

FleetNews

HELPING COMPANIES RUN EFFECTIVE AND EFFICIENT FLEETS SINCE 1978

July 7 - July 20 2016 £4.00

JAGUAR XE

**THE BUSINESS CASE
IS JUST AS POWERFUL**



Model shown: XE S with optional metallic Italian Racing Red paint.

THE ART OF PERFORMANCE

JAGUAR XE

BUILT FOR BUSINESS



*Model shown is an XE 2.0D R-Sport 180ps RWD with optional metallic Italian Racing Red paint and 19" Star 5-twin spoke alloy wheels.



THE POWER OF EFFICIENCY

The Jaguar XE creates a powerful impression instantly. But beneath those lithe, muscular lines lies an equally potent argument for fleet managers.

Value is built in to the core of the XE, thanks to the Lightweight Aluminium Architecture. Fuel consumption for the XE 2.0 Diesel 163ps RWD manual is impressive, achieving up to 75mpg and CO₂ emissions as low as 99g/km. Add the economy of our state-of-the-art Ingenium engines and you have the most efficient sports saloon we've ever put on the road.

DRIVING DOWN YOUR COSTS

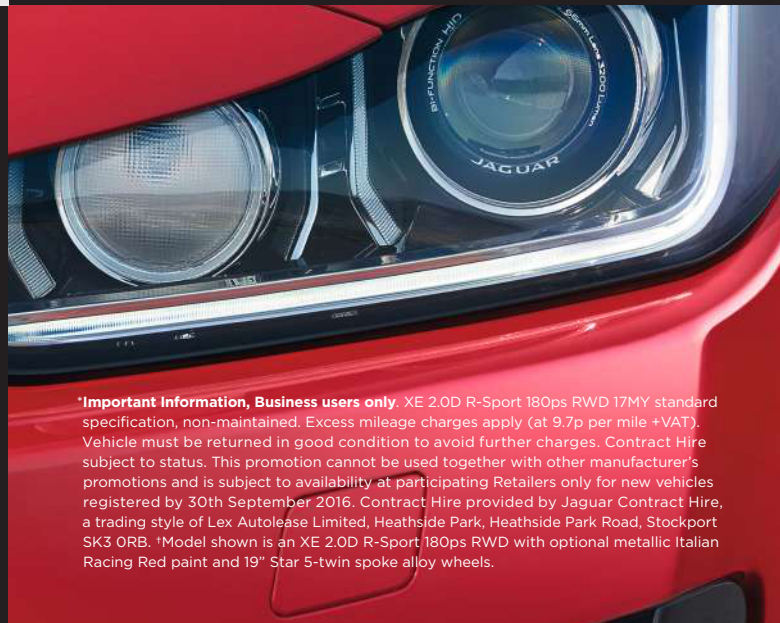
Built to compete as a fleet car, the XE's price is as attractive as its looks. The saloon's eye-catching efficiency translates into real tax benefits and service intervals as long as 21,000 miles keep maintenance costs in check. Resale rates and insurance group ratings are competitive too.

The Jaguar R-Sport is available from £259 a month +VAT*.

Offer based on a 36 month Business Contract Hire agreement, 10,000 miles per annum with an initial rental of £1,554 +VAT. VAT payable at 20%.

*Model shown XE 2.0D R-Sport 180ps RWD (including optional metallic paint and 19" Star alloy wheels) from £283 a month +VAT, plus initial rental of £1,698 +VAT.

Jaguar Business Centre 0845 600 2214.



***Important Information, Business users only.** XE 2.0D R-Sport 180ps RWD 17MY standard specification, non-maintained. Excess mileage charges apply (at 9.7p 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 registered by 30th September 2016. Contract Hire provided by Jaguar Contract Hire, a trading style of Lex Autolease Limited, Heathside Park, Heathside Park Road, Stockport SK3 0RB. *Model shown is an XE 2.0D R-Sport 180ps RWD with optional metallic Italian Racing Red paint and 19" Star 5-twin spoke alloy wheels.

JAGUAR XE

POWERFUL PERFORMANCE



Model shown: XE S with optional metallic Italian Racing Red paint and 20" Propeller alloy wheels.

THE ATTRACTION OF POWER

XE's power runs deeper than its assertive looks. Touch the start button and the promise of the car's looks is delivered as the turbocharged engine leaps to life. The Lightweight Aluminium frame allows for impeccable handling and a distinctively sporty drive, while optional features of AWD and Adaptive Dynamics marshal the XE's formidable power through tight turns and on uneven roads.

It is an unmistakably exhilarating driver experience. This is a Jaguar from tip to tailpipe.



POWER AT YOUR FINGERTIPS

Built with the business user in mind, the Jaguar XE keeps you at the centre of power with InControl Touch. Manage your business whilst out of the office and keep you and your XE linked to the wider world - all of the power is yours.

With power comes responsibility and the Jaguar XE makes a convincing safety case. Driver assistance features like Lane Departure Warning keeps you in line if attention drifts and the multiple safety awards plus 5-star Euro NCAP rating speak for the car's impressive safety profile.

Jaguar Business Centre 0845 600 2214.

PUT THE POWER OF THE JAGUAR XE TO WORK

JAGUAR BUSINESS CENTRE 0845 600 2214



Model shown: XE S with optional metallic Italian Racing Red paint and 20" Propeller alloy wheels.

THE ART OF PERFORMANCE

Official fuel consumption for the Jaguar XE range in mpg (l/100km): Urban 24.4-64.2 (11.6-4.4); Extra Urban 46.3-83.1 (6.1-3.4); Combined 34.9-75.0 (8.1-3.8). CO₂ Emissions 194-99 (g/km). Official EU Test Figures. For comparison purposes only. Real world figures may differ.

FleetNews

HELPING COMPANIES RUN EFFECTIVE AND EFFICIENT FLEETS SINCE 1978

July 7 - July 20 2016 £4.00



**VOLVO
S90**

At last, Volvo has an executive contender

In the spotlight: Paragon

A renewed focus on customer need and long-term solutions

Insight: driver training

Hazard perception could cut crashes by 11%. We explain how you do it

Fleet in focus: London Fire Brigade

THE ELECTRIC FIRE BRIGADE

Nicole Fletcher replaced the entire frontline car fleet with electric vehicles. Vans are next, she says

BREXIT WHAT COULD IT MEAN FOR YOU?

We assess whether vehicle prices really will rise, and if emissions legislation will change



WHOLE LIFE COST LEADER.[†]

YES, IT'S AN **ASTRA SPORTS TOURER**.

P11D FROM £16,680 | CO₂ FROM 89G/KM | UP TO 83.1MPG
LOADSPACE UP TO 1,630 LITRES



SEARCH NEW ASTRA BUSINESS



VAUXHALL

Official Government Test Environmental Data. New Astra Sports Tourer 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)-83.1 (3.4). CO₂ emissions: 142-89g/km.

Official EU-regulated test data are provided for comparison purposes and actual performance will depend on driving style, road conditions and other non-technical factors. General Motors UK Limited, trading as Vauxhall Motors, does not offer tax advice and recommends that all Company Car Drivers consult their own accountant with regards to their particular tax position. * = Terms and conditions apply and vehicles are subject to availability. Please call 0870 240 4848 for full details. All figures quoted correct at time of going to press (July 2016). † = Whole Life Cost leadership compares the following vehicles: New Astra SRI Sports Tourer 1.6CDTi 110PS ecoFLEX 92g/km, Focus Zetec S estate 15 TDCi 120PS 99g/km, Golf SE estate 1.6TDI 110PS 102g/km. New Astra Sports Tourer SRI model shown above is for illustrative purposes only and features 18" alloy wheels (£395), Dark-tinted rear windows (£275), Keyless entry and start (£395) and LED tail lights (£195) with P11D from £19,980, CO₂ from 92g/km and fuel consumption up to 80.7mpg.

NEWS

- 4** Brexit could threaten fleet budgets
- 7** Air quality rules are here to stay
- 8** Staff views key to car choice lists
- 11** Nissan fuel cell deal with Ceres
- 12** Škoda to build on bluelight success
- 15** Fleets to drive alternative fuel switch

REGULARS

- 16** Letters and editor's Big Picture
- 18** Opinion: Brexit repercussions
- 20** Ask Nigel: hands-free phones
- 50** Awards winner: Jaguar XF

CAR/VAN REVIEWS

- 52** Volvo S90
- 54** Audi A5
- 56** Long-term reports



28



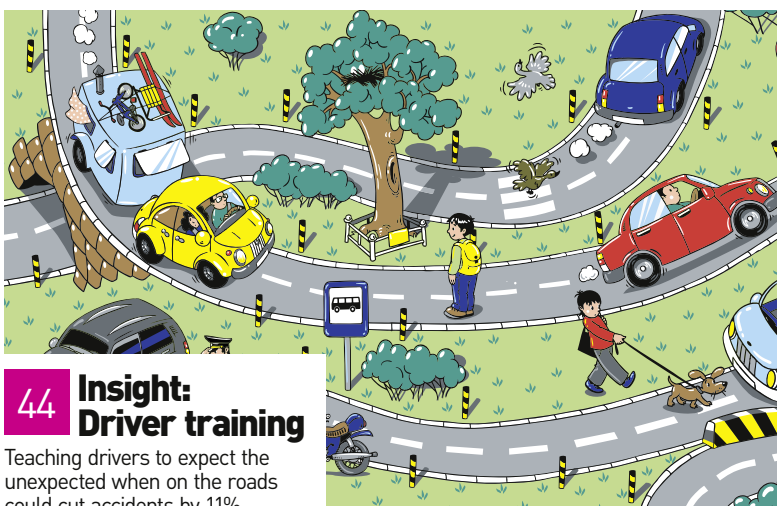
Cover feature Fleet in focus: London Fire Brigade

How Nicole Fletcher is getting electric vehicles to work on her operational car fleet



32 In the spotlight: Paragon Automotive

Chief executive Ian Carlisle has reshaped the business around customer need and developing long-term solutions after just one year in the role



44 Insight: Driver training

Teaching drivers to expect the unexpected when on the roads could cut accidents by 11%



22 Company Car in Action

Dreadful weather failed to deter nearly 740 fleets from attending CCIA, where they were able to test the latest models

Brexit could put fleet budgets under pressure

Leaving the European Union will increase fuel and new vehicle costs if sterling falls further

By Gareth Roberts

Almost two-thirds (64%) of fleets now believe their costs will rise as a result of the UK leaving the European Union (EU).

In a *Fleet News* poll undertaken in the wake of the referendum result, just 36% believed their costs would not be impacted, compared to 61% of fleets prior to the vote.

Almost 17.5 million people (51.9%) voted for the UK to leave the EU and, within hours of the result being officially declared, Prime Minister David Cameron had announced his resignation. The London stock market plunged more than 8% in the opening minutes of trade and the FTSE 100 index fell more than 500 points, before rallying again.

Since most annual business budgets were agreed last autumn, sterling dropped 10% against the Euro and 9% against the US dollar, despite a brief rally after leading leave campaigner and former London mayor Boris Johnson announced he would not stand for Tory leadership. Further political uncertainty is predicted to take its toll on the markets.

Colin Tourick, Grant Thornton professor of automotive management at the University of Buckingham business school, told *Fleet News*: "The long-term impacts of Brexit are unknown and as yet unknowable, but there are clearly going to be bumps in the road."

"In the short term, fleet budgets are likely to be blown out of the water. Fuel costs and new vehicle costs will rise, because sterling will fall."

As the UK imports so many goods, Tourick believes general inflation will rise, affecting maintenance and parts prices.

He continued: "Uncertainty about GDP will make leasing companies pull back their residual value predictions, causing lease rates to rise."

"Some sectors will be hit hard by the economic impacts of Brexit, and in those industries we can expect redundancies and a reduction in demand for new cars."

Many other businesses will simply delay investment decisions until they know what's happening. Expect companies to extend leases rather than signing up to new leases."

However, a reduction in the value of sterling would boost exports, and this could provide some respite and is the best hope for medium-term financial stability.

Tourick said: "Fleet managers are going to have to find innovative ways to reduce fleet costs. This could be a time to look at introducing telematics, moving from outright purchase to leasing, reviewing fuel reimbursement rates and looking again at fleet allocation lists."

The Society of Motor Manufacturers and Traders (SMMT), warned against a vote to leave prior to the referendum, highlighting the potential for costs to increase.

It said the UK's membership of the EU allowed components and finished vehicles to be imported and exported across the single market without tariffs.



"Uncertainty about GDP will make leasing companies pull back their residual value predictions, causing lease rates to rise"

Colin Tourick,
University of
Buckingham

17.5m

Number of people who
voted for the UK to leave EU

10%

tariffs could be imposed
on carmakers



Brexit could see the industry having to pay tariffs of up to 10% – a significant cost in an industry with tight margins – if the UK fails to gain access to the free market. Any additional costs could then be passed on to fleet customers through increased rentals, fewer discounts and heftier P11D prices.

Access to the single market and EU-negotiated international trade deals plus the ability to recruit talent and influence new standards, it says, have all helped to make the UK automotive industry one of the world's most competitive.

Mike Hawes, SMMT chief executive, said: "Growth depends on certainty and continued open and reciprocal access to the 100-plus markets with which the UK automotive industry so successfully trades. This is not just finished cars but components, technologies and the wider automotive value chain."

"Any risks and uncertainty to these fundamental benefits need to be addressed head on by UK Government."

The British Vehicle Rental and Leasing Association (BVRLA) said it would be working closely with UK and European policymakers to ensure that the exit process has a minimal impact on members and their customers.

John Leech, head of automotive at KPMG UK, said: "The fall in sterling and commodity prices will prompt vehicle



A squeezed pound may not be the only challenge the fleet industry will face, following Brexit

production plans, sales incentives, financing arrangements and purchasing plans to be adjusted.

"In recent months, we have seen some industry commentators believe that UK new car sales could top three million in the coming years. The vote to leave the EU means that this has become highly unlikely and I now forecast that new car sales will fall to 2.5m cars in 2017."

This would have a positive impact on nearly new used car prices, which have been under significant pressure in recent months, according to Dylan Setterfield, senior forecasting editor at Cap HPI.

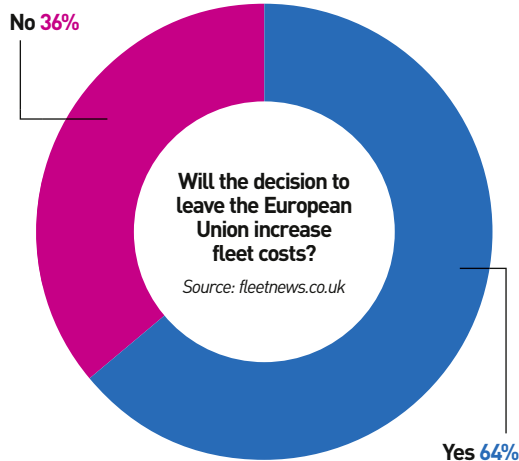
"No-one is going to pay less for a used car today or in the coming weeks as a result of the referendum vote," he said.

