

# FleetNews

HELPING COMPANIES RUN EFFECTIVE AND EFFICIENT FLEETS SINCE 1978

February 4 - February 17 2016 £4.00



## MERCEDES-BENZ E-CLASS

New Merc heads cast at Detroit Motor Show

### Fleet in Focus: Oxford City Council

Telematics and training help to cut crash rate by 22%

### Spotlight: Chevin

Why non-converts to fleet software 'will be left behind'

### News: ACFO/ICFM alliance

Key fleet bodies to work together (but not merge)

# RENTAL CHARGES

## A RENTAL RIP-OFF? OR JUSTIFIED COST?

We focus on four contentious charges and ask the major rental companies to respond

# Voted What Car?

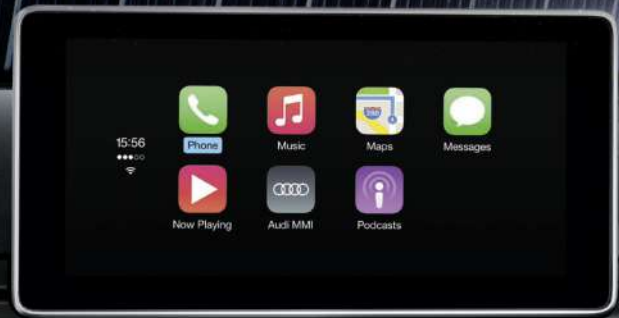


See more with the Audi Vision app. Download it from the App Store or Google Play, and scan this page.

Official fuel consumption figures for the all-new Audi A4 Saloon range in mpg (l/100km) from: Urban 35.8 (7.9) – 62.8 (4.5), illustration purposes only. Fuel consumption and CO<sub>2</sub> figures are obtained under standardised EU test conditions (Directive consumption achieved in 'real world' driving conditions. Optional wheels may affect emissions and fuel consumption figures. winning model is the Audi A4 Saloon 3.0 V6 TDI 218PS Sport, R0TR £34,250. Model shown for illustration purposes only Driver Assistance Pack – Tour (additional £1,250 RRP inc VAT) and 18" '10-spoke' design alloy wheels (available spring 2016).



Audi  
Vorsprung durch Technik



# Car of the Year 2016.

The all-new Audi A4 was also named Best Compact Executive Car 2016. Which, along with other winning features like the Audi Smartphone Interface, makes it the perfect car for the business driver.

**The all-new Audi A4. Experience progress.**  
Search Audi A4.



Extra Urban 52.3 (5.4) – 83.1 (3.4) and Combined 44.8 (6.3) – 74.3 (3.8). CO<sub>2</sub> emissions: 144 – 99g/km. Images shown for 93/116/EEC. This allows a direct comparison between different manufacturer models but may not represent the actual fuel. More information is available on the Audi website at [audi.co.uk](http://audi.co.uk) and at [dft.gov.uk/vca](http://dft.gov.uk/vca). The What Car? Car of the Year 2016 is an A4 S line Saloon, available from £30,150 ROTR, with optional Matrix LED headlights (additional £650 RRP inc VAT),



# AMAZING CONTROL

NOW WITH **0% APR\***  
REPRESENTATIVE  
OVER 24 MONTHS



## IS 300h F SPORT

FROM	AVAILABLE	FROM
<b>107</b>	<b>£329<sup>^</sup></b>	<b>16%</b>
G/KM CO <sub>2</sub>	PER MONTH	BIK

• 18" Alloys • Sports seats • Sports suspension  
• F SPORT styling pack • LFA inspired instrument panel

## IS F SPORT

**LEXUS**  
AMAZING IN MOTION

IS 300h prices start from £28,995. Model shown is IS 300h F SPORT £33,105, including optional metallic paint at £610.

\*0% APR Representative 24 months only on Lexus Connect (PCP), up to 35% deposit and Guaranteed Future Value/Optional Final Payment. IS new retail sales. Ordered and proposed for finance between 18 December 2015 and 31 March 2016, registered and financed by 30 June 2016 through Lexus Financial Services. <sup>^</sup>Payment shown is based on a 24 month Lexus Connect contract with £8,255.00 customer deposit and guaranteed future value/optional final payment. Participating Lexus Centres. Other finance offers available but cannot be used in conjunction with this offer. Terms and conditions apply. Excess mileage charge applies over contracted miles, 12 pence per mile. Indemnities may be required. Finance subject to status, over 18s. Lexus Centres are independent of Lexus Financial Services. Lexus Financial Services is a trading name of Toyota Financial Services (UK) PLC. Registered Office: Great Burgh, Burgh Heath, Epsom, KT18 5UZ. Authorised and regulated by the Financial Conduct Authority.

The MPG figures quoted are sourced from official EU-regulated test results. They are provided for comparability purposes, and may not reflect actual driving experience. IS 300h F SPORT fuel consumption and CO<sub>2</sub> figures: urban 60.1 mpg (4.7 l/100km), extra-urban 58.9 mpg (4.8 l/100km), combined 61.4 mpg (4.6 l/100km), 107g/km CO<sub>2</sub> (16% BIK)



# CONTENTS

Subscribe to *Fleet News*: 01635 588495.  
subscriptions@email.fleetnews.co.uk

## NEWS

- 6 Call for company car tax overhaul
- 9 Renault targets fleet C-segment
- 10 'Pseudo-insurance' to hit premiums
- 13 ACFO and ICFM to work together
- 14 PSA crackdown on fast churn cars
- 17 New fleet safety benchmarking tool
- 18 Fleets crucial to ULEV city scheme

## REGULARS

- 20 Letters and editor's Big Picture
- 25 Fleet opinion: tax and telematics
- 58 The Last Word: Dominic Gill

## CAR/VAN REVIEWS

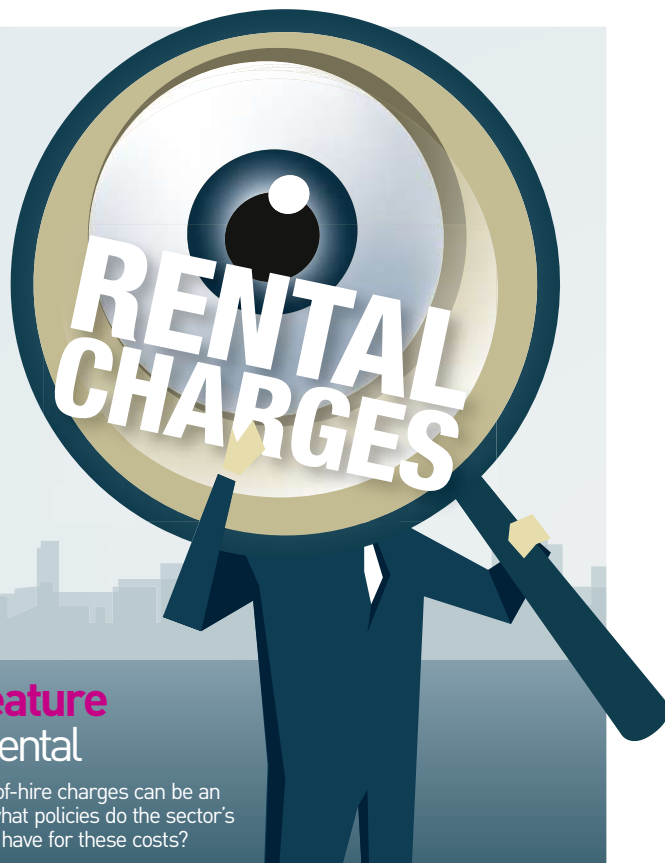
- 48 Detroit Motor Show
- 56 Long-term reports



### 34 In the spotlight: Chevin Fleet Solutions

MD Ashley Sowerby explains why fleet management software has a key role to play in 'big data' analysis

39



### Cover feature Insight: Rental

Unexpected end-of-hire charges can be an eye-opener, but what policies do the sector's major companies have for these costs?

26



### Fleet in Focus: Oxford City Council

Telematics and training have cut incidents by 22% for the local authority

46

### Insight: Emissions

Fleets account for 65% of electric/hybrid registrations, but decision-makers are still reluctant to buy





# Government urged to reform company car tax system

Critics complain that benefit-in-kind tax is unfair to drivers and that individual usage should be taken into account

By Gareth Roberts

**A** complete overhaul of the company car tax regime has been called for by nine out of 10 respondents to a *Fleet News* poll.

The Government announced in the 2013 budget that this year it would review the incentives for ultra-low emission vehicles (ULEVs) in company car tax, to inform decision-making on the regime from 2020-21 onwards. It is expected to make an announcement in the March 16 budget.

However, 94% of respondents to the *Fleet News* poll have urged the Treasury to take the opportunity to conduct a root and branch review of benefit-in-kind (BIK) tax.

Colin Tourick, Grant Thornton professor of automotive management at the University of Buckingham business school, said: "The current system stretches fairness and certainty to the limit, so perhaps now would be a good time to put things right."

In an open letter to the Chancellor, Tourick says that BIK tax is designed to charge the employee for the benefit of having a car that is available to use for private mileage.

"In truth, an employee doesn't benefit from having a car sitting on their drive at night, they benefit when they actually drive the car," he said.

"However, BIK tax charges the employee the same amount whether they drive one or 10,000 private miles per annum. Can this be fair?"

Alastair Kendrick, tax director at MacIntyre Hudson, continued: "A fairer way would be to take in to account the actual benefit enjoyed by the driver, adding in an adjustment based on private over total use.

"This would be very much in line with the methodology adopted in other EU countries."

The existing company car tax regime came into force in April 2002, replacing a system which had been worked out on the mileage covered during the course of business travel (see panel below).

Kendrick said: "I know that when the present rules were introduced HMRC liked the idea of some private use recognition, but this was considered difficult.

"However, now with mileage capture being in vogue this is something that could be seriously considered. It would be a far fairer basis.

"The question is about whether fairness comes into the debate. Or will the Government be concerned it may impact on their tax take."

There is also the suggestion that, as well as CO<sub>2</sub>, company car tax should take account other pollutants such as nitrogen oxides (NO<sub>x</sub>).

The UK is currently breaching European Union air-pollution limits, as set out in the 2008 Air Quality Directive, with poor air quality estimated to cause 29,000 premature deaths each year (*Fleet News*, April 29, 2015).

Tourick said: "If you are going to change the tax system for business cars, you now have a golden opportunity to base it on more than one emission, including CO<sub>2</sub>, nitrogen oxides and particulates.

"The whole system – capital allowances, lease rental disallowance, BIK tax, national insurance and VAT – should reflect this."

However, fleet body ACFO is wary of changing the current CO<sub>2</sub>-based regime.

It argues that it is "simple and straightforward" making it easy for fleet decision-makers and company car drivers to understand.

ACFO chairman John Pryor said: "Any tax system must be fair and equitable and ACFO believes that is the position with the current regime.

"Choice lists can be compiled and drivers can make their selections in the full knowledge of what their personal tax position will be.

"Contrast that with the previous regime, which encouraged employees to clock up mileage in pursuit of lower tax bills. That was not only unfair, but it also encouraged journeys,



94%

Proportion calling for BIK tax overhaul

5%

Proportion of list price CO<sub>2</sub> was taxed on, pre-budget

19%

Proportion of list price CO<sub>2</sub> is now taxed on



For more on car tax, go to:  
[fleetnews.co.uk/  
fleet-management/  
company-car-tax/](http://fleetnews.co.uk/fleet-management/company-car-tax/)

## HOW AND WHEN DID THE CURRENT REGIME START?

The Government announced its intention to reform the company car tax system in order to help protect the environment in 1999.

The details were announced in the 2000 budget and the new rules came into force in April, 2002, replacing a regime which had been worked out on the mileage covered

during the course of business.

The new system was instead based on a percentage of the car's P11D price, graduated according to its carbon dioxide (CO<sub>2</sub>) emissions.

It was designed to provide financial incentives for employers and company car drivers to choose cars that produce lower CO<sub>2</sub>

emissions. It was also aimed at encouraging carmakers to develop and introduce greener cars.

The new rules were part of a wider package of measures aimed at tackling climate change and greenhouse gas emissions, which were introduced by the then Labour Government.



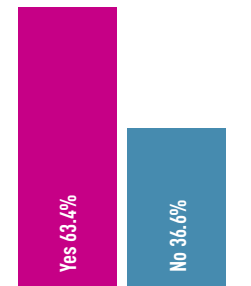


BVRLA has made four tax policy recommendations to the Treasury

## FLEET FACTS AND FIGURES

### OPINION POLL

Would you consider replacing your diesel car with one of the latest small-capacity petrol engines?



### FleetNews view:

Air quality concerns, the Volkswagen emissions scandal and postponement of the BIK diesel supplement removal have hit the appeal of diesel. Our poll suggests fleets are open to smaller-capacity petrol turbo engines which offer competitive efficiency and fewer harmful pollutants.

■ See the February 18 issue for a special report.

This week's poll: Do you think business drivers should receive stiffer penalties than other motorists for using a phone while driving?

[fleetnews.co.uk/polls](http://fleetnews.co.uk/polls)

### MOST SHARED ONLINE

Tax warning for pool fleets over private use

[fleetnews.co.uk/news](http://fleetnews.co.uk/news)



Diesel (ppt) 100.74 ↓  
Unleaded (ppt) 101.96 ↓

[fleetnews.co.uk/costs/fuel-cost-calculator](http://fleetnews.co.uk/costs/fuel-cost-calculator)



*"The current system stretches fairness and certainty to the limit"*

Colin Tourick, University of Buckingham

which contributed to traffic congestion and pollution."

The British Vehicle Leasing and Rental Association (BVRLA) recently met with Treasury officials at a business vehicle taxation roundtable in London ([fleetnews.co.uk](http://fleetnews.co.uk), December 15, 2015).

It is urging the Government to deliver a simpler, fairer company car tax regime and has made four policy recommendations to the Treasury.

They include: re-instating first year capital allowances; reversing the decision to keep the 3% diesel supplement until 2021; continuing to incentivise the purchase and use of ULEVs; and reforming BIK ratings, especially at the lower end of the emissions table.

Tourick said: "There appears to be a disconnect between the Government's desire to encourage employees to take up low CO<sub>2</sub> cars and the steep rise in tax that will be payable on these cars over the next few years."

A company car driver with a vehicle emitting 1-75g/km of

CO<sub>2</sub> was taxed on 5% of the car's list price last year and in four years' time this will almost quadruple to 19%.

Peter Kowalczyk, fleet manager at Gamestec, believes the Government could incentivise ULEV drivers in other ways, not just through the tax regime.

"There should be a real benefit to change rather than a reduction in BIK tax," he said.

"Free parking, free tolls, electricity rebates and free weekend public transport passes would provide a real incentive for fleets and drivers to switch to an ultra-low emission vehicle."

David Millar, procurement manager at REL, added: "I believe that 100% electric vehicles should continue to enjoy 0% tax for at least a few more years to help encourage their uptake."

Whatever the future direction of company car tax, what is abundantly clear is fleets require certainty to enable long-term decision-making.

Pryor explained: "It enables company car choice lists and vehicle selections to be made in the full knowledge of what the tax burden will be during a company car's typical lifecycle."

"The Government must retain that policy of announcing tax rates four or even five-years in advance."

It is exactly the reason why the fleet industry was unified in its condemnation of the chancellor's decision to retain the 3% diesel supplement.

Pryor said: "The decision was a knee-jerk reaction to an issue external to the tax system. That does not aid long-term company car policy planning and undermines fleet confidence in the Government."

■ Read how the decision not to remove the 3% diesel could damage the take-up of company cars, page 25.



# JAGUAR XE PRESTIGE

FROM £289 A MONTH +VAT\*



## RULE THE ROADS FOR LESS

Alongside its competitive pricing, XE delivers surprisingly low running costs. It's the most efficient sports saloon Jaguar has ever produced.

Of course, it also delivers a dynamic, agile drive – as you'd expect from a Jaguar – and projects a professional, purposeful image for your business.

Offer based on a 36 month Business Contract Hire agreement, 10,000 miles per annum with an initial rental of £1,737 +VAT.

To find out more about the new, smart choice for your fleet visit [jaguar.co.uk/xeoffers](http://jaguar.co.uk/xeoffers)

VAT payable at 20%. Model shown (including optional metallic paint and 18" Matrix alloy wheels†) from £323 a month +VAT, plus initial rental of £1,944 +VAT.

### LOWER EMISSIONS

From 109g/km CO<sub>2</sub> (17% BIK)



### HIGHER FUEL ECONOMY

Up to 75mpg



### LOWER INSURANCE RATING

From Group 22



## THE ART OF PERFORMANCE

Official fuel economy figures for the Jaguar XE 180PS Prestige in mpg (l/100km): Urban 56.5 (5.0); Extra Urban 76.4 (3.7); Combined 67.3 (4.2). CO<sub>2</sub> Emissions 109g/km. Official EU Test Figures. For comparison purposes only. Real world figures may differ.

\*Important Information, Business users only. XE Saloon 2.0D 163PS Prestige 4dr standard specification, non-maintained. Excess mileage charges apply (at 9.1p per mile +VAT). Vehicle must be returned in good condition to avoid further charges. Contract Hire subject to status. This promotion cannot be used together with other manufacturer's promotions and is subject to availability at participating Retailers only for new vehicles ordered by 31st March 2016. Contract Hire provided by Jaguar Contract Hire, a trading style as Lex Autolease Limited, Heathside Park, Heathside Park Road, Stockport SK3 0RB.

†Model shown is an XE Saloon 2.0D 180PS Prestige 4dr.



# C-segment targeted by Renault in new offensive

New products and a growing team of fleet specialists will aid fleet onslaught

By Gareth Roberts

**R**enault is targeting growth in the corporate sector with a C-segment product offensive, a commitment to quality and a growing network of fleet specialists.

In terms of product, the manufacturer will effectively have five new models in the sector this year: Kadjar, Mégane hatch and estate, Scenic and Grand Scenic.

Mark Dickens, head of fleet sales at Renault Group UK, told *Fleet News*: "This is our C-segment product offensive."

The Kadjar has already begun to gain traction, securing 6,540 fleet registrations and a C-segment SUV fleet market share of 3.6% in 2015, despite being launched halfway through the year.

The new Mégane provides a further opportunity for fleet growth, as will Scenic when it is launched later in the year.

C-segment registrations dominate the fleet market, accounting for 42.7% of all fleet sales, some 562,643 units out of 1.3 million vehicles.

However, figures reveal that, while C-segment SUVs increased fleet market share to 13.6%, hatch, MPV and estate sectors in the segment saw a declining share in fleet sales.

Dickens said: "While the market is contracting in those areas, overall it's still the biggest segment in the market. We know we can do well based on our past credentials."

Renault registered 75,618 cars in both fleet and retail last year, which was a 14% increase on 2014.

However, fleet market share remained broadly the same, at 2.5%, with true fleet registrations down 1.7% to 16,617 units and daily rental increasing by 5.8% to 8,348 units.

Dickens said Renault would maintain a "balanced channel approach" which means its true fleet, Motability and rental share "will never be greater than the retail market share". Currently it takes 3.4% of the rental market identical to its share of retail, according to SMMT figures.



