-year, with cars now being replaced, on average, at 46,636 miles.

The average distance covered by company cars before being de-fleeted has been on a downward trajectory for several years.

The average mileage dipped below the 50,000-mark for the first time in 2020, when it fell by a similar amount (2,433 miles) to 49,944 miles.

Last year, there was a 951-mile decline to 48,993 miles, before this year's new low.

The fleet and leasing industry expects it to fall further as home-working and virtual meetings drive average mileages lower still.

"The fleet landscape has fundamentally changed over the past few years, largely due to an increased investment in hybrid working infrastructure," explains Caroline Sandall-Mansergh, consultancy and channel



WE WON'T GO BACK TO THE NORM OF 15,000+ BUSINESS MILEAGES

CAROLINE SANDALL-MANSERGH, ALPHABET

development manager at Alphabet.

"For the most part, it is likely that we won't go back to the norm of 15,000-plus business mileages that we saw previously."

However, with the industry continuing to face long lead times for new vehicles, contracts have been extended and, according to this year's FN50 data, the proportion of cars

being returned late has also increased.

The average replacement cycle now stands at 37 months, up one month on the 36 it had been for the past four years.

Meanwhile, the proportion of cars being returned late increased from 45.2% to half (50.6%) of all cars.

There was also an increase in the proportion of cars being returned early, with one-in-six vehicles returned early (15.9%), up from just over one-in-seven (13.5%) in 2020.

Marshall Leasing says it is seeing a number of customers increasing fleet terms to offset capital cost increases as well as in recognition of lower mileage being done by some drivers due to hybrid working.

Half of the cars leased by the FN50 have three-year leases, with one-in-four (24.5%) having a lease length of four years.

Just 3.5% and 1.2% of the FN50 car fleet is leased for five and six years, respectively.

One-in-eight cars – 11.9% of the cars leased by the FN50 – have a 24-month lease; one-in-11 cars (8.9%) has a lease of up to 12 months.

This is a substantial increase on 2021, when just 3.8% of contracts were up to a year in length.

Arval says there is something "subtle" going on when it comes to 'standard' company car operating cycles.

Lakshmi Moorthy, Arval UK managing director, explains: "Most businesses remain committed to the optimum three-to-four-year replacement model, but the pandemic and resulting new vehicle shortages have stretched their current cycles, and many operate at least some cars that are now entering their fifth year."

As and when something resembling 'normal vehicle supply' returns, it expects replacement cycles will also fall.

Arval is also reporting an increase in medium-term rental, which fleets are using to add flexibility while waiting for new vehicles and to address peaks in demand.

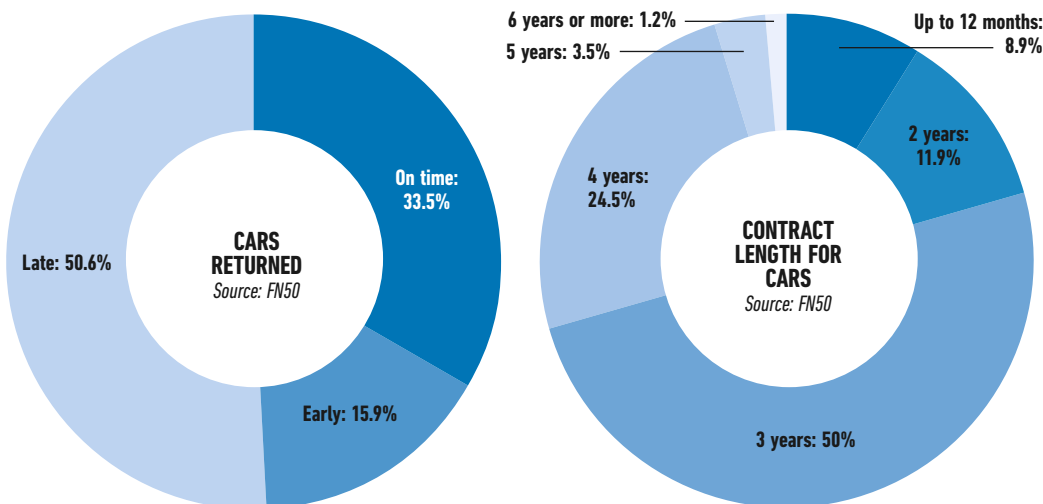
It is also allowing fleets to trial electric vehicles (EVs) for the first time without making a long-term commitment. Arval expects this area, with rentals of one-to-24 months, with six-to-12 months being the average commitment, to grow.

"The current post-pandemic economic situation and arrival of EVs make the advantages of leasing on three-to-four-year terms even more apparent in our opinion – bringing attractive fixed monthly costs, removing the residual risk and allowing businesses to concentrate on core activities," Moorthy adds.

The shortest individual average replacement cycle reported by a leasing company in terms of mileage was 14,000 miles, while the longest was 88,000 miles.

Time-wise, the longest average replacement cycle was 47 months and the shortest 12.

The lowest figure was supplied by leasing company Liquid Fleet, which supplies vehicles to the short-term rental market.



Delays in vehicle supply result in contract extensions for vans

However, the average replacement cycle stays at 43 months, reports *Gareth Roberts*

The proportion of vans being returned on time has fallen year-on-year, according to this year's FN50. Almost a third (31.8%) of all leased vans were defleeted on time, down from 40% reported in 2021, while the proportion of vehicles returned both early and late to leasing companies increased.

In 2021, 10.3% of vans were returned early and 49.6% late, but 12 months later that has increased to 14.1% and 54.1%, respectively.

Compare this with pre-Covid 2019, when 53% of vans were returned on time and just 34% late.

A bleak economic backdrop is behind the early return of some vehicles, as well as companies looking to exploit strong residual values, while long lead times for new vehicles is the main cause of late returns.

However, while the average mileage of the FN50 van fleet has decreased, the length of the average lease contract remains unchanged, year-on-year.

The average replacement cycle stands at 43 months, while the average mileage for vans fell for the third year running and now stands at 72,572 miles, down from the 73,313 miles reported last year.

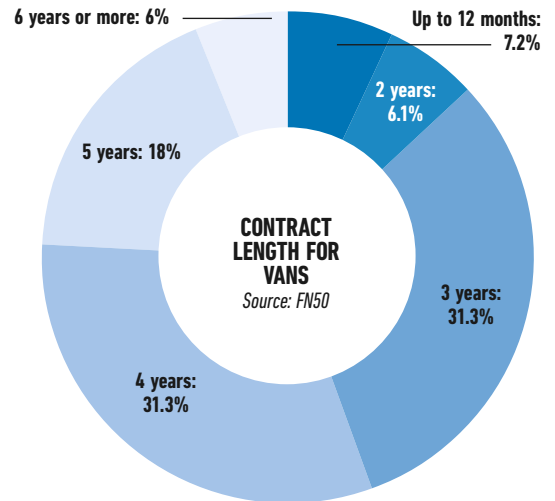
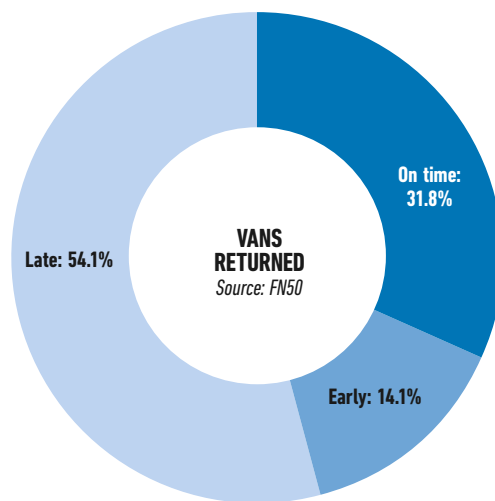
In 2019, the average mileage of vans exceeded 100,000 miles for the first time, but that fell to 74,724 in 2020, before falling again last year.

Alison Bell, operations director at Venson Automotive Solutions, says that, in some cases, changes in the mileage profile has been dictated by the industry, job role and fleet profile.

For example, commercial vehicles (CVs) deployed for operational roles have been less impacted as they continued to be used during lockdown.

However, she adds: "With the delays in new vehicle availability, contract terms have extended."

Venson regularly conducts mileage reviews with its fleet customers. Bell explains: "Profiling the fleet and the individual vehicle mileages help in managing the operational elements



of the fleet, particularly where CVs are being used and vehicle availability is a key objective.

"Having vehicles that can be swapped into other roles can play a part in this. For example, when van conversions are being thought about, having a generic fit-out that suits most trades can provide more flexibility when you need to swap higher mileage vehicles to work where journeys are less frequent, or journey distances are shorter."

Three- and four-year leases remain the most popular terms employed by the FN50, with each replacement cycle accounting for almost a third (31.1%) of the van fleet.

One-in-five vans (18%) has an average replacement cycle of five years, with almost one-in-17 vans (6%) leased for six years or more. It is widely expected electric vans will have longer leasing contracts to enable fleets to maximise the total cost of ownership benefits, which have shrunk versus diesel over the past few months due to spiralling energy costs and rising interest rates.

Shorter-term leases of up to 12 months accounted for 7.2% of the van fleet, up from 3% last year as some organisations seek greater flexibility, with 6.1% of vans contracted for two years (2021: 4.2%).

Christopher Caddick, head of busi-

ness development at JCT600 Vehicle Leasing Solutions, says it has seen customers extend lease agreements as the mileages of many of their vehicles had dropped since the Covid-19 pandemic.

"Because some companies like to sweat the asset, they may make the original contract for four years/120,000 miles, but they might move that into a fifth year as their mileage has been lower than expected," he explains.

"Even then, they're still not going to hit 120,000 miles in five years. All of this all delivers savings to the customer, especially in a used vehicle market as buoyant as it is today."

However, with some contracts being extended, ATS Euromaster says commercial fleets need to budget for higher service, maintenance and repair costs with vans running beyond normal defleet cycles.

According to ATS Euromaster, the average spend pre-pandemic was £118 whereas in the first quarter of 2022 it has risen to £138 on average – an increase of 17%.

Mark Holland, operations director at ATS Euromaster, says: "We're seeing vans being run for longer than average lifecycles and double-shifted, so the mileage and wear is increasing substantially."



HAVING A GENERIC FIT-OUT THAT SUITS MOST TRADES CAN PROVIDE MORE FLEXIBILITY

ALISON BELL, VENSON AUTOMOTIVE SOLUTIONS

Creating the ideal mobile workplaces for your business



David Sawford, Commercial Director, System Edström

System Edström is honoured to be Racking Associate Sponsor for the 2022 FN50. The evening recognises the crucial role that leasing companies – and their people – play in keeping the UK economy on the move.

THE COMPLETE SERVICE

At System Edström, we provide internal van racking solutions to companies of all sizes across a range of industries. With more than 60 years in the business, we are one of Europe's leading players in the industry.

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In all our solutions, safety is our priority. We test our racking systems and products at RISE (Research Institutes of Sweden) to make sure they keep drivers and cargo as safe as possible.

We are also committed to a sustainable future. Our recent Green Report pinpointed areas in which we could cut emissions and waste. Subsequently, we have reduced the weight of our products, lowered carbon dioxide emissions and reduced our use of plastics.

To find out how System Edström can help you, visit our website.



Engineius provides a one-stop shop for vehicle movement



Tristram Benson, Commercial Director, Engineius

Engineius is the leading vehicle movement service in the UK and was highly commended at the 2022 Fleet News Awards for most Outstanding Product of the Year. Engineius is proud to support the FN50 for the second year running as the logistics associate sponsor.

The technology-enabled service provides an end-to-end service that takes care of everything from order to invoice. Clients can book, track and manage their vehicle movements online and in one place. Pricing takes 30 seconds, and once the order is secured, the customer remains in control, while Engineius takes responsibility for the logis-

tics. Most importantly, Engineius gives customers the same level of control of operating in-house, but with the flexibility of an 'on-demand' solution.

Technology is what differentiates Engineius. We use this technology to provide a completely digital journey for each vehicle movement completed.

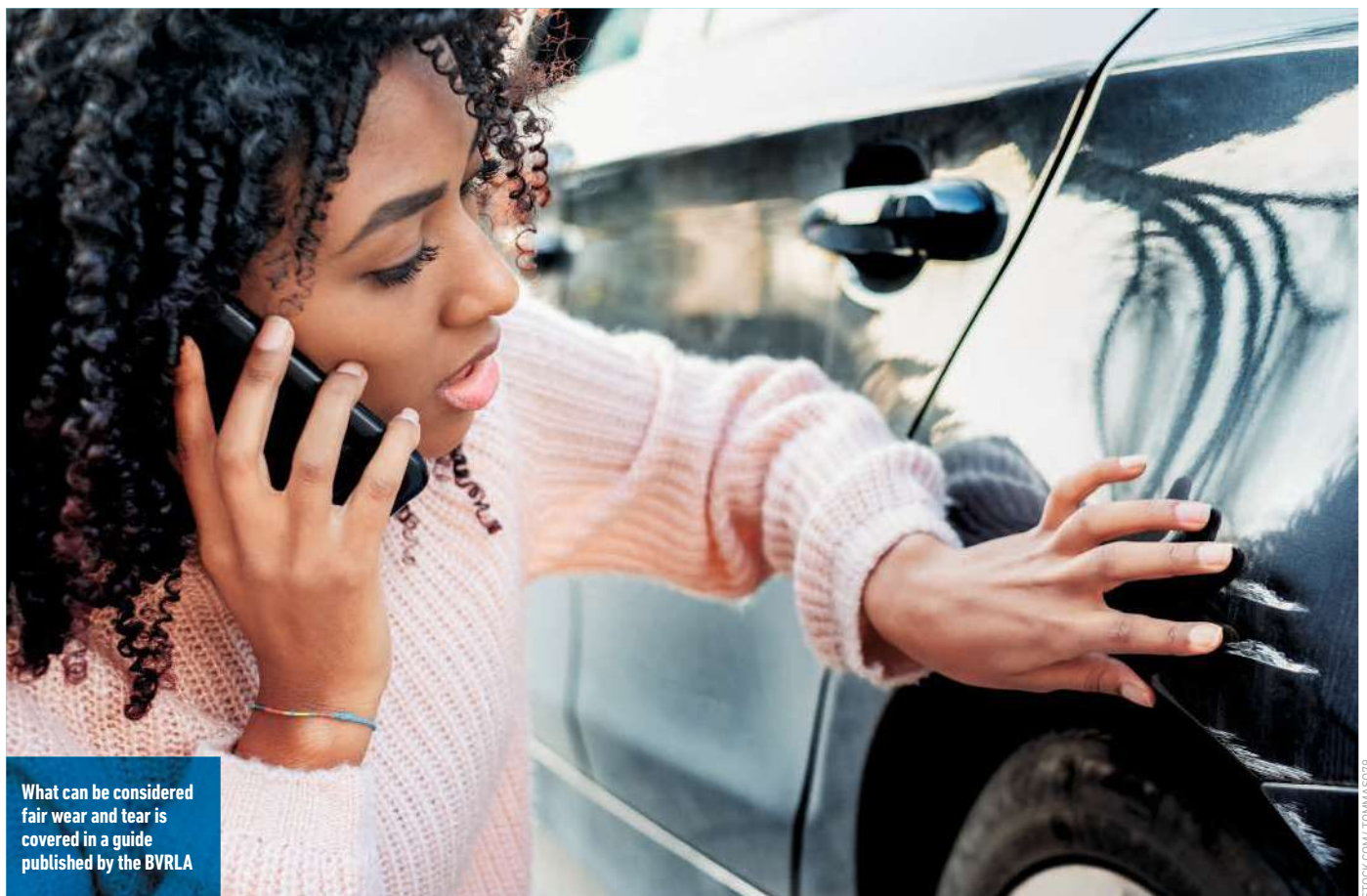
The end-user experience is vastly enhanced with features such as ETA text alerts, real-time photographs at the start and end of a journey, GPS tracking and the ability to track the vehicle to its destination.

To find out more or to get a price in 30 seconds, visit www.engineius.co.uk.



Average fair wear and tear car charge rises 23% since 2016

Proportion of cars attracting charge also increases year-on-year together with the average damage waiver, reports *Gareth Roberts*



What can be considered fair wear and tear is covered in a guide published by the BVRLA

The average fair wear and tear charge incurred by company car drivers has increased again year-on-year, according to the FN50.

The latest survey of the UK's biggest vehicle leasing companies shows that fleets were charged, on average, £355 when returning a company car – an increase of £17 on last year's figure of £338.

The average fair wear and tear charge, excluding salary sacrifice cars, has now risen by 23% since 2016, when the average charge incurred for cars was £289.

Year-on-year, the average charge has risen by more than 5%.

The highest reported average fair wear and tear charge for cars, excluding salary sacrifice, in the FN50 was £724; the lowest £165.

Most rental and leasing companies adhere to the Fair Wear and Tear guide published by the British Vehicle Rental and Leasing Association (BVRLA).

The aim of the guide is to provide an industry-wide, accepted standard that defines fair wear and tear when vehicles are returned at the end of a lease or finance agreement.

The guide also gives advice to drivers and fleets about what they need to do to avoid end of lease charges, where they can get advice on routine maintenance, servicing and appraising the vehicle at the end of the lease and what they can expect the day the vehicle is returned, as well as how to complain if things go wrong.

Some leasing companies offer a fixed-cost menu of charges set out at the start of the contract, such as Ogilvie Fleet.

Others do not repair vehicles before sending them out to auction,

so do not charge for the cost to repair the damage. Instead, they charge for the loss of value against the residual value due to the damage.

Leasing companies, typically, also employ a damage waiver, which year-on-year has increased. The average damage waiver now stands at £201, up from the £142 reported in 2021, and the highest reported in the FN50's history.

The proportion of cars in the FN50 that incurred fair wear and tear charges has again increased year-on-year, from 45% to 48%.

In 2018, half (50%) of cars



Some companies do not repair the vehicle before it goes to auction, but charge for the loss measured against the predicted residual value

incurred fair wear and tear charges when being defleeted; in 2016, it was just more than a third (34%).

The highest proportion of cars incurring fair wear and tear charges reported by an FN50 company was 92%, the lowest, again, was Bridle Group, with just one-in-20 (5%) of its vehicle returns being charged.

Bridle Group's customer base has a low annual mileage which helps keep costs down.

It also says that a damage recharge, which might be acceptable under the current BVRLA fair wear and tear guidelines, is not something it would automatically apply.

THE AVERAGE DAMAGE WAIVER NOW STANDS AT £201, UP FROM THE £142 REPORTED IN 2021, AND THE HIGHEST IN THE FN50'S HISTORY

SALARY SACRIFICE FAIR WEAR AND TEAR INCREASE

The average fair wear and tear charge for salary sacrifice cars was £365, a £63 increase on the £302 reported last year.

It means that the average charge incurred by sal/sac vehicles is £11 higher than the FN50's leasing average.

The average damage waiver for salary sacrifice cars, meanwhile, has fallen from £183 last year, to £169 in 2022.

Sal/sac is the second largest market segment for funding type after contract hire operating lease in this year's FN50, representing 4.9% of the risk fleet overall.

The data also shows there was also an increase in the proportion of salary sacrifice cars attracting charges this year, with 36% facing a fair wear and tear bill, up from 35% in 2021. However, this is still significantly lower than the 48% reported for non-salary sacrifice cars.

Key2 Quotes can open the door to electric vehicle transitions



Martin Evans, Managing Director, Jaama

Jaama is proud to once again be a headline sponsor of the FN50. We see this as the main annual event which brings together the entire contract hire and leasing industry to celebrate their successes.

In the past 12 months we have on-boarded several contract hire and leasing companies onto our Key2 business solution which further strengthens our ties with the industry.

We are delighted to announce that we now work with 25% of the FN50.

With the ever-growing model range of new cars being launched by OEMs, leasing companies continue to embrace the empowerment of drivers to self-serve their company car selection and requests through our Key2 Quotes functionality.

Key2 Quotes enables drivers to make their own informed decisions regarding the transition from an ICE (internal combustion engine) car to a hybrid or EV by including side-by-side comparisons that include benefit-in-kind (BIK) tax cost implications.

The low BIK associated with electric vehicles is fuelling a resurgence in company cars and growth of car benefit schemes like salary sacrifice.

We continue to work hard to help and support our customers as they transition towards zero emissions by 2030.



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Rebecca Sutherland, Sales Director, United Rental Group

Established in 1991, United Rental System is a Licensee Network of 570 of the best independent car and van hire companies, operating from more than 700 locations across England, Northern Ireland, Scotland and Wales.

Collectively, the United Licensees operate over 130,000 vehicles making it one of the largest rental fleets in the UK.

Launched in 2021, United Rental Network now gives corporate rental buyers access to a number of regional Licensees who are all linked to a central contact centre.

Corporate customers will enjoy the advantages of supporting local independent vehicle rental companies – fantastic service and great local knowledge combined with the power of nationwide coverage.

Among the many advantages of using United Rental Network is the access customers have to specialist vehicles including dropsides, tippers,

fridge vans, horse boxes, welfare vans, glass rack vans, 4x4 pick-ups.

Our centralised reservations centre and incident support services means you have a single point of contact, and only one agreement to sign, all with consolidated billing.

United Rental Network offers the best of both worlds; a large nationwide network of branches and fleet with the care and trust of a local business.

If you're interested in finding out more we'd love to hear from you. Give us a call on 01246 282 010 or drop a line to bookings@unitedrentalnetwork.com



Average van fair wear and tear charge reaches a record high this year

Average damage waiver increases, but proportion of vans incurring charges stays at 50%, reports *Gareth Roberts*

The average fair wear and tear charge incurred by vans has hit a record high, beating the previous record set last year.

FN50 2022 shows that the average fair wear and tear charge for vans is up by almost 10% – a £50 year-on-year increase.

Fleets faced a record high average end-of-contract damage charge of £511 in 2021; that has risen to £561.

It is now almost 48% higher than 2016, when it was £380.

The proportion of vans incurring charges remained fairly static year-on-year, with the FN50 reporting half (50%) of vans picking up a fair wear and tear bill in 2022, compared with 51%, last year.

Some lease agreements offer end-of-contract damage waivers to cover the costs of any smaller repairs. However, if drivers don't take adequate care of their vehicles, it may be necessary to recharge an element of the damage to them – especially if it's more than fair wear and tear.

This year's FN50 data shows fleets do not start paying charges until they exceed £221 on average, up from £152 a year earlier.

The waiver itself varies by leasing company. The highest allowance applied is £500; the lowest £125.

A number of companies do not have a set figure; fees are negotiated

with customers at the start of the contract.

The highest average damage charge for vans reported by any FN50 company was £1,161 – an incredible 107% higher than the average overall.

The lowest reported average charge was £124. Comparisons can be difficult to draw, particularly with vans, when contract lengths and the nature of their day-to-day activities, according to the sector they operate in, can vary greatly.

The British Vehicle Rental and Leasing Association (BVRLA), as it does for cars and commercial

vehicles, produces a fair wear and tear guide for light commercial vehicles (LCVs).

It provides drivers and operators of contract-hired, leased, and financed LCVs with an industry-wide accepted standard that defines fair wear and tear.

The guide was updated last year and, following feedback gathered from BVRLA members, customers and auction houses, the new standard is more closely aligned with the guide for commercial vehicles, and recognises the heavy use vans most vans are now experiencing.

It has also been updated to reflect the growing prevalence of electric vehicles on members' fleets.

Specifically, the key changes included: the removal of reference to minibuses as these are now covered within the commercial vehicle guide; removal of limits of number of dents and scratches within tolerance sizes; increase to tolerance for scratches, from 25mm to 50mm; and windscreen and glass updated to match MOT standard, as in the car guide.

Minimising or avoiding potential fair wear and tear costs can start with vehicle selection.

Vans fitted with advanced driver assistance systems (ADAS) and reversing cameras can mitigate bumps and scrapes.

THIS YEAR'S FN50 DATA SHOWS FLEETS DO NOT START PAYING CHARGES UNTIL THEY EXCEED £221 ON AVERAGE, UP FROM £152 A YEAR EARLIER



If drivers don't take adequate care of their vehicles, it may be necessary to recharge an element of the damage to them – especially if it's more than fair wear and tear

AVERAGE TRUCK DAMAGE CHARGE UP 59%

The average fair wear and tear charge incurred by trucks is up by 59%, following a 41% increase last year.

The average charge for trucks now stands at £959, up from £603 in 2021.

The percentage of trucks incurring end of contract damage charges has also increased from

29% in 2021 to 39% this year.

The average damage waiver, meanwhile, has also risen from £100 last year, to £150 in 2022.

Year-on-year comparisons must be interpreted with a degree of caution, however, because of the limited response rate.

A new Fair Wear and Tear Guide for commercial vehicles in excess

of 3.5 tonnes and minibuses up to 17 seats was launched last year.

Changes were made to the commercial vehicle guide in relation to chips, dents and scratches, windscreens, minor and major repairs, direct vision sensors and ADAS, in-cab cameras, passenger vehicles, and curtains and pelmets.



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Excess mileage charge proportions fall to record low

Changes to working practices enforced through the Covid-19 pandemic are having long-lasting effects on company car mileages. [Andrew Ryan](#) reports

The average proportion of cars subject to excess mileage charges has fallen to a record low as the way the Covid-19 pandemic changed people's working lives has settled into the norm.

The lockdowns have led to more people working from home more often while business mileage has fallen as increasing numbers of people are choosing to make video calls instead of travelling to meetings.

This year, the average proportion of cars subject to the charges was 10%, two percentage points lower than in 2021, which, itself, was a record low.

Earlier this year, a fleet manager speaking at a Fleet200 Strategy event said: "All of our line managers who have looked at leased car mileage have said the same: if they're an essential user, mileage has stayed the same or gone up. If they're office-based there won't be any business mileage."

This has been backed up by Christopher Caddick, head of business development at JCT600 Vehicle Leasing Solutions. He says: "There is a clear definition between operational fleets and sales fleets, for example.

"For operational fleets, there has not been a huge amount of drop-off because a lot of them would have been key workers or adjacent to key workers.

"They may have had a period where the vehicles weren't being used as much, but quite quickly they

were back up to speed and doing close to, if not the same, mileage as they were before.

"For others it has changed dramatically. What you would travel four hours for, you could do over Teams."