Glass's agrees that prices will not be affected for at least the next four weeks or so. Rupert Pontin, director of valuations, said the auctions halls had seen a slight downturn in activity which had impacted on conversion rates.

However, "no-one is panicking", he said.

Despite the dramatic fall in the pound in the aftermath of the vote to leave the EU, there was not as big an effect on wholesale fuel prices as might have been expected.

RAC fuel spokesman Simon Williams explained: "While



the exchange rate is a very important factor in determining the price we pay for fuel at the pumps, the associated fall in the price of crude oil due to fears of weaker global demand has softened the effect on wholesale fuel prices. Had the barrel price stayed constant, the falling pound would have caused wholesale prices to rise sharply."

In early June, the price of crude oil rose to \$50 – a figure not seen since October last year, and at the time of the referendum was just under \$49. However, the following Monday the barrel price dropped to \$45.88. This 6% reduction softened the impact on wholesale fuel of the 11% fall in the strength of the pound against the dollar.

"As it is, we may well see forecourt prices go up by a penny or two from the current average prices for both petrol and diesel of 112p a litre," continued Williams. "But we should remember that a year ago a litre of unleaded was 5p more expensive and diesel was 9p dearer."

In recent months, diesel has been in the firing line due to rising concerns about the impact of NOx on air quality. However, fleets are being told not to expect environmental measures to be swept away post-Brexit (see page 7).

A spokesman for the Low Carbon Vehicle Partnership (LowCVP) said: "We don't anticipate any significant changes in regulations in the near-term and are encouraged by the Government's post-Brexit announcement that it intends to agree the details of the Fifth Carbon Budget."

"The UK automotive industry remains well placed to capitalise on the low-carbon markets of the future and there will continue to be operational benefits and savings to fleet operators through the adoption of lower-carbon vehicles and fuels."

"On this agenda, we will certainly need to continue to work in partnership both within, and beyond, national boundaries."

The UK is not expected to dramatically de-regulate, even after the negotiation period, especially when it comes to road or personal safety, according to James Backhouse, director of legal firm Backhouse Jones.

However, he concluded: "It is crucial that operators ensure that the Government is made aware of the main issues in the transport sector, highlighting any economic impact on the UK economy if certain current rules are surrendered in the negotiation."

■ **Will environmental priorities change? See page 7.**

■ **Get the expert view on Brexit, page 18.**

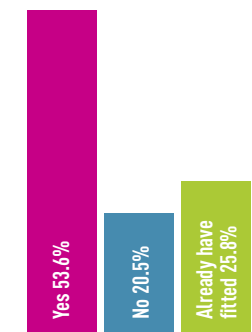


Fleets and the referendum:
fleetnews.co.uk/eu-referendum

FLEET FACTS AND FIGURES

OPINION POLL

Would you consider fitting an in-cab camera?



FleetNews view:

Our poll shows that one in four fleets has an in-cab camera fitted, while more than half are considering fitting the technology. In-cab cameras can provide vital information in the event of an accident, while helping to monitor drivers out on the road. Our view is that where technology can be shown to help cut fleet costs, it should be considered.

This week's poll: If you're considering adding electric vehicles to your fleet, will you be installing your own charging point?

fleetnews.co.uk/polls

MOST COMMENTED ONLINE

Workplace charging point grants needed, says Chevin

fleetnews.co.uk/news



UK
AVERAGE
FUEL
PRICES

Diesel (ppt) 111.04 ↑

Unleaded (ppt) 110.57 ↓

fleetnews.co.uk/costs/fuel-cost-calculator

The new Tiguan.

Cool. Calm. Connected.



The new Tiguan is both your new car and your new office. With a whole host of technology, such as Car-Net, you can be sure of staying on top of your day and connected to the things that are important. For more information contact your local retailer or the Volkswagen Fleet Business Centre on 0800 0093 397.


Car-Net www.volkswagen.co.uk



Volkswagen

Model shown Tiguan R-Line with optional keyless entry and optional metallic paint. £33,265 RRP. Standard EU Test figures for comparative purposes and may not reflect real driving results. Official fuel consumption figures for the new model range in mpg (litres/100km): urban 31.0 (9.1) – 48.7 (5.8); extra urban 44.1 (6.4) – 67.3 (4.2); combined 38.2 (7.4) – 58.9 (4.8). Combined CO₂ emissions 170 – 125g/km.

Environmental policy changes 'unlikely' in the wake of Brexit

Drive to improve air quality in the UK will continue despite vote to leave EU

By Gareth Roberts

Brexit is unlikely to change the course of environmental policy in the UK in the short term, including the introduction of so-called 'Clean Air Zones'.

Currently, 38 out of 43 geographical zones in the UK are failing European Union (EU) air quality standards due to high levels of NO_x – the gas that is emitted by burning fuels, especially diesel.

It was a group of activist lawyers, Client Earth, which forced the UK Government to act. The Supreme Court labelled Government plans to cut illegal levels of air pollution ineffective and ordered a rethink.

In an effort to tackle the problem, the Government announced that five cities outside of London – Birmingham, Leeds, Southampton, Derby and Nottingham – would be given charging powers to tackle pollution (*Fleet News*: October 15, 2015).

Local authorities are now scoping out the details of schemes, including geographical extent, for local community consultation, and the Department for Environment, Food and Rural Affairs (DEFRA) will set national standards on vehicle emissions, with legislation defining the types of vehicle to which controls will apply.

In London, fleet operators are being canvassed on measures to tackle London's air quality, including the expansion, and earlier introduction, of the ultra-low emission zone [ULEZ].

The world's first clean air charging zone is due to come into force from September 2020, but it could be introduced from 2019, and could more than double in size, after Sadiq Khan was appointed Mayor of London (*Fleet News*: May 27).

Christopher Snelling, head of national and regional policy, and public affairs at the Freight Transport Association (FTA), told *Fleet News* that it was "possible" leaving the EU could remove the need to comply with local air quality targets.

However, he added: "The timing seems unlikely to affect the current regulatory approach the Government is taking. It is expected that Clean Air Zones will come into effect in 2018."

It is unlikely that the EU would – or could – pursue infringement actions for a country in the final throes of leaving the EU; indeed the policy could be abandoned as soon as the UK

2020

Year world's first clean air charging zone due to come into force

38

Number of geographical zones in the UK failing EU air quality standards

"Environmental issues don't respect national borders"

Richard Howard, Policy Exchange

exits. However, as the policy is now in train, the FTA believes it will continue.

Richard Howard, head of environment and energy at Policy Exchange, agrees.

He said: "Policy changes are unlikely in the immediate term, since EU Directives have been transposed into UK law, and therefore do not simply fall away with the leave vote. However the weakening of the pound will have an immediate impact on commodity prices such as oil and gas, where the UK is reliant on imports."

Many fleets have also had to play their part in complying with the Energy Savings Opportunity Scheme (ESOS), which came about as a result of the EU Energy Efficiency Directive. The next deadline for compliance is December 2019.

Rachael Dillon, climate change policy manager at the FTA, said: "Given the Government's commitment to climate change, we anticipate that ESOS will continue."

"However, we are aware that the Department for Energy and Climate Change is looking to consult on changes to greenhouse gas and energy reporting requirement this summer so the Brexit announcement could have some impact."

Environmentalists argue that the improvements in environmental standards in the UK have in large part been due to European policies. At the same time, some aspects of EU energy and environmental policy have been criticised as costly 'red tape'.

Howard said: "It will take time for the UK to determine which bits to keep or change. Brexit will certainly create more flexibility for the UK to define its own approach, but this will take time."

"The UK will need to continue to work with the EU on many aspects of energy and environmental policy. Environmental issues don't respect national borders, and there will be an ongoing need for a co-ordinated approach with Europe, whether we are in or out of the EU."



More on fleets and air quality at: fleetnews.co.uk/air-quality



Staff satisfaction rises up agenda for fleets compiling choice lists

Lex Autolease says more companies are using cars to incentivise employees

By Tom Seymour

An increasing number of fleets are asking how vehicles can be used to improve staff satisfaction, according to Lex Autolease.

While the UK's decision to leave the European Union may impact on business confidence in the future, Lex Autolease's new head of consultancy Lauren Pamma told *Fleet News* that more companies were asking for advice on using vehicles to incentivise staff.

Pamma said: "We have had a lot of customers contact us about using vehicles as a way to incentivise employees, rather than approaching consultancy just as a way to save on costs. I think that speaks to how healthy businesses are in the UK right now."

Pamma also played down concerns about the future of salary sacrifice as an employee incentive tool. Fleets were still approaching Lex's consultancy team about the product, she said.

The budget in March included a warning about the popularity of salary sacrifice schemes and their impact on the Government's tax take.

Chancellor of the Exchequer George Osborne said the Government remained concerned about the growth of all types of salary sacrifice arrangements and was considering what action, if any, was necessary.

However, Pamma says no decision or timeline for a decision on how the Government will approach salary sacrifice has been announced and, for now, it's business as usual.

She said: "Companies are still asking about it and while we explain the current stance, it hasn't really affected the number of businesses looking at salary sacrifice."

Pamma has a background as a chartered accountant and joined Lex in 2004 in the finance department. She worked as executive assistant to Tim Porter, Lex Autolease managing director, in 2014 in the lead-up to taking on the role of head of consultancy in May this year.

She heads a team of 11, with two specialists on LCVs, seven on pure consultancy and two analysts. The whole team is based remotely and travels to clients around the UK.

In an interview that took place before the Brexit announcement, Pamma said the biggest concern for the consultancy team was the new accountancy changes facing the fleet industry that will mean leased vehicles will need to be brought onto businesses' balance sheets.



"Companies are still asking about salary sacrifice"

Lauren Pamma,
Lex Autolease

11

Membership of
Lex Autolease
consultancy team

The International Accounting Standards Board (IASB) wants to see all leased assets (including vehicles on operating leases) brought onto the balance sheet, to give a more complete picture of a company's financial position.

Pamma said: "I think these accounting changes are going to have a relatively low impact in comparison to something like property being on the balance sheet but I don't think the issue has been spoken about enough so I'm not sure how aware the fleet industry is about it as a whole. Lex has run accountancy conferences for customers to make sure they know what's happening."

In a view that echoes that of the British Vehicle Rental and Leasing Association, Pamma said leasing and rental would continue to retain their status as essential forms of vehicle finance for fleets.

Another area on which Lex's consultancy team is working is fleet data and Pamma said there were hurdles to leap before fleets could start seeing benefits from connected car technology.

Rival leasing company Alphabet, part of the BMW Group, recently launched real-time diagnostics technology on its BMW and Mini vehicles leased with maintenance.

Pamma confirmed that Lex was working with manufacturers on connected car technology for fleet customers.

She said: "I think with connected cars it's a case of the technology developing ahead of legislation. A complication is that with multi-brand fleets, there are going to be many different ways data from vehicles is fed back to manufacturers and shared with leasing companies. The nirvana would be a unified way for diagnostic and connected car data to be fed back to us to reinterpret into vehicle management information, but we'll have to see how things progress."





Your goals are
within your reach.

And Quartix can help you get there faster.

- Real-time tracking
- Daily logs and weekly timesheets
- Driving style reports backed by our Safe Speed database
- **FREE for Three months**
- Then £19.50 per month for 9 months
- FREE installation

Temperature
Monitoring –
NEW Feature!

Quartix

Award-Winning Vehicle Tracking

01686 806663
enquiries@quartix.net
www.quartix.net

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 CO₂, NO_x 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
toyotalexusfleet.co.uk

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



Experience Exceptional

+Affordability +Sustainability +Reliability +Desirability +Serviceability +Rangeability

Nissan signs deal with Ceres Power for alternative fuel cell

SteelCell fuel stacks promise 370-mile range and carbon-neutral emissions

By Tom Seymour

Nissan has finalised an agreement with Horsham-based Ceres Power to develop fuel cell technology that will be an alternative to hydrogen. The deal is claimed to take advantage of £772,000 in grant money from Innovate UK and the Office for Low Emission Vehicles (OLEV).

The funding, part of a £38 million fund from OLEV and Innovate UK, is intended to develop ideas to cut vehicle emissions and make plug-in vehicles drive further.

Publicly listed Ceres Power is the leader of a consortium, with Nissan and micro-electronics specialist M-Solv, aimed at developing a compact, on-board solid oxide fuel cell (SOFC) stack for range extension of electric vehicles.

The SOFC stack is based on Ceres Power's SteelCell technology, which is "fuel agnostic", meaning vehicles with a SteelCell stack could generate electricity using petrol, diesel, natural gas or bioethanol as fuel.

Mark Selby, Ceres Power chief technology officer, told *Fleet News*: "Nissan approached us some time ago and it's very powerful for us to have a partner that is a leader in the field of electric vehicles."

"The technology will be much easier to roll out in comparison to hydrogen fuel cell due to the infrastructure already in place for fleets to fuel a Steel Cell vehicle with widely available fuels and then move to greener LPG or bio-ethanol as the technology takes off."

While bio-ethanol and LPG fuelling stations are virtually non-existent in the UK, they can be distributed by the existing fuel station infrastructure if demand grows.

Nissan announced last month (June) this year that it had started developing an SOFC vehicle which uses a fuel stack with bio-ethanol as the fuel source. Nissan said its e-Bio Fuel-Cell technology would give vehicles a cruising range of more than 370 miles and would have carbon-neutral emissions with exhaust gas "as clean as the atmosphere".

The Japanese manufacturer said an SOFC vehicle would share similar features to pure EVs, with a silent drive and brisk acceleration. It also said running costs were expected to be "similar to EVs".

Selby said he did not want fleet operators to think SteelCell technology was new or untested as it is already being used in static commercial operations to power machinery. He said the fuel cell stack technology had been trialled and introduced in a variety of fields, from 1,000kW class electric power stations to ordinary homes as a 100W power source. However, its use in vehicles will be breaking new ground.

As the project is still early in its development, Selby was

£772,000

Grant awarded to
Ceres Power

£38m

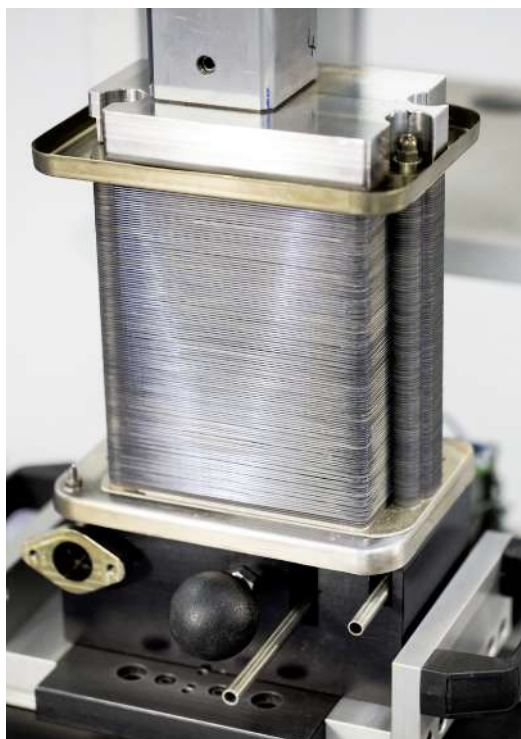
Government funding to
develop ideas to cut
vehicle emissions



Nissan's fuel cell for the
home: [fleetnews.co.uk/
nissan-home](http://fleetnews.co.uk/nissan-home)

HOW DOES A STEEL CELL FUEL STACK WORK?