The all-new Mégane will provide further opportunity for fleet growth

2.5%

Renault's share of the fleet car market

39.5%

Rise in LCV registrations

*"We know we can do well based on our past credentials"*

Mark Dickens, Renault



## RECORD-BREAKING YEAR FOR RENAULT VANS

Renault significantly outpaced the UK van market last year, reporting a 39.5% year-on-year surge in sales compared to a 15.5% rise overall.

The manufacturer registered 25,458 vehicles, increasing its full-year market share by 1.2 percentage points to 6.7%.

Strong growth was helped by the new Trafic's first full year of sales, it registered 13,700 units last year – up 49% on 2014.

"LCV was a real success story," said Mark Dickens. "How did we do that? A real strong performance from our conversion business. We particularly improved our volume in the Master Tipper market, improving sales by 185% year-on-year."

The conversion market was up 31% in 2015, while Renault achieved growth of 79%.

"It's a key area for us in 2016," continued Dickens.

The surge in sales in the UK has also helped Renault to retain its position as the best-selling van manufacturer in Europe for the 18th consecutive year.

It registered 269,203 units, up 16.9% on 2014, and recorded a 0.7 percentage point increase in market share to 15%.

Central to its fleet offering is the Renault Business Quality Commitment – a pledge to customers to deliver on a 14-point plan which includes a guaranteed delivery date for every vehicle in the fleet and fully transparent pricing.

"We win business on the back of this," said Dickens. "It's a real cornerstone of our fleet offering in the UK."

Renault also plans to grow its fleet specialist network Pro+ from 40 to 79 sites in 2016, and has expanded its in-house fleet sales team (fleetnews.co.uk, January 29).

In addition, it has grown its network, with 19 new dealerships added in 2015 – 13 with new partners. "That makes us the fastest expanding network in the UK," said Darren Payne, sales director at Renault Group UK. "And that network growth is set to continue in 2016."

Renault now has 230 dealerships, with 165 offering sales and services and 65 service only.

Payne says that the combination of new product, an expanding network and investment in staff will help it achieve its ambition of 5%-plus for Renault Group by 2017.

The manufacturer holds a 4.2% share of the UK car and van market and is aiming to increase that to 4.8%.



More carmaker news at: [fleetnews.co.uk/news/manufacture-news/](http://fleetnews.co.uk/news/manufacture-news/)

# Rise in 'pseudo-insured' drivers to lift premiums

Lying about personal details invalidates cover, increasing costs for fleets

By John Charles

**A** rise in so-called 'pseudo-insured' drivers in the personal insurance market will put pressure on fleet premiums, according to experts.

The Motor Insurers' Bureau (MIB) says uninsured driving has dropped by around 50% in the past 10 years – from an estimated two million in 2005 to one million today.

That's thanks in part to the development of the Motor Insurance Database – a central record of all insured vehicles – and automatic number plate recognition (ANPR) technology, used by the police to detect uninsured drivers.

However, after the tax on premiums jumped from 6% to 9.5% late last year, Janet Connor, managing director of AA Insurance, has warned of a "sinister rise in pseudo-insured drivers".

She explained: "More drivers will attempt to falsify information to achieve the lowest possible premium.

"That might include changing age, occupation, even name and address.

"In that way, the vehicle will be recorded as 'insured' and thus avoid being stopped by ANPR-equipped police patrols."

Ian Brown, managing director of Smart Motor at Towergate Insurance, told *Fleet News* that other methods used by drivers to reduce their perceived risk, and their premium, included "much lower declared or intended mileage, or omitting to declare any [vehicle] modifications".

"If a claim then arose, insurers could void such policies, but we're still left with claims costs and in particular the [cost of] third-party claims, he said."

Connor agreed, adding: "Insurers will press for prosecution, but if the number of cases rises substantially, it can only lead to further upward premium pressure."

The problem of pseudo-insured drivers comes on top of 'crash for cash', fraudulent whiplash claims and, despite falling numbers, almost one million drivers on UK roads without any insurance at all.

Government estimates put the cost of staged incidents at £2billion, while uninsured drivers cost almost £250m a year.

## 9.5%

New rate of Insurance Premium Tax



*"Drivers will attempt to falsify information to achieve the lowest possible premium"*

Janet Connor, AA Insurance

If a business driver is involved in an incident with an uninsured driver where the uninsured driver is at fault, the fleet will be able to recover the repair costs to the vehicle, and the driver will be able to receive compensation for any injuries suffered, from the MIB.

The regime was set up in the wake of the 1930 Road Traffic Act which, for the first time, insisted drivers obtain third-party insurance.

The problem of uninsured drivers inevitably arose and the Government formed the MIB in 1946, to deal with the victims of uninsured drivers and, later, untraced drivers, usually referred to as hit-and-run accidents.

It now also covers UK residents involved in accidents with foreign-registered vehicles.

Insurance companies are required to pay a levy based on their gross written premium.

"The more business you write, the bigger share of the MIB levy you have to pay," explained Paul Ryman-Tubb, head of technical at the MIB.

The levy peaked in 2008, with insurers having to pay £417m to cover uninsured drivers. "The levy last year and this year is £244m," said Ryman-Tubb.

Gareth McChesney, director of personal lines underwriting and pricing at Zurich, said: "Uninsured drivers impact the premiums of honest motorists."



For more on insurance, visit: [fleetnews.co.uk/fleet-management/fleet-insurance/](http://fleetnews.co.uk/fleet-management/fleet-insurance/)

## FLEETS INFORMED

Brought to you by **FleetNews**

The *Fleet News* Fleets Informed programme is designed to deliver comprehensive advice and knowledge to fleet decision-makers. All the content will be hosted at [www.fleetnews.co.uk/fleets-informed](http://www.fleetnews.co.uk/fleets-informed) – which will go live from February 18.

**VISIONTRACK**.com  
LEADERS IN VEHICLE CCTV

**jaama**

**NATIONWIDE**  
WINDSCREEN SERVICES

**Zenith**  
Intelligent Vehicle Solutions

**AA DriveTech**

**ALD**  
Automotive

**FLEET OPERATIONS**  
connect • manage • deliver

**ASTON BARCLAY**  
Vehicle Remanufacturing



# All-New Hyundai Tucson SE Nav

FROM  
**119g/km CO<sub>2</sub>\***

COMBINED CYCLE UP TO  
**61.7 MPG\***

FROM  
**21% BIK\***



For a more efficient fleet.  
We make it possible.

The All-New Hyundai Tucson doesn't just go beyond expectations. It shatters them. Engineered to the highest possible standards, its dynamic styling, spacious interior and impressive list of innovative technology makes it a car that won't just change the way you think about Hyundai, it will change the way you drive. Visit [hyundai.co.uk](http://hyundai.co.uk) to see what's possible.

Model shown: All-New Tucson SE Nav 1.7 CRDi 116PS Blue Drive manual, 119g/km CO<sub>2</sub>, combined fuel economy of up to 61.4 MPG and 21% BIK.

  
**HYUNDAI** | NEW THINKING.  
NEW POSSIBILITIES.



Fuel consumption in MPG (l/100km) for All-New Tucson range: Urban 35.3 (8.0) – 52.3 (5.4), Extra Urban 50.4 (5.6) – 67.3 (4.2), Combined 43.5 (6.5) – 61.7 (4.6), CO<sub>2</sub> Emissions 170 – 119g/km. These official EU test figures are to be used as a guide for comparative purposes and may not reflect all driving results. \*119g/km CO<sub>2</sub>, combined fuel economy of up to 61.4 MPG and 21% BIK apply to All-New Tucson S, SE, SE Nav and Premium 1.7 CRDi 116PS Blue Drive manual models. 5 Year Unlimited Mileage Warranty terms and exclusions apply. Visit [www.hyundai.co.uk/owning](http://www.hyundai.co.uk/owning) or ask your local dealer.

**Real-Time Vehicle Tracking**

1 year contract without any catches

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

It's a no-brainer.

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

Over 120,000 units installed

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

Steve is on the M4 from Reading right now. At this rate, he'll reach the Swindon depot by 4pm.

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

**Real-Time Vehicle Tracking**

**Quartix**

0870 013 6663 enquiries@quartix.net www.quartix.net

# 15 years on, we're still committed to quality, service and innovation.

## Award-Winning Vehicle Tracking

- Free Installation
- On-Site Warranty
- Exceptional Service

**FREE for 15 weeks!\***

**Contact us today for this limited-time anniversary offer!**

\*then £19.50 + VAT per month. InfoPlus package for a 12-month contract.



0870 013 6663  
enquiries@quartix.net  
www.quartix.net



# Fleet bodies' alliance 'not stepping stone' to merger

ACFO and ICFM to collaborate on training, membership and best practice

By Tom Seymour

**A** CFO and the Institute of Car Fleet Management (ICFM) have insisted a merger is not on the agenda after announcing they would work together to promote best practice.

The two industry bodies will meet once a quarter to discuss projects and will have representation on each other's boards, share membership initiatives and join forces to collectively promote the benefits of each organisation and their respective conferences, seminars and other events.

However, ICFM chairman Paul Hollick told *Fleet News* the forging of closer links should not be seen as a stepping stone for full integration between the pair. "It's far too early to contemplate a merger," he said.

ACFO chairman John Pryor also said he does not believe there will be a merger in the foreseeable future.

Bringing the two not-for-profit organisations closer together has been six years in the making, but the idea was given renewed focus following the appointment of Hollick as ICFM chairman in November 2014.

He said a series of meetings between ICFM and ACFO had taken place over the past 12 months and a formal meeting in January this year gave the greenlight to announce the closer collaboration ([fleetnews.co.uk](http://fleetnews.co.uk), January 26).

The next formal meeting will be in April.

"I know ACFO chairman John Pryor and deputy chair Caroline Sandall well and so one of the first things I wanted to do, when I was appointed was to do the rounds in the industry and see if we could bring the organisations closer together," said Hollick.

"We are in a sense two halves of the same equation, so it made sense to work together to promote best practice and raised standards within the industry."

A key part of the decision to announce something formal was the appointment of *Fleet News* Hall of Fame member and columnist Nigel Trotman as ICFM advisor to provide coordination between the two groups.

Hollick said Trotman, who sits on ACFO's national council and is secretary of the Midlands region, was appointed as a full-time board member of the ICFM in September 2015, due to his knowledge and contacts in the industry, but also to get closer to ACFO.



*"We are in a sense two halves of the same equation so it made sense to work together"*

Paul Hollick, ICFM



*"If we can lock into ICFM's skills, and we can offer ours, we are hoping it will be to the betterment of fleet and mobility"*

John Pryor, ACFO

750

Membership of ICFM



500+

Membership of ACFO



Trotman will attend ACFO board meetings in a non-voting capacity.

Pryor said: "Asking Nigel to sit on the ACFO board and in turn representing us on the ICFM board means we can start this working partnership more closely and ensure we offer the widest range of support to both our memberships."

"If we can lock into ICFM's skills, and we can offer ours, we are hoping it will be to the betterment of fleet and mobility."

"Jointly promoting the mutual benefits of both organisations will, ACFO believes, increase professionalism across the fleet management industry and widen the membership base."

Trotman operated and developed the Whitbread fleet over a 15-year period, making it one of the first to embrace an environmental approach, and winning widespread industry recognition including two *Fleet News* awards and a Fleet Hero award from the Energy Saving Trust.

He then joined Lloyds TSB Autolease and latterly Alphabet as a strategic fleet consultant. He entered the Hall of Fame in 2013. "I have always felt the two organisations should work more closely together," said Trotman. "Each organisation can assist the other and help the industry, and I hope that is something I can contribute to in this new role."

Hollick said it is still early days when it comes to working out the ways in which ACFO and ICFM will work together, but suggestions include the promotion and sharing of membership initiatives, each organisation promoting the other on their respective websites and stand representation at the other's events and sourcing potential speakers.

The ICFM and ACFO are also considering the launch of joint training courses.

ICFM currently has 750 members and is looking to boost that number to 1,000. ACFO has more than 500 members.

Established in 1992, the ICFM offers a range of vocational qualifications including an introductory certificate, certificate and diploma in car fleet management.



Fleet bodies' plans to work together: [fleetnews.co.uk/acfo-icfm](http://fleetnews.co.uk/acfo-icfm)

# PSA crackdown on fast churn vehicles continues

Action seen as crucial to improving company's market share across all brands

By Maurice Glover

**A** fresh round of cuts in supplies of fast-churn fleet vehicles has been ordered by Peugeot Citroën as part of a drive to improve efficiency levels across its UK subsidiaries.

The crackdown is regarded as vital to improving the market share of both the group's major marques and DS, the Citroën offshoot now operating as a stand-alone brand.

It comes as both brands increased their registrations to rental last year, Citroën by 21% (4,875 to 5,896) and Peugeot by 5.7% (7,672 to 8,112), although the latter did reduce year-on-year in two of the four quarters.

Arnaud Leclerc, deputy director general at PSA UK, told *Fleet News*: "The process [of getting out of short-term channels] is set to be stepped-up over the coming months as we go into the launch of significant new products."

PSA wants to reduce the number of vehicles supplied to national daily rental firms, in-house schemes, as courtesy cars and to other channels subject to short-term buybacks.

"This action will give us greater control of the vehicles that enter the used car market and help us avoid too much pressure being placed on residual values," said Leclerc.

"It will benefit the marketing of every brand – and the biggest beneficiary will be DS. Even though our aim for total registrations in 2016 remains unchanged, this change will result in greater profitability."

Speaking as the next version of the top-selling DS model, the DS3, was being unveiled, Leclerc said: "Not so long ago, Peugeot was enjoying a 9% share of the UK new car market.

"Last year's sales left it with 3.96%. Better results than we



**New DS3 and DS3 Cabrio are the latest models to be unveiled by DS Automobiles, the Citroën offshoot now operating as a stand-alone brand.**

**19,498**

DS registrations in 2015

**18%**

Decline in DS registrations in 2015 compared to 2014

expected with the C1 and Cactus left Citroën with 2.62%."

Data from the Society of Motor Manufacturers and Traders (SMMT) shows that Peugeot registered 104,249 units in 2015, 53% of which were to fleet, compared with 103,566 the previous year, when the fleet share was 49%.

Citroën, meanwhile, had 69,128 registrations, compared with 59,596 the previous year, with fleet figures difficult to establish due to DS becoming a stand-alone brand midway through the year.

DS was down to 19,498 registrations, a decline of more than 18% on 2014 due to stopping discount dealing.

However, Leclerc said: "We are convinced our new marketing strategy will make the 20,000 [DS] registrations we hope to achieve this year much more profitable as we move to setting up an independent DS dealer network by 2018. Profitably remains our goal, not volume."

Leclerc is confident that the UK will continue to be the biggest market for the supermini car and cabrio versions.

A mild facelift gives the refreshed cars new frontal styling, upgraded LED and Xenon lighting and a total of 78 colour combinations for the bodywork and roof. A revised dashboard includes a seven-inch color touchscreen, eliminating 20 buttons on the central fascia.

On sale from February 5, the new range will be joined in April by performance versions offering 208hp with 125g/km emissions from a 1.6-litre THP petrol engine driving a lower-ratio six-speed manual transmission.

The top-spec models feature a limited slip differential, 15mm lowered suspension, wider tracks, bigger brakes, wheel extensions, a special exhaust system and leather trim.

Martin Gurney, fleet and used vehicles director for Peugeot Citroën Automobiles UK, said: "Following our reorganisation into one multi-marque PSA fleet team and the creation of the stand-alone DS brand, the new DS 5, DS 4, DS 4 Crossback and the new DS 3 launches have come at a perfect time for fleet.

"The emergence of DS Automobiles as a premium brand in its own right is perfectly aligned with our channel mix improvement strategy and enhances our already extremely comprehensive suite of brands and products, each offering our customers something a little different."



*"This action gives us greater control of vehicles that enter the used car market"*

Arnaud Leclerc, PSA UK



For more manufacturer news, go to:  
[fleetnews.co.uk/news/manufacturer-news/](http://fleetnews.co.uk/news/manufacturer-news/)



# The new Transporter. International Van of the Year 2016.



**Perfected over 60 years of working with UK business.**

With the next generation of engines, including Euro 6 options. They're safer, more comfortable and more technologically advanced than ever before.

[www.volkswagen-vans.co.uk](http://www.volkswagen-vans.co.uk)



**Commercial  
Vehicles**



TOYOTA



Toyota & Lexus Fleet

# QUITTING

## LETS NICK BREATHE EASY



### Aiming to halve corporate emissions and save £140,000\* on contract hire and fuel.

By quitting a conventional fleet for petrol full hybrids, Nick is helping to cut Itec's CO<sub>2</sub>, NO<sub>x</sub> and particulate emissions by 50%. Thanks to lower BIK, drivers will also pocket average tax savings worth £1,200 each over the next three years. And, as contract hire and fuel costs will also fall by £140,000, Nick can breathe easy too.

Read Nick's story  
at [quitclub.org.uk](http://quitclub.org.uk)



Nick Orme, CEO, Itec



<sup>+</sup>brilliant for business

\*Saving based on switching original VW diesel fleet to Toyota and Lexus hybrids.



# Government backs free fleet benchmarking tool

Operators will be able to compare safety standards and share good practice

By Gareth Roberts

**F**leets across the public, private and voluntary sectors are being urged to use a new online benchmarking tool to improve their at-work road safety, cut operating costs and boost business efficiency.

The tool has been designed for the Occupational Road Safety Alliance (ORSA) by the team behind the Driving for Better Business (DfBB) campaign, with backing from the Department for Transport and in collaboration with a range of fleet-related organisations.

It is free to use and will gather information on what processes are in place to manage work-related road safety and measure their outcomes.

A wide range of organisations have collaborated in the DfBB's Fleet Safety Benchmarking Project, including the FTA's Van Excellence programme, Interactive Driving Systems (IDS), the Royal Society for the Prevention of Accidents, Transport Research Laboratory and Fleet Forum. Support has also come from the Australian National Road Safety Partnership Programme.

Adrian Walsh, director of RoadSafe which leads the Government-backed DfBB campaign, said: "In developing the online tool, we have heard from numerous organisations that there is little understanding of where to start collecting road safety data, what information to collect and how best to analyse and interpret the information once they have it."

"This benchmarking solution is designed to assist these processes by providing standardised methods through a secure online platform."

The new tool builds on IDS's Fleet Safety Gap Analysis, an online 10-question solution that allows fleets to benchmark their own responses against almost 1,400 participants.

Rory Morgan, head of logistics support for Western Europe at Iron Mountain, said: "Benchmarking gives decision-makers a clear idea of how poor their fleet performance is or how well they are doing."

"As a fleet manager, unless you see comparative data you cannot possibly know what good looks like. Seeing where your fleet ranks against other operators provides targets to achieve and highlights where improvements can be made."

Iron Mountain records every single vehicle incident and last year the company recorded an average incident rate of 0.74 per vehicle.

Morgan, who is also chairman of the governance committee of the FTA's Van Excellence initiative, explained: "Trend analysis is an important aspect of benchmarking. Our

**Above: IDS 10-question Fleet Safety Gap Analysis is foundation of new project**

**1,400**

**Number of fleets using Interactive Driving System benchmarking tool**



**More best practice at:**  
[fleetnews.co.uk/fleet-management/best-practice/](http://fleetnews.co.uk/fleet-management/best-practice/)

priority in 2016 is to reduce the number of low-speed reversing incidents.