For those drivers, Caddick says mileage has probably dropped between 20% and 40%, but across the whole car fleet, including the operational vehicles, this figure is between 10% and 20%.

As an example of the changes in mileage profiles, Caddick said JCT600 VLS has recently performed a mileage review with a customer whose vehicles were travelling 25,000 miles a year, but that average is now 15,400.

"Doing the review and rewriting their contract has saved them £50,000 a year because we've taken the contracts down from 75,000 miles over three years to 45,000 miles over three years which, obviously, has a significant impact on the overall cost," he adds.

DISPARITY BETWEEN COMPANIES

While the overall average proportion of cars subject to excess mileage charges is at a record low, there is a large disparity in the averages between individual leasing companies.

These ranged from as low as 0% to as high as 42%. The average charge of the company with the highest proportion was £172.

Around three-in-five (62%) of respondents said the proportion of cars returned which were subject to excess mileage charges was 10% or

lower, while 8% said their average figure was 25% or higher. Last year these figures were 52% and 13% respectively.

This year is the second that data for the actual excess per mile charged by leasing companies is included in the research. For 2022, the average amount is 10 pence per mile (ppm), 4ppm lower than last year.

The lowest specified charge was 5ppm and these rise to 20ppm. Half of respondents say the charge varied.

The results in an average excess mileage charge for defleeted cars of £408, 4% lower than last year. However, it is still significantly higher than 2018's record low of £324.

There remains a huge disparity in the size of the average charges reported by individual leasing companies. These range from as little as £57 to £1,500. The extremes highlighted in last year's FN50 were £40 and £1,169.

Of the respondents to this part of the FN50 research, 40% had charges above the average amount, but just 15% had average charges of more than £600. Two-fifths (40%) had average charges between £300 and £500.

Vans have not seen the same drop off in mileage as many cars following the pandemic, but the average proportion of vans subject to excess mileage charges has fallen two percentage points to 13%. Half (50%) of respondents reported being at or above the average figure.

There is also a large disparity

between the proportions reported by individual leasing companies. The lowest figure was 0% and the highest was 30%. Last year's figures were 0% and 60% respectively.

Overall, 42% of respondents said their average proportion of vans subject to charges was 10% or lower, while 23% were above 20%.

This has been reflected in the excess mileage charges figures, with van operators faring worse than car operators.

After last year's rise of £108 to £590, the average charge has increased again, by 6% to £624.

There remains a huge disparity in the size of the average charges reported by individual leasing companies, ranging from £74 to £2,500. The extremes highlighted last year were £99 and £2,541.

Of the leasing companies which supplied this information, 65% had charges below the average price, while 24% were at £1,000 or above. Just under half (46%) were £400 or less.

VANS SAME AS CARS

The average excess charge per mile for vans remains the same as cars, at 10ppm in 2022, an identical fall of 4ppm from last year.

The lowest specified charge was 4ppm, with the highest 20ppm. Almost half (46%) said their excess mileage charge was below 10ppm. Two-out-of-five (41%) of respondents have variable rates.

The leasing company which has the highest charge for cars also has the highest charge for vans.

The average proportion for trucks which attracted excess mileage charges rose from 4% last year to 9% in 2022. The highest proportion from an individual leasing company was 25%, with the lowest at 0%.

The average charge was £966 – £382 more than in last year's FN50 report. The highest excess average charge was £4,428.

How the numbers stack up	2021	2022
Average % of returned vehicles incurring excess mileage (cars)	12%	10%
Average excess mileage charge (cars)	£423	£408
Average % of returned vehicles incurring excess mileage (vans)	15%	13%
Average excess mileage charges (vans)	£590	£628
Average % of returned vehicles incurring excess mileage (trucks)	5%	9%
Average excess mileage charges (trucks)	£584	£966

Staying agile will help us to continue to add value for our customers



Tom Marley, Group CEO, Aston Barclay

Aston Barclay is the UK's leading independent supplier of used vehicle remarketing services with two business units – Aston Barclay Remarketing and The Car Buying Group.

We continue to invest in and create a suite of digital platforms, integrated with our network of six state-of-the-art physical hubs to facilitate the sale of used vehicles from leasing companies, fleet companies, manufacturers, franchised dealer groups, car supermarkets, banks and finance houses to used vehicle buyers.

Our strategy: focusing on how we can add value to our customers either through physical services – such as tailored defleet, storage, vehicle logistics, preparation and our physical sales, or our digital services from remarketing, inspection, part-exchange support and car buying services, drives return and unlocks increased value for all.

Creating cost, time and environmental savings, and providing fast and efficient disposal, purchase, management and oversight of used vehicles is our ethos.

We continue to assess the industry and market and are now looking ahead to see how we can continue to add value to our customers by being agile in these changing times.

We anticipate the good returns we are delivering to continue, and to start seeing a return to an increase in volume by next year if the forecasts on supply continue to prove true.

Aston Barclay is proud to be the official Remarketing Associate Sponsor at this year's FN50 Awards and looks forward to an excellent event celebrating the best the industry has to offer!

To find out more about Aston Barclay, go to www.astonbarclay.net or contact my team via salesteams@astonbarclay.net



Individually strong. Even better together.



Sam Panayides, Director of Sales, Cox Automotive UK

Cox Automotive Europe is driving the digital transformation of defleet, remarketing, retail and mobility operations for our manufacturer, fleet, mobility and retailer customers in the UK and EU.

We work in partnership with them to not just provide dependable solutions that improve performance, profitability and sustainability throughout the vehicle lifecycle today, but to innovate and prepare for the opportunities of tomorrow.

As part of Cox Automotive, the world's largest automotive service organisation, we're transforming the way the world buys, sells, owns and uses vehicles.

PROUD TO SUPPORT THE FN50

The FN50 represents the very best of the UK fleet sector and we are proud to again support this important event – both as Mobility Partner and headline sponsor of the Wellbeing Award.

The migration to mobility, diversification of ownership models and shift to electric vehicles continue to present our sector with exciting possibilities. Collectively, we're innovating to adapt to changing demands and new opportunities, while simultaneously creating a more sustainable future.

But none of this is possible without great people – and people can't be great if we don't care for their wellbeing.

The Wellbeing Award celebrates fleets who've made this a business priority and exemplify the spirit of 'doing the right thing'.

Congratulations to all who've been shortlisted.





Associate sponsors



Used leasing is set to become 'very important' in EV adoption

Lower, predictable SMR costs for electric vehicles can help leasing companies give more drivers a route to electrification via older cars. *Andrew Ryan* reports

Leasing used cars and vans will become "very important in three or four years' time" as more electric vehicles (EVs) come on to the market, says Arval UK.

The company launched its Re-Lease used vehicle leasing product two years ago and, through this, offers cars which have been defleeted by their original customers based on their condition, mileage, age and specification.

Customers can go to its AutoSelect website where they can acquire a vehicle through either outright purchase, leasing, or other funding methods such as personal contract purchase (PCP).

Geoff Grindle, head of asset valuation and pricing at Arval UK, says: "Back in 2019, there were very few EVs being registered, but today, around 25% of new cars are pure electric vehicles.

"We're putting used vehicle leasing out there. We know it's not necessarily going to take off today, but it's going to be very, very important in three, four years' time.



Re-leasing used EVs will give an opportunity those who find the upfront cost of new ones prohibitive

"We know there's an intent from people to buy and use EVs, but actually being able to afford one is a little bit of a challenge for the consumer.

"Used car leasing will give people the opportunity to go into a three- or four-year-old EV at an affordable price point."

Grindle adds: "When leasing companies talk about the lease, they are, effectively, talking about the management of the asset.

"You are no longer talking about just one lease with a car, you have to think about what you are going to use that asset for over its life.

"You don't just have to sell the vehicle at auction when it's returned to you. Essentially, we lease a vehicle to consumer A, take it back and then deliver it to consumer B."

Grindle says the business model for leasing used EVs is helped by the reduced and more predictable service, maintenance and repair (SMR) costs compared with an ICE vehicle.

He adds: "If that's happening, that means you are not going to have increased costs the older vehicles get, you have a more stable position.

"We also have OEMs providing eight-year warranties for batteries, so, if there are issues, then it is covered.

"That means the price point can stay consistent for six or seven years."

This year's FN50 research found 46% of respondents offer used leasing products for cars and 34% for vans.

These figures are four percentage points up and one percentage point down, respectively, on last year's figures.

The average number of used cars leased by those who offer the service is 285 (down 68% on last year) with the average number of vans at 69 (down 52%). This is likely affected by the lack of supply of new vehicles which has forced fleets to keep vehicles longer than the original contract term.

Marshall Leasing also leases used vehicles to customers.

Mike Miles, its new business development and marketing manager,

says: "In terms of used vehicles, it is not something that we have proactively sought to supply. However, with the challenges in new vehicle availability, it is an area that we have needed to explore in order to support our customers.

"As a business, Marshall Leasing will do whatever it takes to make sure our customers' fleet requirements are met, and at this point in time that has certainly included the procurement of used vehicles to satisfy short-term requirements."

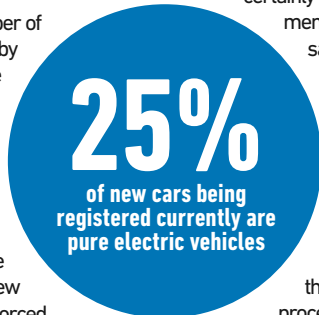
While Marshall's focus is on new vehicles, clients are asking about specific used cars they have identified.

"Once we assess the units we can look to proceed, but it is very much driven by our clients rather than ourselves," Miles says.

"Our expectation is that this area will reduce as vehicle availability returns to normal as it is a short-term solution to the environment we find ourselves in."

USED CAR LEASING WILL GIVE PEOPLE THE OPPORTUNITY TO GO INTO A THREE- OR FOUR-YEAR-OLD EV AT AN AFFORDABLE PRICE POINT

GEOFF GRINDLE, ARVAL UK



Positive RV outlook for ex-lease cars

Volumes may be rising slowly, but the shortage of defleet vehicles and the changing model mix should support residual values. *Jonathan Manning* reports

Remember the heady days of 2016 and 2017, when new car markets of 2.69 million and 2.54 million sales respectively were reported? More than a few forecasters at leasing companies must have been suffering sleepless nights.

The all-conquering law of economics – supply and demand – threatened an oversupply of used ex-lease cars four years on in 2020 and 2021 and with it would come a crash in residual values (RVs).

Then Covid-19 struck, followed by the semiconductor crisis, and the used car supply seesaw shifted from excess to shortage in an instant.

It's no secret that leasing companies have reaped unexpectedly high disposal proceeds for the past 18 months, although they do not expect these windfalls to continue when new vehicle supply returns to normal.

Several companies are already expressing caution due to the economic headwinds hitting consumer confidence and the fact that electric cars are largely untested in the used car market, especially in the volumes that are going to arrive from 2024 onwards.

More than three-quarters (78%) of FN50 leasing companies report that RVs are down this year compared with last, although they are still achieving 101.7% of Cap clean prices.

In last year's FN50 survey, only 9% of companies reported a decline in RVs. There has, however, been a substantial acceleration in the defleet process, with leasing companies counting just 18 days on average between collecting the keys at the end of a contract and selling a car.

Last year, this timespan stretched to an average of 22 days.

Leasing companies have also changed the mix of their remarketing channels as physical auctions have re-opened post-Covid.

This year, physical auctions accounted for 22.7% of car sales, compared with 16.7% in 2021, with much of the migration coming from online auctions, whose market share declined from 40.1% in 2021 to 31.6% this year.

"Online auctions remain hugely popular with buyers, and we predict it will stay that way considering the digital world we now live in," says Andy Conde, general manager group auctioneers, Manheim. "But our new physical auctions are seeing a steady increase of buyers who are enjoying that buzz of being in an auction hall."

FN50 direct sales to dealers were also up this year to 28.9% (2021: 25.7%), while retail sales direct to drivers or the public were almost static at 4.5% and 7.5% of disposals respectively. With more than half of all lease cars returned late to FN50 companies, due to the extended lead times

for new vehicles, the buoyancy of the current market offers limited insight into the prospect for future RVs when more normal supply resumes, especially with the significant change in powertrains set to arrive in the used car market.

For this year at least, however, the shortage of new cars joining lease fleets ought to offer some security to the sector.

Fleet sales in September, for example, were 39.7% down on pre-pandemic volumes and the Society of Motor Manufacturers and Traders (SMMT) forecasts that the total UK new car market this year will be about 1.6 million units, 700,000 shy of 2019's 2.3 million sales and more than a million below the bumper 2.69 million registrations in 2016.

The great unknown is how the used car market is going to react to the fundamental shift in powertrain technology, as fleets transition rapidly from petrol and diesel internal combustion engine (ICE) cars to battery electric vehicles (BEVs), increasing the supply of used cars with a plug.

Chris Salmon, commercial director of SG Fleet, highlights the risk that the gap between the price of new EVs and their RVs will widen, increasing depreciation costs within lease contracts. The huge tax incentives for businesses and company car drivers that are driving up demand (and acquisition prices) for new EVs are not relevant to used car buyers.

"However, as fuel costs continue to be high, charging network coverage improves and the choice of EVs increases, they will become the 'norm,'" says Salmon.

"There could well be a sweet spot where the RVs improve, and ICE vehicles continue to be discouraged with tax disincentives and price increases where the costs equate or possibly swing in an EV's favour."

It is, however, probably too early to say that all EVs have stronger RVs compared with ICE vehicles when it's predicted that only 25% of the used



zero-to-one-year-old vehicles will be EV in 2023 and that by 2025, only 25% of the zero-to-three-year-old vehicles will be EV.

Demand for used electric cars is high and rising, reflecting "the growing popularity of used EVs as well as the continued shortage of used stock in the market", says Mark Hankey, chief revenue officer at Aston Barclay.

Dylan Setterfield, head of forecast strategy – operations at Cap HPI, thinks this optimistic view of electric and plug-in hybrid electric vehicles (PHEV) cars will continue.

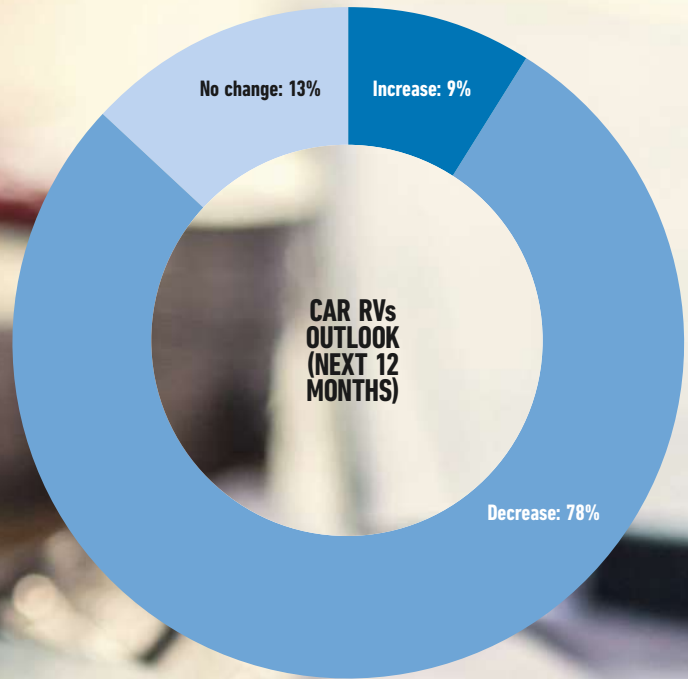
"The ban on ICE cars is coming and buyers of secondhand cars know they will have to buy an EV at some stage, so they might as well start thinking about it now," he says.

"Consumer demand is very strong,



BUYERS OF SECONDHAND CARS KNOW THEY WILL HAVE TO BUY AN EV AT SOME STAGE, SO THEY MIGHT AS WELL START THINKING ABOUT IT NOW

DYLAN SETTERFIELD, CAP HPI



fuelled by COP26 and the fuel price hike from the Russian invasion of Ukraine, which are leading people to think about EVs. If they are not buying one this time, they will next.

"Plus, this time last year supply shortages kicked in, so dealers started to buy and sell used electric cars and that has taken us two years closer to the EV transition by turning on smaller, independent dealers to EVs."

Fleets should, however, expect to see the impact of greater depreciation in their lease rates, due to the higher acquisition price of electric cars, with Setterfield forecasting that EVs will retain roughly the same percentage of their acquisition price as ICE, representing a greater net loss between purchase and disposal prices.

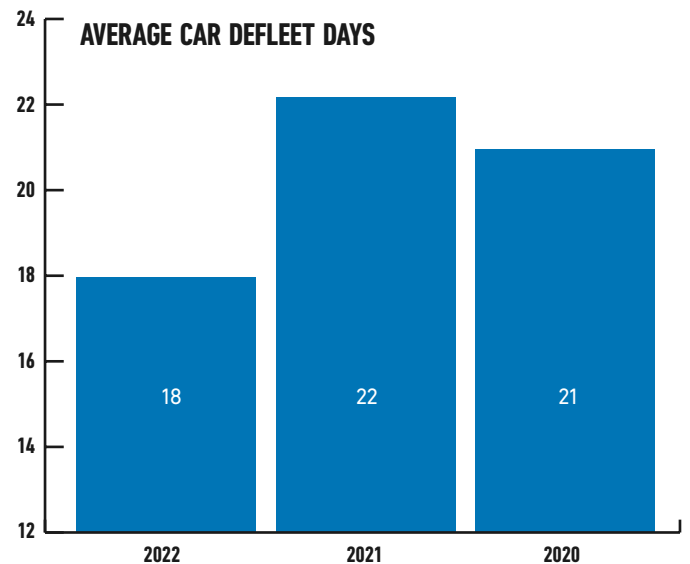
"The depreciation charged to a

customer via the lease rate has other elements which come into play, in particular the level of discount applied," he says.

"A couple of years ago, the ICE car would have seen a higher discount and this would have contributed to BEVs appearing more expensive in these terms, but it would seem that reducing discounts have levelled the playing field to a degree."

This should not, however, sound an alarm bell for future values of petrol and diesel models, adds Setterfield.

"ICE values will not collapse," he says. "There are a lot of people for whom an EV is not suitable, or they can't afford the initial outlay, or they live somewhere without charging infrastructure, so there is going to be a demand for diesel for some time."



Low supply of new vans supports strong residuals

But the ever-weakening economic outlook threatens demand. *Jonathan Manning reports*

Resale values achieved by light commercial vehicles (LCVs) may have cooled in recent weeks compared with the volcanic heat of last year, but leasing companies are still, on average, exceeding Cap Clean prices for end-of-contract vehicles.

As Redde Northgate, which runs one of the largest LCV fleets in the country, reported at the end of September: “Residual values (RVs) are softening gradually in line with expectations, but remain significantly above historic levels.”

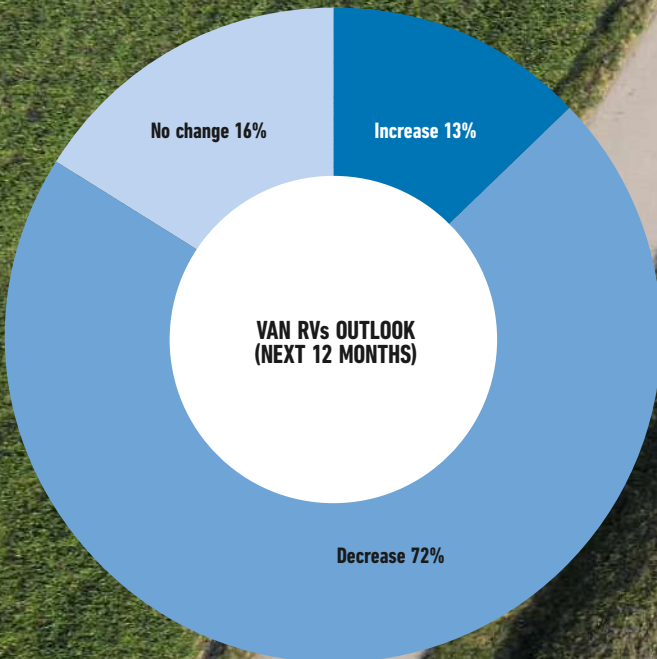
However, vendor confidence among FN50 members for the prices they

expect to achieve for used LCVs has taken a dramatic downturn since this time last year.

Only 12.5% of remarketing teams now expect to see values rise, while 71.9% anticipate a decline; whereas in 2021, 50% expected a rise in used LCV values, and 37% forecast a fall.

This tallies with data from Aston Barclay, which has recorded an increase in the number of stocking days for LCVs in 2022, compared with last year.

“Stocking days for LCVs fell in Q3 to 11.3 days from 12.0 days in Q2 and across the whole of 2021 stocking days were at 8.8 days, which shows how in





demand used vans were last year and how demand has slowed in 2022 mainly down to a series of economic reasons," says Mark Hankey, chief revenue officer, Aston Barclay.

The FN50's gloomy outlook is despite the fact that a desperate shortage of supply has dramatically curtailed the new van market this year, with registrations down 20% on 2021. This has led to more than half (54.1%) of all ex-lease vans being returned late, a slight increase on last year (2021: 49.6%), with the knock-on effect of increasing demand for used vehicles.

And demand looks set to exceed used LCV supply for the next three years, according to Ken Brown, LCV valuations editor, Cap HPI.

"As we enter Q4, it seems the die is cast and there will be a significant deficit in new LCV registrations compared with last year and the pre-pandemic years," he says.

"Already the used LCV wholesale market is likely to face a shortage of three-year-old stock during 2023 assuming current demand levels persist. Similar used LCV stock shortages will likely be experienced in 2025."

A slow, but steady, return to physical auctions, after the enforced closures of lockdown, has increased the average number of defleet days to 22 in 2022, from 19 days last year.

Overall, 25.9% of ex-lease LCVs passed under the hammer of physical auctions in 2022, compared with 20.6% last year, with the sales largely shifted from online – 37.8% in 2022 versus 43% last year. Direct sales to dealers, drivers and the public remained largely unchanged.

The re-opening of physical sales should help LCV vendors, with buyers more reluctant to bid for ex-lease vans online than they are to buy ex-fleet cars unseen in the flesh.

"Buyers, generally, prefer to inspect this type of stock physically before bidding on it which is why we adopted a hybrid physical/online approach for these market sectors," says Hankey.

With rising interest rates and

weakening business confidence, leasing companies are being reminded to do all they can to inspire demand for end-of-contract vehicles.

Stuart Pearson, BCA COO, says: "It's becoming a familiar refrain, but the basics are critical in the current market, so vendors should work closely with their remarketing partner to ensure their LCVs are realistically valued, properly prepared and graded, and accurately catalogued to attract the right buyers."

It's important to remember, too, that LCV is an umbrella term that covers a wide range of vehicle types and sizes, and for which there are varying levels of demand dependent on their volume or scarcity. BCA reports that buyers are paying a premium for Luton-bodied conversions with tail lifts and twin rear wheels, while mess vans for food and drink breaks are finding ready buyers in the construction and civil engineering industries provided the vehicles are fitted out with facilities such as washing, toilet, rest and changing facilities to comply with the Workplace Regulations Act.

Arguably the biggest challenge facing RV forecasters is an assessment of the prospects for electric LCVs. Will the sole traders and small businesses that typically buy ex-lease LCVs be ready to transition to plug-in power in three or four years' time? There is, after all, no reason why

these buyers will be in any better position to charge an electric LCV at home than the 60% to 70% of fleet van drivers who do not have access to off-street parking where they could install a charge point.

Van operators need to see a significant improvement in the public charging infrastructure that is not particularly LCV-friendly today, particularly in regard to the size of charging bays.

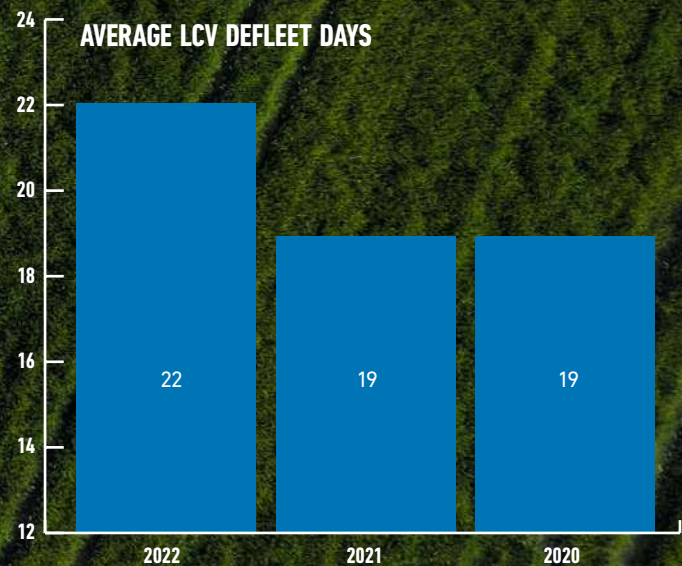
There will, however, clearly be local exceptions for businesses operating in congestion charging and low emission zones, for whom the avoidance of a sizeable daily fee creates a significant incentive to choose an electric vehicle, but the question is whether there will be sufficient demand to raise the used value of electric LCVs above those of their diesel equivalents in order to equalise depreciation.

Arval managing director Lakshmi Moorthy says: "For [electric] LCVs, pricing is currently behind petrol or diesel vehicles due to the more complex vehicle needs and the choice of models being behind that of cars.

"There are new electric LCVs being introduced regularly, so the situation is improving extremely quickly and therefore today's vehicles may be less desirable in the future."

This means leasing price parity between internal combustion engine (ICE) and e-LCVs is likely to take longer to achieve than for cars, although this may be different dependent on the size of vehicle.

"It's likely that the first LCVs to achieve parity with their ICE counterparts will be smaller vans," says Moorthy.





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Joined-up thinking is required to soften fines and penalties burden

FN50 customers are losing £27m each year on admin. Change is needed, reports [Matt de Prez](#)



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As the number of tickets received by FN50 leasing companies surges, the administrative burden of processing fines and penalties is becoming more acute.

This year's data, which assesses speeding, parking, congestion and 'other' fines and penalties, suggests the overall number received by FN50 firms has increased 15%, on average.

The headline figure shows a reported 664,689 fines and penalties were received by FN50 leasing companies in the past year, a significant increase on 2021's 362,973 figure. However, this year's data is based on figures supplied by half the FN50; last year around a fifth supplied data, making comparisons on a like-for-like basis difficult.