The Steel Cell is a perforated sheet of steel with a special ceramic layer that converts fuel directly into electrical power. Fuel cells convert fuel and air directly into power and heat in a chemical reaction. Fuel passes over the anode side of the cell and air passes over the cathode. Sandwiched between the anode and cathode is a very thin, electrolyte layer. An external circuit connects the anode to the cathode and provides the mechanism to take power from the fuel cell to power electrical devices such as a vehicle. A single cell can power a low-energy light bulb. Approximately 100 cells are combined to create a stack. Stacks can be placed together in greater numbers to power homes, factories or vehicles.



"The technology will be easier to roll out in comparison to hydrogen fuel cell due to the infrastructure already in place"

Mark Selby, Ceres Power

not willing to share statistics on the likely range, efficiency or cost of a Steel Cell vehicle. He said the fuel cell stack could be mass produced at a competitive price due to its low-cost steel and ceramic parts. He believes applications will span cars, light commercial and heavy commercial vehicles.

The partnership with Nissan is part of Ceres Power's plan to partner with five companies across different areas. It already has agreements in place with Honda in a tie-up with power generators and Cummins for commercial power.

Selby said there would be further announcements in the next 12 months.

■ Fleets 'should change cars more regularly', page 15.

Pre-converted cars help Škoda win business with bluelight fleets

Record year ahead as manufacturer hones its target market and retail network

By Tom Sharpe

Success in the bluelight sector, a revitalised Superb and a revamped dealer network are helping Škoda to a new fleet sales record this year.

Škoda achieved 1,055,501 global sales in 2015 – an increase of 1.8% year-on-year – and UK brand director Duncan Movassaghi told *Fleet News* that 2016 is “on course to be a record year”, with 33,198 vehicles registered in the first five months. Just over half were in the fleet sector.

The company appears to have weathered the storm following the Volkswagen Group emissions scandal.

Movassaghi said: “Sales have been really strong, despite the fact that we haven’t pushed the brand in the popular SUV sector so far.

“In the UK, we’ve enjoyed a strong start to the year: we have secured 33,198 sales and a 35,404 order take, which puts us up 17.2%.”

Škoda took a 2.8% share of the market last year with 74,692 units, and Movassaghi said: “Our sales figure for 2016 will start with an eight.”

The new Superb saloon and estate have put Škoda up 150% in a segment down 16% so far this year. Most models have been sold in the premium SE-L and L&K specifications, said product marketing manager James Snowden.

A new Superb Sportline will be launched later this year – slotting between the two specifications – to cash in on the appetite for the more expensive models.

Škoda has also been strengthening relationships with bluelight services and building new ones, according to head of sales operations John French.

He said: “We have recently done a lot of work with West Mercia Police with vehicles which have gained RoSPA approval. We’ve also developed finance options which allow bluelight services to buy versions of the Octavia Scout and Octavia Estate on finance.”

French told *Fleet News* that the Octavia Scout had done particularly well with paramedics and also with district nurses located in the Highlands.

“They need its mix of space and four-wheel-drive, and the Octavia VRs has been used by a few police forces for undercover, unmarked work,” he said. “We want to be a one-stop shop for the bluelight services, providing the vehicles to them ready-converted and good to go.”

Next year, Škoda will also start to benefit from sales in the growing SUV market – which has grown by 214% since 2010 – when it launches the Kodiaq seven-seater in Q1 followed

Škoda Octavia is becoming a bluelight favourite



24%

Increase in true fleet sales in 2015

3.1%

True fleet market share



Škoda Fabia Estate in police livery

by an all-new Yeti a year later.

The company’s sales ambitions will continue to focus on the fleet sector; in 2015 its retail-to-fleet mix was 47:53.

French, who told a press briefing in London last week that Škoda’s true fleet sales grew by 24% in 2015 – resulting in a market share of 3.1% – said that the 128-strong network of retailers would continue to work hard to generate relationships with SMEs.

Škoda has eight regional fleet managers but will be encouraging retailers to recruit their own business development managers to manage non-retail sales in future.

French added: “The fleet target for this year will be to continue the growth we have enjoyed over the past seven years and to maintain the 53% fleet mix.

“Our team of eight fleet managers has been working hard to secure business of all sizes. The Fabia, Octavia and Superb are winning accolades across the industry, but we are also developing things for ourselves.”

French also revealed that the existing Octavia SE Business would soon be replaced by an Octavia SE Technology, with a focus on a low P11D and specific offers for existing fleet customers.

Škoda will also introduce a new Octavia SE Sport specification, with xenon headlights and 17-inch alloys included in the £19,925 starting price.



“We want to be a one-stop shop for the bluelight services”

John French, Škoda



For more on emergency fleets, visit:
fleetnews.co.uk/bluelight



LEX AUTOLEASE

DRIVING DEBATE

Driving Intelligence is your regular insight on the latest thinking in business motoring. Take part in our instant poll to help drive debate on the big issues facing the fleet sector.

TAKE OUR INSTANT POLL:

leasing4business.co.uk/drivingintelligence



#DrivingIntelligence

CHRIS CHANDLER
Principal Consultant
Lex Autolease

DRIVING INTELLIGENCE

LAUREN PAMMA
Head of Consultancy
Lex Autolease

A BUSINESS SENSE OF ADVENTURE.



JEEP® CHEROKEE

CO₂
FROM
139g/km

MPG
UP TO
53.3

BIK
FROM
27%

To book a test drive call our Business Centre free on 0808 168 4670
or email us at jeep-fleet@fcagroup.com

Jeep®

MODEL SHOWN IS CHEROKEE 2.2 LONGITUDE 140 2WD FEATURING OPTIONAL BILLET SILVER PAINT. OFFICIAL FUEL CONSUMPTION FIGURES FOR THE JEEP® CHEROKEE RANGE IN MPG (L/100KM): EXTRA URBAN 36.7 (4.9) – 61.4 (4.6), URBAN 22.2 (12.7) – 44.1 (6.4), COMBINED 29.4 (9.6) – 53.3 (5.3), CO₂ EMISSIONS: 223 TO 139 G/KM. Fuel consumption and CO₂ figures based on standard EU tests for comparative purposes and may not reflect real driving results. Jeep® is a registered trademark of FCA US LLC.

'Encourage fleets to change cars more regularly'

Experts call for Government help to speed uptake of low emissions technology in UK



He explained: "It is going to be important to come up with the right approach and we must look at what we can do in technology with power trains."

"There are still opportunities to improve the internal combustion engine but with alternative powertrains we must have reality. Uptake is very low at around 3% of sales so there must be incentives for better uptake."

He acknowledged that better battery technology to give fleet drivers an improved range was essential. "

This is a big focus area for us," continued Jonnaert. "A third of the cost of an electric car is the battery, so we must reduce this cost. We also need governments to help with charging infrastructure because if it doesn't improve, people will not buy electric cars."

Jonnaert said that just 5% of emissions came from new cars, while 95% still came from older vehicles and it was important that these should be scrapped.

He said: "How can we encourage car fleet renewal without scrappage incentives? There is an opportunity for governments to encourage big fleets to change their cars more regularly. Everyone could benefit from this type of scheme."

However, Adrian Hallmark, group strategy director at Jaguar Land Rover, warned delegates not to dismiss the internal combustion engine too soon.

He said: "Adoption of electric cars is inevitable, but I believe the traditional engine is capable of even further refinement."

"Faster fleet recycling is a way forward but offering bonuses to fleets for changing cars every year will take too long to wash through and clean up the air. The whole energy system has to be changed."

Richard Jory, vice-president global key accounts and global businesses at Shell, warned that there was no "silver bullet" capable of solving the world's transport problems. Instead, he suggested a "mosaic" of solutions depending on usage and different regions in the world.

"Demand for moving goods and people will double by 2050 and emissions could potentially rise by 80%," he said. "There is seemingly an insatiable demand for more mobility."

"There has been great progress in fuel economy already, but even with hybrid technology becoming more popular, most cars will still be fossil-fuelled by 2050. Technology must be affordable and it will take time."

Jory said use of gas and electric vehicles would increase, creating a mosaic of fuels depending on circumstances. Regions would select preferred portfolios from multiple solutions available.

He concluded: "All fuel options will be needed – electric cars for short-term use, for example, but their total cost of ownership is still high."

"We predict that despite electric cars becoming cheaper, by 2030 they will still cost £2,671 more to run than conventionally-fuelled cars over their respective lives."



"A third of the cost of an electric car is the battery, so we must reduce this cost"

Erik Jonnaert, ACEA

70,000

alternatively-fuelled vehicles registered in 2015



More on EVs and hybrids at: fleetnews.co.uk/electric-hybrid

By Trevor Gehlcken

Fleet demand for hybrid and fuel-cell vehicles will continue to increase, but if full-electric cars are to succeed, range must be improved and Government must play its part in encouraging uptake, according to experts.

Demand for petrol and diesel cars continued to dominate last year, with a joint 97.2% share of the market, according to the Society of Motor Manufacturers and Traders (SMMT).

Both fuel types saw volumes rise, with petrol up 8.3% and diesel up 3%. However, a key trend was the ongoing rise in demand for alternatively-fuelled vehicles (AFVs), which grew 40.7% to more than 70,000 units – a record 2.8% market share, up from 2.1% in 2014.

Delegates at the International Automotive Summit, organised by the SMMT in London last week, heard that the UK's car parc in 20 years' time will be very different compared to that of today – and fleet managers are likely to be in the forefront of driving change.

Several speakers believed that while pure electric cars would become more popular for shorter journeys, both hybrids and fuel-cell vehicles would increasingly take prominence as technology progresses.

Erik Jonnaert, secretary general of the European Automobile Manufacturers' Association (ACEA), said that where clean air technology was concerned, there were enormous challenges ahead but huge opportunities too.

THE BIG PICTURE

By Stephen Briers, editor, *Fleet News*



So the decision has been made: we're leaving the EU. Clearly, this is the less certain outcome of the two options offered to the British public, so predictions about what it could mean for fleets are difficult to make.

However, so far the markets have reacted with their customary fear – note the immediate drop in share prices and sterling, followed by slight recovery as Earth continued turning (and Boris Johnson announced he wouldn't be running for the Tory leadership).

“Exchange rates could worsen, resulting in the price of exports rising”

There are plenty of implications for fleets: speculation prior to the vote suggested that exchange rates could worsen, resulting in the price of exports rising which would in turn lead to higher car prices and leasing rates. This is a definite risk, particularly if the interest rate is cut as appears likely.

That said, over the course of the likely two-year withdrawal process, the exchange rate is likely to settle down, and some form of normality return – particularly when the trading terms with the EU are finalised.

The EU has been the main driver behind environment initiatives. Don't expect much to change here; the UK is likely to continue implementing the same rules as before.

Fuel costs will rise if sterling falls faster than the oil price: pump prices have already edged up a few pence since the referendum vote, although there could be some opportunism behind this. The chancellor could also increase fuel duty as part of a new round of tax hikes, although he has already discarded his plan to achieve a budget surplus by 2020, so some austerity pressure might actually ease.

However, whatever the final outcome, cost efficiency, safety, supplier effectiveness and a willingness to innovate and trial new ideas will remain the bedrock of fleet.

YOUR LETTERS

DIESEL PARTICULATE FILTERS

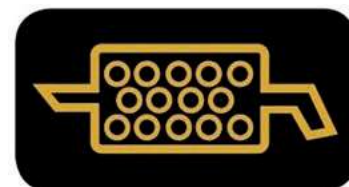
Service your vehicles if you want DPFs to last

EDITOR'S PICK

Marco wrote:

Having read 'Drivers pouring petrol, paint thinner and oven cleaner down blocked DPFs' (fleetnews.co.uk, June 23), one of the main causes of diesel particulate filter blocking is something else on the vehicle. People just don't service their cars like they used to.

One glow plug, over-fuelling injector, badly seated or failed EGR valve can have an effect on the DPF. More and more DPF blockages have underlying issues, which would normally be picked up in routine servicing. A DPF is a filter, which does exactly what it says on the tin: it filtrates. If an oil filter is blocked, you would not ask for it to be replaced FOC. A DPF is a serviceable item and has been since the early 1980s. The US has been



cleaning filters since 2007. With all DPF replacements or cleaning, diagnostics of the emission system is key. All parts have a shelf life – sensors, glow plugs and turbo. If the car is running well, with a reasonable drive cycle, then a DPF won't need servicing or replacing until it reaches about 100,000 miles. This is the crucial time when ash accumulates in the DPF, which is non-combustible and needs physically removing.

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

DASH - CAMS

Cameras will be standard

Robberg wrote:

Having read 'Citroën reveals new C3 with airbumps' (fleetnews.co.uk, June 29), I am pleased to see that the new C3 will also have a built in dash-cam. I'm sure this will become as common as sat-navs and Bluetooth soon.



WORKPLACE CHARGE POINTS

EV charging BIK tax conundrum

Ian M wrote:

Having read 'Workplace charging point grants needed, says Chevin' (fleetnews.co.uk, June 21), we have charge points at our offices for our Kangoo ZEs, which give employees with PHEVs and EVs the opportunity to charge their vehicles.

The only issue, as pointed out by our HR dept, is that this technically incurs a benefit-in-kind tax charge, as we are supplying them with fuel for their vehicle with no way of calculating the cost. At the moment, we've put the private use side of vehicle charging on hold until we find a solution.

PHONE USE WHILE DRIVING

Sceptical about drivers' mobile use claims

Edward Handley wrote:

Having read 'Motorists call for tougher penalties for using mobile phones while driving' (fleetnews.co.uk, June 14), is this a case of turkeys voting for Christmas? I find it hard to believe that the 52% who think penalties should be raised never use their phones while driving. They may claim they don't, but my personal observations lead me to believe that a pretty high proportion of drivers do use a mobile while driving, at least occasionally.

As it takes two to have a conversation, maybe there should also be a specific offence of talking to someone who you know is driving. Very few people will ask "are you driving?" when they hear engine and road noise in the background. Perhaps it is just another case of people demanding tougher penalties for other drivers – hence the high proportion wanting tougher penalties for HGV drivers.



Contact us

Fleet News, Media House, Lynchwood,
Peterborough, PE2 6EA.
Email – fleetnews@bauermedia.co.uk

Question:
What is your favourite city?