"Benchmarking promotes discussion and investigation and the sharing of best practice."

Tracey Fuller, customer engagement manager and road safety ambassador at Arval, a long-time DfBB champion, has used IDS's benchmarking solution with customers.

She said: "I totally support DfBB's initiative because benchmarking gives fleets a baseline comparison with other organisations from which they can implement an action plan to improve."

"Fleets should not get hung up with benchmarking against like-for-like operations, we are all seeking to reduce risk, implement road safety measures, cut costs and implement safety measures that make the roads safer for everyone."

"However, there are clear benefits for like-for-like benchmarking if you can do it, and I would encourage networking and sharing of good practice across similar fleet operations."

"It is really important for businesses where they are trying to obtain buy-in from stakeholders if they can benchmark and then use that data as a platform to increase buy-in."

"Benchmarking gives fleet decision-makers a voice to use information gathered and formulate an action plan."

Highlighting the fact that when answering questions in a benchmarking exercise it was critical for fleet chiefs to be "honest and transparent", Fuller added: "Benchmarking provides confirmation of road risk management performance versus other fleets and identifies areas of strengths and weakness."

"Participants can then engage in dialogue with their peers to learn how other organisations have tackled problem areas and then implement their own improvement action plans."

The benchmarking tool will be officially launched at a RoSPA's Road Safety Conference on March 2 at the Holiday Inn, Stratford-upon-Avon.



*"Benchmarking gives fleet decision-makers a voice to use information gathered and formulate an action plan"*

Tracey Fuller, Arval

# Fleets to play vital role in £40m ULEV city scheme

Go Ultra Low initiative provides funds to 'green-up' eight cities across the UK

By Gareth Roberts

**A** multi-million pound fund to drive the uptake of plug-in vehicles across eight UK cities could have a "momentous impact on business travel".

The Government announced the winners of its £40m Go Ultra Low city scheme last week. Nottingham, Bristol, Milton Keynes and London will share £35m to promote plug-in technology, while a further £5m has been awarded for initiatives in Dundee, Oxford, York and the north-east of England.

Martin Quail, chief commercial officer at Alphabet, told *Fleet News*: "These changes could have a momentous impact on business travel, offering significant advantages to businesses and public sector organisations who take a progressive view on their fleet and mobility strategy."

Public and private sector fleets have certainly been identified by the winning bids as having a role to play in the wider adoption of plug-in vehicles.

Bristol has been awarded a grant of £7.5m from the scheme, after Bristol City Council, North Somerset Council,

£9m

Amount awarded to Milton Keynes

South Gloucestershire Council and Bath and North East Somerset Council joined forces with Business West to bid for the cash.

The four local authorities plan to use some of the funding to convert between 20-25% of their light commercial vehicles to ultra-low emission vehicles (ULEVs) – vehicles emitting less than 75g/km CO<sub>2</sub>.

Business West and 35 West of England employers have also committed to invest in 100 ULEVs by 2020.

*"Thousands of free parking spaces for EVs and allowing access to bus lanes will incentivise drivers"*

Martin Quail, Alphabet



## "VAUXHALL'S NEW CLASS LEADER."

YES, IT'S AN ASTRA.

P11D FROM £15,240 | CO<sub>2</sub> FROM 88G/KM | MPG UP TO 85.6MPG



SEARCH NEW ASTRA BUSINESS

Official Government Test Environmental Data. New Astra range fuel consumption figures mpg (litres/100km): Urban: 35.3 (8.0)-74.3 (3.8), Extra-urban: 55.4 (5.1)-91.1 (3.1), Combined: 45.6 (6.2)-85.6 (3.3). CO<sub>2</sub> emissions: 142-88g/km.



Councillor Tim Warren, leader of Bath and North East Somerset Council, said: "As a council we've already started greening our fleet, which reduces our vehicle running costs at the same time as improving air quality. This scheme will enable us to further develop the potential of ultra-low emission vehicles."

There are also plans to establish 50 new ULEV car clubs and the four authorities will be working with businesses to encourage them to switch to ULEVs and build more charge points.

Nottingham, which will receive £6.1m, also identified fleets as having a vital role to play in its winning bid, which was submitted by Nottinghamshire County Council and Derby City Council.

It will be supporting businesses to invest in ULEVs through grants and incentives and taking a leading role in supporting the public sector to convert its fleets.

It also wants to create a city that enables easy ULEV use through the introduction of a rapid charging infrastructure for buses, taxis, cars and vans at workplaces, key destinations and its park-and-ride sites.

Milton Keynes, which will receive £9m to open a city centre electric vehicle (EV) experience centre, also proposes to open up all 20,000 parking bays for free to plug-in vehicles and give them same priority at traffic lights as local buses, while also having access to bus lanes.

Quail said: "Innovative approaches such as opening up thousands of free parking spaces for EVs and allowing access to bus lanes will incentivise drivers to choose plug-in vehicles."

Fleet registrations of ULEVs in 2015 were 106% up on the previous year, according to industry figures (fleetnews.co.uk, January 19): 18,250 units registered to fleet out of 28,188 plug-in vehicles – almost 65% of the market.



Fleet registrations of ULEVs were up 106% last year

**18,250**

**Number of plug-in vehicles registered to fleets in 2015**



Find an EV charging point near you at:  
[fleetnews.co.uk/tools/ev-charging-point/](http://fleetnews.co.uk/tools/ev-charging-point/)

Poppy Welch, head of Go Ultra Low, said: "Led by rapid increases in the fleet sector, the sustained level of plug-in vehicle registration growth shows that ULEVs are becoming the norm for drivers who want to buy a fun, economical, stylish new car."

However, taking on board the fact that fleet registrations hit 1.4m units last year, those 18,250 units equated to just 0.01% of the fleet market.

Recent research from Alphabet has showed that there are still significant barriers to the uptake of EVs.

Nine out of 10 mid-sized fleets said they thought EVs were unsuitable for long distances and well over half (53.8%) highlighted the lack of available charging points.

Quail added: "This announcement brings a welcome investment in infrastructure to make EVs more practical for business travel as well as making them more attractive to drivers."

**"VAUXHALL'S NEW CLASS LEADER" - SOURCE: WHAT CAR? DECEMBER 2015.**

**VAUXHALL**

# THE BIG PICTURE

By Stephen Briers, editor, *Fleet News*



We've long been of the opinion that the fleet sector's two major organisations – ACFO and ICFM – would be best off as one.

Bringing together the not-for-profit association and training body, both of which exist thanks to the excellent work of volunteers from fleet and industry, would pool resources and make the representative voice of the sector much stronger – more on a par with the likes of the BVRLA and FTA – when lobbying Government.

Prospects of a unification were raised back in 2010 when the two announced plans to work more closely in consultation. It proved to be a false dawn.

*“Both ACFO and ICFM say no to a merger, but I believe it would strengthen them”*

Then, last week, ACFO released a statement to the press revealing plans to “forge closer links”. This goes so far as to have representation on each other's boards (through *Fleet News* Hall of Famer Nigel Trotman) and shared membership initiatives.

Will this eventually lead to a full scale merger? Both organisations say no (at least for the foreseeable future), but I believe it would strengthen them, helping to bring in more fleet decision-makers via training programmes, who could then join ACFO.

The association sometimes struggles to persuade fleets to run for board or national council positions and can suffer from poor attendance at regional meetings, hence the decision taken two years ago to cut them from four to two, with some regions having shared events. This could make a difference.

ACFO needs more fleet members; a few hundred does not give it a strong enough voice (although it certainly punches above its weight when lobbying). Likewise, more fleet decision-makers should be going through ICFM's professional training.

It may take a little time to come to fruition, but don't rule out an amalgamation at some point. We'd certainly support it.

## YOUR LETTERS

### CONNECTED CARS

## Distractions of new technology are no shock

EDITOR'S PICK



#### John Davidge

Having read “Connected car technology distractions “can be fatal” (*Fleet News*, January 21), I find the figure of 3% of collisions related to in-vehicle distraction to be hugely inaccurate – the truth is the figure is

much higher than that: we know that distraction is the biggest factor. This should be ‘3% admitted to it’, while the other 70% were not going to reveal the truth. Better vehicles plus high-mileage drivers equal more distractions. You can see it every day.

■ The editor's pick in each issue wins a £20 John Lewis voucher.

#### Busterrabbit added:

Why is this a surprise and taken so long to get attention? Driving, no matter how familiar it is to most, demands 100% attention. Cars are a method of transport, where the driver has sole responsibility for operating safely. They are not mobile offices. And just like TV screens, drivers should not be allowed to view Facebook, Twitter etc., while driving.

The standard of driving displayed by many drivers is appalling. Whatever happened to “middle lane hoggers” being prosecuted? There are no traffic police, so the law is ineffective, just as with mobile phone use.

Driving is a privilege and not a right. Putting technology in cars just gives more people the excuse to use it, to the detriment of road safety. Improvements in road safety over the past 30 years have almost all been due to improvements in vehicle design and safety features.

Now we are starting to regress. For the first time, distractions are the main cause of accidents and poor driver behaviour is undoing all the safety gains made over recent years.

#### Rob Chisholm added:

I agree with the thrust of this article. However, how about starting at a more basic level? Two things: first, educate drivers of vehicles that have Bluetooth on how to connect their phone and use it.

The number of drivers who have this technology built in to their car but refuse to use it and still hold their phone while driving is staggering.

Second, police should enforce the rules of the road and stop drivers who use anything that obscures their view ahead. I am specifically thinking about the fools who place their portable sat-nav devices slap-bang in the middle of their windscreens. What do these people use for brains?





# SEAT

## THE AWARD-WINNING SEAT LEON



## TECHNOLOGY TO ENJOY

Sleek and eye-catching, the SEAT Leon 5dr is beautiful and practical. Redesigned from the ground up, it's dynamic, confident and full of technology you can enjoy. Every feature and product detail – including the cutting-edge chassis, tiredness recognition system, advanced infotainment system and drive profile setting – has been designed to improve driving pleasure every time the company car driver gets behind the wheel.

### The Leon 5dr available specification<sup>1</sup>:

- |   |                           |                          |
|---|---------------------------|--------------------------|
| / Navigation system 6.5" colour touch screen        | / Adaptive Cruise Control | / Full LED headlights    |
| / Bluetooth® hands free system with audio streaming | / DAB Digital radio       | / Climate control        |
| / Full Link Technology                              | / Driver lane assist      | / Drive profile settings |

### SEAT FOR BUSINESS

PLEASE CONTACT OUR FLEET BUSINESS CENTRE ON 0800 975 7844 OR EMAIL US AT: [support@gfbcseat.co.uk](mailto:support@gfbcseat.co.uk) FOLLOW US ON:     [SEAT.CO.UK](http://SEAT.CO.UK)

Official fuel consumption for the SEAT Leon range in mpg (litres per 100km); urban 32.1 (8.8) – 68.9 (4.1); extra-urban 51.4 (5.5) – 83.1 (3.4); combined 42.2 (6.7) – 78.5 (3.6). CO<sub>2</sub> emissions 156 – 94 g/km. Standard EU Test figures for comparative purposes and may not reflect real driving results.

<sup>1</sup>Subject to model variant specification and option fitment. Model shown is the Leon SE 1.6 TDI 110PS from P11D £19,345 with the following options: Nevada White paint at £575 RRP, Technology pack at £1,085 RRP, Appearance pack at £500 RRP, electric sunroof at £775 RRP, Park Assistance Pack at £500 RRP and Winter Pack at £360 RRP. Option prices inclusive of VAT. Prices correct at time of printing.

## YOUR LETTERS

## AUTONOMOUS CARS

## Who's responsible for driverless accidents?

**Edward Handley wrote:**

Having read 'Autonomous vehicle developments could trigger fall in insurance premiums, report finds' ([fleetnews.co.uk](http://fleetnews.co.uk), January 22), if driverless cars are going to be as good as the developers say they are, why would they need insurance? Under the current law the driver has to be insured to drive the vehicle, but the driver is going to be a computer.

The interesting question is: where is that computer going to be? There will be a computer in the vehicle, of course, but that will be linked to other computers which provide mapping, GPS, traffic and weather updates.

In the event of a collision with another driverless car, the guilty party could be a server in a bunker somewhere – London, Manila or Ulan Bator, for all the occupant knows. Even worse, several servers may be involved, and responsibility for vehicle control may be switched between them in microseconds. Lawyers will have a field day.

## LICENCE POINTS

## Keep dangerous drivers off the road

**M Williams wrote:**

Having read 'Almost 7,000 people still driving with 12 points or more on licence' ([fleetnews.co.uk](http://fleetnews.co.uk), January 22), what is the point of having a deterrent if it doesn't deter? In the cases of drivers having 40 to 50 points on their licences, this shows that either they have either a blatant disregard for the rules of the road, or that the standard of their driving is so bad that they are a danger to themselves and others. In either case, financial hardship should not be a factor in whether or not they keep their licences. Get them off the roads for everyone's sake.

## NHS BLOOD AND TRANSPLANT

## Recognition for Larry Bannon

**Fleet News writes:**

Last week, Larry Bannon (right), a member of the Fleet News Hall of Fame, was awarded a fellowship at Oxford by the Association of Industrial Road Safety Officers (AIRSO), recognising his contribution to the cause of road safety. Presented by Bob Smalley, AIRSO vice-president, the award complements the good repute of NHS Blood and Transplant, as recognised through numerous fleet safety awards.



## POLICE PRESENCE

## Rise in accidents must be linked to cutbacks

**Honest Abdul wrote:**

Having read 'Government claims police cuts not linked to accident rise' (*Fleet News*, January 4), transport minister Andrew Jones highlights technology such as speed cameras and automatic number plate recognition (ANPR) systems.

However, we are told that the 'fatal four' are speed, mobile phones, drink/drugs and failure to wear a seat belt. We know most fatal and serious crashes happen on rural roads – where there are few speed cameras or ANPR systems and, because of Government cutbacks, patrolling police officers.

**HAVE YOUR SAY** Email: [fleetnews@bauermedia.co.uk](mailto:fleetnews@bauermedia.co.uk) Comment online: [fleetnews.co.uk](http://fleetnews.co.uk)  
 LinkedIn: UK fleet managers group Twitter: [twitter.com/\\_FleetNews](https://twitter.com/_FleetNews)

*Fleet News* is published 26 times a year by Bauer Consumer Media Ltd, registered address 1 Lincoln Court, Lincoln Road, Peterborough, PE1 2RF. Registered number 01176085. No part of the magazine may be reproduced in any form in whole or in part, without prior permission of the publisher. All material published remains the copyright of Bauer Consumer Media Ltd. We reserve the right to edit letters, copy or images submitted to the

magazine without further consent. The submission of material to Bauer Media whether unsolicited or requested, is taken as permission to publish in the magazine, including any licensed editions throughout the world. Any fees paid in the UK include remuneration for any use in any other licensed editions. We cannot accept any responsibility for unsolicited manuscripts, images or materials lost or damaged in the post. Whilst every reasonable care is taken

to ensure accuracy, the publisher is not responsible for any errors or omissions nor do we accept any liability for any loss or damage, howsoever caused, resulting from the use of the magazine.

ISSN 0953-8526.  
 Printing: Headley Brothers Ltd, Kent



**Complaints:** Bauer Consumer Media Limited is a member of the Independent Press Standards Organisation ([www.ipso.co.uk](http://www.ipso.co.uk)) and endeavours to respond to and resolve your concerns quickly. Our Editorial Complaints Policy (including full details of how to contact us about editorial complaints and IPSO's contact details) can be found at [www.bauermediacomplaints.co.uk](http://www.bauermediacomplaints.co.uk). Our email address for editorial complaints covered by the Editorial Complaints Policy is [complaints@bauermedia.co.uk](mailto:complaints@bauermedia.co.uk).

## Contact us

Fleet News, Media House, Lynchwood, Peterborough, PE2 6EA.  
 Email – [fleetnews@bauermedia.co.uk](mailto:fleetnews@bauermedia.co.uk)



If you or someone you know is aged between 16 and 24 and is interested in work experience opportunities at Bauer Media go to: [gothinkbig.com](http://gothinkbig.com)

**Question:** When was the last time you appeared in a local newspaper, and why were you in it?

## Editorial

## Editor-in-chief

Stephen Briers 01733 468024  
[stephen.briers@bauermedia.co.uk](mailto:stephen.briers@bauermedia.co.uk)  
**In my mid-teens for being in the county and regional basketball teams**

## Deputy editor

Sarah Tooze 01733 468901  
[sarah.tooze@bauermedia.co.uk](mailto:sarah.tooze@bauermedia.co.uk)  
**2007, in the Peterborough Herald & Post, for a column on speedway that I used to write**

## News editor

Gareth Roberts 01733 468314  
[gareth.roberts@bauermedia.co.uk](mailto:gareth.roberts@bauermedia.co.uk)  
**More than 10 years ago when I wrote my last column on Leicester Tigers**

## Features editor

Andrew Ryan 01733 468308  
[andrew.ryan@bauermedia.co.uk](mailto:andrew.ryan@bauermedia.co.uk)  
**My primary school class photo was in the Lynn News last summer as part of a 'looking back' feature**

## Head of digital

Jeremy Bennett 01733 468655  
[jeremy.bennett@bauermedia.co.uk](mailto:jeremy.bennett@bauermedia.co.uk)  
**I wrote a piece about my experiences of the pro-democracy riots in Bangkok in the early 90s in the Spalding Guardian**  
**Web producer**  
 Christopher Smith 01733 468655  
[christopher.smith@bauermedia.co.uk](mailto:christopher.smith@bauermedia.co.uk)  
**Probably something to do with the community radio station I volunteer at**  
**Photos** Chris Lowndes

## Production

## Head of publishing

Luke Neal 01733 468262  
**Clement Freud presented me with a £5 premium bond for winning a 'say no to strangers' poster competition.**

## Production editors

Richard Davis 01733 468310  
**I'm so boring and nondescript that I've never even been in a local paper**  
 Finbarr O'Reilly 01733 468267  
**About 2005 in the Irish Examiner, winning a design award**  
**Designer**  
 Erika Small 01733 468312  
**Back when I was in middle school, a class photo was published.**

## Advertising

## Commercial director

Sarah Crown 01733 366466  
**Group advertisement manager**  
 Sheryl Graham 01733 366467

## Account managers

Wendy Cowell 01733 366472  
 Lucy Herbert 01733 366469  
 Lisa Turner 01733 366471  
 Stuart Wakeling 01733 366470  
 Marcus Woods 01733 366468

## Head of project management

Leanne Patterson 01733 468332

## Project managers

Lucy Peacock 01733 468338  
 Angela Price 01733 468253  
 Kerry Unwin 01733 468327

## Telesales/recruitment

01733 468275/01733 468328

## Events

## Event director

Chris Lester  
**Event manager**  
 Sandra Evitt 01733 468123  
**Event organiser**  
 Kate Howard 01733 468146  
**Events co-ordinator**  
 Nicola Baxter 01733 468289

## Publishing

## Managing director

Tim Lucas 01733 468340  
**Group marketing manager**  
 Bev Mason 01733 468295  
**Office manager**  
 Vicky Meadows 01733 468319  
**Group managing director**  
 Bob Munro-Hall  
**Chief executive officer**  
 Paul Keenan

## Subscribe to Fleet News

01635 588495  
[subscriptions@fleetnews.co.uk](mailto:subscriptions@fleetnews.co.uk)  
**Subscription rates:**  
 £85 UK (two years £145, three years £195), £135 Europe and Eire (two years £230, three years £315)



# MORE THAN MEETS THE EYE. FOR LESS THAN YOU THINK.



## THE ALFA GIULIETTA BUSINESS EDITION

P11D from £19,025

Up to 74.3 mpg

CO<sub>2</sub> from 99g/km

BIK from 17%

Designed for business users in mind, the Alfa Giulietta Business Edition gives you dynamic presence on the road while offering an astonishing array of extra features including free metallic or special paint\*, touchscreen navigation, cruise control, front and rear parking sensors, dual zone climate control, Bluetooth™, DAB radio and of course D.N.A. driving mode selector.