Nevertheless, taking into account the averages and risk fleet weighting, our analysis suggests the total number of fines and charges incurred during 2022 is around 1.48 million.

Last year, using the same algorithm, we predicted that FN50 leasing

companies handled some 1.3 million fines and penalties.

The biggest category volume this year, as in previous years, was parking tickets with an average of 13,296 issued per FN50 company, compared with 7,867 last year. However, average costs per penalty charge notice dropped slightly from £50 to £48.

Average admin fees charged by leasing companies to fleets for processing penalty charge notices (PCNs) fell considerably, from almost £28 to £19.78.

CONGESTION CHARGES

The highest average cost was congestion charges at £82.61, up from £78.81 last year, although fewest fines were issued in this category, at just 1,575 per leasee. Again, the average admin fee dropped, from almost £19 to £17.70.

One area where admin fees have risen was for processing speeding fines – £17.63 compared with £14.87 last year. Each leasing company responding to the question handled,

on average, 3,875 speeding tickets, a rise of 811 on 2021.

Corrine Barton, Arval UK director of operations and collections, says: "We have seen a pretty big jump in fines and penalties processed over the past year with an increase of around 19%. The main cause of this is probably simply more company car and van drivers returning to work after the pandemic, but, drilling down into the data, there are some interesting trends.

"The main areas where we have seen rises are toll charges – up 26% – and parking fines – up 30%. These are large increases and together account for around two-thirds of all the notices we see. In contrast, there are other areas where there have been some fairly marked reductions – late licensing penalties are down 35%, for example, while congestion charge notices are down 25%."

Nick Hardy, sales and marketing director at Ogilvie Fleet, says: "We thought that as we came out of Covid, with people traveling less, using Teams more and mileages being reduced, that our incidence of fines and the associated administration would reduce. But it hasn't. In fact, it's got worse."

The company's fleet size has grown in the past year, together with its proportion of vans, which has compounded the issue.

Hardy adds: "Van drivers tend to be a little bit less responsible when it comes to fines. They're less likely to pay a parking ticket, for example, that is left on their windscreen, so that, inevitably, comes through to us."

MORE FINES = MORE ADMIN

As the number of fines and penalties increases, so does the amount of resource required to process them. This is becoming a growing problem for leasing companies, in part due to the disjointed methods in which tickets are issued and processed.

In total, 51% of fines are referred to the customer before payment, while 23% are passed directly to the driver. Leasing companies process and pay the remaining 26% without referral.

As a newcomer to the FN50, green mobility firm Sogo has faced the burden of processing tickets head on.

Nigel Witherick, head of Systems and Infrastructure, says: "As a start-up, you obviously have your list of your priorities and fines was a very small part of that. It wasn't until the numbers started ramping up that we suddenly realised this is actually a massive thing.

"Two years on, we now receive a massive stack of letters every day, the majority of which are fines."

With a small headcount, Sogo had to adapt fast. It initially handled each ticket on a case-by-case basis, calling the customer to notify them and then processing it as they wished, but that quickly became too challenging for its team to handle as the company's fleet size grew.

The business called on a third party to assist it with transfer of liability, which allowed customers to handle the fine themselves – either by paying or contesting.

However, even this process isn't entirely straightforward as Sogo's flexible subscription-type contracts mean its cars often have multiple drivers in a short space of time. As a result, 20% of tickets need to be processed manually.

NAMED DRIVERS

Witherick explains that, in some cases, an issuing authority won't accept a liability transfer unless the driver is named specifically.

"I don't understand why authorities don't have better facilities for communicating with customers," he says. "With the amount of money these fines companies are bringing in, they could create an API, or they could create a dashboard, where they could go in and see all of the fines that they've logged against all the cars registered to them, what the status is and whether they can contest them online. It would just make things so much more transparent for everybody."

What's more, he says, there are occasions where the fine has been paid by both Sogo and the customer, but the issuing authority was unable to provide a refund.

Hardy adds: "It's an absolute minefield of different circumstances, different drivers, different authorities, different fines. There's no wonder we're spending hundreds of thousands of pounds a year employing people to manage it. We're trying to find an all-encompassing electronic solution to smooth things out for us internally; we haven't found the one solution."

One way leasing companies can reduce the administration is to reduce the amount of tickets, by working with customers in a consultative way. It does, after all, cost FN50 customers £27m per year in admin fees.

Barton says: "We do share this information with our customers to help them manage the situation and drive down areas where excessive numbers of fines and penalties are appearing. With a proactive approach to driver education and management, they are often able to make a substantial impact."

German premium brands occupy top three dealership slots yet again

BMW rated No 1 on the back of a busy year of product launches, reports *Tom Sharpe*

The automotive sector's post-lockdown slide into vehicle supply headaches has done little to shake-up leasing companies' views of which franchised retail networks provide the best service.

For the fourth time in four years, the top-rated franchised retail network for the provision of services to the fleet sector was BMW – the FN50's consistent top performer.

Audi and Mercedes-Benz retailers were ranked second and third, respectively, as the three German premium brands remained locked in place for a third successive year.

In what was a challenging period for original equipment manufacturers (OEMs) across the globe, leasing companies were asked to rank brands' retail networks in relation to: enquiry response time; overall supply time; the accuracy of delivery date forecasting; level of on-time deliveries; and aftersales service.

Data was also gathered on levels of service which might determine whether franchised retailers or independent garages will be the go-to provider of service, maintenance and repair (SMR) in the year ahead.

Survey-topping BMW appears cemented at the top of the table after a busy year of product launches, with its iX, iX1 and i7 EVs following the iX3

and i4 into its ranks. The brand managed to deliver EV registrations growth with its new zero-emissions crop in a period blighted by manufacturing constraints, doubling its September sales to 2,212 units.

STRENGTHENING RELATIONSHIPS

And Steve Roberts joined BMW as general manager for corporate sales,

replacing Rob East who became general manager for national sales after launching a number of initiatives to improve business users experience of the brand and its dealerships.

In his first interview in his new post Roberts told *Fleet News* how the role BMW is now playing is one dominated by advice and guidance.

"At least 50% of the time, we are offering consultancy to support the roll-out of electricity – where it does and doesn't work," Roberts says. "That's the real skillset change for the team and it's quite broad, not just a BMW product specialism."

"Then there's the charging infrastructure with workplace capacity upgrades and home charging options."

"We have to understand the issues and how fleets can overcome them. But it's a much better conversation to have because we have to understand the fleet policy which becomes more of an ongoing relationship."

FN50 data indicates that franchised

Best car dealership				
	2022	2021	2020	2019
1	BMW	BMW	BMW	BMW
2	Audi	Audi	Audi	Audi
3	Mercedes-Benz	Mercedes-Benz	Mercedes-Benz	Volkswagen
4	Volvo	Volkswagen	Volkswagen	Mercedes-Benz
5	Toyota	Toyota	Kia	Kia
6	Volkswagen	Volvo	Toyota/Lexus	Toyota
7	Kia	Kia	Volvo	Volvo
8	Škoda	Škoda	Ford	Seat
9	Hyundai	Hyundai	Seat	Honda
10	Nissan	Ford	JLR	Ford



BMW is the FN50's most consistent top performer



retailers may have done enough from an aftersales viewpoint to maintain those relationships in the year to come, or perhaps it is that growing need for a specialist EV knowhow.

The FN50's survey data indicates that some fleets are set to return to franchised car retailers for their SMR after a temporary rise in the utilisation of independent alternatives during Covid-impacted 2020 and 2021.

Just more than a quarter (28.8%) of SMR work will be handled by independents in 2023, compared with up to a third (33%) in the previous two years, respondents stated.

This trend could be partly driven by the perception that original parts will be more readily available at OEMs' franchised sites as the sector's supply issues start to abate.

In the van and truck sector the outlook is different.

Well more than a third (36.7%) of FN50 survey respondents said they expected to turn to independent aftersales providers for their SMR work in 2023 in what remains a more consistent mix of chosen provider.

TOP 10 MOVEMENTS

Further down the FN50's top 10 ranking of franchised car retail networks, Volvo jumped two places at the expense of Volkswagen, which dropped two places as Toyota remained in last year's fifth position.

Volvo's rise comes despite suffering the biggest percentage decline in

Best van dealership				
	2022	2021	2020	2019
1	Mercedes-Benz	Mercedes-Benz	Volkswagen	Mercedes-Benz
2	Ford	Volkswagen	Mercedes-Benz	Volkswagen
3	Volkswagen	Ford	Ford	Vauxhall
4	Vauxhall	Peugeot	Vauxhall	Ford
5	Peugeot	Renault	Renault	Renault
6	Citroën	Vauxhall	Peugeot	Citroën
7	Renault	Citroën	Citroën	Peugeot
8	Toyota	Toyota	Nissan	Nissan
9	Nissan	Nissan	Isuzu	Fiat
10	Iveco	Iveco	Iveco	Iveco

new car registrations of the top 10 to the end of September (down 28.4% to 26,083), suggesting it might be struggling to deliver volume.

However, its network's Volvo Retail Experience (VRE) aftersales proposition, which puts two technicians to each car to in a bid for improved efficiency, and the launch of Volvo's first two electric cars cemented its credibility with corporate customers.

Meanwhile, a new Volvo Fleet and Business Online platform indicated its efforts to meet the needs of the sector.

The portal gives fleet and business customers the flexibility and convenience of identifying and sourcing the cars they want in the way that suits them best – online, at a retailer, or through a combination of both – and mirrors the Care by Volvo service offered to retail consumers.

Volvo Car UK managing director

Kristian Elvefors says: "We've designed this new platform to be as easy and convenient for our business customers as possible", adding: "With our retail partners continuing to offer excellent service, we are ensuring that people can choose the method that best suits their needs – business or personal – for sourcing the electrified Volvo they want."

Nissan joined the top 10 for the first time in recent years – in 10th place – as its long-awaited Ariya SUV reached dealerships. It joins the Nissan range alongside fleet-friendly E-Power hybrid versions of the Juke, Qashqai and new X-Trail.

Nissan is rolling out a new corporate identity (CI) for its dealerships and implementing a restructure expected to result in the closure of more than 20 of its 166 UK sites.

Managing director Andrew Humber-

stone said the brand is determined to shift from "mediocrity to excellence", adding: "Post-Brexit, post-Covid, we're at the right time in the right place with the right new product."

MERCEDES ON TOP FOR VANS

Ford's dealer network, last year's 10th-placed car retail network, slipped out of the FN50 top 10 for the first time in four years.

It appears that more of the blue oval's focus was placed on the delivery of services to its van customers, the brand skipping above Volkswagen as it rose one place to finish second – behind Mercedes-Benz – in the ranking of best van dealership networks.

The German brand has now topped the van dealer rankings for three out of the past four FN50 surveys and recently welcomed the return of Sarah Palfreyman as sales director.

Palfreyman, previously head of network operations, was recently credited with pioneering a project team dedicated to modelling the brand's future retail strategy as it transitions to agency model agreements with its franchisees.

Following her new appointment, she said: "Having been involved in the evolution of our strategic sales direction and our dealer network for many years now, I'm looking forward to using my knowledge to further shape and refine our sales offerings to keep businesses moving."

BMW 3 Series retains top spot as the UK's most reliable car

Munich brand also holds onto top manufacturer place for eighth year in a row, reports *Matt de Prez*

The BMW 3 Series has retained its place at the top of the FN50 reliability ranking, having regained the title last year after a three-year gap.

The performance is enough for the German carmaker to also keep its title as the most reliable manufacturer overall. The Munich giant remains undefeated for eight years in this regard.

Launched in 2018, the G20 3 Series quickly became a favourite among company car drivers and picked up the Best Premium Car trophy for two consecutive years at the Fleet News Awards. The 330 variant was the best-selling plug-in hybrid car, in the UK, in 2021 and is offered in saloon or estate body styles.

Placing second this year is the Tesla Model 3. The fully electric model has shot up the table, having finished 15th



Most reliable car brand		
1	(1)	BMW
2	(2)	Audi
3	(4)	Toyota
4	(3)	Volkswagen
5	(5)	Mercedes-Benz
6	(15)	Tesla
7	(9)	Škoda
8	(8)	Honda
9	(6)	Volvo
10	(11)	Hyundai

Most reliable car model		
1	(1)	BMW 3 Series
2	(15)	Tesla Model 3
3	(2)	Audi A4
4	(8)	Toyota Corolla
5	(-)	Mercedes-Benz A class
6	(3)	VW Golf
7	(4)	Audi A3
8	(14)	Volvo XC40
9	(5)	Honda Civic
10	(-)	Toyota C-HR

**2021 position in brackets*

in 2021. It's an impressive performance for the American brand as the car's improved reliability goes hand-in-hand with a significant surge in registrations, which saw it top the list of best-selling electric cars last year.

Tesla's performance pushes Audi's A4 into third place, as the now ageing model continues its move down the table having taken the top spot in 2019 and 2020.

The Audi A3 has also suffered a drop this year, falling from fourth to seventh. Despite this, the brand has retained its position as the second most reliable carmaker.

Toyota has crept up the table, displacing VW as the third most reliable brand and ending the dominance of German brands.

A strong performance by the Corolla hatchback saw the model

climb from eighth to fourth, while the C-HR crossover makes its way into the top 10 this year at 10th.

Volkswagen is the fourth most reliable carmaker, with the performance of Golf (falling from third to sixth) impacting its overall score.

Mercedes-Benz has retained its stronghold on fifth place, bolstered by an impressive performance by the A-Class.

The popular model, which launched in 2018, has made its first appearance in the top 10 since it launched – as it rounds off the top five most reliable cars list. The C-Class, meanwhile, fared worse dropping from 10th to 11th place.

Tesla scoops sixth, jumping nine spots, to reflect the strong performance of the Model 3 this year. The Model Y, which joined the carmaker's

line-up last year, is gaining traction in the UK market and while it's too new to appear in this year's reliability survey, it will be interesting if the car can match the impressive performance of its stablemate in 2023.

Škoda also climbs the table, to place seventh, despite having no models in the top 10. The Czech manufacturer, along with its Spanish sister brand Seat are the only VW Group marques to improve their position this year.

The Honda Civic (fifth last year) drops to ninth as the car is axed in favour of an all-new hybrid version, although the carmaker holds onto its position as the eighth most reliable brand, while the BMW 5 Series, Nissan Qashqai and VW Passat drop out of the top 10, enabling the Volvo XC40 to move into eighth.

Mercedes-Benz Vans scores a double win for reliability

Sprinter hits the top spot for eighth year running as Vito bursts into the charts

By Matt de Prez

The Mercedes-Benz Sprinter has been named the Most Reliable Van by the UK's top leasing companies for the eighth consecutive year.

A favourite among supermarket delivery fleets and those looking for a pliable chassis for conversions, the UK's fifth best-selling commercial vehicle has been unrelenting when it comes to reliability – making it an undefeated champion.

Mercedes-Benz has also regained the title as the Most Reliable Van Manufacturer. The achievement is bolstered by a significant improvement in the performance of its Vito model, which enters the table in fourth place.

It has tussled for the top spot with Volkswagen for the past five years, with the Stuttgart-based brand emerging victorious this year.



1 Mercedes Sprinter retains the reliable van top spot followed by VW's Transporter (2) and Nissan's NV200 (3)

Most reliable van maker

1	(2)	Mercedes-Benz
2	(1)	Volkswagen
3	(3)	Ford
4	(6)	Citroën
5	(5)	Vauxhall
6	(4)	Renault
7	(7)	Nissan
8	(8)	Peugeot
9	(9)	Toyota
10	(-)	Fiat Professional

Most reliable van model

1	(1)	Mercedes-Benz Sprinter
2	(2)	VW Transporter
3	(8)	Nissan NV200
4	(-)	Mercedes-Benz Vito
5	(3)	VW Caddy
6	(10)	Vauxhall Vivaro
7	(12)	Ford Transit
8	(4)	VW Crafter
9	(9)	Renault Trafic
10	(8)	Toyota Hilux

*2021 position in brackets

Volkswagen slips into second place, with a poorer performance recorded by its Caddy and Crafter models. The Caddy was replaced in 2021, with an all-new model. The latest version is based on underpinnings derived from VW's passenger car range, allowing for improved refinement and advanced driver assistance systems, but has perhaps not paid dividends when it comes to reliability as the van slips from second to fifth.

VW's largest van, the Crafter, has also suffered in this year's reliability rankings, dropping from fourth to eighth place. The Transporter, which is the brand's best-selling model, holds on to second.

The changes at the top of the table have made way for Nissan's ageing eNV200 to jump into third place, moving up from eighth last year.

The van is soon to be replaced by the eNV250, a new electric van built in partnership with Renault.

Despite the eNV200's jump, Nissan overall remains the seventh most reliable van brand.

Vauxhall is another van maker to make significant headway in this year's survey, with its Vivaro model rising from 10th to fifth place. The Vivaro entered its third generation in 2019, shifting from a platform shared with Renault to Stellantis underpinnings. The Luton-built Vivaro is the best performing variant of the Stellantis medium-size van this year.

Like Nissan, Vauxhall maintained its 2021 position, sitting in fifth place.

Ford was a star performer in 2021, earning it a third place position in the most reliable brand table. While it has managed to cling on to its position this year, only one Ford vehicle has managed to make it into the top 10 most reliable vans list in 2022.

The Ford Transit places seventh, moving up from 12th, but displaces its smaller sibling, the Transit Custom,

which falls from sixth to 12th this year. An all-new Transit Custom is due to launch next year, but that hasn't stopped the model from topping the sales charts.

Ford has demonstrated its commitment to improve the uptime of its vehicles with the launch of Ford Live, a free service that remotely monitors vehicle health and can proactively prevent breakdowns.

From next year, Ford will begin launching a new range of CVs built in partnership with VW. The first will be the replacement Transit Connect, which will share a base with the new Caddy. The two brands are also jointly working on a new pick-up.

French van makers haven't fared well, with no models in the top 10 (Citroën Berlingo and Renault Trafic both exit).

Nevertheless, Citroën has moved up from sixth to fourth, Renault slips to sixth and Peugeot remains eighth.

Your flexible friend

Effective implementation of a car club can help a fleet cut costs, emissions and admin while increasing safety and mobility. *Andrew Ryan reports*



Flexibility is becoming an increasingly important asset for staff travel, as their mobility needs change and the requirement to cut emissions and costs intensifies.

One of the relatively recent developments which can help achieve this flexibility is the car club, which has seen its popularity among the public grow significantly in recent years.

CoMoUK, a national charity for the public benefit of shared transport such as car clubs and bike share schemes, says that in 2016 the total number of car club members in Great Britain was 234,074. By March of this year this had risen 235% to 784,870.

The number of vehicles offered has also risen: in March it stood at 4,859, 18% higher than in 2016.

This growth in interest from the public has been reflected by the number of organisations using car clubs for staff travel, says Paul McCorkell, director of business rental UK and Ireland at Enterprise, which owns Enterprise Car Club.

"We're seeing an increase in demand to reduce grey fleet, now a key business mobility priority, as well as cut emissions, number of miles driven and cost," he adds.

Here, we look at how the schemes work, how they can benefit fleets and how organisations can get the most out of them.

WHAT ARE CAR CLUBS?

In essence, car clubs are a form of short-term vehicle rental, but one which offers access to cars for as long as the user needs them, whether that is for 30 minutes or a day or more.

Typically, they are booked either through a web portal or a smartphone app, with registered users able to check vehicle availability immediately. After booking, they can unlock the cars with a smartcard.

There are three main operating models: back-to-bay, which is the most common form and sees cars returned to their own designated parking place; back-to-area where the car must be returned to a small, designated area, usually a street or two; and the newer one-way/flex model, where a car can be taken on a one-way trip and parked on-street wherever it is legal to do so.

It is becoming increasingly common for organisations to partner with car club operators to allow them to have vehicles – usually based at their own premises – available for their sole use, as well as

using the supplier's technologies and back-office support.

The main national operators are Zipcar, Enterprise Car Club, Ubeeqo, Co Wheels, Co Cars and the car club sub-section of Hiyacar.

WHAT BENEFITS DO THEY HAVE FOR FLEETS?

In a word, savings – in expenditure, CO₂, number of vehicles operated and admin.

"We did a full review of our grey fleet in 2018 and found that it accounted for 82% of the council's travel costs in the 2016/217 financial year," says Andrew Morgan, fleet administrator at Highland Council.

"More than six million miles had been claimed for through expenses, so we knew something had to happen with regards to that, and the key outcome was our car club."

The council, which covers an area the size of Belgium, uses the AMAP (approved mileage allowance payments) rate of 45ppm to reimburse drivers using their own cars for business, meaning its annual grey fleet bill was then nearly £3 million.

After introducing between 50 and 60 car club vehicles spread around 20 council sites, in the



ISTOCK.COM/PAULAUSTRON

2021/22 financial year, the grey fleet bill had fallen to around £1.15m.

Morgan says other factors such as the Covid lockdown and increased use of technologies, such as Microsoft Teams, also played a part in the savings, but the car club was a “good contributor”.

He adds: “Over the past three years, we’ve completed more than two million miles in car club vehicles, with a saving of roughly 166 tonnes of CO₂ compared with using grey fleet vehicles.”

CO₂ savings happen as car club vehicles tend to be newer and lower emitting than grey fleet cars.

In its 2021 Car Club Annual Report, CoMoUK found all car club vehicles are less than five years old with 65% sub-two years, and their average CO₂ is 27% lower than the average UK car.

Lancaster City Council found the likely savings in mileage reimbursement could be used to fund a zero-emission car club scheme for its employees.

In 2018/19, 154 council employees claimed 105,000 business miles producing an estimated 31 tonnes of CO₂. The cost to the council for the mileage claims came to £47,144, rising to £50,000 in 2019/20.

By using the redirection of funds model, the

council found it could partner with Co Wheels to launch a fully-electric car club without the local authority incurring any additional costs.

It was able to invest £114,000 in buying six electric vehicles (EVs), with £70,000 spent on improving charging infrastructure to support the electric fleet network.

As part of its process of understanding the business rationale behind casual mileage claims and why personal cars were being used rather than the three pool cars already available at the town hall, it found this was primarily down to convenience because of an insufficient number of pool cars and the inflexibility of the booking system.

Both issues were addressed through the new booking system and the increased number of cars introduced through the car club.

However, McCorkell says Enterprise’s typical experience of on-site car clubs is they reduce the number of vehicles compared with pool cars, in some cases by as much as a quarter.


“Customers who deploy car clubs also say it frees up parking because there are fewer pool cars and because many employees then use active or public transport to get to the office instead of their own

car, knowing they no longer need to use their car during the day for work,” he says.

Siemens UK is one of the organisations which was able to cut the size of its 20-strong pool car fleet by replacing them with 14 dedicated Enterprise Car Club vehicles at its sites in Lincoln and Aberdeen. It now has a further two at its Manchester head office. These can be booked for hourly or daily rental.

“Our key objectives for the car club programme were reducing CO₂ output, improving vehicle utilisation, enhancing our use of digital processes and giving our employees a flexible mobility option,” says Ewan Stafford, supply chain development expert at Siemens, who has been responsible for managing and supporting the integration of Enterprise Car Club across all its sites and locations.

“We’ve achieved all of those and we’ve seen an evolution in employee behaviour as drivers think more carefully about how, when and why they travel,” he adds.

This last point is reinforced by a trial at Imperial College London which showed that many employees opted to commute by bike, public transport or walk when there was a car club. 



Corporate membership of the Enterprise Car Club scheme allows access to vehicles available for wider public use

vehicle at the office they could use either for business or personal trips.

There are also safety, compliance and admin gains for organisations which utilise car club vehicles to replace grey fleet vehicle use.

Although many fleets impose conditions covering factors such as vehicle age and insurance on what personal vehicles can be used for business travel, there is a lack of control compared with employees using company vehicles.

As grey fleet vehicles tend to be older, they may lack the modern safety equipment of newer car club vehicles, increasing risk.

Car club vehicles also reduce the admin associated with ensuring grey fleet vehicles are compliant with company policy, as most of the management functions are carried out by the car club partner.

This also suits employees, says McCorkell. "Another key factor driving car club uptake is that many employees don't want to use a personal car for business, especially as they're facing high fuel, insurance, maintenance and repair costs," he adds.

HOW CAN FLEETS GET THE MOST OUT OF CAR CLUBS?

Analysing data and acting on the findings are key, according to Morgan. "I don't think our car club would be anything near what it is now without actually looking at where the hotspots for travelling are," he says.

"When we were setting it up, we looked at our

“CUSTOMERS WHO DEPLOY CAR CLUBS ALSO SAY IT FREES UP PARKING BECAUSE THERE ARE FEWER POOL CARS”

PAUL McCORKELL, ENTERPRISE

grey fleet mileage reimbursements and tied that up against location. Wherever we saw a high mileage reimbursement we decided to trial two or three cars there and see how they went.

"I don't think we pulled out of any sites completely, because the cars were just snaffled up."

As well as grey fleet mileage reimbursement, the council also wanted information on where people were travelling to and it gathers this through a box on the reservation screen of the booking system.

It has also carried out numerous staff surveys around car club and grey fleet as a whole, while Morgan says the management information that comes from a car club is "fairly rich".

"You have to react to that data as well – it's all very well doing nice-looking reports, but you have to act on the information," he adds.

The management information provided by

Co Wheels, for example, includes CO2 saving and CO2 avoidance, activity duration, fuel saving benefits, popular destinations and app usage locations.

Siemens UK gathers data through its employees' Public Key Infrastructure (PHI) smart ID cards which are used to book and unlock the car club vehicle.

This provides insights on who is booking the vehicles and for how long to enable further efficiencies, for example when employees book a car club vehicle for eight hours to travel just five miles.

Siemens UK's membership of the Enterprise Car Club scheme also means staff have access to the organisation's 1,500-strong on-street UK fleet, which are usually used by the public.

Organisations which have their own car club arrangements can also make those vehicles available for use by the public in the evenings and at weekends to gain greater value from the arrangement.

Lancaster City Council has taken this step to gain further revenue from its assets when not in use.

"Not only would this contribute to the cost of the scheme, but it also provides an inexpensive way for residents to access new, greener forms of transport," says Kevin Frea, cabinet member for the climate emergency at Lancaster City Council.