Editorial

Editor-in-chief

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

Apart from Bristol? New York
– sights, nightlife and sporting utopia

Deputy editor

Sarah Tooze 01733 468901
sarah.tooze@bauermedia.co.uk

London – endless things to see and do

News editor

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

Out of office

Features editor

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

Norwich. Lovely place to live and

a great(ish) football team

Head of digital

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

Berlin – the most un-city-like city I've

been to. Calm, modern, green and very

welcoming. Plus stacks of history

Web producer

Christopher Smith 01733 468655
christopher.smith@bauermedia.co.uk

I want to explore more of the world

– I have a feeling I am yet to discover

my favourite city

Staff writer

Matt DePez 01733 468277
matt.depez@bauermedia.co.uk

Detroit (motor city)

– home of the 'muscle car'

Photos Chris Lowndes

Production

Head of publishing

Luke Neal 01733 468262

San Francisco. It's a very cool place

full of history and culture

Production editors

Richard Davis 01733 468310

The greatest city in the world: London

Finbarr O'Reilly 01733 468267

London – "for there is in London

all that life can afford"

Designer

Erika Small 01733 468312

Out of office

Advertising

Commercial director

Carlota Huddell 01733 366466
(maternity cover)

Group advertisement manager

Sheryl Graham 01733 366467

Account managers

Sean Hamill 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 468327

Kerry Unwin 01733 468578

Telesales/recruitment

01733 468275/01733 468328

Events

Event director

Chris Lester

Event manager

Sandra Evitt 01733 468123

Senior event planner

Kate Howard 01733 468146

Publishing

Managing director

Tim Lucas 01733 468340

Group marketing manager

Bev Mason 01733 468295

Office manager

Jane Hill 01733 468319

Group managing director

Rob Munro-Hall

Chief executive officer

Paul Keenan

Subscribe to Fleet News

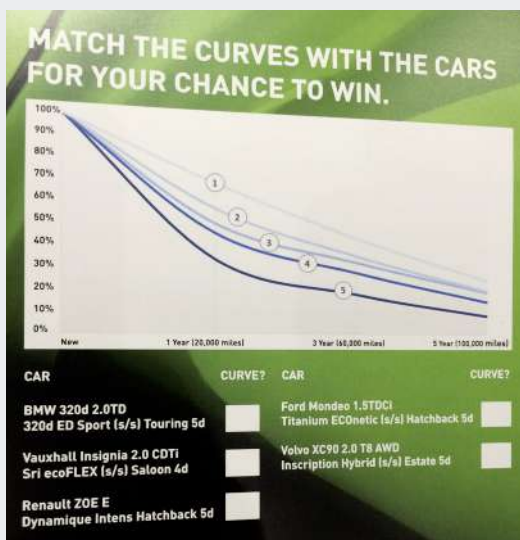
01635 588495
subscriptions@email.fleetnews.co.uk

Subscription rates:

£85 UK (two years £145, three years £195), £135 Europe and Eire (two years £230, three years £315)

CCIA: GLASS'S COMPETITION WINNERS

GLASS'S



DAY ONE

Nichola Bingham, fleet manager,
Smurfit Kappa Corrugated

DAY TWO

James Birch, head of Citroën contract
motoring, PSA Finance UK

CORRECT ANSWERS

- 1 Volvo XC90 2.0 T8 AWD Inscription Hybrid (s/s) Estate 5dr
- 2 Ford Mondeo 1.5 TDCi Titanium ECOnetic (s/s) Hatchback 5dr
- 3 BMW 320d 2.0 TD ED Sport (s/s) Touring 5dr
- 4 Vauxhall Insignia 2.0 CDTi Sri EcoFlex (s/s) Saloon 4dr
- 5 Renault Zoe E Dynamique Intens Hatchback 5dr

HAVE YOUR SAY Email: fleetnews@bauermedia.co.uk Comment online: fleetnews.co.uk
LinkedIn: UKfleetmanagersgroup Twitter: twitter.com/_FleetNews

Fleet News is published 26 times a year by Bauer Consumer Media Ltd, registered address Media House, Peterborough Business Park, Lynch Wood, Peterborough, PE2 6EA. 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) 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. Our email address for editorial complaints covered by the Editorial Complaints Policy is complaints@bauermedia.co.uk.

FLEET OPINION 1

A fresh approach to fleet telematics that'll bring a smile to your face

Appy Fleet combines the best features of traditional, hardware-based fleet telematics with the latest smartphone app technology, enabling companies to better manage and monitor the performance of their workforce behind the wheel.

Customers decide how many vehicles they want to track via the Appy Fleet Management Portal, and pay just **£4 per vehicle 'slot' per month**, with **no minimum contract** and the ability to add, remove and swap vehicles from those slots as often as needed.



Ellie Pearson
Professional
engagement manager,
Brake

ROAD SAFETY

What does Brexit mean for road safety?

By Ellie Pearson

General Safety Regulation EC 661/2009 on vehicle standards, Pedestrian Safety Regulation EC 78/2009, Regulation (EC) 561/2006, and Directive 2002/15/EC – these are just a few of the vital, lifesaving European Commission road safety regulations and requirements from which we

benefit in the UK.

In addition, the EU sets the bar for limits on air pollution in cities, much of which is caused by traffic.

It's more important than ever, with the World Health Organisation describing air quality as a public health emergency, that these controls are maintained, particularly when diesel vehicles have recently



FLEET OPINION 2

VEHICLE SALES

No kneejerk reaction to forecasts

By Dylan Setterfield

Since we awoke to hear the nation's decision on the referendum last Friday, the news channels have remained full of experts sharing their views on what this will all mean.

If we look at the data in the run-up to the referendum, very little seems

to have changed from the usual seasonal patterns.

Regarding new car sales, a sustained reduction in sterling could act as a brake on the manufacturer activity that has been forcing the market over the past 18 months, although we were expecting a slow-down in the second half of the year

in any case. Clearly, this would have a positive impact on nearly new used car prices, which have been under significant pressure in recent months.

However, it is important to note that the reduction in currency rates has been against the US dollar – and the euro has also fallen against the dollar.

We remain in the European Economic Area free trade zone. It is in all parties' interest to retain the status quo in this respect since, for example, we are Germany's single largest export market.

As we predicted, and contrary to the view expressed by some others, in the lead-up to the referendum there was no reduction in used car activity. No-one is going to pay less for a used car today or in the coming weeks as a result of the referendum vote last night. It's unlikely that



Dylan Setterfield
Senior forecasting
editor, Cap HPI

been found to be polluting far more on roads than under laboratory test conditions.

The EU air pollution limits led last year to a Supreme Court ruling against London for failing to stay within these targets, requiring London to comply.

As an outsider to Europe, we will have no such compulsion for London and our other growing cities to comply with nitrogen dioxide, sulphur dioxide and particulate matter levels set by Europe.

The EU also provides valuable opportunities for traffic enforcement and transport research agencies across the union to share best practice and knowledge and generally combine efforts to improve road safety measures and support the cross-border policing of traffic laws.

Europe-wide links regarding traffic enforcement have never been stronger, helping the fight against unsafe and illegally operated commercial vehicles

“We must ensure as a nation that our expertise and voices are still heard as widely as possible to save as many lives as possible, and that we continue to learn from the best practice examples of our European neighbours”

in particular, but also enabling cross-border enforcement of driver licensing generally and the border-less campaigns against the Europe-wide scourge of alcohol and drug driving.

We must ensure as a nation that our expertise and voices are still heard as widely as possible to save as many lives as possible, and that we continue to learn from the best practice examples of our European neighbours.

Whatever you might think of the EU,

it is undeniable that European Commission regulations and requirements have been instrumental in driving forward road safety and sustainability in the UK.

The challenge now is for the UK to continue to prioritise road safety and sustainability as we go it alone – and not just to meet EU standards, but to exceed them.

We must lead the way for Europe to follow.



- » Online portal enables easy set-up and ongoing changes to the vehicles and drivers under management
- » Live tracking of vehicles, including Google™ Street View integration to give real context to position updates
- » Driver behaviour ranking to help you identify areas for intervention or reward
- » Driver Dashboard with overall score plus individual journey scores, supported by maps
- » Private mode activation for non-business use
- » Expenses function for quick compilation of mileage reimbursement form in-app

“We remain in the European Economic Area free trade zone. It is in all parties’ interest to retain the status quo in this respect since, for example, we are Germany’s single largest export market”

someone who needs a car is going to postpone their purchase.

Some of the best deals currently offered on new cars are likely to become slightly less attractive shortly, but this should be perceived by the industry as a positive outcome.

We have seen quite a benign market in June following the readjustment through the month of May, and we may see a slightly larger downwards movement in July as a

result, but this would not be as a result of the EU referendum.

We will continue to review our macro-economic assumptions, but there will be no knee-jerk adjustments to new or used car forecasts.



For regular opinions from the industry, visit fleetnews.co.uk/blogs

Only
£4.00
per vehicle per month

Request a 1 month FREE trial now at appyfleet.co.uk/trial

ASK NIGEL

In our regular feature, Nigel Trotman, *Fleet News* Hall of Fame member and two-time *Fleet News* Award winner, gives advice on your fleet challenges and queries

HANDS-FREE PHONES

Q Given recent research about the dangers of hands-free phones (*Fleet News*, June 23) I am considering banning their use on safety grounds but how do I make the case to the rest of the business and to the drivers? We have sales staff who spend a lot of time at the wheel and say they need to make phone calls. Also, assuming I am able to introduce a ban, how do I police it?

A This is probably one of the tougher challenges facing a fleet manager today, given the all-pervasive presence of mobile devices in all our lives. It has been clear for many years that the use of a mobile device while driving is potentially dangerous, even using bluetooth or similar technology. While evidence suggests that businesses have done their utmost to ensure that their drivers comply with the law, relatively few have taken the step that you are considering. The situation is further complicated by the technology that allows drivers to access texts and email via their vehicle's own systems and tools such as voice activation.

For me, the starting point here has to be company policy and culture. Adopting a ban will be much easier in a business with a strong, positive safety culture than in one where it is all about results and hitting sales targets. In the former, there is a good chance of success – in the latter, virtually none. Your approach in terms of “selling” the policy will be determined by this.

If your business does have an appropriate culture, you need to ensure that you get buy-in from the very top. You raise your concern about sales – as a minimum, you need to have the sales director actively supporting the introduction of this policy, accepting that their staff can only use mobiles while not driving. The HR director also needs to be prepared to implement the appropriate sanctions on drivers who refuse to adhere to policy. It would take only one driver being penalised for the policy to start to take effect. As far as the drivers are concerned, the policy needs to be presented in the context of the company's overall approach to health and safety – and should stress that it is being implemented as part of a wider strategy to reduce driver risk.

The policy itself needs to be plain and simple – e.g. the phone should be switched off at any time when the user is driving. Appropriate words can be included in the voice-mail greeting to state company policy and promise a call

“Adopting a ban will be much easier in a business with a strong safety culture than in one where it is all about results and hitting targets”

back. It may well be that such a message will also help the image of the business as a safe, caring organisation and reinforce your safety message.

Enforcement and policing such a ban will always be a challenge. I am delighted to see the emergence of technological solutions that prevent a mobile phone from making or receiving calls while the phone is in motion. To me, this will be the ultimate solution. I would therefore suggest that you investigate these technologies to see whether these will actually make this less of an issue.

I would also suggest that you seek out other organisations that have successfully adopted this approach – you can find them via *Fleet News*.

Banning the use of mobiles while driving is a key element in developing a culture of driving safety and your initiative is to be applauded – I wish you every success with it.

■ The next Ask Nigel will be in the August 4 issue

Nigel Trotman has more than 25 years' experience in the fleet industry.

As fleet manager at Whitbread, he scooped two *Fleet News* awards – fleet manager of the year (large fleets) and UK fleet of the year – before making the switch to consultancy at major leasing companies Lex Autolease and Alphabet.

He entered the *Fleet News* Hall of Fame in 2013.

He is secretary of ACFO Midlands and is an ICFM board member.

Do you have a fleet challenge you would like Nigel to answer?
Visit fleetnews.co.uk/asknigel or email fleetnews@bauermedia.co.uk



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 specification¹:

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

SEAT FOR BUSINESS

PLEASE CONTACT OUR FLEET BUSINESS CENTRE ON 0800 975 7844 OR EMAIL US AT: support@gfbseat.co.uk

FOLLOW US ON:



SEAT.CO.UK

Official fuel consumption for the SEAT Leon 5DR 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). CO₂ emissions 156 – 94 g/km.

¹Subject to model variant specification and option fitment. Model show is Leon SE Dynamic with the following options: Technology Pack, Nevada White metallic paint, Park Assistance Pack, Panoramic Glass Sunroof, Convenience Pack.

DREADFUL WEATHER FAILS TO DETER FLEETS FROM CCIA

Despite torrential rain across much of the UK, almost 740 fleets made it to CCIA 2016

There's no escaping the fact the weather played a part, with many fleet managers emailing apologies after being forced to stay away, but CCIA was still rated a success by delegates and exhibitors.

Twenty-seven brands brought a combined 300 models to test and they were rewarded with large numbers of drives over the two days. In addition to the perennial favourites hill route and high speed bowl, the 4x4 course was in huge demand this year, with fleets eager to put models from Fiat, Jeep, Land Rover and Toyota through their paces on a route made more challenging than usual by the rain.

Fleets also turned out in good numbers for the two debates: outsourcing versus in-house and parking fines, in association with ACFO.

In our CCIA review, each manufacturer outlines their hopes for 2016, including the challenges ahead for fleets.



TOYOTA & LEXUS

Fleet News: What's new for 2016?

Neil Broad, general manager, Toyota and Lexus Fleet Services: July sees the introduction of the new Hilux. It combines updates to its off-road capabilities with an SUV-like interior. The new Proace medium duty van will be introduced in September. It brings Toyota into the heart of the segment, with a broader offering of lengths, engines and variants. It will be followed at the turn of the year by passenger car Verso variants. The new Prius was introduced earlier this year.

Lexus product development has been incessant, with the RC 300h joining its muscle-bound RCF sibling, along with the new generation RX. The standard GS has also been supplemented with a powerful GS F version, which set pulses racing at CCIA.

FN: What are your hopes for 2016?

NB: We aim to improve products, services and accessibility, to continue towards our fleet goal of being easy to do business with.

Our hybrid mix exceeds 30% and with 50% targeted, we can, across both brands, stand behind the view that this is mainstream technology.

FN: What new initiatives are you introducing for fleets?

NB: Localisation. The industry wastes



time and money with inefficient delivery structures exacerbated by the multiple stakeholders that can become involved in a fleet transaction. We want to be able to offer excellence in handover and customer care and are working to reduce waste and increase customer control.

FN: What's the biggest automotive issue facing fleets this year?

NB: Uncertainty! Exchange rates, Brexit, taxation and future emissions legislation all make the task of the fleet manager a tough one. We have to aim to assist where we can by giving fleet managers confidence that investment in our products will protect them as much as possible from future shifts in policy or economic circumstances.

VAUXHALL



Fleet News: What's new for 2016?