For more information call our Business Centre on 01753 519442 or email [alfaromeo.fleet@alfaromeo.com](mailto:alfaromeo.fleet@alfaromeo.com)

Model shown is the Alfa Giulietta 1.6 JTDM-2 120 hp Business Edition at £19,080 OTR<sup>1</sup> including Luna Pearl Metallic Paint. Range of official fuel consumption figures for the Giulietta Business Edition range: Urban 42.8 – 60.1 mpg (6.6 – 4.7 l/100km); Extra Urban 65.7 – 88.3 mpg (4.3 – 3.2 l/100km); Combined 55.4 – 74.3 mpg (5.1 – 3.8 l/100km). CO<sub>2</sub> emissions 119 – 99 g/km. Fuel consumption and CO<sub>2</sub> figures are obtained for comparative purposes in accordance with EC directives/regulations and may not be representative of real-life driving conditions. Factors such as driving style, weather and road conditions may also have a significant effect on fuel consumption.

<sup>1</sup>On the road price includes 12 months' road fund licence, vehicle registration fee, delivery, number plates and VAT. Figures and prices are correct at time of publishing. \*Excludes Alfa 8C red.

*La meccanica delle emozioni*



# FleetNews PORTFOLIO

WHAT WE DO IN YOUR INDUSTRY

## Fleet News magazine

The leading business publication for the fleet sector, offering insight, analysis, best practice and in-depth profiles of fleets and suppliers every fortnight. But don't take our word for it: 96% of readers say *Fleet News* is the most useful fleet publication (*Fleet News* reader survey). Every issue is packed with information that helps companies to run efficient and effective fleets – and our readership of 16,000 is restricted to named decision-makers, running fleets of 10-plus vehicles.

## Commercial Fleet magazine

*Commercial Fleet* offers insight into the world of light commercial vehicles and trucks to provide operators with detailed analysis on key topics such as operations, safety, remarketing and the environment. Case studies in every issue provide best practice advice to help you to improve your efficiency. The magazine is supported by the [commercialfleet.org](http://commercialfleet.org) website and events.



## Fleet events

*Fleet News* events are the biggest and best in the sector. Our annual awards night attracts more than 1,500 people; the FN50 Dinner sees 950 leasing, manufacturer, rental and supplier companies networking; Congress and *Commercial Fleet* Summit provide insight into key areas of fleet operation; monthly roundtables enable 10-15 fleets to discuss issues and share solutions.



## Driving Business magazine

This quarterly magazine is sent to managing directors and finance directors at 25,000 small to medium enterprises (SMEs) that are running fewer than 50 vehicles. Focusing on the key elements of running cars and vans, *Driving Business* provides practical advice to reduce cost and improve safety with a minimum of time and effort.

## Websites and newsletters

The *Fleet News* website is an extensive library of best practice advice, fleet case studies, news and tools. Compare car and van running costs, check how much tax employees will pay and find out which models use the least fuel with our easy-to-use tools. We also send *Ignition*, a monthly newsletter which contains car reviews and interviews not included with our print magazine.

## Fleet Leasing magazine

*Fleet Leasing* provides insight and analysis to board level executives, senior management and regional sales staff at contract hire and leasing companies. Its objective is to inform and educate about fleet trends, new models and technological developments, once a quarter, supported by a website regularly updated with the latest leasing news.

## Bespoke publications

Magazines, supplements, brochures and digital products are produced for commercial partners. These bespoke publications inform fleets about companies and topics relevant to their business. They include manufacturer and supplier reports, in which *Fleet News* journalists interview key personnel to unearth the developments of interest to fleet operators.



## FLEET OPINION

## FUEL SUPPLEMENT

## New diesel taxation sums don't add up

By Paul Parkinson

“Recently, I was part of the British Vehicle Rental and Leasing Association (BVRLA) delegation that met HMRC to discuss the future of company car tax. The BVRLA makes highly professional representations on behalf of fleet operators, SMEs and drivers – actively lobbying the Government on many issues. As expected, there was a full agenda and lively debate with Treasury representatives. Subsequently, the BVRLA published a series of policy recommendations to put forward.

However, a significant trend – further accelerated by two issues – leaves me with cause for concern. While the Chancellor needs the revenue from company car drivers, there is currently a growing migration from non-essential user company cars. The recent reversal of the decision to scrap the 3% diesel supplement from April this year, coupled with increases at the lower end of the emissions table, will drive even more company car users away and into their own vehicles, further reducing Treasury receipts.

If just 5% of the 940,000 company car drivers – 2013/2014 HMRC benefit-in-kind (BIK) taxpayers – opt out over the next five years, the anticipated additional £1.36 billion raised by keeping the 3% supplement could be reduced by over 40% – the equivalent of over £560 million with a net tax gain of just over £700 million. This scenario could lead to further BIK tax rises, prompting more company car drivers to opt out and leaving a large hole in treasury revenues with the remaining essential user drivers footing the bill.

In my opinion, linking this U-turn in company car tax to the recent sensitivities more than emissions testing is a convenient story. Drivers of company vehicles being taxed did not provide the CO<sub>2</sub> data; however, they are the ones who are paying for this problem.

Given that the announcement to scrap the fuel supplement was made in 2012, the majority of drivers committing to diesel vehicles since then (leased or purchased) have factored it into their costings.

As such, it would seem fair to me to make some allowance or adjustment for these users, which would go some way to restoring confidence.”

*“Linking this car tax U-turn to emissions testing sensitivities is a convenient story”*



**Paul Parkinson,**  
managing director,  
Synergy Automotive



**Nick Walker,**  
managing director,  
RAC Telematics



## TELEMATICS

## Questions on driver data need answers

By Nick Walker

“The rise of connected vehicles on our roads means that more data than ever is being collected on people's journeys. But who owns this information, and what rights do drivers have for their privacy?

These are questions being posed by the BVRLA, which is campaigning for vehicle owners and drivers to be in charge of how their data is used. It wants the Government to support the introduction of open, standardised and secure platforms to enable this to happen.

Fleets' use of telematics is nothing new. Connected cars will represent 80% of vehicles sold in 2016, according to industry predictions, and firms have long realised the benefits: promoting better and safer driving, cutting fuel bills, helping with employee duty of care obligations and, in some cases, reducing costs in insurance and servicing.

However, despite the obvious benefits, there has been some reticence because of the issues surrounding personal privacy. Recent research by RAC Business revealed that 40% of businesses found that staff had concerns about the possible intrusion into their privacy associated with 24-hour tracking. And one-in-five had taken the decision not to use telematics as a direct result of those concerns.

It is easy to understand why people do not want their every movement tracked when they are not at work. After all, a vital part of the work-life balance is being able to switch off when the working day is over.

It's something we've taken on board at RAC Telematics, with the recent launch of RAC MyDrive, which allows drivers to turn off telematics when off-duty. It is now much easier and more straightforward to address issues employees may have about their personal privacy being intruded upon.

The key to all of this is communication: it is important to talk to staff and explain to them the firm's position as well as the advantages that the technology offers to all concerned.

In today's highly competitive market, any small advantage can make all the difference when it comes to managing an efficient fleet. Vehicle connectivity can undoubtedly help, but the rights of drivers equally need to be considered.”

*“40% of businesses found that staff had concerns about intrusion into their privacy”*

# TELEMATICS & TRAINING CUT INCIDENTS BY 22%

Fewer crashes, electric pool cars and repairing vehicles for other companies have helped Oxford City Council to hit its budget targets. *Sarah Tooze* reports

**I**n the wake of austerity-era shrinking budgets, many public sector organisations have been looking at outsourcing fleet management. Some have done away with their company cars entirely, in favour of staff using their own for business journeys.

But Oxford City Council prefers an in-house approach, and has swapped grey fleet use for a centralised pool fleet (see panel, page 29). Its motor transport team, part of Oxford Direct Services (the council's business unit for its frontline services, including waste, parks and building services), buys its vehicles – currently 33 cars, 116 vans, 72 trucks/tippers (up to 3.5 tonnes), 9 bikes, 350 plant/trailers and 35 'miscellaneous' road-registered vehicles (eg sweepers) – and maintains them at its workshop at its Marsh Road depot in Cowley. Internal departments at the council are charged a rental on the vehicle with maintenance.

Motor transport disposes of the council's smaller vehicles at the Marsh Road depot, via an auction run by Milton Keynes Motor Stadium Auctions – something the council

has done since 1996. Larger vehicles are sent to an external auction.

The only aspect of risk management that is outsourced is driving licence checks (done by Intelligent Data Systems), with the council employing a driver-trainer to assess and coach drivers.

Fuel is bunkered at two of the council's sites – enough to meet its fuelling needs – and the council has a number of electric vehicle (EV) charging points (the council has an eclectic mix of eight Nissan Leafs, two Citroën C-Zeros, a Goupil electric tipper, six John Deere E-Gators and six electric bikes).

"Some of the people we liaise with – other councils – get everything outsourced pretty much," says Owain Pearce, fleet technical officer at the council.

"We decided to keep everything in-house; we can keep a better control of it. We're happy with the residual value risk because we've got a thorough maintenance record; we've got an excellent service history."

But if the council isn't outsourcing its fleet functions, the question arises as to how it is meeting budget cut limitations.

"We've had to come up with initiatives and new ways of thinking to meet those reductions in budgets," says Ian Bourton, fleet and

business services manager, who has been in charge of motor transport at the council since mid-2013.

Bourton started his career at the council on the workshop floor around 30 years ago, progressing to workshop manager before moving onto waste, and then income generation and revenue increases for the council through frontline services.

Since heading up motor transport, Bourton has overhauled the fleet maintenance schedules to avoid over/under-servicing and has restructured the workshop. All mechanics are irtec-accredited technicians and the council has started to offer maintenance and repair services to other organisations.

"We've had a drive on income generation so we do a lot of private work for colleges, universities and schools," Bourton says.

"We've also introduced an authorised testing facility lane for HGVs so we not only lower our own emissions and it's more convenient for us, but local business can also use it. Instead of them going 22 to 26 miles one way they can come here, so it reduces emissions locally."

Pearce adds: "We have a few companies where we do anything from the small vans to







Owain Pearce and Jennifer Carr: 'Keeping things in-house means we can keep better control'



(Left to right) Ian Bourton,  
Owain Pearce and  
Jennifer Carr



*"We've done a lot around promoting the drivers: we do a driver of the month league table with the telematics results"*

*Ian Bourton*



MOTs for."

As part of the efficiency drive, the council upgraded its out-dated fleet management software (which was so old it used function buttons rather than mouse controls) to Jaama in April last year.

"We can get more out of the new system; it's a lot better for reporting, monitoring and maintenance," Pearce says.

The fleet team has also focused on improving driver behaviour through the use of telematics and driver training.

This resulted in a 22% reduction in the fleet's accident rate last year (compared to 2014) and a 7.3% improvement in fuel economy.

To improve pedestrian and cycle safety the council has fitted cameras to its refuse collection vehicles so that drivers can see in their blindspot, and all new employees undergo an assessment and licence check before they can drive a council vehicle.

Driving licence checks are based on risk. Drivers that have six or more points have their licence checked every three months. Otherwise, the check is annual.

HGV drivers undergo in-house CPC training and an annual assessment.

Bourton says that there can be a requirement for further training "because people get bad habits". Drivers are reassessed if they have an accident and telematics data is also used to determine whether a driver needs training. "Telematics has been on heavy vehicles since the year dot, but we'd never used it in anger to do any sort of innovative stuff," Bourton says.

"We started with the heavy fleet, the refuse vehicles, looking at driving down cost because fuel is quite expensive for those types of vehicles. We've gone from about 3.5mpg to about 5mpg on trucks.

"We've done a lot around promoting the drivers: we do a driver of the month league





## FACTFILE

**Organisation** Oxford City Council

**Fleet and business services manager** Ian Bourton

**Fleet technical officer** Owain Pearce

**Sustainable energy officer** Jennifer Carr

**Fleet size** LCVs – 188; cars – 33; HGVs – 48; plus 395 plant/trailers

**Funding method** Outright purchase

**Replacement cycle** Rolling yearly review, depending on vehicle condition

**Brands on fleet** Cars – Citroën and Nissan, vans/HGVs – Citroën, Renault and Ford

table with the telematics results and we're looking at doing driver of the year as well.

"Then we started to push it out to the smaller vehicles – 3.5 tonne vehicles – and do telematics and driver behaviours on those. We're doing a pilot with car-derived vans but there is less CO<sub>2</sub> and fuel to be saved on smaller vehicles."

Currently, around 85 vans and all of the HGVs have telematics. The council is using two systems: CMS for HGVs and Lightfoot for smaller vehicles.

Truck manufacturers have been "much happier to divulge algorithms", according to Bourton and, as a result, the CMS system is "a lot more in-depth".

Since April last year the fleet team has been publishing a list of the top five drivers on the staff noticeboard each month.

"We don't show the bottom five but we do talk to them," Bourton says. "Our driver-trainer sits down with them, takes them out and we like to see them come up the table."

Drivers that are doing well are praised and Bourton believes that staff have bought into it as "driving standards have improved quite considerably".

The council is a member of the How's My Driving? scheme and it is "extremely rare" to receive a complaint from the public.

So how did the council get drivers to buy in to telematics?

"You have to get their involvement at the start, rather than just putting something in the cab to monitor what they're doing," Bourton says. "It's sharing the improvements, sharing the outcomes and putting that into monetary terms."

The benefit for the council, aside from reducing fuel and accident costs, is that drivers are safer.

"Some of the critical things for a fleet manager are based around how we safely operate the vehicle and, if you've got driver behaviours, the spin-off from that is that they're operating them in a safer way," Bourton says.

"If they're not speeding, if they're not sharp cornering and harsh braking, they're a lot safer on the road and that's represented in the accident reduction rate."

## EV POOL CARS HELP TO SAVE THOUSANDS OF POUNDS

Oxford City Council is saving thousands of pounds a year by using electric pool cars rather than allowing employees to use private cars for business journeys.

The Energy Saving Trust analysed the business case for the council in 2013 as part of its Plugged in Fleets initiative.

It compared grey fleet costs at 10,000 miles per annum over three-to-six years against the wholelife costs of the Nissan Leaf. The cost savings from using the Leaf were £720 over four years and £2,645 over six years.

A staff workplace travel survey supported the case for EVs.

It found that 82% of journeys were within the Oxford ring road – a range suitable for EVs.

The council created a centralised pool car booking system and introduced a policy that employees could only claim grey fleet mileage in exceptional circumstances.

The changes were made as part of a workplace travel plan which also promoted cycling and walking.

"There was no big uproar about removing the grey fleet and getting people to use pool cars because there were clear alternatives," says Jennifer Carr, sustainable energy officer at the council.

"Anyone who was cynical about driving an EV soon changed their mind when they got behind the wheel."

The council held launch events at its three sites, giving employees a chance to drive an EV.

Anyone new to EVs also receives on-road training from the council's

driving trainers.

The three Nissan Leaf pool vehicles (five other Leafs are departmental vehicles) are typically used within the city centre and can be charged at the three sites or at public charging points throughout the city.

The council is not new to EVs. It ran its first in the late 1990s and took part in the Mini E trial in 2010.

A number of departments also had Citroën C-Zeros prior to the introduction of the central pool car fleet.

Operating EVs has environmental benefits for the council.

"Air quality is a massive driver for the city council," Carr says. "We have a target to reduce CO<sub>2</sub> emissions by 5% every year and the fleet is a large part of that."

Transport accounts for 20% of the council's total CO<sub>2</sub> emissions – second to buildings (73%).

Overall, low emission vehicles make up 16% of the council's fleet, including bikes, with two Citroën C-Zeros, 23 hybrid vans, one hybrid car and six electric bikes.

The electric bikes were introduced three years ago, following a free trial with a local bike shop.

"Staff doing 10 different meetings within Oxford in a day will use those because of the convenience of not having to park a car or wait for a bus," Carr says.

"Pedal bikes would fulfil that but having an electric bike means you can get there quicker and you're not exhausted when you get there."



*"There was no big uproar about replacing grey fleet with pool cars because there were clear alternatives"*

Jennifer Carr, Oxford City Council



For other fleet profiles, visit  
[fleetnews.co.uk/case-studies](http://fleetnews.co.uk/case-studies)

SIMPLY CLEVER

# TRAVEL IN STYLE. TRAVEL IN SPACE. THE NEW ŠKODA SUPERB

With its dynamic exterior design and a luxurious and spacious interior, travelling in space has never been so stylish.



[skoda.co.uk](http://skoda.co.uk)

Model shown is Superb Hatch Laurin & Klement 2.0TDI 150PS at £28,740 with optional 19" Phoenix anthracite alloy wheels at £650, smart light assist at £100 and sunroof at £850. Information correct at time of print.



ŠKODA



Official fuel consumption for the new ŠKODA Superb range in mpg (litres/100km): Urban 31.4 (9.0) - 65.7 (4.3); Urban 45.6 (6.2) - 85.6 (3.3); Combined 39.2 (7.2) - 76.4 (3.7). CO<sub>2</sub> emissions for the new Superb range are 164 - 95 g/km. Extra Standard EU Test figures for comparative purposes and may not reflect real driving results.

# We are...

Zenith is the UK's leading independent leasing, fleet management and vehicle outsourcing business. For over 25 years we have been providing outsourced end-to-end vehicle management solutions for mid to large corporates, nationwide. In addition to our core provision, we deliver flexible, innovative and intelligent vehicle based solutions for all employee populations; specialist LCV solutions, vehicle rental and salary sacrifice schemes. Our tailored experience provides industry-leading levels of customer satisfaction.

Zenith is the proud sponsor of the Cost Saving Initiative of the Year award at the 2016 Fleet News Awards



## Our extensive range of products and services includes:

- A range of funding methods such as contract hire, contract purchase, sale and leaseback and employee car ownership.
- Salary sacrifice car schemes for an all-employee benefit.
- Commercial vehicle management including a wide range of innovative tools to monitor driver behaviour and reduce vehicle downtime.

## We provide a comprehensive range of fleet management solutions with...

- In-house fleet management services including service booking, maintenance and breakdown and recovery.
- All aspects of accident management, including all communication with drivers, insurance companies, brokers and repairers.
- Precision fleet tools like Pulse, our cutting-edge diagnostic and whole life cost analysis tool that provides customers with extensive real-time fleet data and reporting.
- Passenger, LCV and specialist vehicle rental solutions.
- A dedicated consultancy team that helps businesses reduce their fleet costs and find the best fleet solution for their business.