"By using an EV instead of a petrol or diesel car, people will not only be helping us to reduce CO2 emissions, but also contributing towards improving local air quality."

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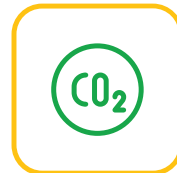
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EVs and D&I top agenda at 'best ever' F&ML show

Packed seminars and high quality audience ensures show remains the most essential event in the fleet calendar, reports *Stephen Briers*

More than 1,700 fleet and industry decision-makers attended Fleet & Mobility Live (F&ML) 2022, double the attendance of last year's show.

Fleet News group editor Stephen Briers said: "Post-event feedback has been the best ever, with delegates, exhibitors and sponsors all lavishing praise upon the event.

"The quality of the audience was exceptional, and we were delighted to see a healthy mix of large corporates, public sector and smaller fleets among the visitors."

The hall was buzzing as fleets took the opportunity to network and form relationships with almost 100 exhibitors, including manufacturers, leasing companies and suppliers from every part of the fleet sector

during the two-day event, which was supported by Association of Fleet Professionals (AFP) with SMS as the headline sponsor.

Strategic and best practice seminars were divided into three theatres – Electric Fleet, Fleet and Mobility Management and the Benefits Box – with almost 40 speakers providing insight and advice across 20 sessions to help fleet decision-makers future-proof operations and introduce new safety measures and efficiency savings.

DIVERSITY AND INCLUSION

The event kicked off with a diversity and inclusion seminar, hosted by Ennis & Co and sponsored by Athlon.

The panellists highlighted the clear link between the current

automotive skills gap and a lack of diversity; they urged companies to address the latter in order to solve the former.

Ailsa Firth, HR director at Arval, introduced an employee value proposition four years ago.

"We are journey makers, and we sell this at the interview and during the on-boarding process," she said.

"Then we live it during their career with us. Youngsters want to hear your story; they don't want to just go anywhere to work."

Lorna McAtear, head of fleet at National Grid, added: "You have to make people feel comfortable to get the best out of them by creating safe environments for teams to develop and grow."

Athlon UK chief commercial officer



Lesley Slater said employers needed to "leave their bias at the door" when recruiting in order to "widen the talent pool" and offer everyone the same opportunities.

Athlon holds unconscious bias training sessions which are important because "most of us have a default setting – we veer naturally towards people who are like us", Slater said. "These sessions challenge that and look at the





positive benefits when we change.”

F&ML 2022 shone a spotlight on the efforts being made to decarbonise fleets – a priority for many delegates as evidenced by the packed seminars.

A number of sessions focused on the transition to electric vehicles (EVs), identifying the challenges and offering solutions to fleets around home, workplace and public charging.

Responding to fleet questions in its session, BP Pulse said a booking system was being explored on the public charging network, but there were concerns over the “human element” of someone parking in a bay even when it has been reserved, said sales director Alex Potts.

SHARED SOLUTION

Another option being considered was to create dedicated van hubs in high traffic areas which are barrier controlled. BP Pulse already operates this system in London’s Park Lane for Uber, and said it could be facilitated if a collective of operational fleets came together to work on a shared solution.

With energy costs and interest rates rising, pressure is being put on the total cost of ownership (TCO) calculations when comparing EVs with petrol or diesel.

The preferential benefit-in-kind (BIK) position for cars, with the associated savings on Class 1A National Insurance, ensured they remained a viable proposition, but electric vans were now, in many cases, more costly to run than diesel.

Companies need to pull all measurements into their TCO calculations to put EVs on a more even keel, according to Centrica fleet engineer James Rooney and ISS head of fleet and travel Duncan Webb, including clean air and congestion zone charges, SMR and Class 1A national insurance contributions.

Even then, any savings were wafer thin, particularly for vans. Nevertheless, Centrica remains committed to its 2025 target of a full transition to electric to meet its corporate social responsibilities.

■ **All Fleet & Mobility Live seminars are available to view on demand at <https://fleetandmobilityliveapp.com/>**



LOCAL AUTHORITY HUB

More than 100 industry managers and local government officers attended the Local Authority Hub, run in association with Energy Saving Trust and sponsored by LeasePlan, over the two days to hear from a range of speakers and participate in one-to-one surgeries.

The Hub was a first for the conference, with the aim of engaging with a local authority audience, including fleet and mobility decision-makers. Guest speakers included OZEV, Renault, the British Standards Institute (BSI), Motability and LeasePlan, all focused on sharing best practice.

The new BSI Accessible EV charging standard PAS1899, which introduces new universal criteria on the accessibility of public charge points, was launched during the show. It covers the design and placement of chargers, including the location spacing and surrounding environment, and is intended to improve access to people with limited mobility.

Tim Anderson, Energy Saving Trust group head of transport, set the scene about how important transport decarbonisation is for the future, saying: “The climate crisis has not gone away, it’s still here. Transport decarbonisation offers a path to clean air, reduced congestion and opportunities for green growth. Energy Saving Trust exists to help address the climate crisis and supporting local authorities in the transition to net zero is a key part of this.”



AFP NETWORK HUB

Association of Fleet Professionals enjoyed a busy two days with a constant stream of fleet decision-makers visiting its stand to discuss challenges and share best practice with board members.

AFP chair Paul Hollick said: “Fleet Live attracted many AFP members and proved to be a great location for discussing many of the issues that are currently affecting the fleet sector, as well as best practice solutions for tackling them. There was much to learn from the speaker sessions and also a range of interesting new ideas and products from exhibitors. Overall, it was a very worthwhile day, and we are already looking forward to next year.”





BMW X1 AND iX1

New SUV is set to become BMW's best-selling fleet model

By Matt de Prez

For a long time, the BMW 3 Series has been the model of choice for user-choosers. It's won countless Fleet News Awards over the years and been a key volume driver for the brand.

Times are changing, however. People want SUVs, not saloons, and they want electric motors instead of internal combustion engines (ICEs).

That's why the launch of this new BMW X1 is so important for the brand. It's expected to usurp the 3 Series to become the biggest selling BMW model in the fleet market.

Key to its success will be the iX1 – a fully electric version of the new SUV. Using BMW's magic recipe for taking ICE models and turning them into great EVs, the iX1 shares the same attributes as the larger iX3 and magnificent i4.

Let's talk a bit more about the X1. Now in its third generation, the compact SUV has upped its game

and now sits on BMW's UKL platform, which is also used in the new 2 Series Active Tourer. It allows for petrol, diesel and plug-in hybrid (PHEV) powertrains, as well as fully electric.

The new X1 is available with a choice of two PHEVs: the xDrive25e, which has 245PS, and the xDrive30e, which packs 326PS. Both have all-wheel drive and a zero-emission range of more than 50 miles, placing them in the 8% benefit-in-kind (BIK) tax band. Prices start at £41,245.

The battery in the PHEVs is larger than BMW has used before, with a useable capacity of 14.2kWh, but also faster to charge thanks to a beefed up 7.4kW on-board charger.

In the iX1, which costs upwards of £52,200, BMW has shoehorned in a 65.5kWh battery pack and two electric motors. It gives the car a WLTP range of 270 miles and a power output of 313PS. DC recharging at up to 130kW makes it possible to boost the battery level from 10-80% in 29 minutes,

or increase range by 75 miles in just 10 minutes.

Two petrol and two diesel options are also available, each paired with a seven-speed automatic transmission. The front-wheel drive sDrive18 kicks off the diesel range with 150PS, while the all-wheel drive xDrive23 has 211PS and adds mild-hybrid technology. Both cars emit round 130g/km of CO₂.

The petrol line-up is similar with an entry-level front-wheel drive sDrive20 – the cheapest X1 available at £33,500 – and a more potent xDrive23. The latter adds all-wheel drive and mild hybrid tech. CO₂ emissions are slightly higher for the petrol models, ranging from 134g/km to 154g/km.

Specification levels have been boosted across the line-up and all trim grades are well equipped. Base Sport models include LED headlights, reversing camera, an electric tailgate and BMW iDrive 8.0 with a 10.7-inch infotainment touchscreen and a 10.25-inch digital instrument cluster. The mid-range X Line gets synthetic leather upholstery and heated front seats.

BMW expects the range-topping M Sport trim to be the most popular, however, which includes 19-inch alloy wheels, sportier styling and adaptive suspension.

The X1 has grown in size, giving more space for passengers. In the rear there's three full-size seats and a 540-litre boot. The boot size drops slightly in the iX1, to 490 litres.

Up front, the dashboard layout is shared with the new 2 Series Active Tourer. The infotainment screen curves towards the driver and blends with the instrument screen. There are few physical buttons and, disappointingly, the BMW iDrive rotary controller is absent.

The interior doesn't feel quite as upmarket as other recent BMWs, but it's still a step ahead of the Mercedes-Benz GLA. The car is quiet on the move, although the ride errs on the firm side.



The electric iX1 has a range of 270 miles

WARDY'S WORLD

By Martin Ward



I have addressed the problem of deliberate mis-spacing of number plates previously in this column. I can almost guarantee that every

time I go out, I will see a number plate that is illegal. The problem is not going away. The numbers or letters have been altered to make into a name, or at least try to. The drivers of these vehicles face a fine of £1,000 for this illegal act.

If I can see them, why can't the authorities also spot them, stop the driver and issue a fine on the spot?

When we complete our insurance applications, we are asked 'has the vehicle been modified' and we generally put 'no', but I do believe altering the number plate is 'a modification' and you have to wonder if the vehicle is actually insured due to this change of the plate.

The police should have a massive crackdown on vehicles that cannot be recognised by ANPR cameras and drivers should be fined and get points on their licences.

Charging a Genesis

I have driven a few electric vehicles lately, the most recent being a Genesis G80, four-door saloon, and it was just amazing.

The interior is so luxurious, a great drive, a handsome electric vehicle (EV) and a real credit to the Korean manufacturer.

But the problem of charging an EV both at home and using public chargers remains.

When I had the Genesis, there were no 50kW chargers working anywhere near where I live. I contacted the company which operates them and was told they were waiting for parts to fix them, and they were working hard to get them up and running as soon as possible. Great, but when you want a quick charge, not the answer you want.

I did find one 11 miles and 20 minutes' drive away. After one hour, one minute, I achieved 132 miles, but at a cost of £30. At home I managed to put in 22 miles, in more than six hours, admittedly, using my garage wallbox that is very slow. According to my smart meter, the 22 miles cost £6:80. Not cheap motoring any more.

I know some will feel that I'm doing it all wrong. I should be using workplace charging, using overnight cheaper electricity, or using free public chargers that, in my experience, are few and far between.

It makes me muse, are EVs a thing of the future? A thing of the past? Or just a passing whim? As new fuel technology is being developed, it does make you wonder.

EVs are fantastic to drive, when charged. They look brilliant with great exterior designs – and it is a good job they look so good, because you spend an awful lot of time looking at them and admiring the styling while waiting for them to charge up!

	ENTRY LEVEL BMW X1 sDrive20i Sport	PLUG-IN HYBRID BMW X1 xDrive25e Sport	ELECTRIC BMW iX1 xDrive30 M Sport
SPECIFICATIONS			
P11D	£33,500	£41,245	£54,905
CO ₂ (g/km)	134	15	0
Fuel efficiency/range	47.9mpg	403mpg	WLTP range 270
Monthly BIK (20%)	31%/£173	8%/£55	2%/£18
VED	£230 then £165	£0 then £510	£152
Class 1a NIC	£1,433	£455	£152
Fuel cost (ppm)	16	2	10
Running cost (ppm)	44.5	37	56
AFR (ppm)	18	18	5
Residual value	£13,587/40.5%	£16,287/39.5%	£21,544/39%

Go to www.fleetnews.co.uk for tax figures from April 2020-2022

RIVALS



AUDI
Q4 e-tron 50 Quattro S line



MERCEDES
EQA350 AMG Line



VOLVO
XC40 Recharge Twin Plus

	AUDI	MERCEDES	VOLVO
SPECIFICATIONS			
P11D	£58,355	£54,455	£56,945
Monthly BIK (20%)	2%/£19	2%/£18	2%/£19
VED	£0	£0	£0
Class 1a NIC	£161	£150	£157
Fuel cost (ppm)	10	10	13
Running cost (ppm)	59	56.5	60
AFR (ppm)	5	5	5
Residual value	£22,271/38%	£20,239/37%	£23,137/40.5%
WLTP range	291 miles	264 miles	259 miles
EV database real range	240 miles	215 miles	210



The dashboard is angled towards the driver, but lacks BMW's famous iDrive controller

Like the 2 Series Active Tourer, the X1 feels assured and stable on the road, but doesn't offer the most engaging drive. We've yet to sample the PHEV models as they won't arrive until early next year.

The iX1 is blisteringly fast, achieving a 0-60mph sprint in less than six seconds. It has Boost Mode,

activated by pulling a paddle behind the steering wheel, that unleashes full power for 10 seconds, but, even without this, the iX1 is suitably potent.

With more restrained driving, the iX1 was achieving an impressive 4mi/kWh, suggesting a real-world range of around 250-260 miles should be achievable.



KIA XCEED

Price is right, but Xceed lacks the range to take it far with BIK-conscious company car drivers

By Matt de Prez

Such is the demand for slightly quirky bodystyles that don't quite fit traditional segments, that Kia's part-coupé/part-hatchback/part-SUV Xceed model has become its third best selling car.

It's easy to see why. Nestled between the Ceed five-door hatchback and the Sportage, the Xceed offers a large interior, useful luggage capacity and sporty looks, all at an attractive price point.

This facelifted model introduces a revised trim line-up, enhanced styling and updated technology.

Two powertrains are available: a 1.5-litre turbo-charged petrol and a 1.6-litre plug-in hybrid, both carried over from the outgoing model.

The 1.5-litre 160PS T-GDi engine is the more potent of the pair; it can hit 60mph from rest in 8.7 seconds. However, CO₂ emissions of 137g/km are unlikely to attract many company car drivers.

The plug-in hybrid serves up 141PS, giving a slower 0-60mph dash, of 10.6 seconds, but greater efficiency. While it emits just 32g/km of CO₂ (WLTP),



Cabin on the Xceed has a premium look and feel

the Xceed can't quite manage 30 miles of zero-emission driving in official tests and therefore attracts 14% benefit-in-kind (BIK) tax rather than the 8% or 12% that most rival vehicles offer.

Part of the problem is the Kia's battery – it has a capacity of just 8.9kWh. A Volkswagen Golf, for comparison, uses a 13kWh unit.

While the smaller battery is lighter and takes up less space in the boot, it does harm the car's fleet appeal. Drivers can expect to pay around £77 per month for an Xceed, while the more potent Golf will cost them less than £50.

With a lower power output, the car feels a lot more lethargic than other plug-in hybrids, especially as the petrol engine lacks a turbocharger. While Kia has mated the powertrain to a six-speed twin-clutch automatic, rather than a CVT, to try and boost engagement, the power delivery is a bit flat.

The upshot is returned at the fuel pumps however. The Xceed is easily one of the most efficient plug-in hybrids we've tested. Taking in a mix of different roads and speeds, the car still achieved more than 80mpg and had charge remaining in its battery.

The cabin has a premium look and feel, especially in range-topping GT Line S versions, which get sportier seats, a panoramic sunroof and digital instruments. The rest of the range makes do with a slightly dated analogue dial setup.

A new 10.25-inch infotainment screen is fitted to all but the base model, featuring smartphone integration via Android Auto and Apple Carplay, sat-nav and a range of connected services.

Compared with the Ceed hatchback and estate, the Xceed is more softly sprung and delivers a smoother and more comfortable ride. Despite this, and the fact it rides higher than its stablemates, the Xceed still handles well. The steering is light, but precise, and, while not class leading, the Xceed is impressive, nonetheless.

Pricing for the new Xceed starts at just £23,060, for the entry-level 2 grade, but you'll have to stretch to £32,890 for the plug-in hybrid.

The Xceed is the cheapest plug-in hybrid car in its segment and it represents good value for fleet operators who want a cost-efficient model that delivers a degree of driver appeal.

FLEET PICK
Kia Xceed PHEV 3

SPECIFICATIONS	
P11D Price	£32,890
Monthly BIK (20%)	14%/£77
Class 1A NIC	£635
Annual VED	£0 then £155
RV (4yr/80k)	£10,080/30.5%
Fuel cost (ppm)	3.5
AFR (ppm)	18
Running cost (4yr/80k)	35.5
CO ₂ (g/km)	32
MPG/EV range (WLTP)	202/29 miles



DACIA DUSTER COMMERCIAL

Packed with equipment, the Duster is an attractive proposition priced at less than £19,000

By Trevor Gehlcken

Back in the 1980s just about all small commercial vehicles were van versions of cars – hence the term car-derived van (CDV). Groupe PSA changed all that in 1995 by launching the Citroën Berlingo and Peugeot Partner – the first small vans to be built as dedicated vans.

Other manufacturers soon rushed to launch their own versions and, while the CDV sector all but disappeared, it never quite died out.

There will always be a niche market for such vehicles, purely because some people point blank refuse to entertain the idea of driving a van – or at least a vehicle that looks like a van.

And that's where our test model comes in. The Dacia Duster Commercial looks for all the world like its car sister from the outside and hence the non-van drivers should be satisfied with being given a Dacia to use at work.

The fleet manager will be satisfied, too, because



A false floor covers where the back seats would be in the car version, allowing ease of loading

the vehicle has an astonishingly low front-end price and, as far as we are aware, is as reliable as any other van that costs much more.

Having spent a week with our test model, which costs £18,891 ex-VAT, I'm still trying to figure out how Dacia manages to sell such an impressive vehicle at such a low price. The amount of standard kit is praiseworthy bearing in mind that low front-end price. We had assumed that many of the items included would be paid-for options but, in fact, only the metallic paint costs extra at £595.

Standard features on the Comfort grade include rear camera and parking sensors, lumbar adjustment on the driver's seat, an eight-inch multi-function colour display on the dash, 16-inch alloy wheels, stop-start function and a Thatcham alarm and immobiliser.

The Duster is powered by one of Renault's tried and trusted 1.5-litre dCi diesel powerplants. Power output is 115PS, but the van seems much faster thanks to its 260Nm of torque. Fuel economy is claimed at a worthy 53.3mpg (WLTP), while CO2 output is 139g/km.

Climbing aboard, the seats prove big and comfortable with plenty of legroom, and the lumbar adjustment is a must for old fogeys like me who suffer from lower back twinges. There are three handy coffee cup holders between the seats and even vanity mirrors for both driver and passenger.

The cargo area is accessed by a tailgate and as the van features a false floor to cover up where the seats would be in a car version, it means loads can be slid in and out easily. The load floor is the non-slip variety, which means unsecured items won't whizz all over the place during the journey. There's a half-height cover too, which means valuable cargo can be hidden from prying eyes.

Meanwhile, a full height mesh bulkhead helps protect driver and passenger from harm in the event an accident.

On the road, the Duster is quiet at motorway speeds and steering is ultra-light – a tad too light for me.

Gears snick into place at the touch of one finger and, apart from the fact that some of the gear ratios are a trifle odd, this van is a delight to drive.

FLEET PICK
Dacia Duster Commercial
Comfort Blue dCi 115 4x4

SPECIFICATIONS	
CV OTR price	£18,891
Power/torque	115PS/260Nm
Payload	452Kg
GVW	1,933Kg
Load volume	1.0cu m
Fuel cost	15ppm
SMR	3ppm
Running cost (5yr/100k)	43ppm
MPG (combined cycle)	53
CO2 emissions	139g/km



▶ MAZDA CX-60 FIRST TEST

2.5 327PS AWD HOMURA AUTO

By Stephen Briers

Mazda has persistently ploughed its own furrow when it comes to technology, extolling the virtues of rotary engines and, more recently, the SkyActiv compression ignition petrol, which it labelled as an ICE (internal combustion engine) solution that combined petrol performance with diesel efficiency.

But, with the UK 2030 ban on the sale of new petrol and diesel vehicles looming, and other countries introducing with their own deadlines, the Japanese company has been forced to reassess its priorities.

In March last year, Mazda delivered its first full-electric car, the MX-30, in the UK which we've

already had on long-term test; 18 months later, it's the turn of its first plug-in hybrid model, the CX-60.

The full-size SUV promises a decent electric-only range of 39 miles and emissions of 33g/km, putting it in the 12% benefit-in-kind (BIK) bracket.

Like many PHEVs, it has a smallish fuel tank (50 litres), giving a range of around 250 miles, according to the on-board computer. It seems pretty accurate, with an initial fuel consumption reading of just above 42mpg, admittedly with more petrol-only driving than I'd like, which means I've spent more time in the fuelling station than I care for.

Our test car is the 2.5-litre 327PS all-wheel drive

auto in mid-range Homura trim, priced at £48,170. The 17.8kW battery has a 7.2kW on-board charger, enabling a full charge in a little more than two-and-a-half hours.

The standard equipment list is generous and includes auto levelling and high beam control LED headlights, reversing camera, front/rear parking sensors, 12.3-inch display, head-up display, front seat heaters/ventilation, heated outer rear seats, blind spot monitoring with rear cross traffic alert, driver attention alert, lane-keep assist with lane departure warning and front smart brake support with turn-across traffic alert.

We also have several optional extras, including convenience pack (wireless charging, 360-degree view with see-through view - £1,000) and driver assistance pack (adaptive LED headlights, radar cruise control - £1,100), taking the price to a weighty £50,920 - although still considerably less than premium PHEV rivals such as the BMW X3, Audi Q5 and Volvo XC60. That means monthly BIK bills of £102/£204 for 20%/40% taxpayers.



▶ AUDI A8 FIRST TEST

60 TFSIE QUATTRO S LINE

By Matt de Prez

Luxury cars serve two distinct purposes. The first is to provide unparalleled transportation for those with deep pockets and the other, more pertinent one, is to showcase the technology and engineering advances that will filter down into other models over time.

When launched in 2017, the Audi A8 was one of the most innovative cars on the road. It came at a time when carmakers were just dipping their toes into electrification and autonomy, offering two headline capabilities. The first was mild-hybrid

technology. It's widely used now on cars in pretty much every segment, but the A8 was the first Audi to utilise the tech.

The A8's other breakthrough was its self-driving capability. It was the first car capable of level 3 autonomy, thanks to a highly sophisticated driver-assistance computer enabling true hands-off driving. Unfortunately, legislation put the block on the feature ever making it to market, but it's still embedded in the car's DNA and is used to power the core assistance systems.

In the past 18 months we've welcomed a new

Mercedes S-Class and a new Range Rover, while BMW's all-new 7 Series is just around the corner. So, can the big Audi still cut it?

To answer that question, we'll be testing the freshly facelifted model for the next few months.

Among the key updates are the introduction of a sportier S Line trim level and some high-tech new LED headlights.

Our test car is the plug-in hybrid 60 TFSIE variant and, as you might expect, this isn't any run-of-mill powertrain. It's Audi's flagship unit that pairs a silky-smooth 3.0-litre V6 petrol engine with an electric motor in the eight-speed automatic transmission.

As part of the facelift, Audi has beefed up the battery to a 17.9kWh unit, giving a longer zero-emission range of 37 miles and CO₂ emissions of just 40g/km.

We've opted for the new S Line trim and added the Comfort and Sound pack, which comes with an exhaustive list of standard equipment, and an equally large price tag of £94,860.





▶ VOLVO XC60

T6 RECHARGE PLUS

By Andrew Ryan

Anyone who knows me – and those who walk past me in the office car park smirking as I try to shuffle Austin Powers-style into a space – will be aware that parking is not my driving superpower.

The technology in our long-term Volvo XC60 Recharge has helped no end, though.

The first lines of defence are its front and rear parking sensors, and these are fortified by the XC60's 360-degree camera system.

This uses four cameras – mounted in the front grill, rear tailgate and under both door mirrors – to

generate a bird's-eye view of the car which is displayed on the infotainment screen.

It looks a bit strange at first as the graphic of the car makes it look like a video game, while all of the surroundings are stretched and seem enormous: the legs of people walking by look about 12 feet tall, for example, while the grilles of cars look big enough to swallow a human whole.

However, the view also gives you confidence to manoeuvre as you can see exactly where everything is: lining up squarely in parking spaces is much easier, for example.

The system also allows you to select the four cameras individually, allowing you to use just the rear-facing one as a traditional reversing camera.

Our test model is also fitted with the climate pack (£550), which includes a heated front windscreen and heated steering wheel, and these are starting to prove great value with the onset of winter.

Best practice for electric vehicles (EVs) is to use heated steering wheels and seats instead of the heater to keep them warm, as this is more efficient than heating the whole cabin.

This is something I will be putting to test over the coming months to see if I can continue to make my 38-mile commute to the office on battery alone.

Over the warmer months I would often have eight or nine miles of predicted range left on the 18.8kWh battery when arriving at the office, which is pretty close to the official WLTP range of 48 miles.

However, as with all EVs, this range will be negatively impacted by the colder weather, making it more difficult to achieve.



▶ VOLKSWAGEN T-ROC FIRST TEST

R-LINE 1.5-LITRE TSI 150 PS

By Luke Neal

Since its 2017 launch the T-Roc has sold more than one million units worldwide. It now sits between the Taigo and Tiguan in Volkswagen's nine-strong SUV family which represented more than 40% of total Volkswagen sales in the UK in 2021.

The new T-Roc arrived in the UK this summer and is available in Life, Style and R-Line formats. There is also the range-topping T-Roc R and a cabriolet version. Volkswagen predicts 'Style' to be the top-selling trim.

Along with the three main design packs, the range

offers 14 alloy wheel designs, nine body colours and the option of three contrasting roof colours.

There are four petrol engines available with 110-, 150-, 190- or 300PS and two diesel engines with 115PS and 150PS. The range has two gearbox options: six-speed manual or seven-speed DSG dependent on engine choice.

Volkswagen's 4Motion all-wheel drive system is available on the highest-powered models.

Our test model is the T-Roc R-Line 1.5-litre TSI 150PS R-Line with seven-speed DSG gearbox. It is identifiable via its R-Line specific body styling,

17-inch Valencia alloy wheels, sports suspension and silver roof rails and an interior featuring adjustable sports seats, black roof lining, piano black dashboard trim and R-Line badging.