John Hargreaves, head of fleet and remarketing at Kia: The Sportage was launched in February. A facelifted Optima has also been launched, with plug-in hybrid (September), estate (September) and a GT performance model (November) to follow. Niro, a hybrid SUV, will launch in August.

FN: What are your hopes for 2016?

JH: In total – fleet and retail – we sold just under 80,000 cars last year and this year we will sell just under 90,000.

It's good growth without being excessive, so it is not going to put RVs under pressure.

We are doing well in all fleet channels. We are keeping Motability below retail share. We have done less rental this year as natural demand has been good. We are looking to grow with true fleet and user-choosers.

FN: What new initiatives are you introducing?

JH: We are rolling out a few things, such as



putting in some subsidised service packages into small business offers.

FN: What is the biggest automotive issue facing fleets this year?

JH: There are a lot of people who have come out of company cars who are looking at going back into them because we are getting better at making the tax liability less by reducing emissions. I don't see any situation where there will be a migration out of company cars as there will be more focus on emissions."

FIAT CHRYSLER AUTOMOBILES

Fleet News: What's new for 2016?

Francis Bleasdale, fleet and remarketing director for FCA Group: Alfa Romeo Giulia, Fiat 124 Spider, Fiat Tipo (all autumn), Fiat Fullback (June), Fiat Fiorino (June), Fiat Talento (September), Euro 6 engines in Fiat Doblo and Ducato (available to order now).

FN: What are your hopes for 2016?

FB: This is our busiest year yet for new model introductions, and our hopes are for those models to be successfully launched within the fleet market.

FN: What new initiatives are you introducing?

FB: We've strengthened the fleet team, we are improving and strengthening our fleet specialist programme for our dealers so we



can grow from 22/23 dealers up to 40 over the course of the next 12 months."

FN: What trend has the biggest implications for fleets over the next couple of years?

FB: We are all more reliant on a leasing product as a means of funding. RVs are such a cornerstone of these lease products, we should be even more protective of them.



VOLKSWAGEN

With a fresh Tiguan preparing to take on the crossover market, VW is also launching a facelifted version of the Passat later this year.

Mark Johnson, national fleet manager for VW, said: "We hope to offer both new models with fleet-tailored specification and a price point that's equally competitive."

Building on the success of the Golf GTE plug-in hybrid, VW plans to offer the same powertrain in the new Passat and Johnson said the Tiguan may also use it.

"We have already seen some fleets moving from diesel to petrol and plug-in is the next step."

However, he warned: "Before fleet managers choose to switch to alternative fuels they need to force a mindset change among their drivers. A plug in hybrid is only efficient if it is used correctly."



INFINITI

Fleet managers at CCIA got up close with Infiniti's new QX30 crossover, on sale this summer (with a 2.2-litre diesel costing from £29,490). The Q50 hybrid was also a popular model at the event.

Infiniti plans to double unit sales this year and fleets will make up at least half that volume, with the majority coming from the frugal Q30, which launched last year.

Country director Barry Beeston plans to add seven fleet staff to the current three. He believes that despite being a niche manufacturer, Infiniti can support a bigger fleet operation, with a stronger back office and more authorised repairers.

"It's all about sustainability and building relationships to inspire confidence in buyers," said Beeston.

The Q60 sports coupé also debuts this year, which he said will be a 'halo' product that helps to boost brand awareness.

Fleet News: What's new for 2016?

Paul Adler, fleet marketing manager for Vauxhall: The Mokka X and facelifted Zafira Tourer (both for delivery Q4), and 1.6 CDTi BiTurbo 160hp engine for the Astra.

FN: What new initiatives are you introducing for fleets?

PA: A premium SMR+ package, which includes items such as brake fluid changes, maintenance (brake discs, pads and clutches), and mechanical/electrical warranty work.

FN: What are your hopes for 2016?

PA: We will see true fleet sales gain

momentum this year when we get full availability of Astra Sport Tourer. We are starting to see traction in Astra and I think there's more to come because people are re-evaluating the model. One of our hopes for 2016 is to build on that momentum created by new Astra and the launch of new cars in Q4.

FN: What's the biggest automotive issue facing fleets this year?

PA: NOx could have a big impact. Company car tax is based on CO2 emissions, but air quality concerns could see NOx taken into account. That will make a fundamental difference to clean petrol engines being taken up.

NISSAN

Fleet News: What's new for 2016?**Darren Payne, UK sales director at Nissan:**

The year got off to a great start with the January launch of the NP300 Navara.

Later this year, we will launch the newest member of our LCV range – the NV300.

We have introduced a dedicated LCV support team, headed up by Mark Wheeler, director of LCV and customer relationships, consisting of LCV sales managers, a conversions manager and aftersales support managers.

In addition, Robert Tweedie has joined the department as the new fleet sales director, heading up the expanding fleet sales teams.

FN: What are your hopes for 2016?

DP: Last year, we achieved a record 5.68% share of the UK fleet market.

I intend for us to build on this by ensuring our processes, systems, customer support and SMR offerings are as strong as our product line-up.

FN: What new initiatives are you introducing for fleets?

DP: We will expand our nationwide network of 56 specialist business centres to ensure we are better able to support customers in their locality.

FN: What's the biggest automotive issue facing fleets this year?

DP: Electric vehicles and autonomous drive technologies.



FORD



The 'One Ford' strategy was evident at its CCIA stand, where the new Edge SUV, which starts at £29,995, was available for test drives.

It was joined by the new Ranger pick-up and the updated Ecosport compact SUV.

Fleet managers checking out Vignale editions of the Mondeo and S-Max were given a taste of the premium dealer experience that customers of the models could expect.

Visitors were also given the opportunity to experience the new high-performance Focus RS hot hatch on Millbrook's private test tracks.

MERCEDES-BENZ

Fleet News: What's new for 2016?**Andy Medcraft, fleet operations manager,**

Mercedes-Benz: The new E-Class has had a lot of attention, and we have been demonstrating some of our new plug-in hybrid models, including the B-Class ED, the GLE500e and the C350e.

FN: What are your hopes for 2016?

AM: We are still seeing growth in our fleet offering, and we have the strongest product range we have had for years.

Volumes for A-Class, C-Class and E-Class are really strong. We have got out the message that these vehicles are affordable for a company car driver.

What trend will have the biggest implications for fleets over the next couple of years?

AM: We think we're about to enter the era of the connected car, particularly for vehicle servicing and maintenance.



RENAULT

**Fleet News: What's new for 2016?****Mark Dickens, head of fleet sales operations and remarketing at**

Renault: The new Mégane, which was showcased at CCIA. In the autumn, we will see a facelifted Clio introducing a dCi110 engine and the new Scenic launch in the UK.

FN: What are your hopes for 2016?

MD: A great launch for the Mégane and Scenic. I'm also looking forward to seeing our dealer network grow to help achieve our G05+ (Renault's five-year strategy) objectives.

FN: What new initiatives are you introducing for fleets?

MD: Renault expanded its key account management team in the past 12 months to help cope with increasing

demand. Some 45% of Renault dealers now have dedicated business sales people, of which almost half are Pro+ major fleet centres.

Renault also now has a dedicated field team of six SME direct sales area managers. In line with Renault's range renewal, it has also expanded its Renault Business Hub to encompass a central team of fleet account executives who are on hand to answer product- and fleet-specific queries and sales enquiries from SME customers and prospects.

FN: What's the biggest automotive issue facing fleets this year?

MD: Having tax-efficient, low-emission, safe, reliable and desirable vehicles on their fleets that have a low total cost of ownership.

DEBATE: OUTSOURCING



Outsourcing is not going to go away – that was the consensus of a panel discussing one of the biggest issues in fleet.

However, fleet consultant Nigel Trotman believes there is still a role for fleet expertise in every business – to make sure outsourced services are delivered in the right way for the right price.

Jo Hammonds, fleet manager at Mears Group, said: "I doubt anyone completely insources any more. There is sure to be some

part of your fleet outsourced, whether that is licence-checking or servicing.

Caroline Sandall, deputy chairman at ACFO, agreed with Hammonds that excellent supplier relationships are key.

"Value doesn't necessarily mean pound signs – you need to work out what success looks like. Supplier management is more and more important, but they are also useful in other ways. Use them to support your benchmarking," she said.

Hammonds added: "Trust grows over time. It doesn't happen overnight."

Sandall said, however, that partnerships need consequences of failure built in. "We have service level agreements with teeth. [Suppliers] need to know if they fail, there is a consequence."

Trotman agreed: "Suppliers need to know they have someone to answer to."

VOLVO

Fleet News: What's new for 2016?

Selwyn Cooper, head of business sales at Volvo Car UK:

One of the principal new products is the S90, which has just arrived in the UK. We showed it as a static car at two pop-up shops, one in Reading and one in Scotland, but they were pre-production models. CCIA is the first event for fleet managers to drive the cars.

That will be followed later in the year by the V90. We are at demonstrator stage now, so customer deliveries will probably be at the back end of Q3.

We have also started showing the concept cars for our new small car range.

FN: What are your hopes for 2016?

SC: To continue the growth programme that Volvo has embarked upon. Worldwide, the goal of 800,000 by 2020 still remains firmly in place and our element of that [in the UK] is 60,000. While we wouldn't commit to a figure at this stage, we will take another step towards that goal this year. The indications thus far are very positive. We're 20% up on order take this year for business sales, based on our definition of business sales, not the SMMT definition.

FN: What new initiatives are you introducing for fleets?

SC: The biggest initiative is bringing the management of future values into the heart of my team. We have brought together total cost of ownership and remarketing into one role so Graeme Oswald, who has been with Volvo for more than 15 years and has been working in a leasing capacity, is our new remarketing and TCO manager. As our products become more premium, so our residual values need to become premium.

FN: What is the biggest automotive issue facing fleets this year?

SC: The biggest issue for fleets is choosing the right car and engine powertrain combination with CO₂ levels to make sure they don't get left halfway through that contract with aggravation and unexpected shocks, which we have seen. We have seen changes to the tax laws that have made a difference to people midlife through the contract.

Coupled with that is making the right choice around alternative fuels. There are real BIK benefits for drivers, but companies have to make sure it is right for them too.



CCIA IN BRIEF



SEAT

Seat showcased its new Ateca SUV, which is available to order now, with first UK deliveries expected in October. Fleets had the opportunity to look at two static models at CCIA.

The brand's Leon, Ibiza and Alhambra models were available for test drive, with the Leon X-Perience taking to the off-road course.



JAGUAR LAND ROVER

All of Jaguar Land Rover's key fleet models – the XE, XF Evoque and Discovery Sport – grew their share of the fleet sector more than any of their rivals when comparing the whole of calendar year 2015.

Jon Wackett, Jaguar Land Rover general manager for fleet and business, said: "We are strategically aiming to balance volume of sales against maintaining strong RVs, which is a core buying decision for our existing and future customers."

Both the Jaguar XE and XF increased the shares of their fleet sectors more than competitors.

■ More on JLR's fleet plans: page 50.



BMW

BMW focused on plug-ins and premium at this year's CCIA, at which the manufacturer gave 25% more test drives than at 2015's event.

Fleets saw the new BMW 7 Series, which was awarded World Luxury Car of the Year in a series of special presentations. The BMW i3 was available with extended battery range, with the 225xe plug-in hybrid on static display.

Mini's latest fleet foray, the 99g/km CO₂ Clubman One D, was also available for test drives.

PEUGEOT CITROËN DS

**Fleet News: What's new for 2016?**

Martin Gurney, director fleet and used vehicles for PSA Peugeot Citroën: This year's CCIA gave us the opportunity to present the new DS range – the DS3, the DS3 Cabrio, DS4, DS4 Crossback and DS5. Other new products are the Peugeot 2008, the new Peugeot Expert and Citroën Dispatch (orders open in July, with first deliveries in September).

We are delighted that 208 won best small car at the *Fleet News* Awards, it's great to have that car, the facelifted version, back.

For Citroën, we have the C4 and Grand C4 Picasso with September deliveries and we have announced the new Citroën C3, which will be on sale at the start of next year.

The 100% electric Citroën E-Mehari has created a lot of interest at CCIA. We hope to have that on sale early next year.

FN: What are your hopes for 2016?

MG: My biggest hope is that the great work

we are doing in improving our mix of fleet business and reducing short-cycle business starts to filter through into RVs. They are improving, but not at the rate I think our strategy deserves.

FN: What fleet initiatives are you introducing?

MG: The development of the Peugeot Business Centre network continues. We have had a number of dealers embark on that journey with us and a number of dealers we have mutually decided are not appropriate, so we are down to 52 business centres and we're looking for new dealers to join that network.

FN: What's the biggest automotive issue facing fleets this year?

MG: Reducing costs and carbon footprint remains an extremely big challenge for any fleet manager.

The other challenge is the migration from Euro 5 to Euro 6 on vans.

ACFO DEBATE: PARKING CHARGES



Private parking companies urged fleets to educate their drivers if they want to stop them falling foul of penalties.

Fleet decision-makers acknowledge that motoring-related charges are a legal, financial and HR administrative nightmare.

John Davies, director of parking industry trade body International Parking Community (IPC), said: "The best thing that you can do is arm your drivers with the knowledge that they need to avoid parking charges. Key to that is familiarising yourself with parking signs."

IPC was joined by representatives from the British Parking Association and enforcement company Parking Eye for a debate hosted by fleet representative body ACFO.

Davies told visitors to this year's show that fleets should follow five rules to avoid falling foul of parking rules:

- Understand the process applicable to your fleet

- Ensure hire agreements service your needs
- Keep appropriate records of drivers
- Streamline processes
- Ensure drivers know their responsibilities

Davies said: "If they go to a motorway service station for a meeting, for example, speak to the people there beforehand, make sure you're not falling foul of car park instructions. Read the signs; make sure you understand the small print, because prevention is better than cure and parking charges are here to stay."

Data collected from leasing companies for last year's FN50 showed more than 450,000 fines were handed out, at a collective cost to companies and drivers of almost £18 million.

The paper-based processes used by the private parking sector were singled out for criticism during the debate (*Fleet News*: June 23).

Glenn Ewen, fleet manager at outdoor advertising company Clear Channel UK, said its fleet of 160 cars and 369 commercial vehicles received up to 12 fine notices a day.

"Handling fines relating to parking on private land is the most stressful; signage in car parks is often inadequate; the appeal process is a farce and often drivers give up and just pay the fine. The whole situation needs to be re-addressed and the process digitalised," he said.

CCIA IN BRIEF



HYUNDAI

Visitors to the Hyundai stand were able to have a first look at the company's Ioniq model, which is due to be launched in the UK in both pure electric and hybrid versions in October. A plug-in hybrid model will be available next year. Fleet managers were able to drive the Tucson SUV, Santa Fe, i20 Active, i30, i40 and Genesis.



MAZDA

Mazda is continuing to focus on attracting user-chooser company car drivers, driven by a new sub-100g/km CO₂ diesel.