### Diverse funding solutions

We understand that every fleet has different needs, especially when it comes to funding. That's why we offer a variety of solutions to meet the demands of every business. Our funding options include; contract hire, contract purchase, salary sacrifice, employee car ownership and sale and leaseback.

### A cost-neutral salary sacrifice benefit

We offer an all-inclusive salary sacrifice car scheme that suits all employees. With Zenith, customers can offer a fantastic benefit to employees at no extra cost to their business that also aids employee recruitment and retention.

### Intelligent commercial vehicle management

Our commercial vehicle experts can help you reduce downtime and operational costs through our market-leading online systems. We offer enhanced reporting capabilities and access to comprehensive data that provides an in-depth understanding of driver behaviour, service performance and costs. This allows us to help customers to control, budget for and report on vehicle assets with no fuss, even when they're outside the vehicle's SMR schedule.

### Rental solutions

We offer passenger, LCV and specialist vehicle rental solutions and have access to one of the UK's biggest rental networks. Our buying power means that we can reduce rental costs for our customers and our flexible rental options allow drivers to receive a car within just two working hours.

### Finely tuned fleet management

From service booking to maintenance, breakdown and recovery, to real-time reporting throughout the life of the vehicle, we've got every aspect of fleet management covered. Even better, we build packages to meet the exact requirements of our customers.

### Round-the-clock accident management

Accidents happen and when they do, our dedicated team helps drivers at the roadside. We communicate with all the parties concerned to achieve the safe return of repaired vehicles and recover any uninsured losses.

### A customer-centric approach

We put the customer at the heart of everything we do and invest the time to build sustainable, long-term relationships. In 2015 we won the Fleet News Customer Service Award thanks to our: *"Excellent two-way communication with fleets, quality staff who are fully engaged with the basics and high levels of customer satisfaction".*

### All-inclusive service delivery

We manage all core services in-house, which allows us to be efficient and deliver a high-quality service that leads to shorter communication lines between departments, optimum performance and excellent cost management for our customers.



# Fleet experts

Following the coming together of Leasedrive and Zenith in 2014, we have united both of our rich, award-winning histories and are now fully integrated with three regional service delivery locations. Our combined knowledge and expertise means more innovative vehicle solutions that can benefit your business.



## Award-winning fleet tools

Our cutting-edge online fleet diagnostic tool, Pulse, gives customers real-time trend information and analysis on every single area of their fleet performance and spend, 24 hours a day, 7 days a week. It gives customers complete and transparent access to all the information they need to manage their fleet, reduce time and determine future cost efficiencies.

## Getting the right mix

Our consultancy team work hard to help our customers achieve their business objectives. They carry out a full fleet review and create a strategy to suit the needs of our customers and their drivers. The team analyses what works best for our customers on a vehicle-by-vehicle basis and gets the right mix of funding to ensure that they significantly reduce fleet costs.

## An innovative whole life cost approach

We carry out whole life cost analysis to give customers a clear picture of the true cost of running their fleet. By looking at mileage, vehicle types, purchase price, depreciation rates, fuel, maintenance, repair costs, disposal costs, insurance and more, we are able to find out what works best for a customer's fleet to significantly reduce their costs over time.

## Continuous improvement

We are extremely passionate about developing innovative, forward-thinking systems and processes that will help to maximise the productivity of our fleets. We have a strong focus on continuous improvement and are always striving to take things to the next level.

Discover more about Zenith by calling us on **0344 848 9327**, Email [fleet@zenith.co.uk](mailto:fleet@zenith.co.uk) or visit [www.zenith.co.uk](http://www.zenith.co.uk)

  
**Zenith**  
Intelligent Vehicle Solutions

# 'THOSE THAT DON'T CONVERT WILL BE LEFT BEHIND'

Ashley Sowerby, Chevin Fleet Solutions MD, explains why fleet management software has a key role to play in 'big data'. *Stephen Briers* reports.

**F**leets are becoming increasingly accustomed to new phrases, such as 'connectivity', 'mobility' and – in particular – 'big data'. The latter is the glue that will hold all future innovations together, and it is here that fleet management software systems have a fundamental role to play.

According to Ashley Sowerby, managing director and owner of Chevin Fleet Solutions, fleet management software systems are increasingly about data consolidation – pulling in information from multiple and disparate sources to provide a holistic overview of fleet performance.

"You have companies using different service providers and they need operational reports to make sense of information they get from these different tools," he says.

"With one platform, they get top level data, which they can drill down to get more detailed information."

Naysayers – those wedded to excel spreadsheets to document all their fleet experiences – will be scrambling to declare that, as someone with a vested interest, Sowerby "would say that", but they are in a shrinking group.

That said, of the many enquiries Chevin receives each month, just 25-30% of companies running 50 or more vehicles are using software, rising to 40-50% for fleets above 250 vehicles.

"We still find Excel being used in places where you wouldn't think you'd find it, such as high profile, complex fleets. And you also have very small fleets with professional fleet management systems," says Sowerby. "Often a change of staff can trigger change – for example, if you have had a fleet manager that has been there for 20 years."

However, as Sowerby adds, with vehicle connectivity and mobility moving into the centre field, fleets will be receiving "more data all the time – it's only going to get worse".

He has a warning for companies still holding off from

making the investment: "Those that don't convert will be left further and further behind as more data and information becomes available."

Sowerby lists a range of benefits offered by fleet software including driver trip-logging, daily inspection reports, out-of-hours working, instant self-certification rather than carbon copying, fewer disputes with customers and, ultimately, improved cashflow. "It is expensive to manage a paper process. Software removes that admin and frees-up time and resource," he says.

## THE SMARTPHONE REVOLUTION

Smartphones have added another dimension. Chevin's core FleetWave product is now available via an app which means staff out in the field can do requests and send them to finance departments to speed up the invoicing process. This also extends to job sheets for engineers and areas where customer signatures are required, such as deliveries.

"These are all ancillary processes to fleet," Sowerby says.

This underpins the Chevin proposition from its conception in 1990. Its fleet management software is based on the notion of 'definable tables', whereby users can design their own content needs, sometimes outside of the fleet environment to replace spreadsheets. Examples include database management for photocopiers or mobile phones.

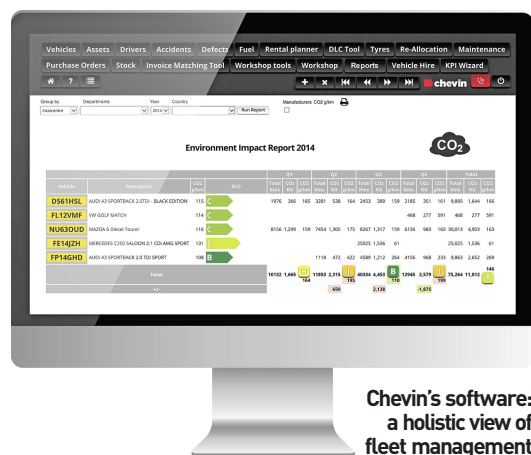
Sowerby takes up the story: "As that happened at a customer level, we picked up common themes, for example PCNs [penalty charge notices], where fleets created their own module. We didn't offer it, so we developed one to enhance our core offering."

Asset management for municipals, particularly the emergency services, became another additional module as Chevin started to bind together other departments related to the vehicle. It resulted in the launch of FleetWave in 2001, still Chevin's main product, which moved fleet management into asset and finance management and, increasingly, into customer management.

"We can do all this because we offer flexible software," Sowerby says. "We are a software house so we can customise processes and end up with software for a business that also manages the core of fleet management."

"This has since opened up other opportunities, for example in heavy construction with plant management which is worlds apart from a company car."

He points to bolt-on products such as 'Authority to Operate' (A2O) which ensures that truck drivers have the authority to operate cranes – something that is particularly crucial when a company uses a lot of agency drivers. "The booking of agency drivers is often at short notice, so our system integrates into the driver hire platforms," says Sowerby.



## FACTFILE

**Company** Chevin Fleet Solutions

**Owner/MD** Ashley Sowerby

**Head office** Belper, Derbyshire

**Main product** FleetWave

(Roadbase, for sub-50 vehicle fleets, still available)

**No of customers** UK: 130;

global: 350

**No of vehicles under**

**management** Global: 850,000, of

which around 50% are in the UK

**Availability** In more than 100

countries, including UK, USA,

Australia, Germany





Ashley Sowerby: 'We are a software house so we can customise processes'

The move towards web-based management software has changed the make-up of the UK market. The levels of investment required have reduced the number of suppliers, while contracts for multinational organisations are increasingly sought at pan-European or global level.

Sowerby says Chevin is evolving from being a provider of fleet management solutions to one of enterprise solutions, commonly rubbing shoulders with the likes of IBM, Oracle and SAP during large European corporate tenders. That's due to their functionality requirements which traverse purchasing and financing.

The situation is slightly different in the UK, where the role of the fleet manager is more prevalent. Here, a variety of fleets make up Chevin's client base, from SMEs to large corporates, private and public sector organisations and those running cars and vans.

## *"Fewer companies are buying software and that works well for us"*

*Ashley Sowerby, Chevin Fleet Solutions*

"We are more mature in the UK, but this also limits their ability to use a system in other functions such as finance because they are very focused on vehicles," says Sowerby.

Chevin continues to enjoy double-digit growth in the UK, and in its other three core markets (America, Australia and Belgium). Its presence in other major fleet markets offers benefits to the UK by importing learning from elsewhere.

### CHEVIN'S APPROACH TO CAR-SHARING

One example is the pool car key box, which originated in America. The unattended system solves the issue of what to do with keys when a pool car is collected or returned out of hours.

Keys are stored in a secure cabinet. Once approval is received for the employee to take a pool car, a pin code is issued which unlocks the cabinet.

When the car is being returned, the driver taps in the code and confirms that the vehicle has no defects, is clean and contains fuel. The door then opens and the key is put back.

If there are any issues with the vehicle, the key is still replaced in the cabinet but the system reschedules any other bookings for the pool car until the issue is addressed.

The system has since been extended to other company assets, such as laptops.

"Utilisation is big in the US, so it can impact on strategies in the UK," Sowerby says. "In Australia, they are big on car clubs and mobility, so we can draw on that expertise."

He expects to continue growth in the UK, both via the legacy system where there is a reduced number of competitors, and from the move towards SAAS (software as a service, where the software is sold via subscription but hosted centrally).

"Fewer companies are buying software and that works well for us; that's where we see ourselves," Sowerby says.

Recent developments include a FleetWave Academy, with Chevin putting training material into the hands of its customers. Videos show how Chevin manages its business and how FleetWave can help to improve efficiencies. Some customers are repeat viewers.

The biggest benefit fleets claim after making the investment in fleet software are savings in administration when managing data and multiple third party systems.

Global marketing executive Brendan Adams, says: "The whole point of fleet management software is to have a central system that you can run and see everything at the touch of a button. It gives you instant notification if there is an issue and it is all automated."

Sowerby adds: "You have the ability to monitor trends, especially from telematics data. One you have the data, you can use it to change behaviours. But it has to be automated, otherwise people turn off the systems because they are drowning in data."

When Sowerby launched the FleetWave system almost 15 years ago his strapline was 'the freedom to manage'.

"We want to allow the fleet manager to manage the fleet rather than be an administrator answering queries. Let the software handle the day-to-day," he says.

"That is still our underlying theme."

# 850,000

**Vehicles under Chevin management, globally**



For more industry profiles, visit: [fleetnews.co.uk/fleetprofiles](http://fleetnews.co.uk/fleetprofiles)

FleetNews



At Renault Business we pride ourselves on an unmatched level of service in the fleet sector. To make sure we live up to this promise we measure ourselves against our Business Quality Commitment, a list of guarantees we make to every one of our customers. It ensures we keep your fleet on the road and deliver the best possible service in the industry, with corporate sales managers for fleets of 100 plus vehicles, business sales managers for fleets between 25 and 99 vehicles and a pool of leasing and car rental managers, backed up by the highly trained and expert Pro+ Renault Dealer Network. Sole trader, partnership, small enterprise or large – you get the same high level of care, support and commitment.

With a comprehensive range of vehicles, from the Clio and Captur to the Trafic and Master vans, we can tailor a solution to any business need. In 2015 we launched our class-leading All-New Renault Kadjar, with a phenomenally positive reaction. In 2016 we look forward to our next C-Segment addition, the stunning, All-New Renault Mégane range.

As you'd expect, our whole range is highly efficient, even more so where you see the Eco2 symbol. We also have a broad selection of 100% electric vehicles in our Zero Emission range, from the Zoe to the Kangoo.

Contact us on 0800 040 7344, or find us at [renaultbusiness.co.uk](http://renaultbusiness.co.uk)

## SPONSOR PROFILE



**RENAULT**  
Passion for life

# Capability, efficiency

Renault has always been at the cutting edge of everyday motoring, where innovation, practicality and efficiency combine. The All-New Renault Kadjar takes us a step further, with luxury features, adventurous capability and class-leading emissions and resale values.

## Best resale value

The latest figures from independent valuation experts Cap HPI reveal that the Kadjar has maintained its best-in-class resale values.

With a resale value of 44% after three years or 60,000 miles, the Kadjar holds its price.

## Competitive pricing

In addition to the fantastic resale value, the Kadjar is competitively priced, starting at just £17,995+VAT. It benefits from low insurance rates: it is in low-cost bands from 14E to 18E and low benefit-in-kind tax at only 17%.

## Cost-efficient

With a range of fuel-efficient engines available, the Kadjar delivers optimum consumption and low CO<sub>2</sub> emissions with the ENERGY dCi 110 engine being best in

their class. Impressively, four models from the range have a CO<sub>2</sub> rating of less than 100g/km.

As well as that, all versions but two exceeded 50mpg, while eight models comfortably exceeded 70mpg in the NEDC combined cycle test. The Kadjar is also best-in-class for TCO (total cost of ownership) and service, maintenance and repair.

## Latest technology

Thanks to Renault's new R-Link 2 multimedia system, the Kadjar is available with an optional full menu of interactive driving aids to help city, highway and country drivers.

Drivers can make use of:

- hands-free parking
- active emergency braking
- traffic sign recognition – which comes as standard from Dynamique Nav and above
- blind spot warning
- lane departure warning – which comes as standard from Dynamique Nav and above
- automatic high/low beams

All of these cutting-edge features are controlled via R-Link, streamlining the dashboard into an elegantly simple touchscreen.



R-Link 2 allows a full menu of interactive driving aids

To find out more about the All-New Renault Kadjar, visit [renault.co.uk](http://renault.co.uk)



# ncy and class-leading RVs

**“With a resale value of 44% after three years or 60,000 miles, the All-New Renault Kadjar holds its price”**



## **Effortlessly adaptable**

Perfectly comfortable in an urban setting or when exploring the great outdoors, the Kadjar boasts highly tuned versatility, effortlessly switching between 4x2 and 4x4 modes. These are optional from Dynamique Nav Models and above, making it your ideal companion whatever the environment. That means you can rest assured it'll be there for you in all aspects – from your next business meeting to your next great adventure.

## **Superior design**

With its compact dimensions and high roofline, the Kadjar makes for an easily manoeuvrable town car, with a focus on driving enjoyment and comfort, all while

keeping its sleek athletic profile. With outstanding design throughout, the cabin features high quality materials and the latest advanced connectivity, combining superior luxury with a sense of adventure.

## **Extensive choice**

The stunningly efficient engines are the turbocharged TCe 130hp four-cylinder direct-injection petrol unit, the Energy dCi 110hp four-cylinder diesel and the Energy dCi four-cylinder 130hp diesel. An efficient dual clutch (EDC) automatic gearbox is available with the dCi 110 engine. Meanwhile, the dCi 130 comes with intelligent four-wheel drive, with three operating modes. Trim lines will already be familiar to existing Renault drivers, with

Expression+, Dynamique Nav, Dynamique S Nav and Signature Nav all available.

## **Comprehensive warranty**

As with all Renaults, customer peace of mind is reinforced by a comprehensive four-year warranty and roadside rescue package, as standard. This provides a four-year/100,000-mile warranty (unlimited in the first two years) and four years of roadside rescue cover, including three years of Europe-wide assistance.

The official fuel consumption figures in mpg (l/100km) for the All-New Renault Kadjar Signature Nav dCi 110 are: Urban 67.3 (4.2); Extra Urban 74.3 (3.8); Combined 72.4 (3.9). The official CO2 emissions are 103g/km. EU Directive and Regulation 692/2008 test environment figures. Fuel consumption and CO2 may vary according to driving styles, road conditions and other factors.

Model shown is the All-New Renault Kadjar Signature Nav dCi 110. Resale value of 44 per cent is average rate across the range.



# Your brand. Safe in our hands.

## 3M Select Graphic Specialist Programme.

### The best graphics decision you'll ever make.

As branding programmes become increasingly complex and demanding, the merest hint of graphic failure could cost considerably more than just 'putting the problem right'. It could cost your reputation.

On the other hand, by choosing a 3M™ Select Partner, you will be able to enjoy the peace of mind that only comes with graphics that are manufactured under the 3M™ Select Partner Warranty.

[www.3M.co.uk/graphicsolutions](http://www.3M.co.uk/graphicsolutions)





# Under the microscope:

## 4 daily rental charges

Unexpected end-of-hire charges can be an eye-opener when closely examined, but what policies do the sector's major companies have for these costs? *Ben Rooth* reports

### NEED TO KNOW

- Advisable to treat rental vehicles as part of fleet
- Rental firms aiming to keep damage charges transparent
- Drivers need to be educated about fleet expectations

**D**aily rental can have many advantages for a fleet: convenience for employees not entitled to company cars to use for occasional business trips and covering vehicle downtime, for instance.

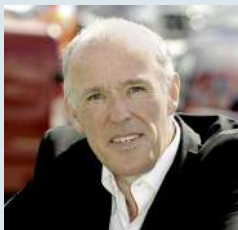
But daily rental can also deliver a sting in the tail through unexpected charges for damage, refuelling, cleanliness and out-of-hours collection or delivery. These issues can arise as drivers may not exercise the level of care that they do for their own vehicles as they are not seen as part of the fleet, according to John Pryor, chairman of fleet operators' association ACFO.

The responsibility for rental cars can also fall under the remit of departments other than fleet, which further



**RENTAL  
CHARGES**





*"Companies need to educate their drivers about what's expected from them – in terms of cleanliness and refuelling"*

John Pryor, ACFO



results in drivers not being aware of appropriate procedures.

"A lot of companies treat rented cars as being entirely separate from their fleet," says Pryor. "For example, if an employee flies from London to Glasgow and then uses a rental car, it isn't always seen as part of their fleet – but it needs to be treated in the same way a company car would."

"At the end of the rental period, the vehicle needs to be checked over. And to avoid unexpected bills, any damage needs to be reported to both the fleet manager and the rental company. Companies need to educate their drivers about what's expected from them, in terms of cleanliness and refuelling, when it comes to driving rented cars."

Pryor adds that another problem arises when rental cars are deposited in car parks and are subsequently damaged prior to collection.

He describes these issues as "ongoing" for fleets. But he believes that fleet managers want greater transparency about end-of-hire charges from rental companies which will also help end any uncertainty they might have when using these vehicles.