The basic on the road price of the R line model is £33,095, with the price as tested of £37,525.

Our additional equipment includes:

Rear view camera £275; dynamic chassis control (DCC) £1,065; IQ Light LED matrix headlights £1,650; keyless entry £580; 18-inch alloy wheels £455; and Pure White paintwork at £405.

Customers can choose a fixed or flexible service schedule dependent on how the car is likely to be driven and its general use and the T-Roc has a three-year/60,000-mile mechanical warranty with first- and second-year manufacturer operated and the third-year retailer-operated.

In addition, it comes with a 12-year protection guarantee, three-year paint warranty and a year's membership of Volkswagen Assistance which includes European breakdown cover.





▶ CUPRA BORN

58KWH V3 150KW/204PS

By Gareth Roberts

The Cupra Born's low, sporty stance suggests at first glance that it may not be the most practical of cars, but climb inside and it's deceptively roomy.

There is ample space up front and, thanks to a flat floor, the tallest of rear passengers also have plenty of headroom.

The rear seats of the smaller battery version can accommodate three passengers, though sit in the centre one and you will be a little pinched.

However, in order to accommodate the bigger battery of the 77kWh version, the middle rear seat disappears to become an area to put small items.

Company car drivers will need to decide whether range is more important than passenger numbers, but, if opting for the bigger battery option, you will still be able to accommodate a family of four easily.

Regardless of which model you go for, the Born boot is a reasonable 385 litres, five more than you would get on a VW Golf. However, it can't compete with the Renault Megane E-Tech Electric's 440-litre load space.

Nevertheless, it is deep with a usefully squared off shape and a useful storage area below the floor for the charging cable, along with a 'ski hatch' to make it easy to load long items.



▶ ŠKODA KAROQ

SE L 1.0 TSI 110PS

By Mike Roberts

Barely a day goes by when I'm not impressed by our long-term Škoda Karoq, particularly its fuel efficiency and practicality.

However, there was a recent occasion when it fell a little short of expectations. My son and I were travelling to a gig when we stopped for drinks at a motorway services. Getting back into the car we found that we couldn't both use the centre console cup holders and not have the lids overlapping one another – and they were small cups, too.

We had to time our drinking so once a cup was

removed, we had easy access to the other. It really is a minor grumble, though, as practicality abounds in this car.

Like the time I wondered where to place my parking ticket on the dashboard; oh, there's a clip for that on the windscreen. And another occasion when I asked my son to take hold of my credit card after I'd paid for fuel. "I'll pop it in here dad," he said pointing to a slot suitable for a bank card, placed behind two others for coins. Impressive.

Next month, we'll look at how the car compares with its rivals on wholelife costs.

▶ VAUXHALL GRANDLAND

GS LINE HYBRID-E 1.6 TURBO



By Jeremy Bennet

Let's explore the most significant feature of our Grandland – its electric hybrid capabilities.

Combined with the 180PS 1.6-petrol engine is a 13.2 kWh capacity battery and electric motor providing a total of 225PS. In a move designed to maximise interior space, the battery is located under the floor.

The car has a zero emission range of 39 miles (WLTP), and has a combined fuel economy of 192mpg and a 0-60mph speed of 8.9 seconds. Regenerative braking is said to boost the range by up to 10%.

Why should you think that battery range is adequate? In 2020, research by the RAC Foundation said the newest cars in Great Britain do an average of 10,377 miles in each of the first three years of ownership, or 28 miles per day.

I'm using a 22kW charge box but the car can only charge at 3.7kW which means it takes about 3 hours 30 minutes to bring the battery to maximum. I haven't yet seen it at the claimed capacity of 39 miles. It seems to settle at around 29 miles.

Vauxhall says the car can be charged at more than 35,000 public UK charging points.

The eight-speed electrified automatic transmission comes with three driving modes. Hybrid is the default, providing a mixture of electric and petrol power; Sport provides maximum power and performance using both and Electric uses the battery only.

There's also the e-Save feature. Drivers can specify the amount of battery charge saved, for example, to ensure driving with zero emissions in an urban setting, on a journey.

To keep the driver informed, the cabin's central touchscreen provides information about the electric powertrain, including a powerflow display about the charge state and distribution of energy from the engine and battery. Energy usage, range, charging information, driving modes are right in front of you.

I'll be exploring all these features in the next few months with the Grandland.





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The greatest form of marketing is via word-of-mouth referrals and recommendations.

A business may have excellent products, but recommendations are ultimately given as a result of outstanding customer service plus the vital ingredient of trust.

The *Fleet News* 'Reader Recommended' programme allows fleet decision-makers to have their say about the companies they trust most to offer the

best partnership. We have gathered opinions via research conducted among the *Fleet News* audience. Fleets nominated their best suppliers in each industry segment, but also their worst.

The top performing companies were then granted Reader Recommended status.

A full list of Reader Recommended companies can be found on the *Fleet News* website under the supplier tab.

READER RECOMMENDED



ALPHABET



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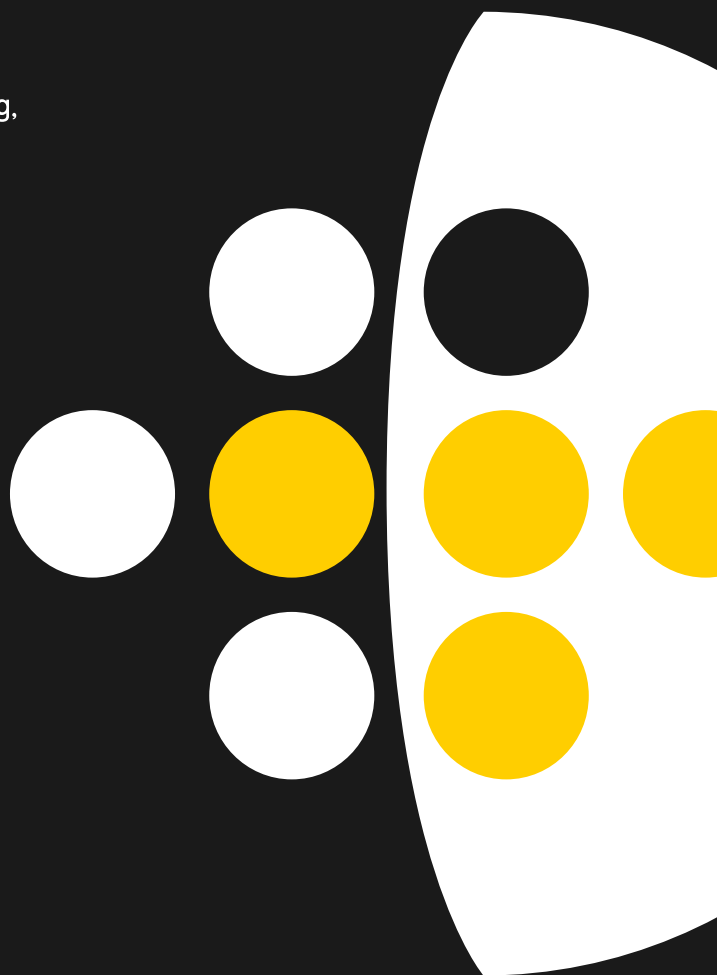
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Ringtons blends home charging into its EV strategy supported by Allstar.



For 115 years, Ringtons Ltd has delivered tea, coffee, and sweet treats door to door to more than 220,000 customers, including cafes, restaurants, hotels, and workplaces around the UK.

With more than 45 million Ringtons drinks produced every week, the beverage specialists are steeped in British tradition. First delivering their goods from a horse and cart, a key distinguisher is its doorstep delivery service, now carried out by its 300 strong fleet.

Comprising of 260 vans and around 40 cars, Ringtons' fleet typically avoid using motorway networks instead focusing on delivering goods around smaller urban areas, completing low milage trips. As a carbon neutral business, Ringtons has a focus on consistently improving its

environmentally friendly efforts. Bolstering these efforts, the organisation has pledged to convert all vans to electric by 2034.

Challenge: Evolving fleet needs.

Ringtons has utilised Allstar Business Solutions' fuel cards for more than a decade, having initially switched to benefit from its vast network meaning drivers could refuel almost anywhere. However, like all fleets, Ringtons is now carefully considering its roadmap to a fully electric fleet ahead of the government's 2030 deadline for ending the sale of new ICE vehicles.

The tea and coffee provider therefore integrated electric vans into its fleet, but the question of how to efficiently manage payments for charging these vehicles was

soon raised. Ringtons realised that it was not practical or possible for drivers to be only recharging the vehicles when on the road.

The challenge, therefore, was how to effectively manage its mixed fleet of electric vehicle (EV) and internal combustion engine (ICE) vehicles to ensure no impact to the deliveries the drivers were making, while also not having any of its drivers out of pocket for refuelling or recharging their work vehicles.



Enter Allstar.

Allstar's combined solution for a mixed fleet.

Following the success of utilising Allstar's fuel cards for its petrol and diesel vehicles, the relationship has gone from strength to strength as Ringtons' needs and its vehicles have evolved. Allstar was able to cater to its changing requirements, adding EV services and charging cards to support the new fleet. The beverage experts adopted the Allstar One Electric fuel card for its EV vehicles in the business' portfolio, before being one of the first to pilot and then integrate Allstar Homecharge to harness the power of home charging to fuel drivers' vehicles for a full day's travel.

Allstar Homecharge helps simplify payment for EV fleets charging at home, all managed through one supplier with complete visibility of home charging and payments across Ringtons' fleet. As it is hardware agnostic, Homecharge could easily and quickly integrate with the hardware already installed at driver's homes.

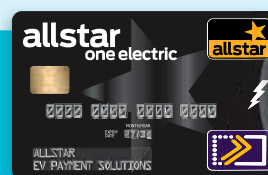
Allstar as the partner of choice.

Stephen Killinger, Operations Manager at Ringtons Ltd, said:

“Allstar is our partner of choice for our mixed fleet as it can support both our traditional vehicles, our EVs and we know it will continue to serve our needs as we continue to evolve long into the future.”

An all-electric future.

Looking to the future, Ringtons aims to move away from diesel vehicles as soon as it can and instead have all drivers using EVs. Throughout its transition it will continue to look to Allstar for tools that will support it which will include further utilising Allstar Homecharge to ease the recharging process.



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Going the extra mile for fleets



As business mobility specialists, we understand managing a fleet comes with unique challenges and there's no one-size-fits all. That's why we're dedicated to providing tailored solutions and expert support every step of the way to help our customers get the very best out of their fleets, no matter what their requirements or how often they change.

From flexible funding and maintenance, to short-term rentals and vehicle sharing, our comprehensive range of products and end-to-end approach gives customers the freedom to choose the solutions they need to keep their business and employees moving.

Flexible funding

Leasing remains popular with many organisations, and there is scope for flexibility with contract hire terms ranging from one to five years. Alphabet provides expert consultancy to help businesses compare funding methods while taking TCO into consideration. And with personal contract hire and salary sacrifice solutions available to support their broader employee population, Alphabet customers can provide cash allowance takers or employees who may not have previously been eligible for a company car the opportunity to access new, multi-make and electrified vehicles (EVs).

When one of the largest housing associations in North East England, believe housing, needed a new mobility partner, it appointed Alphabet as sole supplier. Providing a full suite of solutions, including ongoing consultancy and fleet management, Alphabet has helped believe housing switch its fleet of 163 LCVs from flexi-lease to contract hire, resulting in substantial time and cost savings.



Maintaining momentum

Alphabet's collaborative approach ensured the fleet changeover remained fully on track for believe housing, with the constant churn of vehicles switching to contract hire managed end-to-end by Alphabet's dedicated team. Early ordering of the LCVs helped avoid delays and price increases, while downtime was kept to a minimum thanks to Alphabet's short-term rental vehicles, allowing believe housing to stay focused on driving change for its tenants and local communities throughout the transition.

Rachel Cox, Director of Property Repairs at believe housing:

"The move to a sole provider and new funding model will reduce operational costs by about 30 per cent over the next five years, and as a not-for-profit, all the money we save will go back into affordable housing and support services."

believe housing also leveraged the expertise of Alphabet's LCV Conversion Partner Network to extend their fleet's visibility into the night with bespoke reflective livery.

Future proofing

Keeping vehicles on the road day-to-day is key to success, but unbudgeted service and maintenance work can cause unplanned downtime and unnecessary stress. Alphabet's extensive SMR network helps customers save time and expense when it comes to organising maintenance solutions and alleviates the hassle of dealing with multiple garages and invoices. And for fleets with LCVs, there's the added benefit of specialist commercial vehicle maintenance and repair options.

Whether it's reducing downtime, finding more flexibility or transitioning to greener mobility, we take the time to understand our customers' individual requirements, challenges, and ambitions, offering expert consultancy and future-focused solutions to help make mobility easy.

ALPHABET

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Businesses are keen 😊 to **find out** whether they're **EV ready** and we can help

Athlon has always been a true forerunner when it comes to EVs. We were one of the first fleet providers to make electric vehicles available to our lease customers back in 2008.

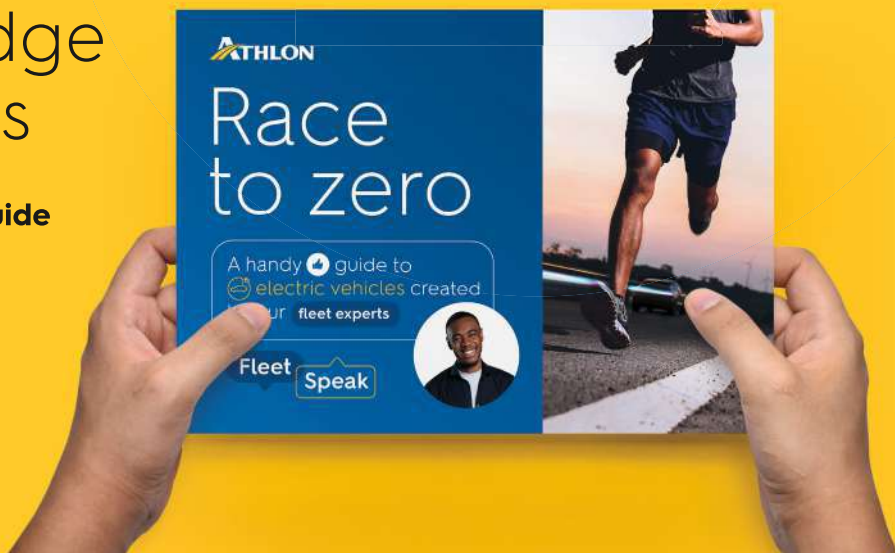
Since then we have been working with our customers to introduce electric vehicles into fleets of all sizes, working hard to balance the relationship between profit, people and planet (the three P's).

If you're intrigued by what your first step on the road to zero emissions might be - our fleet experts are ready to talk.



Our knowledge in your hands

download our **FREE** fleet guide





Streamlining the journey to electrification, with bp



As the UK's 2030 ban on the sale of new petrol and diesel cars and vans fast approaches, the adoption of vehicles with lower tailpipe emissions and the promotion of clean air are top of the agenda for many businesses.

This represents a significant opportunity for fleet managers. There are, of course, challenges to overcome but businesses could benefit from potential cost savings and may gain a competitive edge by making the switch to electric vehicles (EVs).

Company car tax rates are lower for zero and ultra-low emission cars, offering an attractive option for both employers and employees. The UK Government is also supporting the zero-emission van market through the plug-in van grant and tax incentives.

As part of the Government's long-term strategy to improve air quality, clean air zones (CAZs) are also popping up across the country. The charge for entering London's CAZ in a non-compliant vehicle is currently £12.50 per day for a car, and up to £100 for a lorry.

CAZs have also already been implemented in Bath, Birmingham and Portsmouth, with Brighton, Bristol and Newcastle set to join them in 2023.

bp's industry research shows that a little less than half of UK fleet managers (43%) and fleet drivers (41%) think they'll begin introducing EVs to their fleets within the next two years.

While this demonstrates eagerness within the industry to embrace change soon, the logistics of transitioning a fleet can be challenging, especially when it's at scale and with mixed vehicle types.

bp's Fuel & Charge card helps fleets with both combustion engine and EVs. For fleets gradually transitioning to electric, the card provides the convenience of using one payment method for traditional fuels and electric charging.

Plus, the easy-to-navigate bp Fuel & Charge card online reporting provides one simple solution and an overview of expenses for individual fuel types and EV charging in one place, cutting admin time to a minimum.

To help businesses transition their fleets

to EV, bp pulse offers a completely integrated electric vehicle charging solution, with customers able to select their ideal blend of home, workplace and road charging.

Chargers range from the pulse Home, which is able to make use of cheaper electricity prices to charge your car overnight, right up to the pulse 300, designed to rapidly charge increasingly large EV batteries. And with the bp Fuel & Charge card, you have easy access to charging points while away from home or the office.

bp pulse is one of the UK's largest public charging networks. It currently consists of more than 9,000 EV charging points, including 3,000-plus rapid and ultra-fast charging points, and it is set to expand much further, with plans to triple the number of charging points by 2030.



For more information email: BPCardsAdmin@bp.com

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Fleet 200 STRATEGY NETWORK

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www.fleetnews.co.uk/fleet200/application



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2023 meeting dates:

February 9th

Kenwood Hall Hotel,
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The fleet managers' choice

At Europcar Mobility Group UK, we have always maintained an ethos of working as closely as possible with fleet managers to understand their business needs. It's a collaborative partnership that means clear and direct communication helps both parties. And we believe it's the reason that we are the right partner for many of the UK's fleet managers.

Our consultative approach, matched with our extensive range of mobility services that go beyond simply daily rental, and a clear focus on customer service, enables us to keep our clients' business moving.

The right mobility partner

What makes Europcar the right mobility partner for fleet managers comes down to a combination of factors:

■ The right fleet for right now

Despite the supply challenges that have hit the entire automotive sector, Europcar

have maintained a comprehensive fleet through our strong manufacturer partnerships, giving fleet managers confidence in supply. We deliver a good mix of internal combustion engine (ICE) and low and zero-emission vehicles, with a clear strategy to steadily increase the proportion of electric vehicles (EVs) over the next few years.

■ Transitioning to zero

Europcar's role is to help fleet managers learn from real-world experiences as they plan their path to zero; there's still so much to be learnt about electric motoring.

Our long-term rental solution for electric – Europcar Flex – gives fleet managers the chance to assess the operational and commercial impact of EV use and to satisfy driver concerns. Monthly – or more – rental of an electric vehicle is an effective way for fleet managers and a company's drivers to experience electric motoring in real-world conditions before committing to lease or outright purchase.



■ Filling fleet gaps

Long-term rental also plays a crucial role in giving businesses flexibility while new vehicle supply is limited and to manage financial uncertainty. Europcar long-term rental solutions mean fleet managers can keep employees moving, without having to make capital commitments or worry about lost deposits or early-termination penalty charges if requirements change.

■ Flexibility

One size certainly doesn't fit all in the mobility marketplace. That's why Europcar offer the ultimate flexibility in vehicle use, from hourly to yearly including on-demand and daily to monthly and longer, enabling businesses to select the mobility solution that's fit for their needs.

■ Technology with a purpose

We use technology to make the life of the fleet manager easier and help them keep control on costs. Hand-held tech for vehicle delivery and collection reduces queries; SMS messaging provides drivers with prompts to get vehicles refuelled.

■ Responsive

A comprehensive network of locations and strong logistics is crucial to meet the sometimes unpredictable mobility needs





of business drivers. Europcar's Delivery and Collection service, facilitated by our strong network of locations, is integral to what we do for fleet and corporate customers. And our connected vehicle technology helps us know whether vehicles are ready for collection and are situated at the intended pick-up point.

■ **Adaptable**

The past three years have shown just how important it is for supplier partnerships to be founded on adaptability and we have

pivoted many of our services during that time to deliver a mobility solution that is fit for purpose.

Probably the biggest shift has been adapting to the hybrid working model which means there's a bigger requirement for home deliveries – rather than to office locations – than previously. Backed up by our connected vehicle strategy which means we know when vehicles are ready for collection, our delivery and collection service keeps drivers moving, and helps fleet managers optimise productivity.

■ **Service-focused**

In order to continually improve and develop our products and services we must understand the customer experience. The best way to do this is to put ourselves in our customers' shoes and 'walk' the customer journey across every touchpoint; something which has become the norm across our business and at all levels, and which contributes to our customer satisfaction levels steadily improving.

The role of a good rental company should be all about 'adding value'. Europcar can do all the basics. But we do so much more, playing a consultative role in helping fleet managers plan their future mobility strategies – listening, adapting and innovating.

Our commitment to, and our investment in, the technology that underpins our mobility and fleet management solutions allows us to deliver a great rental experience that meets the evolving needs of businesses – even in the most testing of circumstances.

That's what makes us the fleet managers' choice.



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Innovative products, exemplary customer service & unrivalled customer trust



When FleetCheck started in 2006, our motivation was to make life easier for the thousands of people responsible for running their firm's vehicles. Many of them didn't even think of themselves as fleet managers because managing the vehicles wasn't the only role they had in the business and they were simply trying to do the best they could, with limited resource and experience.

With those that were operating larger fleets, we could see even more clearly that managing drivers and vehicles on spreadsheets and pieces of paper soaked up time and didn't give them the confidence and assurance they needed that their fleet was being properly looked after. More than 16 years later and FleetCheck has been instrumental in helping SMEs across the UK recognise how fleet management software can give them that confidence, making their lives simpler and easier.

Borne from this, is our desire to constantly add value that provides real help to our clients. This is why we teamed up with National Highways to offer their Van Driver Toolkit free within our driver apps.

Developed as part of their multi-award-winning Driving for Better Business programme, it won the Fleet News product of the year award in 2022 and includes over 30 topics to ensure your staff understand all their responsibilities when they're out on the road. Our FleetCheck Driver app contains the full set of Van Driver Toolkit safety information cards, allowing your drivers to access specific topics

and for you to monitor read receipts to ensure the information has been seen.

We also value the work we do with many other industry leaders to bring peace of mind to their own customers. For example, FleetCheck is the only FMS recommended by FORS to their registered operators.

Award-winning driver safety updates included



Earlier this year, we launched our own Fleet Confidence Challenge – a short, online course that is completely free and designed to help you understand your duty of care, know your 10 most important fleet responsibilities, and help you create a legally compliant 'Driving for Work' policy.

Every product and service we have created is designed to enable small to medium-sized fleet operators to feel supported and confident they can manage all aspects necessary to deliver on every fleet need they may have – whether that is help ensuring they run a fully compliant fleet, communicating effectively with their drivers, or eliminating the

unnecessary costs that stem from inefficiencies.

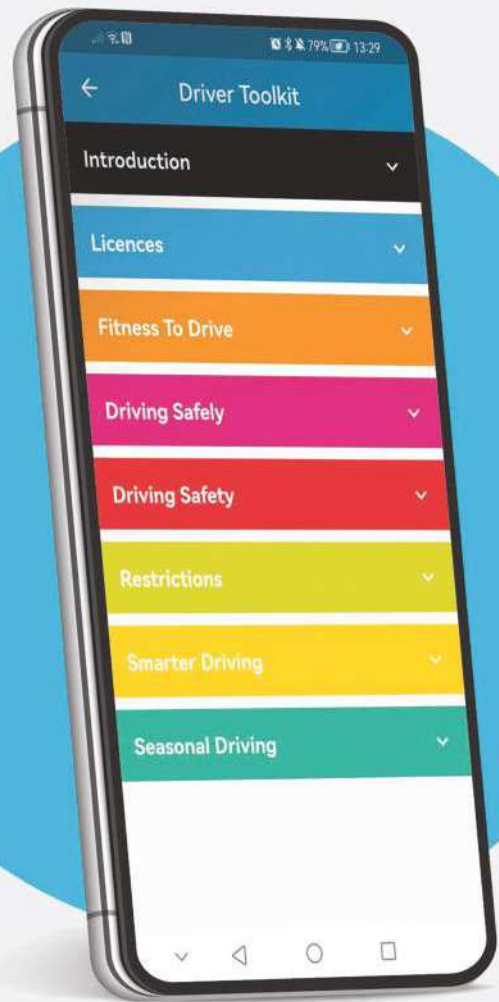
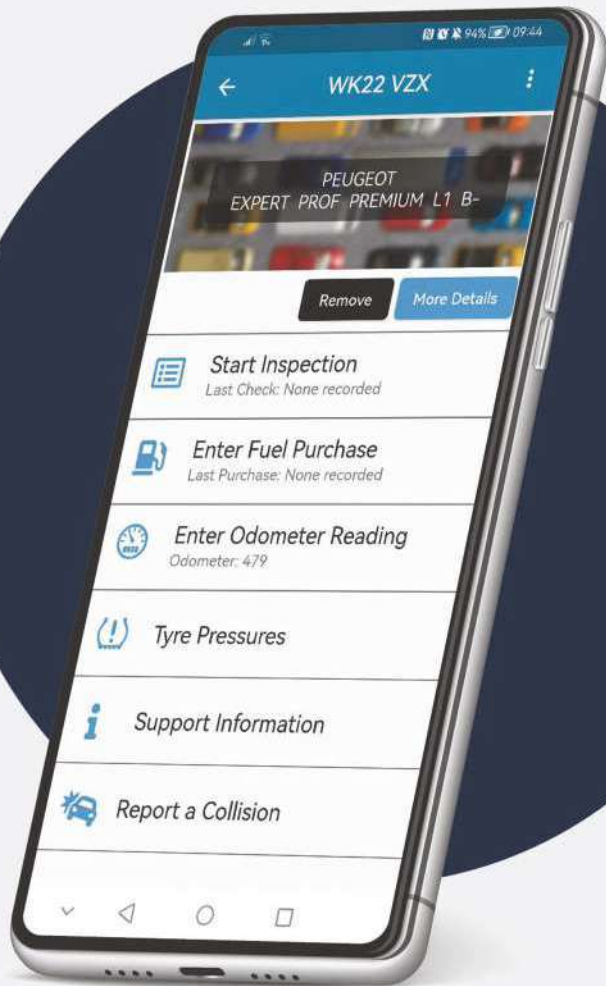
Each member of the FleetCheck team (and there are 34 of us now) has the common goal of being truly customer focused. And we mean it. None of our staff are paid commission for new business – they are simply experienced professionals that understand the

complexities of fleet management, offering honest advice you can trust, helping to steer you through every aspect of managing your fleet, and always in a way that is best for your business.