The new 1.5-litre diesel features in the Mazda3 hatch and, with emissions of 99g/km, fleet director Steve Tomlinson said the model is having "immense sales success".

Tomlinson is pleased with progress on the new CX-3, explaining that a constrained supply of the B-segment hatch presents challenges, but adding that the car competes well.



MASERATI

Graeme Jenkins, national corporate sales manager at Maserati, is focusing the brand's effort on the new Levante luxury SUV, which is on sale now, with first UK deliveries of the models expected in October.

"It's a significant moment for Maserati in the UK. There is natural high demand for luxury SUVs in this market – 49% of sales in the luxury market are SUV.

"We're now able to compete in all segments of the luxury market," said Jenkins.



THE NEW ALFA GIULIETTA WITH ALFA TCT. IT'S THE AUTOMATIC CHOICE.

Introducing the New Alfa Giulietta Tecnica with the Alfa TCT's gearbox offering the comfort of an automatic with responsiveness of a twin clutch, for maximum efficiency and driving pleasure.

Featuring dual zone climate control, front and rear parking sensors and the new Uconnect™ LIVE service to keep you up to speed with traffic reports, music, news and the latest social network feeds.

CO₂ from **99g/km**

BIK from **19%**

MPG up to **74.3**

P11D from **£20,845**

For more information, call our Business Centre free on 0808 168 7188 or email alfaromeo.fleet@alfaromeo.com

La meccanica delle emozioni



Model shown is the Alfa Giulietta 1.6 JTDm-2 120 hp Alfa TCT Tecnica at £20,900 OTR including Alfa White Paint. Range of official fuel consumption figures for the Giulietta Tecnica range: Urban 55.4 – 60.1 mpg (5.1 – 4.7 l/100km); Extra Urban 74.3 – 88.3 mpg (3.8 – 3.2 l/100km); Combined 65.7 – 74.3 mpg (4.3 – 3.8 l/100km). CO₂ emissions 113 – 99 g/km. Fuel consumption and CO₂ 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.

THE ELECTRIC FIRE BRIGADE

What started with a Plugged-in Fleets Initiative led to a roll-out of electric vehicles to all frontline cars. And vans are next, reports *Christopher Smith*



When your fleet operates exclusively within the M25 and reports to the mayor of London, it is difficult to

ignore the environment and, in particular, air quality. Like it or not, you will need to start considering options such as electric vehicles.

For London Fire Brigade, electric vehicles (EVs) might seem a little impractical due to their limited range and charging requirements. However, the organisation has worked hard to find a practical solution.

By the end of the year, its entire liveried frontline car fleet will comprise plug-in hybrid and range extender vehicles – the result of a managed process to introduce EVs.

Head of sustainable development Nicole Fletcher has been driving progress at the brigade since 2012, which began with an Energy Saving Trust (EST) desktop exercise as part of the Plugged-in Fleets Initiative to produce a cost benefit analysis for EVs.

"At the time, the cost difference to conventionally fuelled vehicles wasn't close enough for us to consider," she says.

There were also other factors that meant an EV roll-out was not feasible – Fletcher cites a charging infrastructure that was not mature enough. However, in 2014, the brigade spotted an opportunity to make progress in this area.

"We were able to apply for charging point installation funding from the Office for Low Emission Vehicles (OLEV), which was encouraging the installation of these facilities on public sector estates, for use either by staff or the public," Fletcher says.

"We wanted to get those charging facilities into as many sites as possible, so when we had EVs in they were capable of being used as widely as possible, making it a lot easier for us to adopt these technologies."

The £790,000 project – 75% funded by OLEV, with the remaining 25% funded by EV charging-point specialist Chargemaster – was able to provide charging points by 2015 at 73 of the brigade's 103 locations.

A follow-up to the original EST exercise took place in March 2015, using journey profiles and actual mileages from vehicles.

"We were finally at a point when the cost of the vehicles and the technical capability of vehicles on the market met our minimum requirements," says Fletcher.

London Fire Brigade was able to apply for further OLEV funding to introduce its first five EVs on to fleet – two Volkswagen Golf GTEs, and three Mitsubishi Outlander plug-in hybrid EVs (PHEVs).

The vehicles are used for operational purposes, as pool cars, for attending calls and for use by station managers.

"But because of what came out of that report, and the fact our operational cars were due for replacement, and the technical advances in vehicles, we put forward a request to our authority to replace 57 vehicles with electric range-extender or plug-in hybrids," says Fletcher.

In total, 52 BMW i3 range-extender models will join the five existing EVs by the end of the year, replacing Vauxhall Astras.

"It may seem like a minor thing, but the ability to add bluelights to the roof was not there when we first trialled the car, so it wasn't suitable for our use," says Fletcher.

However, BMW responded to the brigade's tender for full fleet roll-out and, having found a solution, the model was back in the running.

The vehicles were purchased outright, and will remain on fleet for around five years, covering an average of 7,000 miles a year.





Nicole Fletcher: 'We're keen to put our names to initiatives that benefit the environment'

FACTFILE

Organisation London Fire Brigade
Head of sustainable development Nicole Fletcher
Locations 103
Charging sites 73
Electric cars 57 by end of 2016
Front-line vehicles 142 plus 31 reserve
Callouts 140,000 per year



Bluelights and systems are installed by the brigade's maintenance partner, Babcock Critical Services, which is providing half-day EV training as part of the vehicle handover.

"Our vehicles may not be driven as much as other organisations, but we need the availability to be high – the vehicles need to be there when we need them, with a sufficient range," says Fletcher.

Trials of demo vehicles from manufacturers had been undertaken across the force in previous years, with Fletcher saying this helped to combat "a level of scepticism" from staff.

"We had a two-month trial with operational staff before the roll-out, and the range being offered by these vehicles didn't really present an issue any more," she adds.

"The range extender option has been an overriding factor that has given users the confidence in the vehicles. In reality, pure electric would never be an option for us, as we need the availability, but we're now quite accepting of the technology."

Taking the vehicles on has allowed London Fire Brigade to be recognised as a 'Go Ultra Low Company' – with a commitment to operate low emission vehicles on at least 5% of its fleet by 2020.

"We're quite keen to support Government initiatives like this, and put our names to initiatives that benefit the environment," says Fletcher.

London Fire Brigade also operates a number of leased vehicles for use by senior

officers in the organisation. Unlike the EVs, these are also used for private use and the driver can select a vehicle of their choosing.

"We have, over time, set policy boundaries based on emissions limits, that encourage staff to opt for a lower emission vehicle," says Fletcher.

"The level of subsidy a driver receives towards the vehicle decreases the higher the emissions are. Drivers can still choose a vehicle that is higher emission, but they could end up covering the entire cost of the vehicle.

The policy was developed in 2011, and we are in the process of reviewing that policy to push the limits down further."

Ten of the 164 drivers in leased cars have opted for electric or plug-in vehicles to-date, and Fletcher says the introduction of charging points at stations has been key.

Drivers can opt for an annual cash allowance in place of a car – with fewer than 60 drivers taking this option.

"Our vehicles may not be driven as much as other organisations, but we need the availability to be high"

Nicole Fletcher, London Fire Brigade

The car scheme has been designed to encourage drivers away from cash.

Fletcher's work on sustainable development looks across the entire organisation, spotting opportunities to make progress.

"Being under the mayor, we are focused on the big issues for London, of which air quality is a major issue," she says.

"We've been able to locate and take advantage of public sector funding to make projects more viable. A fleet team is very good at what they do, but we can look at the funding and manage projects with that broader organisational oversight."

Fletcher's team will monitor annual reporting that identifies fuel usage, costs and carbon emissions across the fleet, and closely study data to determine the benefits of the electric fleet over a longer term basis.

London Fire Brigade also operates 31 vans – and Fletcher's team is investigating low-emission options in this field, too.

"We trialled an electric van a few years ago and the range wasn't there," says Fletcher. "The majority of our commercial vehicles are Sprinters which carry a heavy payload, and to-date electric doesn't seem to quite fit."

"We've been keeping an eye on what's happening in the low-emission vehicle market, and it's looking like hydrogen might be a better fit for those vehicles."

Hydrogen hybrid vans have already been trialled in London, most notably by office equipment firm Commercial Group, which has been running six vans in the capital since 2014.

London Fire Brigade is a member of the Hydrogen London steering group, and in addition to guiding policy, has been keeping a close eye on the prospect of the technology in its own fleet.

"Those vans are due for replacement quite soon, so we're investigating our options," says Fletcher.

We're at quite early days, and we're about to investigate further – but on paper, the range those vehicles have is very suitable. A couple of our delivery routes go near enough to the hydrogen refuelling stations for us to feasibly investigate replacing a couple of these vehicles with hydrogen power.

"While we want to move towards a low emission fleet because it fits within our aspirations as an organisation, we recognise that being an emergency service we are a point of influence for other organisations."



London Fire Brigade's bluelights are maintained by partner Babcock Critical Services



Nicole Fletcher is looking to roll-out low emission technology to vans, as well as cars

'WE NEED SOMETHING THAT WORKS FOR US'

London Fire Brigade is the world's third busiest fire service, attending 140,000 calls a year. Its fleet of 142 frontline vehicles represents a significant proportion of its CO₂ emissions, and is the most visible face of the service.

Nicole Fletcher is already investigating how it can develop a low-carbon fire engine.

"We have aspirations to move towards a low emission frontline vehicle, but this is obviously a much greater research and development ask," she says. "We've been investigating potential funding streams and supplier partners. There does seem to be a little bit of work in this area across the world already, but it's still very limited."

Fletcher and the brigade were involved in a European-funded research project looking at retrofitting of low emission technology to existing vehicles to improve environmental performance.

"This led us down the path of telematics, which we're about to roll out in our new appliances which arrive later this year," says Fletcher.

"Our vehicles are a bit different, and it doesn't fit to take a newly emerging technology and apply it to our them – more development is needed.

"Something as simple as telematics, already well established in other industries, did need quite a lot of work to meet our needs.

"Even though there is movement in the HGV area, we need to push the market to work with us to create something that will work for us, and we're investigating more innovation funding to develop this."



For more fleet profiles, visit:
fleetnews.co.uk/industry-profiles

'THINKING DIFFERENTLY IS WHAT I DO'

Hired to bring a new approach, Ian Carlisle set about consolidating teams and improving throughput. *Stephen Briers* reports

Viewed by an outsider, Paragon is a confusing company: as a provider of new, in-life and used vehicle services plus, more recently, remarketing, it has touchpoints across the fleet sector and with all types of customer.

Some of the confusion even extended inwards, according to chief executive Ian Carlisle, who celebrates one year in the job this month. As he puts it: "We had lots of pieces, but no clear picture."

It was, he adds, "what excited me" about the role.

Carlisle has held board positions on a number of FTSE companies in a variety of sectors. Gluing commonalities together, he says, was his focus on customer service: "All that changed was the product."

"Paragon wanted someone to think differently about the business and that's what I do. I go in to change processes, products, the business or the market."

In automotive, he enters a sector in the throes of fundamental change, evidenced by the way PCPs are revolutionising the way cars are funded. In fleet, influences such as the economy, taxation and driver desire are changing the mix of vehicles, while record new car sales are putting pressure on both import centres and a second-hand car market that is not used to absorbing such high numbers.

Carlisle believes that the traditional remarketing channels will not be able to cope with rising volumes without distressing values and increasing days in stock. He has told Paragon's customers that auction should account for no more than 30% of their remarketing volume, with digital and

A SPECIALIST APPROACH

While the majority of its business is cars, Paragon also has a dedicated operation for vans, handling around 23,000 a year – half new, half used.

Services range from carrying out full livery at the port for larger fleet customers to repainting vehicles.

The company has also invested in a bespoke refurbishment facility for alloys. On average two wheels per car require the service, amounting to 600,000 alloys a year. The market cost of repair would be around £80-100 per wheel, so Paragon is able to save itself and its customers a lot of money.

alternative channels offering a way to target vehicles precisely to areas of highest demand (see panel, page 33).

"We asked the question: what is the market looking for?" Carlisle says. "The answer was capacity and throughput: the efficient movement from the port to the dealership to the fleet and, when it comes back, they want it processed efficiently and back into the dealership to sell."

He adds: "We can process vehicles from end-to-end," by which he means from the import gate to the second-life remarketing. However, efficiency was compromised because Paragon's facilities operated in silos.

Consequently, Carlisle's first decision was to bring together the four Paragon divisions under one team, no mean feat when the organisation processes around one million vehicles a year and operates 13 sites, three parts centres, three defleet facilities, one in-life centre and has a presence at two manufacturer's import gates. At any one time, it is handling around 70,000 new cars and 50,000 used cars.

"We have reshaped our business around customer need to allow us to shorten or completely remove links through the supply chain," Carlisle says. "Our new approach creates a greener supply chain that delivers cost-efficiency."

The approach also puts greater emphasis on looking for longer-term solutions, countering the often short-sighted nature of an automotive sector fixated with three-year deals and tenders. As an example, Carlisle points to the 10-year contract signed with Kia last year that has enabled it to invest in a new 88-acre port operation in Stallingborough, near Grimsby, with capacity to handle 120,000 cars a year.

FACTFILE

Company Paragon
Chief executive Ian Carlisle
Time in role One year
Core business New vehicles, in-life services, used vehicles and remarketing
Vehicles handled per year One million
Customers Manufacturers, leasing, rental, large fleets

TECHNOLOGY 'SHOULD DRIVE INNOVATION'

Paragon is working with manufacturers to offer an outsourced remarketing service which it says will protect residual values and take time out of the used vehicle cycle.

By engaging the retail network and fully leveraging digital channels, speed to market can be improved, eliminating book drops and depreciation, according to Carlisle.

"Technology should be driving the pace of innovation," he says. "We have seen little innovation over the last decade but we expect this to change as the industry faces some 'burning platforms'."

Paragon handles around 50,000 used cars at any one time, but around 60-70% are still sold via physical auctions. Carlisle wants to change this.

"Cars are put on to transporters to go to auction where they get valeted and are either sold or not sold. If they

are not sold, they could go on another transporter to another centre," he says.

"But the retail market is happy to buy online if there is an accurate description and high quality images. They don't need to attend an auction; it is more expensive and takes longer, which affects values. With online, the only time the car moves is when it is sold."

He adds: "It is less than half the cost of a physical auction; it can take up to four weeks out of the selling cycle, which eliminates a book drop; and, most importantly, we can get the car in for the purchaser more quickly."

Paragon has been piloting a system with one manufacturer for its ex-rental and management cars since July last year and is nearing the stage where it can be launched for all types of defleeted vehicle. There is interest from manufacturers and leasing companies, says Carlisle.

Ian Carlisle: 'Our new approach creates a greener supply chain that delivers cost efficiency'

paragon
automotive



Port capacity is one of his major concerns. If the new car market rises to around 3m a year, fuelled by PCPs, it would see 400,000 additional cars entering the country. Exacerbating this is a forecast rise in UK production from 1.6m to 2m cars, many of which would be destined for export.