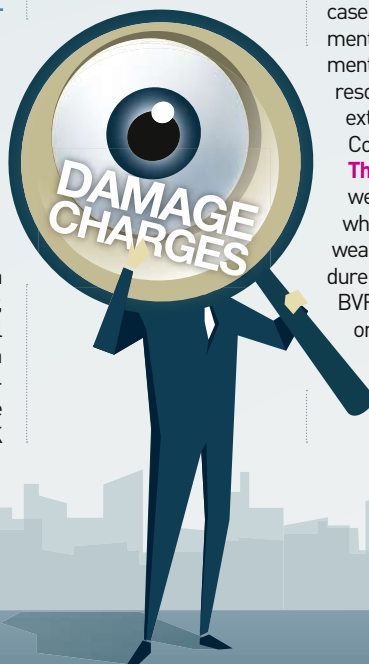
To help give fleet operators a greater understanding of this area, we asked five of the country's major daily rental companies about their policies.

## 1 WHAT IS YOUR POLICY ON DAMAGE CHARGES AND JUSTIFICATION?

**Avis:** Customers are encouraged to join us at the post-rental assessment, which gives them a chance to ask any questions they may have, as well as making the process totally transparent. If damage is found, the amount charged to the customer will depend on what they opted for in their rental agreement. As standard, all customers who booked on our UK website will have a collision damage waiver. With our standard cover, customers would be liable for the lesser of either the total repair costs plus a damage processing fee of £66, or an agreed fixed excess. There is a set of standardised definitions of what damage is chargeable and what is not. These are defined in the rental terms and conditions. Avis UK

£66

Damage process fee charged by Avis, on top of any repair costs



customers can choose our excess reduction cover for total peace of mind and assurance that nothing will be due in the instance of any damage.

**Enterprise Rent-A-Car:** We evaluate all damage and prepare complete estimates for all repairs, rather than using a pricing matrix. These are auditable by our customers and provide total transparency and are standardised across the UK. We also employ a simple hand-held damage evaluator tool that makes it clear what constitutes fair wear-and-tear and what is damage. This is a small cardboard template with a circular hole that our employees and customers use before and after rental to assess if damage is minor and therefore non-chargeable, if it falls inside the hole, or major, in which case it will be bigger than the hole.

**Europcar:** Our goal is to provide customers with a transparent repair process. The damage report and quotation are sent to the customer prior to any charges being made. All members of our repair network utilise Glassmatix repair estimation software, which enables quick and accurate estimating.

We have also adopted the use of tablets to help manage the delivery and collection handover process for our Advantage long-term rental scheme. Traditional rental paperwork is replaced by an app, ensuring that each delivery or collection follows a consistent process. Digital images of any damage are stored at the time for both us and the customer.

This innovation has helped to dramatically reduce damage disputes, with the result we are committed to rolling the process out across all rentals in 2016.

**Hertz:** If damage is identified as part of our post-rental vehicle condition report and agreed with the customer, we will charge them in line with the current damage matrix for smaller repairs. If damage is not agreed with the customer, or is not covered by the damage matrix, we will refer it to our specialist damage team for evaluation.

Our collections department will then assess the evidence and arguments provided and re-evaluate the case. If the customer is still not satisfied with our assessment, they can contact our customer relations department who will review the matter. If we are still unable to resolve it we will, where possible, refer them to an external adjudicator, such as the European Car Rental Conciliation Service, for an independent review.

**Thrifty Car & Van Rental:** We've introduced a new fair wear-and-tear policy which gives clear identification on what is considered damage and what is considered fair wear-and-tear. This will mean the damage claim procedure is clear and transparent as the policy is based on the BVRLA guidelines. On repairs costing more than £150, one bodyshop estimate will be provided and is calculated using Audatex, which bases its calculations on the manufacturers' suggested repair times and uses their recommended processes and techniques in repairing the vehicle.



This system is now becoming the industry standard across the majority of bodyshops and insurance companies, ensuring that the amount charged is justified given the damage caused to the vehicle. We are able to provide a Thatcham-calculated estimate on request by the customer as the Audatex system is able to calculate by either manufacturer or Thatcham process.

## 2 WHAT IS YOUR POLICY ON OUT-OF-HOURS COLLECTION AND DELIVERY?

**Avis:** To ensure flexibility, we offer two options:

■ Where agreed, customers may return a vehicle to a rental location outside business hours – although not all locations offer this service. The customer will be given clear and concise instructions as to where to leave the vehicle and return the keys, dependent on location.

■ For individual customers we also offer Avis Delivers: delivery to, and collection from, a customer's home. When the rental agreement has come to an end, the customer parks the vehicle at their home and they will not be charged after this period, provided they've not driven the vehicle. We will then pick up the car from the customer's home the next working day. The cost for this service is £20 for delivery and £20 for collection. This service is available to customers within 40 miles of an Avis UK rental location.

**Enterprise Rent-A-Car:** Our network of 400-plus branches either open for extended hours or seven days a week, or both. This reduces out-of-hours delivery and collection costs for fleets to a minimum. We constantly assess the need to open new branches and offer longer opening hours so that we can be there when and where our customers need us and avoid unnecessary charges.

**Europcar:** We aim to deliver every vehicle within a two-hour window and have the ability to deliver on the same day of booking, even when the reservation is received after 4pm. Europcar aims to offer its fleet and corporate customers as much flexibility as possible with regard to when they can receive and return their vehicles. The charges applied for out-of-hours delivery and collection are related to the cost of extended working hours for staff and are based on the client's specific requirements.

*"We aim to deliver every vehicle within two hours and have the ability to deliver on the same day of booking"*

Europcar

£20

Cost for delivery  
and collection each  
way from Avis

400

Number of Enterprise  
Rent-A-Car branches

**Thrifty Car & Van Rental:** We don't deliver or collect vehicles outside our normal working hours. We do, however, pre-deliver for customers who require a vehicle outside our normal working hours for a nominal fee which is agreed at the start of the contract. The charge is levied against the rental to offset some of the standing cost of the vehicle.

**Hertz:** In some circumstances, we can make special arrangements to meet the customer out of hours to deliver or collect the vehicle. An out-of-hours fee may be charged. Regarding returns, customers need to have our prior permission to return the vehicle outside the location's operating hours. The customer needs to park in the Hertz car park or, if unavailable, a secure place nearby.



*"Where the vehicle has been returned in a less satisfactory condition we ask customers to pay for the additional cleaning required"*

Avis



The return details on the back of the rental terms booklet should be completed and posted with the keys, instructions on where to find the vehicle and any other documents through the location's key box.

### 3 WHAT IS YOUR POLICY ON END-OF-HIRE VEHICLE CLEANLINESS?

**Avis:** In instances where the vehicle has been returned in a less satisfactory condition we ask customers to pay for the additional cleaning required. This is:

- On-site full valet requiring cleaning above the standard valet including heavy mud, grass and sand in the boot or footwell, and debris left in the car. This fee is £23.
- Off-site full valet requiring cleaning above the standard valet where the vehicle is heavily soiled and cannot be completed on site. This fee is £74.
- Smoking. If the vehicle has ash or cigarette butts present or smells of smoke, the fee for cleaning will be £47.

**Enterprise Rent-A-Car:** If it was returned outside business hours or with a third party, the hirer remains responsible for the vehicle and its condition until it's been inspected by a member of our staff. In terms of cleanliness, we simply request that vehicles be returned in a reasonable condition. We will charge a cleaning fee if required. That fee is always transparent and depends on the level of cleaning required. A typical charge could be around £60.

**Europcar:** Customers are asked to return vehicles in the same condition in which they were provided at the start of the rental. If more than normal cleaning is required, this will incur an additional cost, based on a tiered approach. Charges start from £16.67 plus VAT.

**Hertz:** If the vehicle requires more than the standard cleaning on return, customers incur a cleaning charge. In the case of a customer having smoked in the car, we have to take a vehicle out of service for up to 24 hours. We clean, vacuum and treat the vehicle with a natural deodoriser and an oxidation process, transferring the cost to the customer in the form of a smoking charge.

£23

Avis full valet clean charged as extra

£47

Fee charged by Avis for smoking in vehicle



For more rental news, go to:  
[fleetnews.co.uk/rental](http://fleetnews.co.uk/rental)



**Thrifty Car & Van Rental:** Vehicles are not expected to be returned to the same level of cleanliness as they were delivered and acceptable day-to-day usage is expected. Vehicles returned in what is deemed to be an unacceptable state are assessed individually. If it is deemed that it would take more than an hour to clean the vehicle we would get a valet company to quote and clean the car and this charge would be passed on to the customer.

### 4 WHAT IS YOUR END-OF-HIRE REFUELLING POLICY?

**Avis:** We offer four options:

- Bring Back Full – customers return the vehicle with a full tank and there will be nothing further to pay.
- Fuel Up Front – customers buy a full tank of discounted fuel upfront so they do not have to refuel when they return. The price is benchmarked against local fuel stations and will be 5p below the EU Energy Commission average market pump prices.
- EZ Fuel – for customers driving 75 miles or less, we request a flat fee of £14.40 for cars and £21.60 for vans.
- Pay on Return – customers who haven't got time to refuel, or who would prefer to avoid this, pay the cost of fuel used and a refuelling service surcharge.

**Enterprise Rent-A-Car:** We aim to simplify refuelling costs by operating a use and replace policy. If the vehicle is returned with the same level of fuel as supplied, no refuelling charge is payable. If not, the cost of any fuel used to match the original level noted at the beginning of the rental will be charged at pump prices plus 20% to cover the costs of time and personnel to refuel the vehicle. We note the fuel levels at the point of delivery and collection rather than at the branch and measure in 1/16s of a tank, to ensure total transparency throughout.

**Europcar:** The vehicle should be returned with a full tank, with a fuel tolerance of two litres. Should the vehicle return with less than a full tank, it will be refuelled by Europcar at the contractually-agreed rate, based on the cost of the refuelling, administration and time involved.

**Hertz:** Customers can decide how they wish to pay for the fuel they use during the rental. They can:

- Buy a full tank at the start of the rental and forget about refuelling before returning the vehicle.
- Return the vehicle with a full tank. We ask customers to refill the tank within 10 miles of the return location and bring the fuel receipt.
- Return the vehicle without refuelling. On top of the fuel price, we will charge a refuelling service charge.

**Thrifty Car & Van Rental:** Vehicles returned with less than a full tank need to be refuelled prior to the next rental. There is a charge per litre which is normally pump price plus an admin fee.





# Our business is Your business

Whether your vehicles are bulk standard or highly specialist, you need a partner who understands the direct link between the reliability of your vehicles and your company's profitability.

At Enterprise Flex-E-Rent, we believe this means more than simply having the scale and resource to deliver the vehicles you need, when and where you need them. After all, that's no more than you'd expect and is really nothing out of the ordinary (or at least it shouldn't be).

Making a real difference to your business is all about taking the time to understand how you operate, what's important to you right now, and how this might change in the future.

Then, by combining our specialist knowledge with a clear understanding of your business needs, we can deliver a service that's based on flexibility, expertise and a total commitment to customer service at every level.



To find out more about the difference we can make to your business, call **0800 328 9001** or visit **[flexerent.co.uk](http://flexerent.co.uk)**

FleetNews

AWARDS  
2016

Interactive Fleet Management is a specialist fleet management provider, and a member of the Grosvenor Group of Companies, which has been serving fleet operators, large and small, for more than 35 years.

For companies that contract hire their cars and commercial vehicles, we provide an over-arching solution whereby our team manages all your contract hire suppliers, ensuring best prices each time you order a vehicle while managing your vehicles, drivers and suppliers throughout the contract. Customers of Interactive Fleet Management enjoy all of the price advantages of multi-supply but with the operational ease of having a single point of contact.

If you own your vehicle fleet, we provide a full fleet management service including all maintenance management, acquisition, disposal and fleet administration. We also ensure that services such as accident management, fuel cards, risk management and grey fleet management are tailored to you.

Our web-based fleet management system was developed in-house, which means it has been carefully designed to meet the modern day requirements of fleets. Our in-house software team can bespoke the system to a client's requirements with a flexibility that is hard to find elsewhere, while customers enjoy full dashboard reports and drivers have access to a new IFM app.

## SPONSOR PROFILE



Interactive  
Fleet Management  
FORWARD THINKING FOR FLEETS

# Five years on and multi-bid contract

It's been five years since Interactive Fleet Management launched its multi-bid contract hire solution, and savings achieved for customers continue to grow.

Under a multi-bid solution, companies who contract hire their vehicles hand over the management of contract suppliers to the IFM team.

The Interactive team utilises the suppliers customers already work with and/or introduces new, additional contract hire providers to deliver greater service and price competition.

Each time a vehicle is required, IFM obtains the best price from the panel of providers and manages all vehicles and driver contact on each client's behalf.

Craig Burdock of 2 Sisters Food Group, says: "Interactive Fleet Management has saved us in the region of £700,000 over four years, thanks to their multi-bid contract hire solution. This is achieved by sourcing the best contract hire rate each time we place an order. Over and above this, by becoming our fleet department, Interactive Fleet Management has reduced our fleet spend by a further £150,000 through maintenance savings, fee reductions and removing all administration involved in running a sizeable fleet."

Graham Little, chief financial officer at Toshiba Medical Systems (UK) Ltd, added "We were immediately impressed with their business model for multi-bid contract hire, which means we can source vehicles at better contract hire rates through a panel of approved providers, but still enjoy the advantages of sole supply by having the fleet, and suppliers, managed by Interactive."

Jayne Pett, Interactive Fleet Management's commercial director, explains: "Contract hire rentals can vary by as much as £50 per vehicle, per month, predominantly because each contract hire supplier takes a different view on maintenance budgets and forecasted residual values causing fluctuations in monthly rentals.

"If you place all your business with either one, or a limited number of, contract hire companies you will definitely be missing out on better prices elsewhere. Many companies have, in the past, decided to limit the number of contract hire providers due to the work involved in managing multiple suppliers. As a result, they sacrifice on price.

"By using our multi-bid service, our customers enjoy all of the price advantages of multi-supply but with the operational ease of having a single

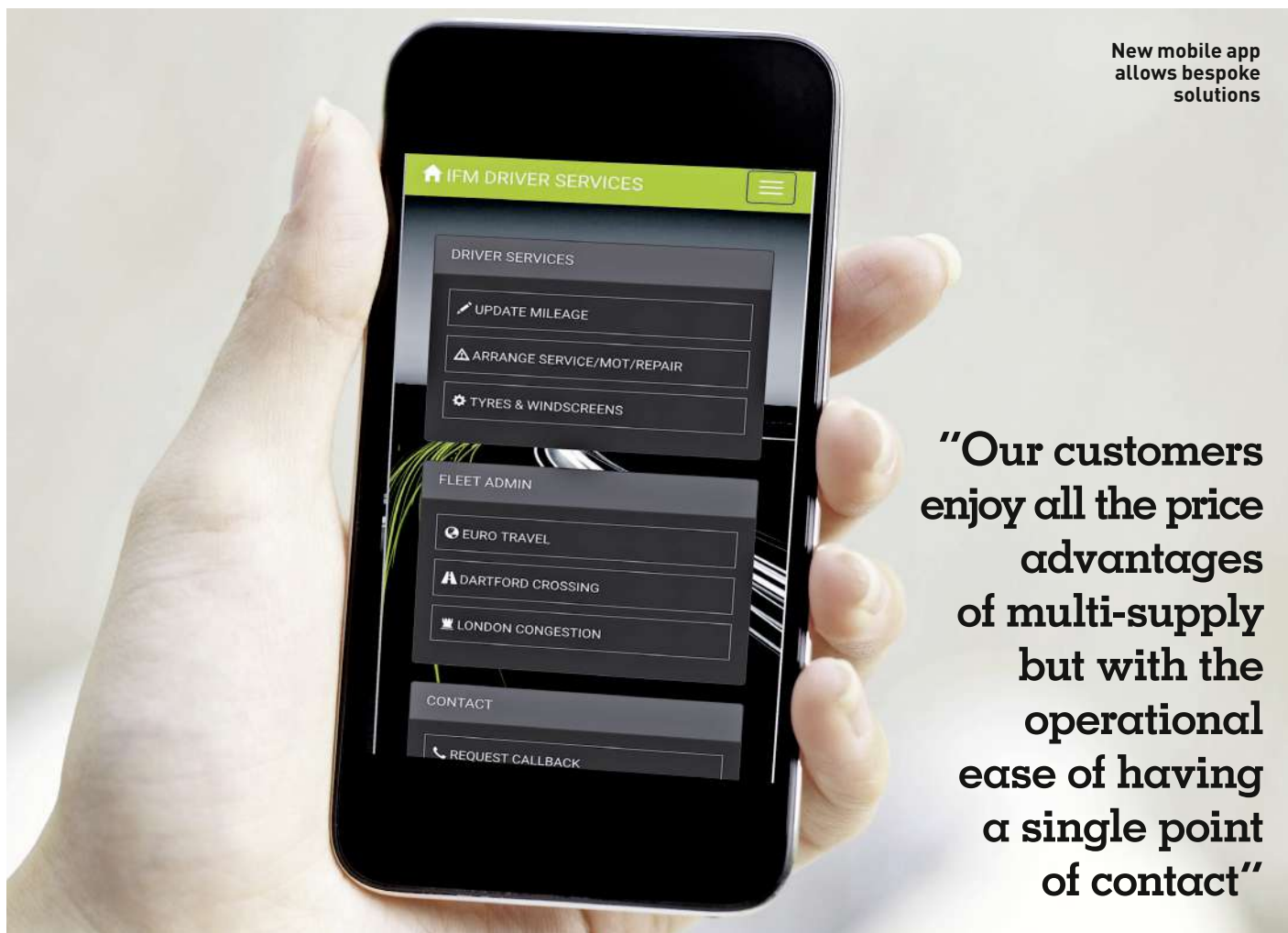


Jayne Pett:  
'Savings can be quite phenomenal'

T: 01536 536590 Email: enq



# And the evidence is clear: hire offers huge savings



New mobile app  
allows bespoke  
solutions

**“Our customers  
enjoy all the price  
advantages  
of multi-supply  
but with the  
operational  
ease of having  
a single point  
of contact”**

point of contact. The vehicle fleet, and drivers, are unaffected but the savings can be quite phenomenal.”

## **Interactive Fleet Management launches new driver app**

Interactive Fleet Management has launched a new app which is available to its customers on Apple, Android and Windows devices. Nicky Johnson, Interactive Fleet Management managing director, said: “We’re delighted with this latest advance in our services.

“Interactive Fleet Management is part of the Grosvenor Group, and within the

group we employ our very own software development team.

This is a huge advantage as we can build bespoke technical solutions for our clients, and tailor them to their specific requirements.

“It was our in-house team that developed our web-based fleet management system, and our driver services app is an exciting new addition to our online support services.

“When first developing the app, we looked at the wider market and a number of off-the-shelf solutions. However, we always believed that creating our own

would give a far more personal service to customers over time. This is, therefore, an important step forward in even better mobile communication with drivers and fleet managers.”

The new driver app follows the recent launch of Interactive Fleet Management’s latest online dashboard reporting, another important service enhancement for fleet managers.

Every fleet management customer has access to IFM’s online system and full dashboard reports, and all drivers are offered the new app – all as an inclusive part of the fleet management service.