We are extremely proud to be the UK's most recommended fleet management software, and to have received the Fleet News 'Reader Recommended' award for the second year running. It recognises why so few of our clients ever leave and why, currently, over 1,500 companies trust us to always have their best interests at heart when it comes to fleet management.

Thank you to everyone who voted for us to receive this award.





FleetCheck Driver – Your Drivers' safety in the palm of their hand.

Send safety updates directly to your drivers with FleetCheck Driver. Part of our suite of Fleet Management tools, FleetCheck Driver is the only app that contains the award-winning Van Driver Toolkit, supported by National Highways.





Profiting from controlled SMR

Holman is a global leader in service, maintenance and repair, as *Fleet News* readers will testify

Control the controllables is always a good adage for any business. However, in a time of multiple, unpredictable challenges, it is truer than ever. And, in terms of fleet, with pressure on supply and resources, that means looking after the vehicles you currently have even better.

At Holman, we are proven experts at this. We treat fleet as a benefit, not a burden, through our unique way of doing things.

At the core of our offering is the philosophy that all profit gains and efficiency savings made from keeping vehicles in great condition and, crucially, on the road more, are returned to our customers.

This open, partnership-led approach means it's in our interest to find the most cost-effective repairs and maintenance solutions, and to minimise downtime.

It's a combination of transparency and technology that make us one of the most trusted service, maintenance and repair (SMR) suppliers in the market, and there are a number of ways we do it, including:

Preventative maintenance

With constrained new vehicle supply, most fleets are operating cars, vans and trucks for longer. And that can mean more SMR issues as they enter uncharted territory. But, at Holman, we use statistical analysis studies, looking at more than 500 data-driven calculations, to understand



potential SMR weaknesses with the aim of extending the operational life and effectiveness of a fleet.

The trends identified drive preventative maintenance actions across the whole fleet, replacing parts, changing schedules or altering operating procedures to solve problems before they happen.

Turning data into information

Looking at your SMR data in its silo allows for concerns to slip through the gaps. Our Portfolio Management programme enables every single vehicle to be looked at regularly and against multiple touchpoints and determine if it should remain on fleet.

This insight allows you to schedule in work, order parts or make the decision to

defleet far ahead of time, cutting out delays because of supply issues, and ensuring that each vehicle is run optimally.

A team working for customers

We manage SMR for tens of thousands of cars, vans and specialist vehicles through our 80-strong in-house team of experts, backed up by state-of-the-art digital systems and an established 500-strong workshop network, Masterserve.

Our team closely monitors each stage of the repair process and, as with everything Holman does, all costs are transparent so the fleet can see what is really happening, and crucially, where efficiencies can be made.

Global reach and innovation

Holman is one of the most respected brands in the UK fleet industry because it is a family-owned company with strong roots in the sector, and a major global player too.

We have more than 6,500 employees worldwide, which gives us tremendous advantages and means we are leaders in bringing fleet management technology to market. Divisions are dedicated to delivering technology and innovations which solve the SMR issues fleets face as global supply chains come under pressure, vehicles become complex and customers desire more insight.

As a result, we leverage our global resources and knowledge to help customers.



Holman

The new name for **ARI Fleet UK**

Fleet is evolving, and so are we

How can **Holman** help you?

At **Holman**, we want to support you to make informed decisions that will save money, minimise downtime and drive real value for your business.

We deliver a fully outsourced, end-to-end vehicle finance, fleet management and electric vehicle solution, with customer care, transparency, and cost control at its heart.

Acting as an extension of your business, our 'always on' friendly family of experts will help you implement strategic efficiencies and work collaboratively to optimise your fleet, drive maximum value, and support every vehicle as if it was our own.



Our Services

Holman's **'buy, drive, service, sell'** model covers the entire lifecycle of your vehicle. Cost control and vehicle availability are at the heart of our solution:

Funding

Holman's transparent funding solution ensures you maximise your fleet investment throughout the running of your vehicle.

Fleet Management

Holman can help run your fleet with a reliable, cost-effective operation strategy that supports your business objectives and evolves rapidly to meet market conditions.

Electric Vehicles

Through EV Consult, Holman acts as your trusted advisor, creating and delivering a strategy that supports your journey to zero.

Global Fleet Services

Holman's worldwide footprint helps you grow your global fleet efficiently and reliably. We take the most effective operational learning from each country and deliver it locally.

Discover More holman.co.uk



Jaama helps prepare fleets transition towards zero emissions

Jaama is delighted to receive the Preferred Software Supplier accolade again this year as part of the Fleet News Reader Recommended initiative. The whole team at Jaama is super proud to be consistently recognised by Fleet News readers as a supplier that delivers the best service in the fleet management software space through its Key2 platform.

It has been another record year for Jaama, as end-user vehicle fleets and leasing companies turn to Key2 in order to manage their vehicles and drivers more efficiently as they lay the foundations for running zero-emission fleets.

Key2 Quotes enables drivers to have a side-by-side comparison of their preferred vehicles in terms of battery capacity, battery range, running costs and benefit-in-kind (BIK) taxation in order to easily understand the pros and cons associated with moving from an internal combustion engine (ICE) car to a hybrid or EV.

"Many of our prospective leasing companies are experiencing more driver questions and queries than ever before as the industry continues its move to zero emissions by 2030," said Jaama Managing Director Martin Evans.

"Leasing companies are turning to the Key2 Quotes module to enable drivers to self-serve in order to obtain their own quotes which saves a huge amount of time, especially with the exponential growth of new EVs that are becoming available.

"We have set up our systems to make this transition as easy as possible and for drivers to be presented with comprehensive information to enable them to make their own decisions."



Octopus Electric Vehicles' commercial operations director, Chris Joyce summed it up by saying: "Key2 is a proven platform, and it is more advanced than its competitors when dealing with EVs."

Key2 is also helping nationwide commercial vehicle contract hire and rental and fleet management provider Prohire transition their customers to zero emissions.

"Our systems needed to be flexible for change as more vehicles move to electric, synthetic fuels and hydrogen," said Prohire's Group IT Manager James McAlinden. "Over the next five years there will be a big change in our fleet towards alternative fuels. Key2's six-monthly updates ensure we are always on the latest version of the system."

Jaama's Maintenance Exchange system is also set to play a big part in Prohire's current and future initiative to drive efficiencies throughout their SMR supply chain. The new maintenance and compliance platform aims to revolutionise the way information is exchanged between fleet management companies, maintenance providers and fleet operators.

This 'complete' maintenance journey

solution allows seamless booking, authorisation, invoicing, and auditing of vehicle maintenance work will be at the heart of Prohire's plan to create a class-leading supply chain. All require documentation, typically MOT certifications, vehicle inspection sheets, servicing and routine maintenance documents can all be shared between service and repair centres, vehicle owners/operators and the DVSA.

"The roll out of Maintenance Exchange is already in full swing – it allows us to align the suppliers and our workshop systems on a single platform in real time which will improve supply chain efficiencies across our contract hire, fleet management and rental fleets," said McAlinden.

"We want to work with responsive suppliers and reduce our SMR network at the same time as future-proofing ourselves in readiness for the move by operators to electric, gas and hydrogen propulsions," he added.





technology, functionality, innovation

**Giving you the strategic information to run
 a safe, compliant and efficient
 fleet of vehicles and drivers**

Reduce costs, Increase efficiency, Stay compliant



jaama.co.uk
 tel: 0844 8484 333
 enquiries@jaama.co.uk



Value-based solutions aimed at keeping fleets on the road

Kwik Fit is delighted to yet again be the *Fleet News* readers' recommended choice for tyres and SMR. With many of our customers among the readership, these are accolades we are very proud of.

Kwik Fit has a proud history of being entrusted with our customers' tyre requirements and we continually enhance our offering to ensure we retain that trust. Everything we do leads back to our purpose of keeping customers safe on the road and providing peace-of-mind motoring.

Supply chain constraints have presented challenges for the automotive sector globally. Across our customer base fleets are ageing as vehicle replacement cycles extend, presenting fleets with myriad challenges due to increased vehicle component wear factors.

Our aim is to mitigate the impact of these factors by providing value-based solutions engineered to keep fleets on the road and minimise downtime.

Tyre complexity – long tails are now expected

In the not-so-distant past, 90% of Kwik Fit's fleet fitments were covered by 50 tyre

sizes, with a "tail" of 200 sizes. However, we now operate in an era of up to 250 sizes comprising customers' popular choices and a tail of infrequent fitments which is more than 1,000 sizes long, reflecting tyre complexity on new vehicles.

Whether it's a commercial fleet with a zero-downtime objective, an EV driver attending a centre for the first time or something more commonplace, having the right tyre, in the right place at the right time has never been so important.

Kwik Fit's aim is to have the correct breadth of stock on hand to support pre-booked and on-demand tyre work in our centres and our Mobile service.

Tyre subscription – it's all in the Club

Kwik Fit has launched Kwik Fit Club, an app-based monthly subscription product for tyres, MOT and servicing.

The club subscription encompasses wear and damage factors and provides a peace-of-mind solution to drivers, who can also add an annual service and MOT.

The product is aimed at drivers who do not select a maintenance arrangement for tyres as part of their lease/finance package and "grey fleet" drivers.

We are very excited about the scope of

Kwik Fit Club. We believe that it is unique in offering a true subscription that covers wear and damage for tyres and which can be extended to other products, all supported by our app and website.

A truly sustainable tyre

In the past 12 months, Kwik Fit Fleet has been able to provide significant support to customers looking to improve the sustainability of their fleet operations.

Kwik Fit is a key partner in Project TREE, a programme which brings together all parts of the tyre supply chain to ensure transparency and sustainability in natural rubber production.

Blockchain technology is used to identify the raw latex produced and this is allocated to specific tyre ranges through mass balance credit methodology. This initiative helps protect both rainforest areas and rubber farmers' livelihoods.

As sustainability and ESG (Environmental, social and governance) become ever more critical factors in fleet operator and consumer purchase decisions, Project TREE provides a unique solution to support demand.

SMR, getting the basics right – every time

Kwik Fit's national coverage has always been a key strength of our fleet offering. A total network size of nearly 700 centres, of which more than 530 offer MOTs, means we are always close to our customers, offering both capacity and convenience.

At Kwik Fit we are acutely aware that being big is not enough, we also have to offer a great service throughout the customer journey – from initial booking, right through to handing the vehicle back to the driver.

This philosophy has driven our focus throughout 2022 and beyond; to deliver world-class basics in all our centres. This initiative has centred on our core SMR (service, maintenance and repair) product portfolio, whether that be MOTs, menu and OE servicing, or our unique national fleet braking programme, all combined with our fast-fit DNA to offer a quick and convenient service.

As we approach the winter months Kwik





Fit will extend that peace of mind driver experience with our free winter check available in all centres on a drop-in basis.

People and technology lead the way

At Kwik Fit, our people, backed by our outstanding training programmes, have

always been the foundation of our fleet offer. As we look to the future this remains the case. Our customers are reporting ever increasing numbers of EVs on their order banks and Kwik Fit aims to cement our position as EV aftermarket leaders to service this increasing demand.

More than half of Kwik Fit service centres now have an IMI Level II-qualified EV technician and our training centres are targeting resource on ensuring that the entire network is EV-capable within the next 12 months.

It's important to our customers that Kwik Fit continues to stay at the forefront of technological advancements and offers products and services that reflect the needs of today's car parc.

In an era of ageing fleets due to vehicle supply constraints it's easy simply to focus on "now", however technology and complexity is moving quickly.

We have invested extensively in modern equipment allowing us to offer static and dynamic ADAS calibrations across selected centres and will expand this provision in the coming months. Similarly, development continues across the estate to ensure our centres can accommodate longer, heavier commercial and electric vehicles.

Innovation in the customer journey is also high on Kwik Fit's agenda and 2023 will herald the introduction of our updated kwik-fit.com for fleet customers platform, offering a live diary view for SMR and MOT bookings to support tyre booking functionality.





Supporting fleets transition to zero

Environmental concerns are at the top of the political and public agendas, and electric vehicles (EVs) are becoming increasingly mainstream as organisations realise the benefits they can offer.

It's a significant change. But, with more than a decade working through that transition with customers, LeasePlan is supporting fleets in finding a path to what's next.

Electric vehicle solutions, tailored to you

LeasePlan provides a selection of funding and management services built around your specific requirements.

Choose from solutions including worry-free business leasing, attractive salary sacrifice schemes and flexible short-term car and van hire to suit your drivers.

Our expert consultancy team will guide you through the process, setting out the right blend of products to meet your electrification goals, supported by home and office charging solutions to make the switchover easier.

Stay up-to-date by signing up to our Driving Insights newsletter: insights.leaseplan.co.uk/driving/driving-insights-newsletter/

The vehicles you need, without the wait

LeasePlan Flexible is designed to keep your operation mobile when business demands change. Our short-term hire solution provides fast access to a large selection of cars and vans available from stock with adaptable loan periods from 84



days to two years, so you're always in control of costs.

- Immediate availability and nationwide delivery mean you can scale your fleet up quickly for new contractors or employees, without needing to wait months for the vehicles you need.

- Compare and select specific cars and vans from stock, including an extensive choice of electric and plug-in hybrid models with CO₂ emissions of 50g/km or less. We won't swap them mid-term, so budgeting is easy.

- With no long-term commitment, LeasePlan Flexible is also a risk-free way to see

how electric vehicles fit your fleet. Simply extend the loan period if you need to, or off-hire vehicles when they're no longer required.

Discover how LeasePlan Flexible can benefit your organisation: <https://www.leaseplan.com/en-gb/fleet-management/leaseplan-flexible/>

Recommended by you

For more than 50 years, we have been using our extensive knowledge and in-depth expertise to understand what SMEs, companies and public bodies need from their fleets, so we can help them free up their time and money to focus on developing their organisation. Today, we buy, fund and manage 1.9 million cars and commercial vehicles in 29 countries.

We believe passionately in sustainability and the benefits of EVs, which is why we were a founding member of the EV100 and have the goal of reaching net zero emissions for our entire fleet by 2030.


We offer a full leasing services including fleet management and fleet consultancy, along with all the support that fleet managers need with regards to safety, duty of care and regulatory requirements.

If you'd like to talk about what's next for your fleet, visit us: leaseplan.com



For more information visit: leaseplan.com





Short-term electric vehicle lease

**Flexible plans to suit your business
– from three months to two years**

Electric moments with **LeasePlan**

You don't have to sign a long-term lease to drive electric. LeasePlan gives your business quick access to electric cars and vans across the UK, for anything from three months to two years – with the flexibility to return them when you want. You'll be helping the environment and your employees, particularly as their BIK bills will be a lot lower.

For more information search "LeasePlan electric vehicles" or visit leaseplan.com

National Windscreens

Delivering a sustainable journey for our fleet partners

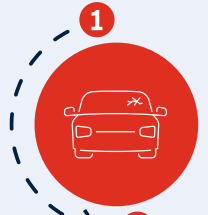
National Windscreens partners with major insurers and fleets to provide our customers with leading time to serve and the highest standard of customer service. As a founder member of Automotive Glass Europe® we provide seamless European coverage.

- Nationwide stockholding
- Cost transparency
- Consultative partnership

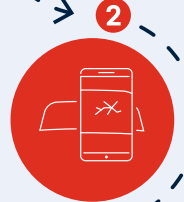
100+
fitting centres
nationwide



1.
Glass damage discovered



2.
Online AI-based damage assessment and omnichannel booking



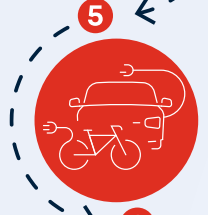
3.
Service & stock centres close to customers with the largest national network in the UK



4.
Focus on glass repair rather than replace



5.
Increasing use of electric courtesy vehicles



6.
Recycling of replaced glass with zero landfill



Committed to science based targets and UN sustainable goals

Visit www.nationalwindscreens.co.uk to find out more.

worldfavor

Advertisement feature

We are delighted to be awarded 'Reader Recommended' by Fleet News for 2023. It is testament to the dedication of our team and the successful partnerships we have developed with organisations throughout the fleet sector over many years.



Supporting your sustainability targets

National Windscreens is the first company in the sector to have committed to carbon neutrality across the entire glazing process; from the supply chain all the journey to fitting, across scope 1, 2 and 3 emissions, accounting for both direct and indirect emitted greenhouse gasses (GHGs) across the activities, products, and services of the business.



Repair first pledge for carbon neutrality

We operate a 'repair first pledge' at National Windscreens which means that we never replace a damaged screen if a repair can be undertaken. Repairing a windscreen generates under 1kg of carbon, compared with an estimated 44kg for a windscreen replacement, saving time, money and severely reducing environmental impact.



Fleet expertise and cost management

With increasing complexities of vehicles and specialist glass required, we have invested heavily in creating an efficient and sustainable fleet service that helps to drive profitability for our partners by reducing waste and improving transparency across the value chain.

National Windscreens

Want to know more about what we can bring to your business? Please get in touch:

01827 338941

fleet@nationalwindscreens.co.uk





ACCELERATING THE DECARBONISATION JOURNEY FOR EVERY FLEET

Decarbonisation is critical to the fleet industry's future. But, to achieve this, fleet managers need to deliver sustainable growth – transitioning to low- and zero-carbon solutions while improving total cost of ownership (TCO) and remaining competitive.

As leaders in global mobility, we're committed to supporting fleets with this transition, by providing them with the solutions, services and expertise that they need to drive sustainable growth and accelerate their journey to net zero.

SHELL CARD – SUPPORTING YOUR MIXED FLEET



Most fleet owners (**95%**) expect to begin bringing electric vehicles (EVs) into their fleet within the next five years.¹ To do this, they need the ability to manage the additional complexity that can come with having a mix of internal combustion engine (ICE) vehicles, hybrids and EVs.

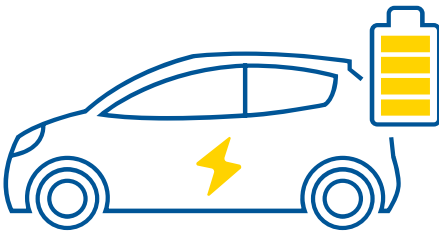
The Shell Card makes mixed fleet management simple in five ways:

- 1 CONVENIENCE** – One partner (and card) for your day-to-day mobility expenses, from fuels to EV charging, with access to more than 12,000 EV charge points across the UK.²
- 2 CONTROL** – Access the user-friendly Shell Fleet Hub online portal for card management and use Shell APIs to integrate your Shell Card data directly into your own fleet management systems.
- 3 SECURITY** – Set how and when your Shell Cards are used and spot fraud with online and on-site detection systems. Maximise protection using **Chip** and **PIN**, with state-of-the-art card security.
- 4 SAVINGS** – Manage fleet spending with ease and use transaction data to **improve efficiency**, while benefitting from competitive commercial terms across all networks.
- 5 SUSTAINABILITY** – Opt into **carbon compensation** via your Shell Card to offset your fuel related CO₂ emissions.

The Shell Card takes the complexity out of managing your day-to-day fleet business, providing you with a single payment solution for every vehicle in your mixed fleet – whether they require traditional fuels, or EV charging – along with crucial fleet data to help you improve efficiency and drive sustainable growth.

SHELL E-MOBILITY SOLUTIONS – DRIVING THE TRANSITION TO EVS

Our latest research with Deloitte finds that the majority (95%) of fleet owners see EVs as the long-term solution for their business.³ We work closely with businesses to support that transition by delivering a range of e-mobility solutions that meet their specific needs.



This includes:



EASIER CHARGING AT HOME

With around 80% of EV charging happening at home or at the office, we help businesses to equip homes with solutions that turn driveways into charging locations.⁴ Our 22kW charge points are compatible with all electric car and van types and can be managed through our online portal that offers real-time insights, making it simpler for fleets to manage charging and reimburse employees for charging costs.



RELIABLE AT-WORK CHARGING

We help fleet managers turn their company car parks and fleet depots into reliable places to charge their EVs, using our Shell Recharge Solutions, AC/DC posts and Shell Energy. Our complete set of services provides fleet managers with efficient EV infrastructure, delivering durable hardware, smart software and services to support infrastructure management.



A RAPIDLY EXPANDING ON-THE-GO CHARGING NETWORK

Shell already offers access to more than 12,000² public EV charging points across the UK and aims to have 100,000 public EV charge points around the country by 2030.⁵ On-the-go charging can be easily managed via the Shell Recharge app, which helps drivers to access charge points by offering real-time visibility of our whole network, plus the ability to start, stop and pay for charging sessions remotely. It also integrates with our home charging solution, to help drivers efficiently schedule charging. Our aim is to make charging as simple as possible, and for 90% of all UK drivers to be within 10 minutes of a Shell rapid EV charger by 2030.⁵

ACCELERATE YOUR JOURNEY TO NET ZERO



Our Shell Card and e-mobility solutions make it easier for owners and operators to make the business case for their EV transition – and to manage the EVs they bring into their fleets.

They also play a central role in our Accelerate to Zero programme, of tailored decarbonisation solutions and expert consultancy services, that can help businesses to achieve their decarbonisation goals, while driving sustainable growth.

At Shell Fleet Solutions we have learnt from our customers and worked closely with our industry partners to create our portfolio of simple, smart and sustainable, end-to-end solutions. So, we're incredibly pleased to have been recommended by the very people that drive our business.

DISCOVER HOW SHELL FLEET SOLUTIONS CAN HELP YOUR FLEET ON ITS DECARBONISATION JOURNEY:



SHELL CARD

Shell United Kingdom



ELECTRIC CHARGING FOR FLEETS

Shell United Kingdom

1 Shell & Deloitte, Navigating Fleet Decarbonisation: A guide to driving a successful transition, 2022, pg.21. 2 Shell, EV Charging, Growing a rapid and ultra-rapid charging network across the UK. 3 Shell & Deloitte, Navigating Fleet Decarbonisation: A guide to driving a successful transition, 2022, pg.17. 4 Shell, E-mobility with the Shell Card. 5 Shell, Shell UK aims for 90% of drivers to be within 10 minutes' drive of a Shell rapid charger by 2030, May 2022 – voted best universal charging network 2022, N.D.



SHELL FLEET SOLUTIONS
TOGETHER ANYTHING IS POSSIBLE

Reflex Vehicle Hire – your partner for a safe, efficient fleet

Reflex Vehicle Hire is delighted to receive preferred supplier status as part of the Fleet News Reader Recommended programme.

This recognition by fleet managers reflects our consistent commitment to seeing the world through the eyes of vehicle operators, to ensure our services always meet their needs, both today and in the future.

Our partnership approach to working with fleets has been instrumental in the development of our range of award-winning services, particularly when it comes to protecting vehicles and drivers.

We have pioneered a new role for vehicle hire in the fleet ecosystem by providing a wealth of added-value services that transform fleet efficiency and safety.

Our Drive with Reflex modular risk management service was inspired by detailed discussions with fleet managers which led to us introducing innovative new services to keep vehicles and drivers safe on the road – and ensure fleet managers always have the latest information on fleet performance.

This is a long-term commitment, reflected in our recent announcement that Reflex Vehicle Hire is making the biggest fleet technology investment in its history with the introduction of artificial intelligence

“Our award-winning commitment to safety has had a transformative impact for many customers, with reduced incidents and costs”

(AI)-enabled driver behaviour monitoring across our 6,000-van fleet.

Using AI, our new Flexicam system proactively recognises on-road risks and also identifies behaviour that could increase the chances of a crash occurring.

The system also enables proactive maintenance through monitoring of vehicle data to prevent breakdowns and increase vehicle on-road time.

Our award-winning commitment to safety has had a transformative impact for many customers, with reduced incidents and costs, as hire vehicles can be managed just as effectively as their owned fleet.

Our close connection to fleets means we always ensure we get the basics right too, from our rapid response to vehicle orders, to mobile servicing and a customer-first approach to problem solving 24-hours a day. We provide added-value services that make fleet managers' lives easier, from livery to vehicle racking and specialist equipment, so cars and vans arrive just the way you need, every time, all provided with our flexible hire commitment, where vehicles can be returned without penalty at any point.

That is why Reflex Vehicle Hire is often trusted to deliver by companies where fleet operations are business critical and when reliable suppliers are essential.

We are proud to be recommended by our customers as a business partner that puts their needs first.

- Flexible vehicle hire
- Safety-first vehicle provision
- Nationwide delivery
- Award-winning service
- Innovative technology
- Single-source solution



Technology and training support for fleets on the Road to Zero

Reflex Vehicle Hire is deploying technology and training to support fleets as they transition to zero-emission solutions.

Over the coming years, managers will run an increasingly complex array of vehicles, from pure electric cars and vans to hybrids and traditional petrol and diesel models.

Reflex Vehicle Hire is supporting the industry every step of the way, most recently with a suite of services to support the introduction of electric vehicles to fleets.

Our Reflex Renewable Drive programme puts fleet managers in the driving seat of the switch to electric vehicles.

We empower managers with first-hand experience of plug-in vehicles so they have essential exposure to a different driving experience, including recharging, which can be shared with drivers and senior executives.

With this solid foundation of knowledge, managers can then hold discussions with board members and drivers about the road ahead and provide valuable insights on the pros and cons of the shift to zero emission transport.

Reflex Renewable Drive provides:

- Vital fleet exposure to new technology
- First-hand driving experience for fleet managers
- Valuable feedback loop with OEMs and suppliers
- Expanded knowledge for briefing business leaders
- Practical understanding to drive electric vehicle strategy
- Greater awareness of driver support issues

Visit: www.reflexvehiclehire.com,
email: sales@reflexvehiclehire.com
or call: 0330 4609913



Reflex deploys EV tech and training to help fleets

Reflex Vehicle Hire is delivering vital electric vehicle (EV) insights to fleet customers through EV:IE (Electric Vehicle Information Exchange), a new service that identifies current cars and vans that could transition to plug-in technology immediately.

The service uses data about a company's fleet and journey patterns (including information collected through telematics). In addition to insights on immediate transition, it can also help to create a longer-term zero-emission plan.

EV:IE focuses on three areas:

EV range – EV:IE suggests vehicles based on required range, payload and equipment.

Recharging – Vehicle suggestions from EV:IE incorporate daily charging requirements and optimum recharging time.