"It could see an extra 800,000 movement of new cars via the ports – what does this mean for capacity?" Carlisle asks.

"We also haven't seen the real impact of the new car market yet. We are handling product sold in 2012/13 but the market only really kicked off in 2011 so it is early days. The next five years will see 1m cars coming back so the peak of the change has not been seen yet.

"We have to future proof for three or four years' time and anticipate when these products will hit the market."

This means assessing whether PCP agreements are going to run the full term, or be swapped out early – potentially as early as 18 months.

Carlisle is anticipating the latter, with more flexibility in timescales to flatten the return of vehicles.

"It will be more of a menu approach," he says, adding: "Part of my role is to identify how Paragon can support the leasing sector in solving these kinds of problem.

"We want to work on a collaborative basis to establish solutions."



For more industry profiles, visit:
fleetnews.co.uk/industry-profiles

Feel the drive with the All-New Renault MEGANE

The highly anticipated All-New Renault Mégane is here. With its bold, striking design and innovative technology, it takes driving pleasure to a whole new level, making it a truly unique offering in the sector and a compelling proposition for fleet managers.



The official fuel consumption figures in mpg (l/100km) for the All-New Renault MEGANE Signature test environment figures. Fuel consumption and CO₂ may vary according to driving styles, road

*For full service plan terms and conditions visit renault.co.uk/warranty. **For full service plan terms and conditions visit

DESIGN

The All-New Mégane looks set to take the fleet sector into new territory with a blend of seductive design and assertive style, showcasing the best of Renault, inside and out. With a low stance and wide shoulders, the exterior is a true mark of the Mégane's sporting flair. A new distinctive **C-shaped lighting signature** and prominent wide front grille also contribute to its unique on-road personality to make it a stand-out model in the segment.



With the All-New Mégane GT, experience the high quality of an executive car with the power of Renault Sport. Boosted by **4-CONTROL**, the four-wheel steering provides unrivalled agility coupled with a feeling of being more reactive to whatever comes your way. Precise and easy to handle, you'll be able to negotiate even the most difficult bends. Two RenaultSport features further improve

control: **Launch Control** helps minimise skidding, while **Multi-change downshift** selects the best gear before entering bends, allowing you to feel in command of the road.



TECHNOLOGY & INNOVATION

In continuing to re-define C-segment standards, the All-New Mégane is equipped with premium technology and innovative features available at your fingertips, which combine everyday practicality and driving pleasure.

The **R-LINK 2 multimedia system**, which is optional from dynamique nav and above, allows you to control multiple functions via a digital dashboard, while a **portrait 8.7" touchscreen with satellite navigation** gives you instant access to your contacts and music library.



Nav dCi 110 are: Urban 64.2 (4.4); Extra Urban 78.5 (3.6); Combined 72.4 (3.9). The official CO₂ emissions are 96g/km. EU Directive Regulation 692/2008 conditions and other factors.

renault.co.uk/services/service-and-maintenance/service-plans

To heighten your driving experience further, our **Multi-Sense system** offers a driving mode selector, allowing the Mégane to adapt in harmony with your mood. There are five modes for five unique driving experiences: enjoy reduced steering effort in Eco mode, improved engine response in Comfort mode, or the most dynamic performance in Sport mode – the choice is yours.

EFFICIENCY & ENGINES

Beyond the design and technology, the All-New Mégane enjoys CO₂ emissions from as low as 96g/km, all the while maintaining its dynamic, powerful presence on the road.



ENGINE TCe 205 – Experience strong sensations with the most powerful engine offered: dual clutch transmission, sporty pick-ups and clean acceleration.

ENGINE TCe 130 – Enjoy absolute performance and comfort. Direct injection and integrated turbocharger give exceptional flexibility and responsiveness.

ENGINE dCi 110 – The highest level of efficiency guarantees the lowest carbon footprint in the entire range with CO₂ as low as 96g/km.

WARRANTY & SERVICING

As you'd expect from Renault, customer peace of mind is reinforced by a comprehensive **4 years/100,000 mile warranty*** and **4 years roadside assistance**.

The Renault Service Plan** allows you to budget for the future cost of routine servicing, so you know exactly what you'll pay. Wherever you go you'll be in good hands.



FIND OUT MORE

To find out more about the All-New Renault Mégane, visit renault.co.uk/business or call **0800 731 7066** to make an appointment with a Renault Account Manager.

Data-driven driver training

Using driver and fleet data to understand exactly what training your drivers really need

The days of delivering the same driver training to every driver – the ‘sheep dip’ approach – should be long gone. Companies now rightly expect that the money they invest in driver training – we prefer the term ‘coaching’ – not only means safer drivers and duty of care compliance, but it also delivers significant financial cost savings. Driver training needs to drive a better business.

Our experience over the past 25 years has demonstrated that one size doesn't fit all. We're in the business of challenging drivers' core beliefs and changing hearts and minds. We call this driver ABC – attitude, behaviour and competence – and every driver is different!

So how do you tailor a course to the needs of the driver? We believe that gathering data about your driver – you might call this a ‘driving DNA profile’ – is the way forward.

Online assessments, points on a driving licence and collision statistics can all play a part in building up an individual profile. In addition, the use of in-vehicle telematics delivering real-time data on speeding, harsh acceleration and braking can also help build the jigsaw. In more recent times, in-vehicle cameras – both forward and reverse-facing – bring new insights. Driver biometrics, an emerging technology that identifies stress events while driving, will play its part, too.



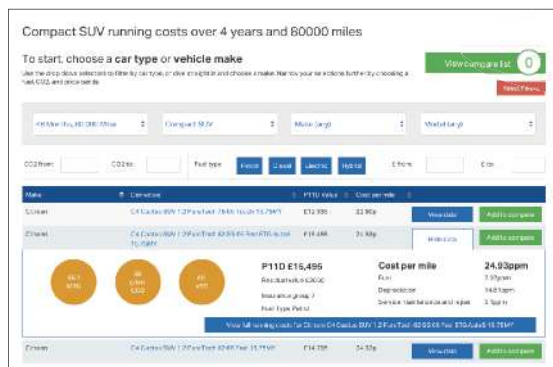
Building this information and then aggregating it to give a view of your business driving community delivers real insight. AA DriveTech can help collect, analyse and act on data to ensure driver training works for you, your drivers and your bottom line.



Tel: 01256 495732 Email: tellmemore@AAdrivetech.com Web: www.AAdrivetech.com

Don't gamble with your car running costs

Our car running cost calculator lets you search for and compare every new car on the UK market today.



- Filter by car type, fuel type, and price
- Choose your operating cycle
- At-a-glance running costs
- Quick and clear comparisons

Start comparing cars now at
fleetnews.co.uk/runningcosts

WHAT FLEET OPERATORS ARE REALLY THINKING

CVO Barometer gives insight into industry views on future, according to Arval



By Shaun Sadlier, head of consultancy, Arval UK

It's an exciting time for anyone involved in fleet. Our latest research provides some interesting insight, showing that favourable conditions, innovation, new technologies and evolving behaviours combine to make this a time of fast-paced change.

Many respondents are confident that their fleet will grow in the coming years and frankly they have never had so many options at their disposal. From the vehicles that they select through to a wide range of supporting tools, there is great benefit for those who make the right choices. That's not always easy though, as fleet operators look to turn all of the information available into clear insight that they can act on.

The Corporate Vehicle Observatory Barometer is now established as one of the most highly authoritative pieces of research carried out in the fleet sector. Each year, we continue to ask a wide ranging series of questions to fleet operators of all sizes and across the full range of industries.

It gives us a clear view of current thinking, alongside the latest trends.

Whether it helps you to validate your current approach, gives you new ideas for the future, or supports the development of your vehicle strategy, I hope that you find this research useful.

ABOUT THE CVO BAROMETER

The Corporate Vehicle Observatory Barometer is a neutral and independent piece of annual fleet research. Supported by Arval, it provides robust and trusted insight into the current state of the fleet market and the major trends amongst businesses of all sizes in 15 countries around the world. The 2016 Barometer takes the views of around 3,000 fleet professionals from across the CVO countries, including the UK, and provides valuable insight into the main behaviours, trends and opinions associated with running a fleet of business vehicles.



ARVAL
BNP PARIBAS GROUP

FLEET SIZE KEY



Companies with fewer than 10 employees



Companies with 10-99 employees



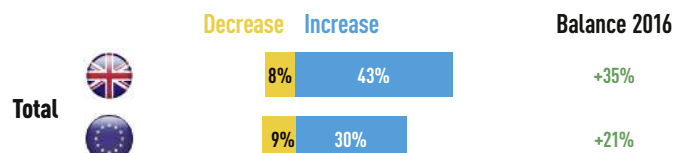
Companies with 100-999 employees



Companies with 1,000-plus employees

FAMILIAR PICTURE AS 43% OF UK FLEETS PREDICT GROWTH

PERCENTAGE THAT THINK THE NUMBER OF COMPANY VEHICLES ON THEIR FLEET WILL...



Just over 40% of UK fleets believe that the total number of cars and vans they operate will increase over the next three years, up eight percentage points on 2015.

This sense of optimism is strongest among smaller businesses, where 44% are predicting growth compared to 4% who predict a decrease in fleet size (largest fleets are 42% and 17% respectively). The UK is also more optimistic than Europe overall, with 30% of European fleets forecasting that they will expand over the same period.

While economic growth has slowed, there is still a definite sense of optimism among a significant proportion of UK fleets, with more than a third foreseeing growth in the short-to-medium term.

This positive mood is concentrated among smaller businesses. SMEs are often seen as the most dynamic

segment of the UK economy and they clearly believe that their businesses are going to grow over the next three years. It also reinforces the importance of company vehicles as a core business tool, allowing companies to use cars and vans to meet growing demand and expand their operation.

Research from previous barometers shows that confidence among large UK fleets has grown almost every year – with those companies predicting growth outweighing those expecting a decrease by 6% in 2012, 10% in 2013, 26% in 2014 and 24% in 2015.

We have become accustomed to this positive outlook from fleets as companies look to their vehicles to fulfil a range of business requirements, including the delivery of products and services, to transport staff and to attract and retain high quality employees in a competitive market.

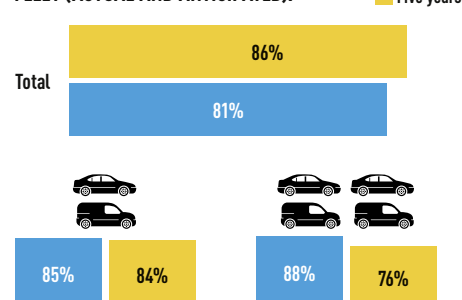
DIESEL IN DECLINE, PARTICULARLY AMONG LARGER FLEETS

UK fleets with 40 vehicles or more are predicting that the percentage of diesel cars they operate will reduce from 88% today to 76% within five years.

However, this shows a definite contrast with smaller fleets (fewer than 40 cars), who believe that their diesel use will fall only slightly to 84% from the current 85% over the same period.

Combining both sets of figures shows that, overall, the UK diesel car parc is predicted to fall from 86% today to 81% in 2021.

PERCENTAGE OF DIESEL VEHICLES IN THE FLEET (ACTUAL AND ANTICIPATED):





DIESEL IN DECLINE, PARTICULARLY AMONG LARGER FLEETS (CONTINUED)

Instead, it appears, fleets will increase their use of alternative drivetrain technologies: 42% say they are already operating at least one type of these, with a further 31% saying they plan to seriously consider doing so in the next three years.

Looking at fleet manager views of alternative fuels in detail, leading the way are conventional hybrids (34% already implemented and 31% considering), followed by plug-in hybrids (20% implemented, 28% considering) and fully electric (17% implemented, 26% considering).

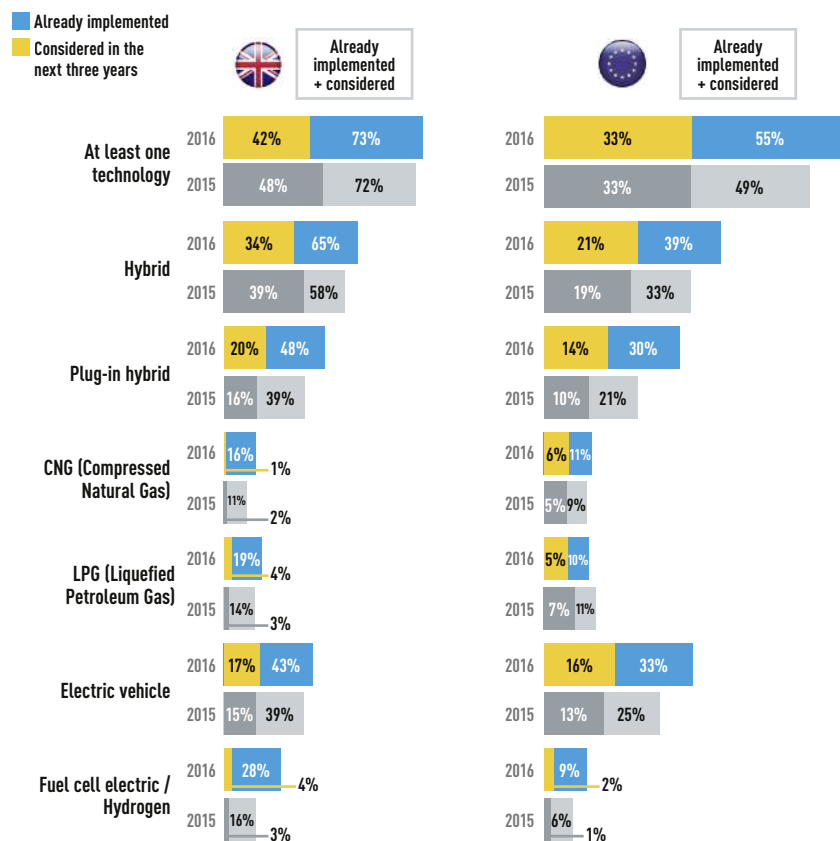
These figures show that the UK is ahead of Europe in real and planned adoption of alternative fuels. The comparable figures are conventional hybrids (21% already implemented and 18% considering), followed by plug-in hybrids (14% implemented, 16% considering) and fully electric (16% implemented, 17% considering).

Diesel has been the dominant fuel in the UK for many years thanks to several factors – its strong fuel economy, low stated CO₂ levels and taxation advantages. It will continue to play an important role for businesses. However, we are in a period of change.

We shouldn't be surprised that with the introduction of more efficient petrol models and the emergence of new vehicle technologies, some businesses and their drivers are moving away from diesel.

However, this is far from the end of diesel – for many drivers an efficient diesel will continue to provide a practical, efficient and cost-effective choice.

PERCENTAGE – PRESENT AND FUTURE USE ...



REPLACEMENT CYCLES FOR CARS AND VANS HAVE LENGTHENED

Average car and van replacement cycles have increased during the past 12 months, with 21% of UK fleets operating cars and 25% operating vans keeping those vehicles for longer.