# Business drivers leading the way with ULEVs

Fleets account for 65% of electric/hybrid registrations but, at just over 1% of the total UK parc, decision-makers are still reluctant to embrace the technology, reports *Chris Phillips*

**W**ith climate change governing ever tougher laws to combat air pollution, backers of alternative power for vehicles believe there will be no more of the 'false dawns' that have dogged electric car development since its invention more than 150 years ago.

Poppy Welch, head of Go Ultra Low, a campaign for plug-in vehicles backed by the Department for Transport and the Society of Motor Manufacturers and Traders, says that business users are "taking the bull by the horns", with fleets accounting for 65% of electric/hybrid registrations.

"Though users are mainly influenced by cost savings – as low as two pence per mile compared to 10-12ppm for petrol/diesel – emissions play a significant part in energy audits and social responsibility commitments," says Welch.

She describes the presence of ultra-low emission vehicles in the UK parc as "roughly in line with Government expectations" – up from 0.44% in 2014 to just over 1% last year – and expects the fallout from the Volkswagen Group emissions testing debacle, coupled with cancer scares over diesel, to "encourage more people to look at alternatives".

Leasing provider Alphabet reports "a dramatic increase in interest" from organisations looking to include electric vehicles (EVs) in their corporate fleets. The number of EVs on its portfolio has more than doubled to just over 3,000 since the end of 2014, beating last year's target.

But David Bushnell, Alphabet's product manager – mobility, acknowledges that this is still "relatively low", at less than 5% of its leases. He attributes this to a series of reasons, among them "quite a lot of misinformation in the marketplace and a reluctance among decision-makers to embrace technology". There's also a need for more uniformity on Government incentives and greater visibility on tax.

"With fleets working on three- to four-year cycles, they don't have sight of what tax levels are going to be beyond then, so there's nervousness about benefit-in-kind," he says.

Bushnell describes the £200 reduction in grants for fitting home charging points as "bizarre" at a time when the Government is aiming for a target of 5% ultra-low emission vehicle (ULEV) registrations by 2020. "With less of an incentive for drivers to recharge at home, there's a risk that they will just run them as conventional vehicles," he says.

However, Welch says that with "no limitless pot of money, Government reasoning is that by reducing individual grants, more money is available to greater numbers of [plug-in] purchasers – it's a different way of managing the budget".

Colin Marriott, head of fleet for British Gas, makes a similar point. "Any change in Government support, whether it's the



*"Research shows that the average commute is 10 miles"*

*Poppy Welch,  
Go Ultra Low*

home charge grant or initial capital purchase, can significantly affect total operating cost (TOC)," he says. "No matter how fantastic the technology, if deployment does not make it commercially viable, it will not advance."

British Gas began piloting 28 Nissan e-NV200 vans during the winter of 2013/14 as part of its 13,000-strong home service fleet. Today it has 113, plus a couple of electric mini-buses, along with 25 pure electric and 150 hybrids among the fleet of 3,400 cars. Choice of electric or hybrid for cars tends to be left to the driver and is more of a "niche deployment" compared with the LCVs.

"The vans have been of greater benefit in terms of service, maintenance and repair than we had forecast," says Marriott. "As for TOC, this was running at around 7% less than for a comparable diesel, but since the dip in diesel prices it's more like 5%. In both cases, it doesn't take into account savings on congestion charges."

To maximise fuel savings, vehicles are deployed to drivers doing 50-70 miles a day. Recharging is done either at the driver's home or at one of the company's larger sites.

"Dependence on the public charging infrastructure is kept to the absolute minimum because costs at some of these points are £5-7 for a rapid charge," says Marriott.

According to Bushnell, more help is needed from manufacturers on issues like "journey planning education" to complement the fuel saving benefits.

"There is still range anxiety – OK, you can get 300 miles from some cars, but at a price," he says.

Fleet operators, too, need to be more flexible with vehicle choice. "Rather than one-size-fits-all diesel, they should be

## MONTHLY WHOLELIFE COST OF A DIESEL VERSUS ELECTRIC VAN AT 10,000 MILES PER ANNUM

	LONDON		OTHER CITY	
	Diesel VW Caddy 1.6CDI	Pure electric Nissan eNV200	Diesel VW Caddy 1.6CDI	Pure electric Nissan eNV200
Wholelife cost	£536	£457	£435	£445
% saving from diesel		15%		-2%

Source: Hitachi Capital Vehicle Solutions

**Taking into consideration cost of charge/fuel, installation of smart meter and congestion charge, reduced maintenance charge for electric vehicles**





# SPONSOR'S COMMENT

By Karl Anders, national EV manager, Nissan



## How have emissions targets changed fleet demands for electric vehicles?

There has been a significant increase in the low emission vehicle market over the past year, based on a rising acceptance of alternatively fuelled vehicles. Emissions targets have played a role in this, and the recent change to diesel company car benefit-in-kind tax signposts an increased focus by the Government on CO<sub>2</sub> reduction and air quality.

We expect demand to continue increasing as more manufacturers introduce electric vehicles (EVs) and petrol plug-ins into their line-ups as well as a potential tightening of targets. It will be interesting to see if European and national targets filter down to local level targets where local air quality becomes more important.

Two years ago, we were trying to convince fleets that EVs were a viable option. This has now reversed and fleets are asking us to help them find the operational requirements that EVs fit. Most fleets realise that EVs will not

*"We expect demand to continue increasing as more carmakers introduce EVs"*

meet every requirement, but that they have huge cost and local air quality benefits.

The other crucial factor is continuing Government support for EVs. The Office for Low Emission Vehicles recently announced changes to the plug-in car grant. From February, there will be a £2,000 grant difference between full EVs and petrol burning plug-ins to more reflect real world, technology neutral carbon impact.

The major advantage of 100% EVs is that they have a much higher electric range compared to other options. The carbon footprint reduction and better air quality benefits are therefore much higher.

This is helping drive up sales of full EVs, like the UK-built Leaf and e-NV200 range. The latest Leaf now has a 30kW battery giving a range of up to 155 miles, which meets many more fleets' requirements.



## LCVS BY ENGINE TYPE ON HITACHI'S FLEET

Year	Diesel	Petrol	Diesel hybrid	Petrol hybrid	Electric
2013	99.9%	0.1%	0.0%	0.0%	0.0%
2014	99.8%	0.1%	0.0%	0.1%	0.1%
2015	99.5%	0.0%	0.0%	0.3%	0.1%

Source: Hitachi Capital Vehicle Solutions

looking at allocation almost on a case-by-case basis," Bushnell adds.

Along with that is the importance of wholelife cost rather than "effective rental" (finance, plus VAT, plus maintenance).

Other issues include a shortage of LCV models, especially of the larger variety, and the charging infrastructure.

"London is relatively well-served, but more development is needed in other large conurbations," says Bushnell. "Motorway points also need to be monitored more closely to ensure they are working and the bays are not blocked."

Welch points out that carmakers are adding momentum to the ULEV drive, with the launch this year of another 30 cars and nine vans, and a further 40 due to come to market over the next three years. "Research shows 90% of charging is done at home – it becomes a routine, like charging the mobile – and the average commute is 10 miles," she says.

According to Hitachi Capital Vehicle Solutions, exemption from the congestion charge has a marked impact on electric van use in London. Comparing the wholelife cost over 10,000 miles of a Nissan eNV200 to a VW Caddy 1.6-litre CDI, the Nissan shows a 15% saving.

"However, for a normal urban cycle, diesel is slightly cheaper, and for large fleets this could equate to a high cost of change," says Hitachi fleet consultant Suzanne Phillips.

Analysis of that database reveals that, although the presence of hybrid and pure electric is merely 0.7% and 0.1% respectively, there's been a marked fall in CO<sub>2</sub> emissions since 2009, down from 136 to 80g/km.

Colin Herron, managing director of research and development company Zero Carbon Futures in Sunderland, says that advancement in battery technology is seeing more power at the same weight and shorter charging times. "Coupled with that, there is increasing choice of EVs."

The latest advancements include battery power not just for the vehicle, but in the home or commercial premises. Herron explains that the car/van would be charged off-peak at night, with any excess stored via a building control unit to power appliances at peak times.

# 3,000

Number of EVs on Alphabet's fleet

# 90%

Proportion of EV charging done at home

# 15%

Wholelife cost saving of Nissan eNV200 over diesel VW Caddy in London



Find an EV charging point at:  
[fleetnews.co.uk/tools/ev-charging-point/](http://fleetnews.co.uk/tools/ev-charging-point/)

# Strong showing for new car technology at Detroit

*Simon Harris* reports on the key fleet models launched at the US event

Fleet News doesn't always attend Detroit Motor Show. Unlike the big European shows (Geneva, Frankfurt, Paris), the American event is dominated by cars that will never make it across the pond.

So what's different about this year? The Mercedes-Benz E-Class for one; an important car for the manufacturer in a highly competitive sector of the

market. We also spotted other cars which should interest UK fleets, such as the Chevrolet Bolt, a potential indicator for a new Vauxhall Ampera.

Audi, Volkswagen and Volvo unveiled key models for the first time, while BMW and Lexus pushed the performance button on cars that are unlikely to feature on too many fleets.

## MERCEDES-BENZ

### E-CLASS SALOON

Available May **Key fleet engine** 2.0-litre diesel E220d **CO<sub>2</sub>** From 102g/km (predicted) **Price** TBC

#### ENGINES AND TRANSMISSION

The UK range starts with the E220d, which uses a new 2.0-litre diesel engine, producing 195hp and 295lb-ft of torque. It has 18hp more than the old 2.2-litre engine it replaces, and has a 0-62mph time of 7.3 seconds. CO<sub>2</sub> emissions are expected to be 102g/km, with fuel economy of 72.4mpg on the combined cycle – improvements of 12g/km and 8.2mpg over its predecessor. It also benefits employers who reimburse mileage at AFR rates, with its engine falling into a lower pence per mile bracket. It's joined by the six-cylinder 350d, which produces 258hp and 443lb-ft of torque. This version of the E-Class will accelerate from 0-62mph in 5.9 seconds, and offers CO<sub>2</sub> emissions of 113g/km with fuel economy of 55.4mpg on the combined cycle.

All come with Mercedes-Benz's own nine-speed automatic transmission. In 2017, the company will introduce a new entry-level variant in the E 220d, using a 150hp version of the 2.0-litre diesel engine.

#### CONNECTIVITY

The E-Class features Car-to-X communication, which enables it to exchange information with other vehicles on the road, giving the driver warning of obstacles ahead or traffic jams.

An optional remote parking pilot allows the E-Class to be moved in and out of garages and parking spaces remotely, using an app on the driver's smartphone.

Optional digital key technology uses near-field communication to enable a smartphone to be used as a digital key.





## SAFETY

The E-Class has a range of standard safety features, including drive pilot – another step towards autonomous driving. Combined with automatic cruise control features, it allows the E-Class to follow the vehicle in front at up to 130mph. The car can manage acceleration and braking, while steering pilot provides assistance for steering. At up to 80mph, the system can take into account vehicles and buildings at the side of the road, following vehicles ahead even without road markings.

Using command online navigation, it can also enable speed limit pilot, which can adjust the vehicle's speed to camera-detected limits or those logged in the navigation system. Active lane-change assistant uses cameras and radar sensors to help the driver with overtaking, while active brake assist, with cross traffic function, has extended speed thresholds, detecting vehicles and pedestrians at higher speeds than before. It can now detect crossing traffic at junctions and apply the brakes if necessary. Evasive steering assist understands when the driver is taking evasive action in dangerous situations, such as when a pedestrian is detected stepping into the road, and offers steering assistance. Pre-safe has some additional features, including inflating a seat back rest chamber on the side of a crash to move the occupant further away from danger. There is also a signal that triggers a natural aural reflex that can guard against damage to the ears from the sounds of a crash.

## DESIGN

It might look familiar to anyone who's seen the latest C-Class and S-Class saloons but, if you turn back the clock 20 years, there was a strong coherence in the styling of the E-Class, alongside the C-Class and S-Class.

For 2016, the E-Class has grown slightly longer overall, and has a 65mm longer wheelbase, increasing space for occupants.

A combination of aluminium and steel used in the construction of the car has helped reduce weight by around 100kg, as well as improve efficiency.

UK models will be offered in SE and AMG Line variants, both of which will use the 'sports' radiator grille with large central Mercedes-Benz star logo.



*"A mixture of aluminium and steel has helped reduce weight by around 100kg"*

## EQUIPMENT

All E-Class models will have LED headlights, while the interior is lit with LED lights that offer the choice of 64 colours. Lowered, comfort suspension is standard on UK models, while air body control air suspension is an option. Other options include twin 12.3-inch displays that sit behind a single pane of glass, creating the impression of a floating wide-screen cockpit. There is also a higher LED headlamp option, with 84 individually controlled lights, that avoid dazzling other road users.

## THINKING CAP



By Martin Ward, manufacturer relationships manager

cap hpi



**Monday** Over to Paris to drive the DS4 Crossback on some pretty wet roads around

Velizy. This addition to the range has the new DS front end, with the addition of roof-rails, a large rear spoiler, wheel arch mouldings and a higher ride height, making it look a bit SUV-ish. It is more stylish than the standard DS4, it drives really well, has high quality and losing the Citroën badges should help its credibility.

It truly is now the DS, but will the Great British public understand? We'll wait and see.

*"Hydrogen is a great idea: it really does work and the cars drive so well"*

**Wednesday** Got a new laptop and, while transferring files over, found all my word documents with the word 'hydrogen' in them. Going back to 2010, most of them refer to 2015 being the big year for the zero emission vehicles. My travels to drive hydrogen vehicles included: Oslo, Frankfurt, Seoul and, closer to home, Swindon. The suppliers of the fuel told us that, by 2015, around 8% of all filling stations will be selling it. In this very column, I wrote: "Hydrogen fuel cell cars should be a reality by 2015, and hydrogen is coming to a filling station near you."

2015 came and went, and no sign of this new, clean form of energy. Nowhere near the amount promised, anyway. I'm guessing that the predictions may have been a little optimistic. It may be nearer to 2025 before we finally see hydrogen at a filling station near you. A shame, as it is a great idea: it really does work and the cars drive so well.

**Thursday** Been using a Renault Twingo, and a great little car it is too. This rear engine, rear-wheel drive is so much fun to drive, nippy and economical. But you need a degree in mechanical engineering, and lot of patience, to fill the washer bottle up.



**Limited availability**  
Over 1,400 guests  
already attending,  
book now to avoid  
disappointment!



10 March 2016

Grosvenor House  
Park Lane, London

Over 1,400 guests  
have already booked  
their seats, so contact  
us immediately to  
secure your attendance  
at the Fleet News  
Awards 2016

For tickets and tables contact  
Emma-Louise Kinnaird on 01733 395133  
or email [emma-louise.kinnaird@bauermedia.co.uk](mailto:emma-louise.kinnaird@bauermedia.co.uk)

Sponsored by



[www.fleetnewsawards.com](http://www.fleetnewsawards.com)



## AUDI

## A4 ALLROAD QUATTRO

**Available** Spring **CO<sub>2</sub>** From 128g/km **Price** From £34,000 (estimated)

Audi took the wraps off the second-generation A4 Allroad, based on the A4 Avant launched in the UK four months ago. It has a ride height 23mm higher than the A4 Avant and, thanks to larger wheels, has ground clearance 34mm higher. All-wheel drive is standard.

The construction methods of the new A4 have allowed Audi to save up to 90kg in weight over the A4 Allroad's predecessor and, combined with more fuel-efficient engines and transmissions, have resulted in significantly lower CO<sub>2</sub> and fuel consumption.

CO<sub>2</sub> emissions from the new 190hp 2.0-litre TDI in the A4 Allroad are 128g/km and, after the

launch, Audi will add a 150hp diesel variant.

Audi will also offer 218hp and 272hp 3.0-litre V6 diesel versions, both with CO<sub>2</sub> emissions below 140g/km, with a single petrol variant producing 272hp.

The new A4 Allroad is more spacious than the car it replaces, with a larger boot, and can tow up to 2,100kg.

Standard equipment includes xenon headlamps with LED daytime running lights. Full LED headlamps are optional. The Allroad will have the MMI controls of the new A4 and optional 12.3-inch 'virtual cockpit' instrument panel.



## H-TRON QUATTRO

**Available** Concept **CO<sub>2</sub>** Zero **Price** N/a

Audi's H-Tron Quattro concept demonstrates what's possible with hydrogen fuel cell technology.

The car uses a fuel cell with an output of up to 150hp and a further on-demand power boost of 136hp courtesy of a lightweight lithium-ion battery. Maximum torque is 406lb-ft.

Its range is up to 372 miles, and it also has a large solar panel on the roof, capable of generating 320 watts, which could add up to 620 miles a year to the range.



## BMW



## M2

**Available** April **CO<sub>2</sub>** 199g/km **Price** £44,070

BMW's latest high performance model appeared in public for the first time, although the M2 won't feature on too many fleet choice lists.

Powered by a twin-turbo V6, the M2 produces 370hp and sets a 0-62mph time of 4.3 seconds with the optional DCT gearbox.

## CHEVROLET

## BOLT

**Available** 2017/18 **CO<sub>2</sub>** Zero **Price** £25,000 (estimated)

No official confirmation yet that the Bolt will come to Europe wearing Opel and Vauxhall badges, but the new electric vehicle (EV) from General Motors – appearing in Detroit almost a week after making its public debut in the Consumer Electronics Show in Las Vegas – seems to offer the broadest appeal of any electric car to date. With pricing significantly lower than Vauxhall's last plug-in car, the Ampera, but with a much roomier cabin and boot, plus a theoretical 200 miles of range, we're pretty certain this will evolve into a Vauxhall sometime after the car's launch in North America in 2017.



## FORD

## FUSION

Available N/a CO<sub>2</sub> N/a Price N/a

Ford showed a facelift for the Fusion – the North American version of the Mondeo – although the European model's timeline runs a couple of years behind the US car. We don't expect to see anything similar on the Mondeo before the 2018 model year.

There has been no official confirmation yet, but the Ford Kuga is likely in line to be updated later this year.

As with its North American counterpart, the Escape, we expect the Kuga to be lightly restyled to maintain uniformity of appearance with the Edge large SUV later this year, including a bolder new grille.



## INFINITI



## Q60

Available Late 2016  
CO<sub>2</sub> From 120g/km (estimated)  
Price £32,000 (estimated)

The Q60 will replace a car in the Infiniti line-up that has only ever been offered in the UK as a 3.7-litre V6 petrol model.

Although diesel wasn't a hot topic in Detroit, the Infiniti Q60 will share engines and other technology with the Q50 saloon already on sale in the UK.

The Q60 is likely to be offered with a four-cylinder diesel engine supplied by Mercedes-Benz, which will offer the lowest CO<sub>2</sub> in the line-up.

The petrol options will include a 211hp 2.0-litre turbo charged motor, also sourced from Mercedes-Benz.

## KIA

## TELLURIDE

Available N/a CO<sub>2</sub> N/a Price N/a

The Telluride large SUV is unlikely to come to Europe, but it shows the growing confidence Kia has in exploring market niches more often associated with premium-badge cars.

The Telluride is large, roomy and feels upmarket, and perhaps will have some influence over the look of future models.