Cost – EV:IE avoids 'greenflation' through a detailed cost comparison

between ICE (internal combustion engine) and EV.

A final vital element of the service is an environmental impact summary, with a full calculation of potential CO₂ savings from making the switch. Our telemetry system can also support this by providing a CO₂ output report.

EV:IE is the latest stage in our campaign to support the industry's transition while ensuring fleets remain safe and efficient, whichever fuel they use.

Reflex is also deploying a new driver training van, which will be

used by our team of professional drivers to develop their EV knowledge and experience.

Its livery will also promote the benefits of EV:IE more widely as drivers gain experience on the road.

“The service uses data about a company's fleet and journey patterns in addition to insights on immediate transition, it can also help to create a longer-term zero-emission plan”



For more information about EV:IE or to request a road test as part of the Reflex Renewable Drive programme, email EVIE@reflexvehiclehire.com.



Connected fleets operate at a whole new level

Everything we do is powered by technology. In fact, you could argue that without technology, we wouldn't be able to operate – at least not successfully.

Today industries from healthcare to hospitality, energy to real estate, are leveraging tech to streamline operations, improve services and maintain relevance as consumer demand for fast, frictionless experiences becomes the norm.

But the operations that fuel our global economy – and the fleets that power them – have historically been underserved by technology. Why, for example, do many employees carry a smartphone for personal tasks like messaging or checking finances, yet still rely on pen and paper for work-related tasks like delivery notes?

It's not because of a lack of awareness. In our 2022 *State of Connected Operations* report, 89% of operations executives said disjointed technology and data negatively impact their bottom line. And, increasingly, tech-savvy staff want modernised tools too, as 54% of execs cited easy-to-use technology as a key factor in employee recruitment and retention.

It's not because of a lack of success stories, either. Those embracing digitisation deliver cost savings, efficiency gains and business insights that help them thrive in economic uncertainty. One Samsara client used real-time operational data to identify more than £8 million-worth of underutilised equip-



ment. Another harnessed our safety analytics to reduce the number of annual road accidents by 75% – proof that the benefits of connected vehicle technology extend beyond a business's balance sheet.

Samsara's mission is to increase the safety, efficiency and sustainability of the operations that power our global economy. Our Connected Operations Cloud platform empowers fleets to access, analyse, and, most importantly, act upon their data.

Yet we know that technology is not a silver bullet.

"It's the difference between shipping the system and telling the client to open the box and magic will happen, or spending the

time to truly understand their business, the issues they are facing and the opportunities they are trying to pursue," says Phillip van der Wilt, Vice-President and General Manager, EMEA.

What is key for us is supporting organisations to make the transition from pen and paper to digital systems. Samsara clients can tap into a wealth of support to help them generate business value at scale.

We provide 30+ days of onboarding and implementation, along with live training sessions and a resource library. Our support team is available 24/7. We deeply value customer feedback and work with clients to improve our products and tailor them to their specific needs.

That's why we're honoured to be nominated as a recommended company by the *Fleet News* readership because it shows that our clients recognise our dedication to their success.

As we've continued to invest this year in new features including our Digital Workflows, In-Cab Nudges™ and Remote Support, we've been inspired to see Samsara clients explore opportunities in everything from machine learning to fully EV fleets.

These initiatives not only boost operational effectiveness, but help to promote what we all want: a safer, more efficient and sustainable society.





Operate at a whole new level.

At Samsara, our mission is to improve the safety, efficiency, and sustainability of the physical operations that power the global economy. With **Connected Operations Cloud**, we give you the power to connect your operations to see and manage your entire fleet, all in one place.

See more. Do more.

[Samsara.com](https://samsara.com)





FUTUREPROOF YOUR FLEET WITH NORTHGATE'S UNIQUE MIX OF DEPENDABILITY, AGILITY AND INNOVATION.



Northgate has been supporting the commercial vehicle needs of British businesses, public sector organisations and charities for over 40 years. We are the leading customer-centric rental company and vehicle fleet solutions provider.

We continually invest in our people, technology, systems, and products to ensure that we can address all our customers' vehicle supply and fleet services needs. I'm extremely proud that we have been recognised for our performance in this area and are Fleet News Reader Recommended Rental Company for the fifth year running.

Our rental packages offer businesses a range of alternatives to traditional fleet leasing, and ownership. From flexible hire packages which are perfect for changing business needs to 12months+ for more predictable fleet needs. We offer a wide range of vehicles as standard, and any type of vehicle on request. Vehicles can be customised and branded to your exact specification.

Customers benefit from tailored vehicles and with all fitments, chapter 8 requirements, livery or racking provisions under one contract.

HELPING YOUR DRIVE TO ZERO

Drive to Zero is Northgate's fleet electrification programme, providing our customers with turnkey support in the electrification of fleets.

We offer an EV suitability service to help customers ascertain which vehicles can be switched and when, and EV trial vehicles are also available. As EVs are in high demand, and with delays in new vehicle lead times, Northgate pre-orders EV stock, ensuring whenever a customer is ready to electrify, there is always a suitable vehicle ready for use.



Electrification needs charging infrastructure provision- a potential minefield of regulatory and cost issues for any business. So, our charging infrastructure partner ChargedEV, can provide expert in-house, brand agnostic consultancy, with the benefit of highly trained technicians who can install infrastructure on a national level.

Better still, we're the only rental provider which combines van rental and charger provision as a single bundle, offering EV hire, and home charger installation and rental in a single monthly fee.

VEHICLE FLEET SOLUTIONS TO SUPPORT YOUR BUSINESS

As part of Northgate's full-service provision, we offer additional vehicle fleet solutions which can be taken alongside our rental contracts or as standalone services.

From vehicle inspections apps, training and compliance support to accident management, fleet management, telematics and even fuel cards, these can be provided and managed by Northgate under a single contract. For example, our Accident Management service – offers support for full fleet vehicles from First Notification of Loss (FNOL), recovery, repair, replacement vehicles, third party management and getting vehicles back on the road. It takes the hassle away from dealing with accidents and incidents.

Customer research also identified a growing focus from fleets on reducing risk and supporting driver welfare. We've launched Northgate Safe Driver which helps fleets ensure vehicles and drivers remain complaint whilst on the road, understanding a driver's risk profile and providing driver training.

Our proposition is designed to let customers focus on their business whilst we focus on running their fleets.



Neil McCrossan,
Sales & Marketing
Director, Northgate

NORTHGATE CAN DELIVER THE FLEET SOLUTION YOU NEED.

With a full range of vehicle hire options and mobility solutions available.



FLEET MANAGEMENT

Reduce costs and increase efficiency with our range of mobility solutions for your whole fleet.

Fleet Management

With our flexible account managed solution, we look after vehicles for whole of life, taking away the burden of administration, minimising vehicle downtime, reducing fleet costs and saving you time

Accident Management

Deal with incidents across your fleet, from notification through to insurance and repair using a single phone number

Telematics

Know where your vans are at all times, improve driver behaviour and effective route planning to reduce fuel costs

Risk Management

Fleet risk audits, driver risk assessments and tailored driving courses available

Fuel Management

Drive down fleet fuel spend with a fuel card solution that gives you money off the pump price

Vehicle Inspection App

Reduce paperwork and easily monitor your fleet's overall condition, ensuring you have fully compliant vehicles

HIRE OPTIONS

12months+

A great alternative to the commitment of contract hire or ownership, ideal for uncertain economic times. The longer the term, the better the rate we can offer.

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Available for three months or more and ideal for when you have a ballpark idea of what you need, but want some flexibility in exact end dates.

Short Term Hire

Rent vans when you need them, for as long as you want them.







We Buy You Rent

A hassle free way to sell your vehicle and rent new. With We Buy, You Rent, you get a fair market price for your existing vehicle and all the benefits of renting new. You choose a hire option - 12months+, Flexible Hire, or VanHire+.

Electric Vehicles and Charging Infrastructure

Providing expert consultative advice across all aspects of operating EVs and solutions including everything from helping you to choose the right E-LCV through infrastructure to driver training and advice including our NEW E-LCV and Home Charging Bundles package – we're ready to help you make the switch.

What's included as standard:

-  Full service and maintenance
-  24/7 breakdown and recovery
-  Over 50,000 vehicles
-  67 branches nationwide
-  Courtesy and replacement vehicles
-  Road Fund Licence included



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NORTHGATE
for all vankind



Shape EV charging around your business

bp pulse, BP's electric charging business, has been helping drivers charge their electric vehicles (EVs) since 2008, working in tandem with EV manufacturers and small businesses through to major corporations and local authorities to support the development of end-to-end charging ecosystems.

Alongside having one of the UK's leading rapid and ultra-fast public EV charging networks, future-proofed electric car and van charging infrastructures are matched to dwell times and duty cycles and are rolled out with management software and home charging solutions.

As more and more depots make the switch to an electric fleet, there's a world of business and infrastructure challenges to consider. Every penny counts in being able to offer a cost-effective and competitive service.

An urban delivery company will have very different needs to a council or a national outfit that has cars and light commercial vehicles (LCVs) in operation for a range of purposes. Whatever the shape or size of a business or depot, the experienced team at bp pulse starts by understanding which of their customers' vehicles are ready for conversion in line with replacement cycles.

It is vital to keep operations on the move while transition plans are considered against specific business models. bp pulse



has over a decade of electric charging expertise to support its customers in scaling their depot charging solution as they evolve.

The development of innovative EV charging technologies and networks is a key part of BP's strategy to advance the energy transition. bp pulse is committed to developing offers to meet changing customer demand and support opportunities for its customers to reduce emissions.

The electrification journey has already started. The number of EVs on the road is

anticipated to increase exponentially in the coming decades. By 2040, BP estimates there will be 12 million EVs on UK roads, up from around 200,000 at the start of 2019.

As the fleet world plugs into electric, new fleet operation complexities are inevitably emerging, such as the cost of electricity and evolving charging times on top of the costs of rolling out a charging infrastructure. After more than a decade at the forefront of EV charging in the UK, bp pulse's unparalleled experience, scale and range of products and services are designed to guide its customers to the right EV roll-out for their specific business or organisation.

bp pulse charging solutions can scale as a business grows, making all aspects of EV fleet charging simple and addressing end-to-end requirements with depot, home and on-the-road charging options.

Now is the time to make the switch to EV. bp pulse is right by your side to help make the journey as easy as possible, so you can stay focused on your business.

Discover how we can help you build your EV fleet strategy around you. Visit us at www.bppulse.co.uk/charging-for-business or search for our Fleet Conversion Estimator tool to receive an accurate projection of your electric fleet savings.



Visit: www.bppulse.co.uk or email: salesdesk@bp.com





Ready for your business **EVolution?**

bp pulse is here to help you make the switch to electric vehicles. With over 9,000 public charge points, dedicated fleet charging hubs, and workplace charging, you'll have the tools you need to power your journey.



Begin your EV journey, search
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PAVING THE ROAD TO NET ZERO FOR FLEETS OF TOMORROW

We're on a mission to decarbonise the UK vehicle parc, driven by the knowledge that transport is a major contributor to the climate crisis. Greenhouse gas emissions have more than doubled since 1970, and the global car fleet is due to triple by 2050.

We're taking the lead by supporting our customers to develop bespoke transition strategies.



Get in touch

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DRIVING SUSTAINABILITY

Zenith, as the UK's leading independent leasing, fleet management and vehicle outsourcing business, has an enormous opportunity to help grow carbon-free travel. In addition, our unique role between the vehicle manufacturer, our customers, suppliers, investors, and as an employer means we can also have a positive impact on people, society, and the economy.

DISCOVER SIX KEY BENEFITS OF PARTNERING WITH ZENITH and why we're the one and only fleet provider you'll ever need.

01 UNLOCK YOUR FLEET'S POTENTIAL, we'll help you reach your financial targets

We start by analysing your fleet, asset by asset and finding the right blend of funding for your business. But we don't stop there. We know every business is different, which is why we develop bespoke fleet strategies to increase profitability, drive growth and boost efficiency. Making fleet work for business like never before.

02 WE'LL ENABLE YOU TO SEE YOUR FLEET CLEARLY, so you can act fast

A successful strategy starts with seeing the full picture. That's exactly what we deliver. We offer a single view of your entire fleet; whether your focus is utilisation, running costs or uptime, we make analysis simpler to perform and action plans easier to develop.

This proactive approach leads to highly efficient fleets and it's just part of why we're trusted by some of the UK's leading organisations to deliver innovative vehicle solutions that support their business needs.

03 OUR FINGER FIRMLY ON THE PULSE, so you won't get stuck in first gear

Now, more than ever, it's important to remain flexible and have the ability to adapt to the ever-changing landscape. By staying one step ahead of legislative updates, economic changes and evolving consumer trends, we identify potential challenges, then plan and evolve to deliver fleets that are prepared for the road ahead.

04 YOU'VE GOT QUESTIONS? our experts have the answers

When it comes to fleet, strategy is the name of the game.

With over **162,000** vehicles under management



and **1,200** in-house experts



we've got strategic-thinking people in every team throughout the business, across all different asset classes and fuel types. That means we've always got the answers to your questions and the expertise to deliver policies that are fit-for-purpose, fleets that are fully compliant and schemes that reward and retain your people. This expertise combined with our market-leading tech is what makes partnering with us different.

05 ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG):

how we make a positive difference

Zenith is committed to delivering a positive impact for the environment, people, society, the economy, and our stakeholders, which is why we embed sustainability throughout our business.

We underpin our environmental, human, social and economic sustainability with effective corporate governance, transparency, technological development, individual accountability, a resilient business model and sustainable funding.

By choosing Zenith as your partner, you're already working towards your carbon targets thanks to our proud status as a carbon-neutral business and EV100 and SBTi commitments.

06 SUPERCHARGED FOR TRANSFORMATION: leveraging digital for continuous customer experience evolution

When it comes to technology, standing still isn't an option, it is at the heart of our strategy. Our latest investment cycle, a £25 million four-year transformation programme, will ensure we meet ever-evolving service delivery expectations by developing the best online experience for all customers. With a user-centric mindset, our investment will enable us to innovate and build a market-leading customer experience, with contemporary, adept, and adaptable next generation digital systems capability.

Are you ready for a true fleet partnership?

Connect with our experts:

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Zenith
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Future-proof your business with help from the right measurements

As the number one global commercial telematics provider, we're experts in understanding your business needs

Control costs, increase productivity and plan fleet electrification with a data-led approach. 2022 has presented a number of challenges affecting many aspects of personal and commercial life, increasing the priority of efficient business practices more than ever. These, combined with key initiatives from the Government in an effort to tackle climate change, culminate in the need to assess overall fleet sustainability, regardless of your business size.

Before doing this, you should consider whether you have the right tools to measure your fleet's sustainability performance effectively, and if not, whether you have the right partner in place to help conduct the measurement. There are a number of activities that can contribute to reducing the cost and environmental impact of your fleet such as vehicle health and maintenance, fuel efficiency, idle-reduction, and right-sizing.

Not all of these may be suitable for your business, but all of them should first be considered. For example, a strategy that has been in the spotlight for some time now is fleet electrification. Whether you are considering the adoption of electric vehicles (EVs) into your fleet, or have already partly/fully transitioned to EVs, Geotab has the expertise and tools to suit.

Our Electric Vehicle Suitability Assessment (EVSA) combines your existing fleet telematics data with real-world performance data to provide bespoke recommendations, including, but not limited to:

- Existing ICE (internal combustion engine) candidates for EV replacement.
- Future electrification journey based on upcoming EV model data.
- Calculated potential CO₂ and fuel consumption reductions.
- Vehicles that meet your range performance even in extreme weather.

In September, we released the results of a Europe-wide EVSA that found almost six-in-10 fleet vehicles in the UK could switch to electric today and save



money over the course of the vehicle's life. Analysing data from more than 46,000 passenger and light-duty commercial vehicles across 17 countries, the research offers valuable data for organisations seeking to determine EV suitability for their fleet.

Looking abroad, in one of our largest assessments completed to date, Enterprise Fleet Management in North America uncovered the potential fleet electrification offered their business as more than 90,000 vehicles were included in a study designed to better understand how the transition to

EVs would affect the business today and in the future.

The findings surprised both teams. Near-term transition to EVs represented a potential saving of \$33 million (£24.5m) and a reduction in CO₂ emissions of 194,000 tons over four years.

These are just two examples of how combining real-world telematics data with best-in-class analysis can deliver measurable improvements to your business and its fleet.

Being recognised as a Reader Recommended provider is a privilege and reassures us that case studies like this, and the solutions we provide to customers each day are adding value to businesses.

Geotab has been supporting the automotive industry for more than 20 years, providing tailored solutions to businesses ranging from one vehicle up to a fleet of more than 200,000, utilising the insight from processing 55 billion-plus data points each day.



Make every day better

The journey to tomorrow starts today.
And we all have our part to play.
We're helping more people than
ever switch to EV. Join us.



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The Fleet200 Strategy Network: the most influential and professional fleets in the UK

Fleet200 STRATEGY NETWORK

The new Network produces research on key fleet trends and holds events which bring together the UK's most professional fleet decision-makers to debate the issues of importance to their businesses, share ideas on new initiatives and industry developments, and hear from outstanding, thought-provoking speakers.

If you are a **fleet decision-maker** keen to become a member please register via the link below or scan the QR Code:

www.fleetnews.co.uk/fleet200/application



2022 meeting dates:

November 29th

Wyboston Lakes Resort,
Bedfordshire, MK44 3AL

2023 meeting dates:

February 9th

Kenwood Hall Hotel,
Sheffield, S7 1NQ

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An electric van without compromise

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PLUS: IS HVO BEST CARBON-CUTTING ALTERNATIVE? • ICING DIESEL REFRIGERATION UNITS

HVO provides fleets with carbon-cutting alternative on the road to net zero

More expensive than diesel, but fleets say premium is a price worth paying

By Gareth Roberts

Faced with the need to cut emissions, commercial fleet operators are turning to alternative fuels while fully electric trucks remain too expensive or impractical for many.

Compressed natural gas (CNG), liquid natural gas (LNG) and hydrogen have been trialled and adopted by some, but an increasing number of fleets are choosing hydrotreated vegetable oil (HVO).

Just last week (commercialfleet.org, November 15), parcel delivery company DPD announced that it would switch its entire diesel HGV fleet to an advanced HVO fuel, which is expected to reduce its greenhouse gas (GHG) emissions by 87%.

The 'Green D+' HVO fuel is a direct drop-in replacement for diesel,

developed by Green Biofuels, which is made from renewable feedstocks.

DPD will begin switching its 1,600-strong HGV fleet to GD+ immediately, and, following a four-month trial, the company aims to convert 60% of its vehicles this year – reducing CO₂ emissions by 70,282 tonnes compared with 2021.

The remaining vehicles will switch by the end of 2023.

The fuel will be delivered directly to DPD's onsite tanks nationwide by its existing bulk fuel supplier.

Justin Pegg, chief operating officer at DPD, said: "While we are well on the way to electrifying our delivery van fleet, the HGV linehaul fleet has always been a different challenge.

"We have assessed a range of options and it is clear now that this is the most effective and practical way to make a real difference.

"While there may be different solutions in years to come, we must start this process now by making our existing vehicles significantly cleaner."

Sometimes referred to as renewable diesel or green diesel, HVO is a low-carbon fuel that is obtained by processing lipids such as vegetable oil, tallow, or used cooking oil, all made of paraffinic hydrocarbon.

Costing more than conventional diesel, it has chemical and physical properties similar to diesel; however, its fossil-free composition and low-carbon content differentiate it from diesel and make it attractive to those seeking a sustainable fuel option.

PepsiCo UK has been convinced to dip its toe into HVO, announcing this month that it will power more than one million miles of UK truck journeys each year with used cooking oil (commercialfleet.org, November 10).

Working with PepsiCo's haulage partner, Pollock (Scotrans), HVO will replace diesel on trucks travelling between Cupar, in Fife, Scotland, and Leicester in the Midlands.

Every mile powered by HVO will have 80% less GHG emissions when compared with conventional diesel.

Simon Devaney, sustainability director at PepsiCo UK and Ireland, said using alternative fuels across its manufacturing and logistics operation is a "key component" in its plan to reduce emissions.

"The work in this area is never done, and we're constantly exploring every possible solution to reduce our impact on the planet," he added.

Acknowledging the increased cost of HVO compared with diesel, O'Donovan Waste says it is a price worth paying, having switched to its entire fleet of 100 lorries to HVO.

Managing director Jacqueline O'Donovan said: "We have to face facts and step up as business leaders – the climate change crisis needs immediate action, and we all have a part to play."

A year ago Speedy announced it would fuel its delivery fleet with HVO (commercialfleet.org, November 24, 2021). The switch, it said, helped the business to instantly reduce carbon emissions without "wastefully retiring" diesel-powered assets early in favour of new vehicles, particularly while

DPD plans to have switched all trucks to HVO by the end of next year





THROUGH THE LOOKING GLASS

By Andy Picton, Glass's chief commercial vehicle editor



Ford

I've recently attended two separate events at Ford testing the on- and off-road capabilities of the next generation

Ranger pickup. First I went to its test track in Lommel, Belgium, to trial Ranger's off-road capabilities and then it was over to Dunton, Essex, to put it through its paces on Ford's test track.

The changes and improvements are surprisingly good, with both its on-road credentials and off-road capabilities receiving complete overhauls.

Unfortunately, a lot of the UK market detail cannot be shared at this stage, but suffice it to say that the Ranger's position as the best-selling pickup, not only in the UK, but in Europe as well, looks set to continue for the foreseeable future.

Ford has worked hard to make sure it remains number one in the sector and it has been helped in this by the demise of the Mitsubishi L200, Nissan Navara, Volkswagen Amarok, Fiat Fullback and Mercedes-Benz X-Class in recent years.

The new Ranger – which shares many of its parts with the returning Volkswagen Amarok – has adopted a more masculine F-150 front-end look, making it slightly wider than its predecessor. This has given the Ranger a slightly bigger load area that will now take a Euro pallet.

The more aggressive stance is carried on with 'Ranger' stamped in big letters on the tailgate, while towing capabilities remain at 3.5-tonne.

A new interior and dashboard along with the latest Sync4 infotainment system give the Ranger a more car-like feel. A number of new safety features and driving modes completes its transformation.

While in Belgium, I was also allowed the opportunity to test drive the all-new Ford Bronco 'Badlands' off-road. It's a proper beast, powered by a 2.7-litre 310PS six-cylinder petrol engine generating 542Nm of torque.

It sounded brilliant and coped with the off-road track easily. For extra fun, the doors and roof are removable.

The Bronco will launch in Europe in small numbers as an SUV, but sadly, not in the UK – at present.

No commercial variant is in the pipeline either.

electric and hydrogen technologies continue to advance and mature.

Travis Perkins has also been scaling up its HVO trials and sees the diesel replacement as the ideal stopgap while other alternatives are developed.

Alan Williams, chief financial officer at Travis Perkins, said: "HVO fuel is a great low-carbon alternative component which will play an important role in reducing the GHG emissions from our vehicles until the infrastructure for electric vehicles improves and the development of more long-term solutions, such as hydrogen, becomes a reality."

British Gypsum has started to convert its HGV fleet from diesel to HVO and is expected to use approximately 75,000 litres of fuel per week. It means that around 40% of the company's UK fleet will operate on HVO fuel, with a further 10% using LNG.

The use of multi-fuelled vehicles at this scale is expected to reduce British Gypsum's carbon emissions by approximately 70%, year-on-year.

To support the implementation of HVO, British Gypsum has installed a HVO refuelling point in Robertsbridge, East Sussex, and a new fuel island capable of delivering 110,000 litres a week at its distribution centre in Gotham in Nottinghamshire.

Jag Gill, supply chain director at British Gypsum, said: "As a business, we are keen to do all we can to contribute positively towards the environment."

As part of its sustainability strategy, broadcast service provider EMG also installed its own HVO fuel station in 2021.

Located at EMG's UK HQ in High Wycombe, the fuel tank has the capacity to fill all of its diesel trucks, tenders and support vehicles when in base.

Simon Cook, head of fleet and support services at EMG UK, said: "The results of our HVO usage have been promising.

"There is no sign yet of a one-size-fits-all, solution so we are currently

WHILE THERE MAY BE DIFFERENT SOLUTIONS IN YEARS TO COME, WE MUST START THIS PROCESS NOW BY MAKING OUR EXISTING VEHICLES SIGNIFICANTLY CLEANER

JUSTIN PEGG, DPD

analysing what fleet applications could be supported by alternative fuel technologies such as battery, hydrogen and any innovations that can help us reduce our emissions."

GHG emissions from HVO can be reduced by up to 90% over the fuel's lifecycle compared with fossil diesel.

At the tailpipe, HVO produces 33% fewer particulates, hydrocarbon emissions are cut by 30%, carbon monoxide output is reduced by 24% and NOx (nitrogen oxide) emissions by 9%.

Among the fuel's drawbacks is the price. It is around 10-15% more expensive than mineral diesel.

That cost will not be recouped through fuel savings: efficiency is only marginally better than diesel. Testing by Cummins a few years ago on Euro 5 engines showed just a 2.3% fuel saving. The benefits, therefore, are entirely emissions-based.

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Turning up heat on diesel refrigeration units

Emissions and rising fuel prices are accelerating the need for operators to adopt cleaner methods – and suppliers are responding. *John Lewis* reports

The need to replace the diesel-powered fridge engines on refrigerated transport has largely been driven by environmental factors.

While smaller vehicles, such as vans and light rigid trucks, use power from the vehicle to run the refrigeration system, the large rigid and articulated trucks use an auxiliary engine.

These are typically diesel and have much less strict emission standards than the diesel engines used for vehicle propulsion.

A white paper published by Cenex last year reported that auxiliary engines emit at least 16 tonnes more nitrogen oxides (NOx) and 40 times more particulate matter (PM) than a truck's main engine and can produce up to 15 tonnes of tailpipe CO₂ each year.

However, another factor has recently come into play: fuel costs.

The need for an alternative has accelerated as April's end of the subsidy for the red diesel used to fuel the engines is expected to have increased the running cost of transport refrigeration units by 60-70%.

A number of technological solutions aimed at helping fleets with this issue are already on the market, with more to come.

Some of these mean the vehicle operator will not have to throw their diesel fridge engines on the scrapheap

and attempt to go all-electric immediately. A halfway house is available which will allow operators to retain the engines, but power them without having to keep filling their tanks with diesel.

This is an approach being advocated by Hultsteins with its Ecogen product. This is an electro-hydraulic package that enables diesel refrigeration units to be run electrically, with zero emissions.

To allow it to function, the truck concerned must be equipped with an engine PTO (power take-off) which is used to drive a generator.

It produces a constant 400 volts at idling speeds and can be connected to the motor of almost any make of fridge unit equipped with an electric stand-by using a five-pin plug. It does not matter whether the unit is mounted on a rigid or a trailer.

FUEL SAVING OF 85%

Among operators that have adopted Ecogen is Moran Logistics. The Castle Donington-based temperature-controlled transport and warehousing specialist has had Ecogen packages fitted to a pair of Scania tractor units which run on compressed natural gas.

They are used to haul trailers transporting chilled

produce from a national distribution centre to stores around the country as part of contract with a major retailer.

Moran Logistics managing director Lee Graham is pleased with their performance. Refrigeration unit running costs and emissions have been slashed, he says, and Ecogen is easy to use.

"It plugs straight into a three-phase socket on the trailer, so it's business as usual for the drivers," he says.

Another company that has gone down the Ecogen route is chilled meat supplier Danish Crown.

"In addition to the fuel saving we expect to make – more than 85% less expenditure on fridge diesel – we will also be slashing our CO₂ emissions," says Mark Simmons, site director for Danish Crown.

"Given that every litre of diesel burned produces 2.65kg of carbon, and our fridges will now run mostly on electricity from the Ecogen systems, we will be reducing emissions by around 50 tonnes a year."

Trailers with their diesel-fired refrigeration units still in place can continue to operate if they happen



IT (ECOGEN) PLUGS STRAIGHT INTO A THREE-PHASE SOCKET ON THE TRAILER SO IT'S BUSINESS AS USUAL FOR THE DRIVERS

LEE GRAHAM, MORAN LOGISTICS

to have been coupled up to a tractor unit that is not equipped with Ecogen. All you need to do is fill the unit's tank with fuel.

The company promotes its purely-hydraulic fridge units under the Ecofridge banner.

They, too, rely on an engine PTO which is used to run a belt-driven constant-flow hydraulic pump which, in turn, powers the Hultsteins refrigeration system.

STILL WORKS OVERNIGHT

To ensure the refrigeration system still works when the truck's engine is switched off overnight and the trailer is in a location that does not have an electric stand-by, Hultsteins has developed Intelli Start.

This prompts the truck's engine to fire up and wake up the fridge unit if the load's temperature exceeds a set point in order to bring the

temperature back down again. The engine stops once the desired temperature has been achieved.

It also includes an immobiliser which should prevent a thief from driving the vehicle away – even if the engine is running.

Going either the Ecogen or the Ecofridge route means the engine will burn a little more fuel.

The economics will stack up, however, argues Hultsteins, because Euro VI truck engines are 43%-to-46% efficient compared with 20%-to-25% for a diesel fridge unit's donkey engine, and are likely to be cleaner on emissions.

Bear in mind that a diesel-fired refrigeration system mounted on an 18-tonner and running for 1,600 hours a year will burn 2,800 litres of fuel annually. That will cost almost £5,100 at the

pump prices prevailing at the time of writing.

Power a fridge unit from a PTO and the truck's engine will consume an additional 300 litres of diesel annually over the same timescale costing £545; so you will be saving £4,555 a year.

One way of increasing this saving, suggests Hultsteins, is to mount solar panels from a specialist supplier such as Trilar on the roof of the truck or trailer's body and use the electricity they can produce to help drive the fridge system.

That could save around 600 litres annually dependent on the size of the vehicle; or nearly £1,100.

Diesel donkey engines also require periodic maintenance and can be noisy. Eliminating the

decibels they generate may make out-of-hours deliveries a more viable option.

A low noise level is a key argument in favour of equipping a vehicle with an electric EK Whisper under-mounted fridge system, contends Frigo-block, part of the Thermo King empire.

Designed with low-height bodies on urban distribution work in mind, it can be connected to battery packs for hold-over capacity when the truck's engine is switched off. It features a split design, with the condenser mounted on the chassis and the evaporator installed in the load space.

COST PENALTIES

Switching to a new approach to transport refrigeration incurs its own cost penalties.

Carrier Transicold offers an electro-hydraulic package called Eco-Drive which can be mounted on the back of a truck engine with a PTO.

Using a variable-displacement Bosch hydraulic pump which drives a generator which, in turn, powers the fridge unit, it delivers 400 volts of continuous three-phase electrical power and carries a price tag of £14,000 to £16,000.

Making the not-unreasonable assumption that it, too, can deliver the sort of fuel savings claimed by Hultsteins for its systems, Eco-Drive should pay for itself over three-to-four years.

Carrier Transicold is busy rolling out one of the greenest ways of powering a trailer fridge system.

Vector eCool transforms the kinetic energy generated by the trailer's axles and brakes into electricity which is stored in a battery pack used to power an engine-less refrigeration unit.

When the trailer is stationary at a warehouse Vector eCool can be plugged into the mains. The pack can be fully recharged in less than two hours, Carrier Transicold says.

Upmarket north of England supermarket group Booths has taken a trio of tandem-axle urban trailers from Gray & Adams equipped with Vector eCool along with six Daf CF 4x2 tractor units equipped with Eco-Drive.

Craig Stopforth, transport manager at Booths, says: "We can see a clear path towards an engine-less future for our refrigeration systems. We don't



anticipate specifying any that are diesel-powered from here on in."

Another UK business that has adopted Vector eCool is trailer contract hire and rental fleet company Dawsongroup, which has taken three.

It is using the system to drive engine-less versions of Carrier's Vector HE 19 MT and Vector 1550 fridge units on a pair of 13.6m trailers and a Vector HE 19 MT on a smaller tandem-axle urban trailer. All the trailers were built by Gray & Adams.

John Fletcher, Dawsongroup managing director, says: "We're showcasing these trailers to customers so they can see for themselves how the technology can deliver a cost-effective alternative to diesel power that ticks all the right boxes from an environmental perspective."

Thermo King is heading in the same direction with Advancer AxlePower, developed in partnership with BPW and using the latter's ePower axle.

Its battery pack can keep a fridge unit running for up to five hours when the trailer is stationary, say

the partners. It can be combined with Thermo King's Advancer-e electric fridge unit.

HYDROGEN FUEL CELL SYSTEM

Carrier has gone one stage further with trailer refrigeration with the unveiling of a concept system powered by a hydrogen fuel cell at the IAA Transportation exhibition in Hannover in September.

Developed in conjunction with Bosch and PowerCell Sweden AB, it is coupled to Carrier's Vector HE 19 fridge system.

A 48 volt Bosch automotive battery directly interfaces the fuel cell with the refrigeration unit, removing the need for a stand-alone engine or a separately-mounted buffer battery.

The gradual move towards battery-electric vans and trucks is also helping to drive the adoption of electrically-powered fridges.

Among those systems leading the charge is Carrier's Pulsor eCool for light commercials.

Capable of coping with fully-frozen as well as chilled work, it offers 4kW of cooling capacity and can be powered by the vehicle's traction batteries rather than a separate battery pack.

No need to worry about the impact this will have on the van's range between recharges, insists Carrier; it will typically fall by less than six miles, the company contends.

Thermo King used IAA Transportation to unveil its electric E-Series refrigeration package for 3.5-to-7.5-tonners. It was showcased on Iveco's new battery-powered eDaily with up to 15kW of capacity and is driven by the model's battery pack.

Some fleets are erring on the side of caution, however, and are specifying separate batteries to power a van's fridge unit.

Fraikin has acquired a number of battery-driven MAN eTGE vans for its Belgian rental fleet and has specified them with Thermo King's electric E-200 refrigeration packages.

They have been fitted with a separate 11kW battery pack to enable them to keep delivering temperature-controlled goods with all the opening and closing of load area doors that such a duty cycle can entail across an eight-hour working day.



WHICH EV IS BEST FOR **YOUR FLEET?**

84 kWh

Price from:
£52,343

Range:
250 miles

1%
BIK
tax



www.fleetnews.co.uk/ev-data

Whether you are beginning your research or you have a good idea of what you're interested in, the electric car and van data tool can help you with all the essential information, from range, tax and charging data* for electric cars and vans to stats on acceleration, cargo volume and the number of seats.

*Data supplied by EV-Database (EVDB)



IVECO EDAILY

No compromises is the mantra behind the development of new electric van

By Matt de Prez

Fleet operators who are transitioning their commercial vehicles to electric will be well versed in the challenges associated with the task. While some sectors are easier to switch than others, there's been a large gap in the availability of suitable light commercial vehicles (LCVs) for some usage types.

Iveco aims to change that with the launch of its new eDaily model. Building on the success of the current Daily van, Iveco's second attempt at electrifying the platform has been done with one goal: no compromises.

The eDaily is billed as the "electric twin" to the

Daily, with versions to suit all missions and conversions. It's a unique proposition, with a wide range of variants offered from 3.5 tonnes to 7.2 tonnes gross vehicle weight (gvw) and bodies include panel van, crew cab, chassis and minibus.

Panel vans offer between 7.3cu m and 19.6cu m of loadspace and a payload of up to 3,955kg. Chassis cabs are rated at up to 4,600kg and the eDaily has a towing capacity of up to 3.5 tonnes.

Mike Cutts, Iveco's business line director – light, says: "We were the first manufacturer to launch an electric product in our segment with the first generation electric Daily and it was probably a little bit too early for the market. The technology didn't allow the vehicle to perform the missions that customers needed it for.

"We've learned from that and taken our time to develop a product that allows the end-user to perform their typical diesel mission with an electric van. When you look at what the Daily can do now, it's really pushing the boundaries with regards to those customers being able to make that transition without a compromise.

"That's really key because you're only ever going to get fleets to shift once they're confident the product can do the job for them."

Integral to the eDaily's flexibility is its new highly efficient battery. The vehicle can be configured with one-to-three modules, which each have a capacity of 37kWh. Batteries can also be added or removed in-life if operational needs change.

The range of the vehicle varies significantly dependent on the selected configuration. For

example, a 3.5-tonne panel van with one battery can cover 75 miles, while a 5.25-tonne van with two batteries can cover around 115. The longest range vehicle available is the 4.25-tonne van, with three batteries, which can cover up to 220 miles.

The bulk of Daily vehicles sold, however, are chassis cabs. As the chassis of the eDaily is the same as a diesel model, it's easy for bodybuilders to make the switch.

The key difference is enabling the use of the vehicle's on-board power supply. Three power take off (PTO) options are available that utilise the vehicle's battery. The first is a 2.5kW socket that can be used to power a tail-lift or similar. The second socket delivers up to 15kW and would be suited to a refrigeration unit. Iveco also offers a mechanical ePTO, which can drive an accessory such as a hydraulic pump, with up to 15kW of power.

All the devices work independently from the vehicle's traction motor and can also be utilised while it's plugged into a charger.

The drive motor in the eDaily develops 121PS and 220Nm, with up to 134PS and 300Nm available in 'boost' mode for two-minute intervals.

More power is available from two- and three-battery vehicles, which provide up to 188PS and 400Nm in 'boost mode'.

From a standstill, the eDaily's throttle is lazy, so drivers won't be flying away from traffic lights, but payloads should remain unflustered. Pick-up on the move is reasonable, with the motor providing ample power and cruising happily at motorway speeds.

Refinement levels are not the highest, but with a

MODEL TESTED

Iveco eDaily 35S14E
L2 H2 74kW

SPECIFICATIONS	
CV OTR price:	£74,535
Power/torque:	188PS/400Nm (peak)
Payload:	986kg
GVW:	3,500kg
Load volume:	10.8cu m
Fuel cost:	N/A
SMR:	N/A
Running cost (5yr/100k):	N/A
Range (WLTP) miles:	134
CO ₂ emissions:	0g/km



A broad range of conversions sets the eDaily apart

silent powertrain noise intrusion into the cab isn't too bad.

Our only criticism here is the low-speed pedestrian warning speaker can be heard from inside the van when driving around urban areas.

The first eDaily we drove sat on conventional suspension springs and the ride was very choppy and firm. When we switched into a model equipped with Iveco's Airpro suspension – a £4,110 option – the difference was significant and much more comfortable.

From the outside, the eDaily looks much the same as the current diesel-powered Daily, save for a few blue trim pieces and a new logo.

The charge port is hidden behind a flap in the front grille. Iveco says it listened to customer feedback when deciding the positioning, but recognises that some customers may prefer the point at the rear of the vehicle – especially those that want to charge while loading – and confirmed it is working on a solution for those who wish to move the port.

On the inside, the eDaily offers a robust and simple layout. A seven-inch touchscreen infotainment system is fitted as standard. This includes a reversing camera on panel van variants, while the heating and air-con controls are separate.

A new suite of connected services have been developed to support drivers and fleet operators with the transition to electric. Free for the first four years, the package includes remote access via mobile app, proactive remote vehicle health monitoring and telematics functions such as driver behaviour and vehicle tracking.



Interior is robust and comes with a seven-inch touchscreen

The Iveco app allows drivers to keep an eye on range and charging. It will also alert them if the vehicle stops charging unexpectedly or isn't plugged in when it usually would be.

Fleet managers can also control vehicle parameters remotely, limiting the available settings for charge scheduling, heater use and even the drive modes available.

Iveco has delivered what it set out to with the

eDaily – it's the most versatile electric van currently on sale.

The only concern is the price. Starting at £55,805 (OTR), the eDaily can easily creep into six figures with options, two batteries and decent payload. At less than £50k, the Ford eTransit is a better bet for those that just need a van, but if you have specific requirements, particularly for chassis cabs and PTO, then the eDaily is probably the only option.

ADVICE LINE

By Ray Marshall, senior transport advisor, Logistics UK

Q I have interviewed someone who passed their C category last month. On checking the licence, it says 'C unclaimed test pass.' What does this mean? Can they drive with this on their record?

A An 'unclaimed test pass' is where the driver has passed in the category the claim is against but has not yet sent off the certificate for this to be added to their licence. This should be done as soon as possible after the test as the driver has two years to claim the entitlement. If this does not happen, then the entitlement will be lost, and the driver would have to re-take their theory and practical tests for this entitlement.



If they have the test pass certificate, they can drive as evidence of pass, but it may be worth taking a photocopy of this when they claim their licence pass, so you have a record to show if stopped by enforcement.



ISTOCK.COM/BADINA

Q When the clocks go forward or back, does the clock on the tachograph head unit need to be changed?

A The time displayed on the clock face can be set by the driver either to local time or to UTC. However, all data will be recorded by the vehicle unit (VU) on the time set by the integral clock, which operates on UTC – this is the same as Greenwich Mean Time (GMT). Drivers will need to remember that UTC is one hour

behind British Summer Time (BST). So, between 1:00 am on the last Sunday in March and 1:00 am on the last Sunday in October, drivers must account for the difference when manually inputting activity details in the digital or smart tachograph.

It is possible for drivers to set the display time on the VU to local BST, but this will not prevent the VU recording in UTC. It is recommended that drivers leave the display time in UTC as a reminder of the difference.

Sheffield clean air zone goes live next spring

Sheffield's clean air zone (CAZ) will start from spring 2023 and will be a Class C chargeable zone for the most polluting goods vehicles, vans, buses, coaches and taxis that drive within the inner ring road and the city centre. Private cars and motorbikes will not be charged.

From late August there have been signs indicating where the CAZ will operate; drivers are advised to look out for the temporary red CAZ awareness signs and then later for the green cloud Class C symbol.

In a Class C CAZ, charges apply to specific types of vehicles that do not

meet the minimum standards. These are:

- Taxis – including both hackney carriages and private hire vehicles – that are below Euro 6 diesel or Euro 4 petrol.
- Light goods vehicles (LGVs) – such as vans, campervans, pick-up

trucks and minibuses – that are below Euro 6 diesel or Euro 4 petrol.

- Buses and coaches that are below Euro 6 diesel.
- Heavy goods vehicles (HGVs) that are below Euro 6 diesel.

If your vehicle does not meet the minimum standard, you will have to pay the charge for every day you enter the zone. This would be:

- £10 per day for polluting vans/LGVs and taxis.
- £50 per day for coaches, buses and lorries/HGVs.

The CAZ will not start until spring 2023. Charges do not apply until then.

Automatic number plate recognition (ANPR) cameras will detect non-compliant vehicles entering the zone. This system is defined by the Government's CAZ Framework used for all clean air zones across the country.

When operational, payments will need to be made online.

If payments are not made within seven days, additional penalty charges may apply. A link to the payment portal will be available on the Sheffield City Council website once the CAZ goes live.



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TOP TIPS FROM BUSINESSES IN THE KNOW

For any fleet manager charged with the task of implementing a new product or service, the number of suppliers jostling for their attention can be quite overwhelming.

Clear and concise advice at their fingertips is what they need most when trying to plough their way through the wealth of information available.

Companies that offer such advice stand out from the crowd and cement their place as key industry voices – it's these businesses that quickly gain a

reputation for being leading experts in their field.

How fleets want to receive such advice also differs; some fleet managers prefer it in print, others online or from an email newsletter, or via social media.

Fleet News uses all of these mediums and more to convey information to those who need it most.

Sharing your expertise can really make a difference to fleet policy implementation and puts your business front and centre in the minds of decision-makers and influencers.

FUEL AND ALTERNATIVE FUELS • SALARY SACRIFICE
SOFTWARE AND COMPLIANCE • TRANSITION TO EVs



FUEL AND ALTERNATIVE FUELS:

Alternatives:
HVO, synthetic fuels
and hydrogen

In future, batteries storing electric might not be the only solution for powering fleets.

Here are some alternatives:

HVO: increasingly available

Hydrotreated vegetable oil is here now and is used in some diesel vehicles. It's made from renewable, sustainably

sourced vegetable fats and oils, and is greener than regular diesel.

There are already sites selling it, you can use a fuel card to buy HVO and fleets with bunkering facilities are stocking it, too.

**Synthetic fuels:
end of the decade?**

A liquid methanol-based fuel

that most engines can use with minor alterations, synthetic fuels are made using carbon-neutral energy and hydrogen.

CO₂, particulates and NO_x are reduced, but emissions are produced from burning it in an engine. It is also complex to make and expensive.

Hydrogen: 2030 and beyond

The Government said last year there was 'almost no low-carbon production of hydrogen in the UK' and meeting the ambition of using the fuel 'would require rapid and significant scale-up'.

It looks likely hydrogen will not be a mass market fuel until the next decade, because it needs green energy to produce it, and new

powertrains. Hydrogen may offer greater range and zero tailpipe emissions, but by the 2030s battery advances might have removed the need for it.

Pay for all fuels in future with Allstar

Already you can buy petrol, diesel, LPG, electric and HVO using our cards, and new fuels are added when they hit the market.

No matter which fuel your fleet uses, Allstar is all you need.

To find out more about how Allstar's payment solutions can help to manage the transition to an alternative fuelled fleet, visit allstarcard.co.uk and head to allstarcard.co.uk/ev-insights/ to accelerate your EV knowledge.

SOURCES

HVO: <https://www.allstarcard.co.uk/news-insights/business/hvo-fuel/>

SYNTHETIC: <https://www.allstarcard.co.uk/ev-insights/a-new-fuel-for-your-fleet/>

HYDROGEN: <https://www.gov.uk/government/publications/uk-hydrogen-strategy>
<https://www.pwc.com/gx/en/industries/energy-utilities-resources/future-energy/green-hydrogen-cost.html>



To find out more about how Allstar's EV payment solutions can help you manage the transition to an EV fleet, visit: www.allstarcard.co.uk/ev-solutions/

SALARY SACRIFICE:

Make the complex
simple with the
right technology



By Christopher Caddick, Head of Business Development at JCT600 Vehicle Leasing Solutions (VLS)

Now for the exciting bit – giving your employees access to the scheme and the ability to order their new car! This usually involves providing them with access to a system to get illustrations and order a new car on the scheme.

The best system to deliver your scheme will do more than just provide your drivers

with the ability to choose a car from a list. They inform, educate, deliver and manage your policy in an easy and seamless online journey.

Our state-of-the-art driver portal, Origo, was designed to easily deliver all car policies within a single platform, making it simple for both employees and employers.

Employees can go through the entire quote-to-order process on new vehicles, track any current orders and access all the services they require on existing vehicles.

Displaying side-by-side comparisons of vehicles from the policy, Origo provides each employee with a real-time, personal wholelife cost calculation to help make the

right choice for them.

And for the employer? Origo not only helps to manage the policy and house all documents and education tools, but it also covers the employer's risk with a fully auditable trail – all in one system.

Your salary sacrifice scheme can be extremely simple, straightforward, and stress-free with the right technology in place to help you launch and manage it. And when complemented by a trusted partner that provides ongoing consultancy and support, you've got a winning formula for a successful salary sacrifice scheme for your employees.



For more information, contact us:

- contactvls@jct600.co.uk
- www.jct600vls.co.uk
- 0113 391 1791

SOFTWARE AND COMPLIANCE:

Controlling fleet maintenance through your supply chain



By Martin Evans,
Managing Director, Jaama

With the average age and mileages of LCV and HGV fleets continuing to rise it is more important than ever for companies to keep a close eye and focus on maintenance. And with new vehicle supply unlikely to improve anytime soon SMR costs could easily get out of control if companies do not have

a robust fleet management software platform in place.

Jaama's Maintenance Exchange system is playing a big part in Prohire's drive for efficiencies throughout its SMR supply chain.

This 'end-to-end' maintenance system allows seamless booking, authorisation, invoicing and auditing of vehicle maintenance work. All required documentation, typically MOT certifications, vehicle inspection sheets, servicing and routine maintenance documents can be shared between service and repair centres, vehicle owners/operators and the DVSA.

"The roll-out of Maintenance Exchange has already started – it allows us to align the suppliers and our workshop systems on a single platform in

real time," said James McAlinden, Prohire's Group IT Manager.

"It is a key part of our strategy of improving supply chain efficiencies across all elements of our business.

"We want to future-proof our network to consider the move to electric, gas and hydrogen propulsions."

The Prohire Operations and IT teams work closely together at Prohire's Staffordshire HQ.

"Our focus now, as a joint team, is efficiency. Reducing the phone calls to manage each SMR job will be possible by using Maintenance Exchange. The IT team is driving efficiencies in support of the Operations team through systems improvements and we can quickly make changes," McAlinden added.



For more information, contact us –

- enquiries@jaama.co.uk ● www.jaama.co.uk
- 0844 8484 333

TRANSITION TO EVs:

Balance site power supply with EV load management

By Andrew Lawson,
Director of Fleet at EO Charging

Regardless of size, there will always be a physical limit to the amount of power available at your vehicle charging site.

If you already operate energy-hungry equipment onsite (e.g. manufacturing or logistics equipment and machinery) and then add EV infrastructure, there's a risk

you could overload the supply if it's not managed effectively.

How does load management help?

There are a couple of ways to remedy this situation, but your best option is to make the most of the remaining site supply using load management (LM) technology.

There are two types of LM most used by fleets:



with fluctuating power availability on site.

Which technology is right for my business?

This will depend on the spare power capacity on site, and the energy demand of your vehicles.

First, you're going to need a formal site evaluation. This should be done in collaboration with a charging partner to examine site power availability and the predicted power demand of your new EVs. At EO, we call this a 'Smart Fleet Consultation'.

Based on this evaluation, it's easy to assess which type of LM is suitable for your vehicle charging or if a costly power upgrade is required.

1.Static LM – technology that allows you to set a fixed power limit for a group of chargers. The pre-set limit cannot be exceeded either by an individual charger or the group of chargers as a collective.

2.Dynamic LM – technology that allows you to set a flexible power limit for a group of chargers. It monitors your power supply and balances the vehicle charging rate in line



For more information, contact us:

- www.eocharging.com/commercial-solutions
- sales@eocharging.com ● +44 (0) 333 7720383

THE LAST WORD

VARSHA GHETIA

TRANSPORT OPERATIONS MANAGER AT WINCANTON

Ghetia, whose hobbies include painting, sketching and reading, fell into the industry by chance and later built on her experience thanks to passion, perseverance and hard work

The advice I would give to my 18-year-old self is don't let a shred of your self-worth depend on what others think about you.

The song I would have on my driving playlist is *Better Together* by Jack Johnson.

My first memory associated with a car – I will never forget my £300 car which lasted me more than a year and got me through my driving test.

My favourite movie quote is: "You just need to believe in yourself" – *Toy Story*

If money was no object, I would heavily invest in education of young minds.

A book that I would recommend others read is *Start with Why?* by Simon Sinek.

My hobbies and interests are painting, sketching, reading and lately watching random videos on YouTube.

My pet hate is – can't think of anything right now... but bad body odour certainly puts me off.

If I were made transport minister for the day I would canvas on investing more in electric trucks.



Why fleet?

It's the most vibrant industry which subtly, but effectively, keeps the nations running.

How I got here

Initially by chance and later by passion, perseverance and hard work.

Latest products, developments and achievements

Successfully delivering goods across the nations during the pandemic with minimum staff. No breakouts is an underrated achievement from our brilliant and dedicated team.

My company in three words/a phrase

Great people, focused on a safety-first approach and agile.

Career influence?

My mentors during my years of charitable work transformed my perspective towards life and the world. All those life lessons have been applicable in any industry.

What makes a good manager/leader?

A great communicator with a clear vision who is tenacious.

Advice to fleet newcomers

It's a very welcoming industry and there is place for all. Give it your best and you will reap its benefits.

If I wasn't in fleet

I'd be a biomedical scientist.

“THERE'S A PLACE FOR ALL IN FLEET... GIVE IT YOUR BEST AND YOU WILL REAP ITS BENEFITS”

Next issue: Faye Calland, senior manager – same day operations at FedEx

PAVING THE ROAD TO NET ZERO

We have a vision to decarbonise the UK vehicle parc, driven by the knowledge that transport is a major contributor to the climate crisis. Greenhouse gas emissions have more than doubled since 1970, and the global car fleet is due to triple by 2050.

We're taking the lead by supporting our customers to develop bespoke transition strategies.



**One group,
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