However, more relevant for Europe will be the Niro hybrid small SUV, to be unveiled at the Chicago Auto Show in February.



## LEXUS



## LC 500

Available 2017 CO<sub>2</sub> 250g/km (estimated)  
Price £90,000 (estimated)

Lexus is making increasingly bold statements in the styling of its cars, as well as with its high-performance variants.

It unveiled the LC 500 large coupé in Detroit, which will be a low-volume model, but perhaps is the best halo-car for the brand since the LFA supercar.

It uses a normally aspirated 5.0-litre V8 engine in conjunction with a 10-speed automatic gearbox.

We won't see this car on many fleets, but we can expect some of its hi-tech features to become available elsewhere in the range in due course, and its styling to influence the brand's design direction.





# FleetNews FLEET MANAGEMENT LIVE

**19-20 October 2016  
NEC, Birmingham**

# 100% SATISFACTION

All Fleet Management LIVE 2015 exhibitors  
plan to rebook their stands for the 2016 event\*.

**Join them and boost your business.**



Find out how Fleet Management LIVE can help you win new business

**Call Daren Davis on 01733 468638**

**[www.fleetmanagementlive.co.uk](http://www.fleetmanagementlive.co.uk)**



Follow us on Twitter @FleetLive

\* Of 43 respondents



## MERCEDES-BENZ



## SLK

**Available** April **CO<sub>2</sub>** From 114g/km **Price** From £34,000 (estimated)

The Mercedes-Benz SLK roadster gets a freshen-up and a new name under the company's realigned model designations.

The good news for fleets that allow convertibles to be chosen by drivers is that the diesel variant will continue. The 204hp SLC 250d has CO<sub>2</sub> emissions of 114g/km.

The top AMG version comes with a new bi-turbo V6, rather than a normally aspirated V8, which reduces CO<sub>2</sub> emissions and fuel consumption significantly. The 184hp SLC 200 comes with a six-speed manual as standard, with a nine-speed auto as an option. All other variants have a nine-speed auto as standard.



## VOLKSWAGEN

## TIGUAN GTE ACTIVE CONCEPT

**Available** Concept **CO<sub>2</sub>** Sub-50g/km (estimated) **Price** N/a

Volkswagen's Detroit concept, based on the Tiguan, sets out to prove that off-road driving can be done using alternative fuel powertrains.

The Tiguan GTE Active Concept is a plug-in hybrid and can allow all four wheels to be driven electrically – an ability only offered by the Mitsubishi Outlander

PHEV to date – and has a 150hp 1.4-litre TSI petrol engine to assist.

The car has a total range of up to 20 miles in EV mode.

It has also been designed to tackle more obstacles than a standard Tiguan, with greater ground clearance and approach or departure angles.



## VOLVO



T8 Plug-in



## S90

**Available** September **CO<sub>2</sub>** From 49g/km  
**Price** From £32,000 (estimated)

Although *Fleet News* had a close look at the new S90 a few weeks ago, this was its first appearance in public.

With styling cues and technology from the latest XC90, the S90 will offer a plug-in hybrid version as well as front-wheel drive and all-wheel drive diesels.

The T8 plug-in hybrid version still has a full-size boot, and we can expect the V90 estate to be unveiled in Geneva in a few weeks.



THE UK'S PREMIER DRIVING EVENT



**WHERE CAN I SEE, DRIVE,  
COMPARE AND EVALUATE  
THE LATEST VEHICLES IN  
ONE PLACE?**

**NETWORK WITH  
YOUR PEERS**

**UNACCOMPANIED DRIVING EXPERIENCE**

**DEBATES**

**LATEST TECHNOLOGY**

**TEST THE MOST IMPORTANT  
VEHICLES FOR THE FIRST TIME**

**FIT WEEKS OF TESTING INTO TWO DAYS**

**FOUR UNIQUE DRIVING ROUTES**

- CITY COURSE
- ALPINE ROUTE
- HIGH SPEED BOWL
- OFF-ROAD COURSE



**14-15 JUNE 2016**

MILLBROOK PROVING GROUND

Register your interest today at [www.companycarinaction.co.uk](http://www.companycarinaction.co.uk)



**WHERE THE UK'S LEADING FLEET DECISION-MAKERS COMPARE AND EVALUATE CARS... MAKE YOUR MARQUE**



### Mitsubishi L200 2.4 Warrior double cab

The L200 is a true all-rounder. It's a practical everyday five-seater, a comfortable motorway cruiser capable of averaging 40mpg, and has huge towing and load-lugging ability. But what about off-road? Fleets considering the Mitsubishi will no doubt do so because the nature of their work will require a vehicle that can prove its worth in the mud.

When I arrived at a pay-and-play off-road event at the weekend, I was prepared for ridicule from the other four-wheel drive enthusiasts with their lifted suspension, snorkels and huge off-road tyres as I pulled up in my shiny new truck with standard tyres. I wasn't expecting an impressive performance, mainly because my tyres looked as though they would clog at the first sight of mud and provide little or no traction – meaning I would probably require many rescues from said enthusiasts.

On the 'baby slopes', out of view of the other drivers, the L200 seemed surefooted. And once I'd gained confidence, I tried some more challenging areas of track and was truly amazed at the terrain the Mitsubishi can conquer. Slopes, rocks, mud, water – wherever I pointed it, the truck coped, seemingly with little or no effort.

By the afternoon I was covering track I would have never thought passable in the L200. Uphill, the hill control system makes for easy stop-starts, without needing the handbrake or clutch control, and downhill the truck copes with ease, controlling descent with its own engine braking.

One spectator even told me that he had been considering an L200 and seeing how well it coped off-road had convinced him it was the right truck for him. The only problem I encountered was the fact that the L200's rear overhang and tow bar make the truck too long for some steep slopes.

**Luke Neal**



See extended long-term tests at [fleetnews.co.uk/cars/car-reviews/](http://fleetnews.co.uk/cars/car-reviews/)

1.6 CDTi 136 SRI NAV

## VAUXHALL ASTRA

New model a big step-up on previous generation



### COSTS\*

P11D price	£21,425
BIK tax band	18%
Annual BIK tax (20%)	£771
Class 1A NIC	£532
Annual VED	£0 then £20
RV (4yr/80k)	£5,350/25%
Fuel cost (ppm)	6.65
AFR (ppm)	9
Running cost (4yr/80k)	29.87ppm

### SPEC

Engine (cc)	1,598
Power (hp)	136
Torque (lb-ft)	236
CO <sub>2</sub> emissions (g/km)	103
Fuel efficiency (mpg)	72.4
Max speed (mph)	127
0-62mph (sec)	9.0
Test mpg	61.9
Current mileage	976

\*Running cost data supplied by KeeResources (4yr/80k)

By Andrew Ryan

Our new long-termer isn't a complete stranger to me: I drove the new Vauxhall Astra on its UK press launch in September last year and left the event impressed, describing it as a car that can "comfortably hold its own against the class best".

Around six months before this, I was coming to the end of a stint of running a previous-generation Astra as a long-term test car, and it was clear to see that the new model had made a giant step forward.

The quality of design and materials has markedly improved. Despite being slightly smaller than its predecessor, it has more interior space and, due in part to weighing up to 200kg less, it is much nicer to drive.

A further improvement is that, like-for-like, the new range has lower P11D prices than the outgoing one (up to £2,200 on some models), which leads to lower tax bills for both employer and employee.

Our test model is the 1.6-litre CDTi SRI Nav in 136hp trim. It has CO<sub>2</sub> emissions of 103g/km and an official combined fuel economy of 72.3mpg.

Standard equipment includes air-conditioning, cruise control, 17-inch alloy wheels, sports seats, leather steering wheel, front foglights, Bluetooth connectivity and integrated sat-nav with an eight-inch touchscreen.

The standard driver assistance pack features a front camera system, traffic sign assistant, lane keep assist, lane departure warning and forward collision alert with collision-imminent braking.

SRI trim also features Vauxhall's OnStar system, which turns the car into a 4G wi-fi hotspot as well as providing emergency response notification and a range of other services.

First impressions of our new long-termer have backed up my thoughts from the launch event. It will be interesting to see if the next five months changes them in any way.

*"Despite being slightly smaller than its predecessor, it has more space and, partly due to weighing up to 200kg less, is nicer to drive"*



# CITROËN CACTUS

Quirky small SUV will be sorely missed



LED driving lights and recessed headlights give a space-age appearance

## COSTS\*

P11D price	£16,635
BIK tax band	16%
Annual BIK tax (20%)	£532
Class 1A NIC	£367
Annual VED	£0
RV (4yr/80k)	£4,299/26%
Fuel cost (ppm)	5.80
AFR (ppm)	9
Running cost (4yr/80k)	24.50ppm

## SPEC

Engine (cc)	1,560
Power (hp)	100
Torque (lb-ft)	187
CO <sub>2</sub> emissions (g/km)	87
Fuel efficiency (mpg)	83.1
Max speed (mph)	114
0-62mph (sec)	10.7
Test mpg	67.4
Current mileage	10,792

\*Running cost data supplied by KeeResources (4yr/80k)

By Andrew Ryan

My expectations were high when the Citroën C4 Cactus joined our long-term test fleet.

The distinctive model had already won a number of high-profile honours, including best compact SUV at the *Fleet News Awards*.

Six months and 10,792 miles later, our Cactus has now returned to Citroën. Did it live up to its star billing? For me, the answer is a definite yes. I found our 1.6-litre BlueHDI model had plenty of appeal on both rational and emotional levels: its high real world fuel economy and low CO<sub>2</sub> emissions providing low running costs, while I was charmed by its quirky character.

CO<sub>2</sub> emissions of 90g/km put it in the 16% benefit-in-kind (BIK) tax band. It was also exempt from vehicle excise duty, while I achieved an overall test fuel economy of 67.4mpg (official combined figure: 83.1mpg).

Despite these figures making a strong financial case for the Cactus, in a recent *Fleet News* interview Martin Gurney, director fleet and used vehicles for PSA Peugeot Citroën, acknowledged that its styling will deter some fleets and drivers. I can understand that: its black plastic cladding and padded panels on the door dominate its looks, while its LED driving lights and recessed headlights give it a space-age appearance.

There are other issues too. The Cactus's steering wheel adjusts for rake but not reach, so although I found it straightforward to find a comfortable driving position, others might have more difficulty. The infotainment system is fiddly to use, while practicality is hampered by a rear seat which folds but doesn't split, and its high boot lip can hinder loading, particularly with heavy or large items.

But such was the Cactus's character and high level of likeability that I found these issues easy to overlook. It was a car I always looked forward to driving, while it was also kind to my bank account. What more do fleet drivers need?

## Mazda CX-5 Skyactiv-D 150 SE-L Nav 2WD



I will shortly be handing back the keys to our long-term Mazda CX5. It now has 12,500 miles on the clock and had its first

service at our local Mazda dealer. I have covered a few thousand miles now and, overall, I am impressed. It has been a pleasure to drive. Its sporty, sculptured features are visually appealing, the interior is stylish and I enjoyed the elevated driving position which allows you to see more of the road ahead. The interior is spacious and most functions are logical and can be operated without the need for the manual.

After a considerably mild start to the winter season, however, a couple of frosty mornings had me seeking out the button for the heated wing mirrors. I couldn't find it and the manual fails to mention them. Frustrated, I turned to Google and concluded that they were activated when turning on the rear window defroster.

I found the suspension fairly unforgiving. Items placed in the boot will not be found in the same position they were left in, even after a short journey. The boot space (503 litres), however, is a real asset. For a Christmas holiday, we travelled to the airport. Loading large suitcases and hand luggage is usually a real struggle, but it all fitted into this boot with ease.

Leanne Patterson

## Honda CR-V 1.6 i-DTEC SR 2WD Manual



Three months after the Honda CR-V joined our fleet, fuel economy figures suggest a 29% shortfall against the official

claimed combined of 62.8mpg, equating to around 44.6mpg for our Honda CR-V.

However, such a disparity cannot be completely attributed to the manufacturer. The problem is our version has a power output of 120hp which, while adequate, does encourage higher revs in an effort to make the most of the torque available.

Those higher revs have put paid to a more respectable mpg return and suggest that more horsepower could be the solution.

The higher-powered 160hp 1.6-litre diesel SR, however, increases emissions from 119g/km to 133g/km, equating to 24% BIK compared to 21%. The P11D price is around £2,000 higher and on a four-year/80,000 mile contract it will see a 20% taxpayer contributing an additional £270 per year, with £200 in additional national insurance contributions. Running costs also increase by almost £2,400. An expensive dilemma but, considering emissions are above 130g/km for the 160hp version it's a choice which will be taken out of the hands of most fleet drivers.

Gareth Roberts

See extended long-term tests at [fleetnews.co.uk/cars/car-reviews/](http://fleetnews.co.uk/cars/car-reviews/)

*"It was a car I always looked forward to driving, while it was also kind to my bank account. What more do fleet drivers need?"*

# DOMINIC GILL

BUSINESS SALES OPERATIONS MANAGER, VOLVO

You'd better not be late for Dominic Gill. And, even though he doesn't worry about the things he can't control, he shelved an early ambition to be an oil tank skipper to fulfil his 'destiny'

A book I would recommend is *The Chimp Paradox* by Steve Peters. A fascinating insight into the human mind and how to achieve success through self-belief.

One of my earliest memories associated with a car was going on a family holiday in my dad's green Volvo 240 GLE estate. I think I was always destined to work for the brand.

I'd like to be remembered firstly as a great husband and father. In my business career, as someone who made a difference, who could positively motivate those around me and who got the job done.

I'm the proud father of two young boys, aged three and one. My hobbies have disappeared, but I love to cook and it's a great way to unwind.

I would tell my 18-year-old self: don't worry about the things that are outside of your control.

If I was made Prime Minister for the day, with two young children myself, I would eliminate the cost of childcare to ensure all parents have the opportunity to go back to work or stay at home without the worry of expense.

I love films, so have a lot of favourites. My favourite film, if I had to pick one, would be *The Shawshank Redemption*. A hard film to watch in places, but ultimately very rewarding – and a great ending.

Three vehicles I would like in my garage are two dream cars and one for weekends: a Ford GT40, Aston Martin DB5 and a Volkswagen Camper Van.

My pet hate is lateness. If you say you are going to be somewhere for a certain time, be there.

The pivotal moment in my life was meeting my future wife for the first time.



*"If you say you are going to be somewhere for a certain time, be there"*

**First fleet role** My first role was as a customer relations consultant for Volvo Car UK, straight out of university. It was a very rewarding role as I got to help customers on a daily basis and it gave me a solid foundation in the company.

**Career goals at Volvo** To ensure Volvo Business Sales continues to grow in 2016.

**Biggest achievement in business** I can't take full credit for my biggest achievements in business as they have always happened when I've been part of a bigger team. I would say being able to have the opportunity to grow with the Volvo business over 15 years has been a fantastic accomplishment though.

**Biggest career influence** My Dad. He was MD of his own business and his work ethic and determination to succeed has always been something that I have aspired to replicate. I've also been lucky enough to have worked for some excellent managers at Volvo, both in the UK and Sweden, who are really committed to developing people. I have also learned that you have to take ownership for your career: "If it's going to be, it's up to me" is a nice phrase I picked up.

**Biggest mistake in business** Working in a well-known high street pizza restaurant. That was, I think, my first business mistake – but not so much the biggest! I learned quite quickly that I wasn't cut out for the restaurant world.

**Leadership style** Very much inclusive and about ensuring positive buy-in. At the same time, I like to provide clear direction and decisiveness. My goal is to ensure I leverage the strengths of each individual team member as I firmly believe this creates a better result.

**If I wasn't in fleet** I'd be in retail. I previously worked for John Lewis and its superb levels of customer focus have stayed with me since.

**Childhood ambition** I wanted to be an oil tank skipper.

**Next issue:** Lisa Grimsley, remarketing director (north), Aston Barclay





Ford Mondeo  
Vignale: superior  
refinement

# Premium spec – now bringing hybrid savings

**T**he Ford Mondeo Vignale, the first of a new range of upscale Ford Vignale models, delivers superior refinement in a premium specification, with the new Hybrid model delivering particular value for money.

A combination of a 2.0-litre petrol engine, electric motor and 1.4 kWh lithium-ion battery help the Ford Mondeo Vignale Hybrid achieve 67.3mpg combined, 100.9mpg urban and 99g/km CO<sub>2</sub> emissions.

Financially, the hand-finished Mondeo Vignale Hybrid, available in Titanium trim level, makes very good sense when

compared to equivalent four-door automatic petrol and diesel Mondeo Vignale Titanium models, starting with a lower on-the-road price – delivering on Ford's promise to give fuel-efficiency-minded customers the power of choice.

The monthly BIK tax bill for a Mondeo Vignale Hybrid for a 20% taxpayer is £70.09, with a 40% taxpayer paying £140.19. For a petrol version the figures are £147.42 (20%) and £294.83 (40%) while, for a diesel Mondeo Vignale, the BIK figures are £118.03 (20%) and £236.06 (40%).

In most instances at low speed, and for short distances, the Mondeo Vignale

Hybrid runs exclusively on electricity. As speed increases, or when additional power is required, the petrol engine takes over power delivery.

Standard specification includes Ford's DAB navigation system, SYNC2 with eight-inch touchscreen, Lane Keeping System, Traffic Sign Recognition, front and rear parking sensors and sports seats.

Available options for the Mondeo Vignale Hybrid include power sunroof, inflatable rear seatbelts, adaptive cruise control, keyless entry and Active Park Assistance with Parallel and Perpendicular Parking.

## NEW FORD FOCUS RS JOINS FOUR-WHEEL/ALL-WHEEL DRIVE CLUB

The launch of the new Ford Focus RS means there are now eight all-wheel drive or four-wheel drive Ford vehicles available in the UK.

The all-new Ford Edge, Kuga, Galaxy, Mondeo and S-MAX (pictured) all offer intelligent all-wheel drive that delivers enhanced traction and roadholding with a seamless transition between front-wheel drive and all-wheel drive performance to

provide a more secure footing on the road, especially in slippery conditions.

The Ford Transit can also be specified with intelligent all-wheel drive for class-leading traction and dynamics, while the Ford Ranger offers driver-selectable four-wheel drive with two-speed transfer box, which allows drivers to switch between rear-wheel and four-wheel drive at speeds of up to 70mph.



*Takes you to your office.  
Wherever it may be.*



## FORD MONDEO

➤ Intelligent All-Wheel Drive

P11D	BIK	CO <sub>2</sub>	COMBINED MPG
£20,440 - £29,310	14% - 30%	176 - 94g/km	37.2 - 78.5

Official fuel consumption figures in mpg (l/100km) for the Ford Mondeo range: urban 27.2-100.9 (10.4-2.8), extra urban 47.9-85.6 (5.9-3.3), combined 37.2-78.5 (7.6-3.6). Official CO<sub>2</sub> emissions 176-94g/km.

The mpg figures quoted are sourced from official EU-regulated test results (EU Directive and Regulation 692/2008), are provided for comparability purposes and may not reflect your actual driving experience.

Vehicle shown is the Ford Mondeo Titanium 2.0 180PS TDCi with optional Ruby Red special metallic paint, 19" alloy wheels, panoramic roof, and LED Adaptive Lighting.



**Go Further**