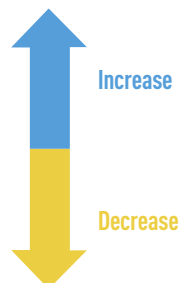
The trends are consistent across fleets of different sizes, with 20% of surveyed fleets that operate fewer than 40 vehicles reporting an increase in replacement cycles for cars while 25% see an increase in lifecycles for vans. For fleets with 40 or more vehicles, car lifecycles are increasing for 23% of companies and 25% for vans.

The picture is comparable with the rest of Europe, with 19% of surveyed companies keeping cars for longer and 18% for vans.

For some companies, extending replacement cycles will reduce overall costs, but not for all, so it's an area worth looking at from a whole-life cost perspective. A move to longer leases across Europe during the financial crisis may have generated a long-term trend.

What makes this possible is the fact that modern vehicles are better made and more robust. They are noticeably more reliable both mechanically and electrically than even just a few years ago.

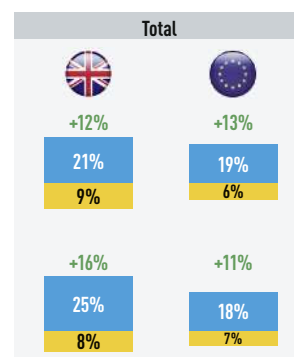
PERCENTAGE THAT THINK THAT DURATION OF USAGE IN THE COMPANY HAS...



Passenger cars



Light commercial vehicles



Increasing service intervals, especially for vans, was also a factor behind lengthening replacement cycles, because they made vehicles easier and cheaper to maintain over a longer period of time. However, the fact that vehicles were examined less frequently also underlined the need for watertight risk management strategies.

Most new vehicles need far less attention. This is good from a cost and convenience point of view but does inevitably create

issues around duty of care and brand image. It means that fleets need to be on top of procedures to ensure vehicle condition is regularly checked.

Certainly, we see a high level of demand from fleets for help with procedures and reporting that ensure a high level of compliance is being achieved. This is necessary not just from a legal point of view but to support the safety of drivers and other road users.

TELEMATICS UPTAKE BY UK FLEETS HAS PLATEAUED

Growth in telematics uptake by UK fleets has been minimal over the past three years.

Today, 46% of UK fleets reported having a telematics solution in place which, although a strong penetration, is a rise of just two percentage points on 2013. During the same period, European fleets which took part in the study saw a stronger increase from 28% to 35%, although starting from a significantly lower base.

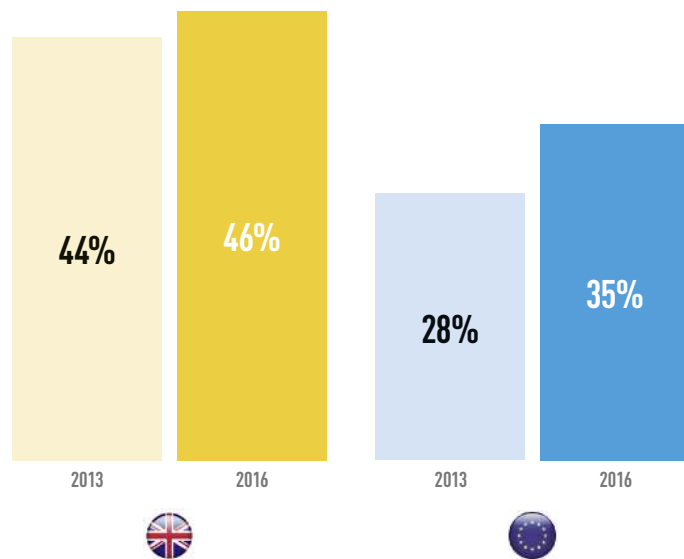
When asked their primary reason for using telematics, the top responses were:

- Vehicle tracking (43%)
- Improve the safety of drivers (17%)
- Monitor driving behaviour (15%)
- Monitor unauthorised use (8%)
- Reduce fuel consumption (7%)
- Technical data to reduce maintenance costs (3%).

The research shows that, while UK use of telematics is noticeably higher than the European average, growth in adoption has slowed in the past few years despite clear recognition of the benefits that telematics can provide. At a point in time when the price of telematics tends to be falling and the capabilities of the product are still incrementally growing, this is surprising.

There are likely to be a large number of UK businesses which could benefit from the insights that telematics provides but don't today.

PERCENTAGE WHICH HAS IMPLEMENTED TELEMATICS IN THEIR FLEET



DEMAND FOR INFORMATION FUELS INTEREST IN APPS

When questioned specifically about apps rather than telematics, there was clear enthusiasm from fleet managers: 18% said they already used an app that tracked driver behaviour, while a further 45% added they would be interested in such a product.

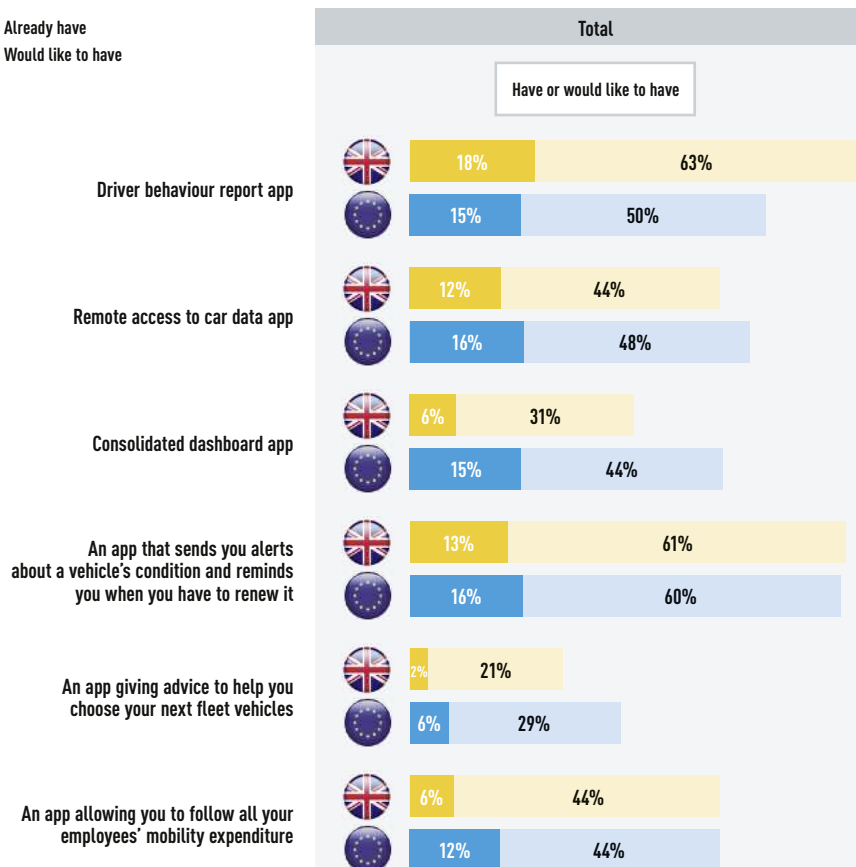
Similarly, 13% said they already used an app to monitor vehicle condition and a further 48% expressed interest in such a product. With 71% of UK businesses providing smartphones or tablet devices to employees for work purposes, the ability to tap into this kind of technology exists.

There is clearly a desire for accurate, timely and relevant information and, while telematics can meet this need, fleet managers also appear to be receptive to the idea of apps that provide specific and useful managerial benefits.

“With 71% of UK businesses providing smartphones or tablet devices to employees for work purposes, the ability to tap into this kind of technology exists”

PERCENTAGE OF INTEREST IN MOBILE APPS DESIGNED FOR FLEET MANAGERS

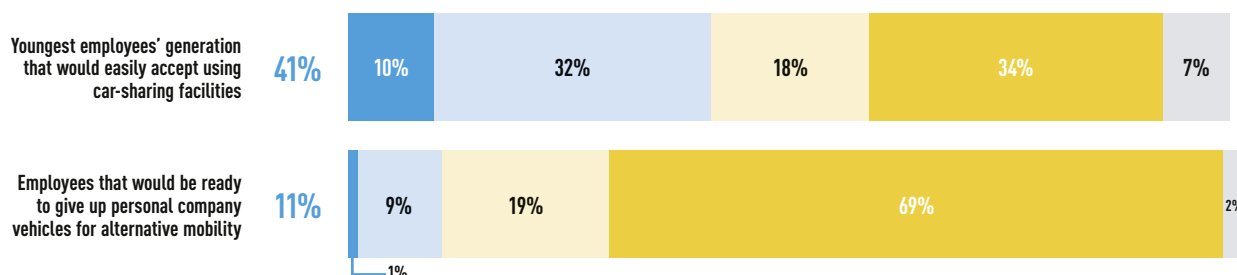
■ Already have
■ Would like to have



'GENERATION Y' COULD DRIVE NEW HABITS FOR FLEET

CAR SHARING: ATTRACTIVENESS AND OBSTACLES (PERCENTAGE OF AGREEMENT)

■ Completely agree ■ Somewhat agree ■ Somewhat disagree ■ Completely disagree ■ Don't know



Car-sharing could gain prominence as younger employees move through the ranks in their companies. The youngest recruits would easily accept the practice as an option, according to 41% of fleet managers.

In addition, 32% agree that car-sharing will generally expand in the fleet sector with 26% agreeing that it would make vehicles available to a larger share of employees.

However, the findings are tempered as few seem to think that this move will happen quickly – just 11% say that employees are ready today to give up their company cars in favour of more flexible, alternative mobility. This shouldn't really come as a surprise as the company car retains its position as an important benefit to attract and retain high quality employees.

For many years, fleet commentators have been predicting a growth in car-sharing as a means of increasing car utilisation and flexibility. However, the idea has never really gained traction in the UK and the one-car, one-user model has remained the norm.

It is conceivable that the youngest, 'Generation Y' employees could influence this model and fleet managers are recognising this possibility. They have a much more flexible attitude to the idea of ownership and rental when it comes to all kinds of goods and services, and they could carry this thinking through into the fleets of the future, making car-sharing viable.

Technology could also potentially play a part here, with smartphone apps and connected cars making sharing

arrangements much easier to manage and administer.

The Barometer also suggests that there may be a future for more flexible fleet provision. While 59% of respondents agreed that company cars were considered a reward by employees, 54% thought the same about monthly mobility budgets.

We need to be realistic, but within a decade or so, we could see a fleet sector in which more flexible car and transport provision has become a more widely accepted part of the mix within some organisations.

However, it is always possible that, as Generation Y gets older, attitudes will change and they will want a company car in the same way as their forebears.

The FleetNews View

The latest CVO research took place before the referendum, after which the immediate impact was a slump in sterling and FTSE share prices.

Since then, there has been a recovery, although the FTSE250 still remains almost 6% below its pre-Brexit level. There is also some uncertainty about future economic success and, in particular, over the impact on import prices which would affect fleet costs when buying or leasing cars and vans.

It is likely that the picture would not look quite so rosy if the survey was carried out now – a Fleet News poll shows 64% believe fleet costs will rise as a result of Brexit. But the emphasis on cost reduction will continue, making investment in technology an ongoing fleet priority.

43% OF FLEETS EXPECT STAFF TO ACCEPT AUTONOMOUS CARS

Despite the huge change in driver behaviour that autonomous vehicles will bring, 43% of UK fleets believe that employees will easily accept using these vehicles. Bearing in mind that virtually no fleet managers will have had the chance to examine one, we believe that a 43% acceptance rate is quite high.

It is likely that, if autonomous cars are shown to operate effectively on UK roads in a real-world environment, this figure could rise quickly. Of course, we also expect a core of people that will always want to drive themselves.

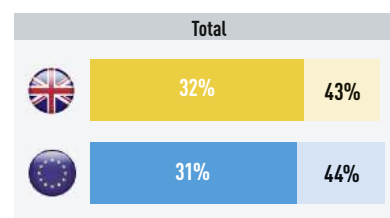
Additionally, 38% of UK fleets agree that autonomous cars could mitigate existing road safety issues.

Fleet awareness of the potential safety benefits of such vehicles is interesting. While 38% is ostensibly quite a low figure bearing in mind that these cars should effectively remove the possibility of a collision, we believe it is actually relatively high at a point in time when fleet familiarity with the technology is still very much in its infancy.

The Barometer also looked in detail at fleet attitudes to a range of emerging car safety equipment, examples of which are starting to become available in company vehicles, even if

DO YOU AGREE THAT YOUR EMPLOYEES WOULD BE ACCEPTING OF AUTONOMOUS VEHICLES IN THE FUTURE?

■ Somewhat agree ■ Completely agree



only on higher value models. When asked which of five different options they considered essential, 20% named autonomous emergency braking, 11% lane change warning systems, 8% adaptive cruise control, 8% adaptive light control and 6% night vision systems.

These are currently cutting edge technologies, initially fitted to very few fleet cars, but it is interesting that fleet managers have formulated opinions on which will be the most useful, with autonomous braking at the top of the list.

FleetNews

BUYING GROUP

BETTER DEALS, QUICKER.

A free members-only service dedicated to getting better prices for cars and vans.

The right vehicle at the right price.

- 1 The combined demand from hundreds of businesses like yours
- 2 Multiple companies competing for your vehicle order
- 3 A service that's completely free to use
- 4 Special vehicle offers brought to you when available



FNBG is free to use and enables companies to make the right buying decisions each time they need a new car or van. We'll show you how much money you're saving and we'll even bring you special offers on relevant vehicles.

If you're interested in better deals, quicker, go to **www.fnbg.deals** and complete the FNBG preregistration form to secure your membership.

BETTER DEALS, QUICKER.

FleetNews

BUYING GROUP

BETTER DEALS, QUICKER.

A free service that combines the demand of hundreds of businesses to deliver competitive prices for cars and vans



The problem... and the solution

Companies like yours tell us that leasing or buying a car or van can be complicated, time-consuming and confusing. There are so many vehicle suppliers and funding options to consider, while the amount of time it takes to get a good deal can be a major distraction for smaller companies.

Instead of spending their time running their core business, companies feel that they waste time negotiating with vehicle suppliers with no guarantees that they are getting a good price or the best service.

What smaller companies really want when they are sourcing new cars and vans are value for money, swift answers and a hassle-free service.

Wouldn't it be great if you could get the right vehicle at the right price,

quickly and simply, from a business you can trust. Well, now you can.

THE SOLUTION

Since 1978 Fleet News has been dedicated to helping you reduce costs and increase effectiveness. Fleet News Buying Group (FNBG) is the perfect extension of this approach. By combining the demand from hundreds of businesses like yours, we get bigger price discounts from our panel of top leasing companies and dealer groups who compete to win your business.

FNBG is free to use and enables companies to make the right buying decisions for their business each time they need a new car or van. We'll show you how much money you are saving and we'll even bring you special offers on relevant vehicles when they are available.

Who is FNBG for?

FNBG is for company owners and directors who are responsible for buying or leasing cars or light commercial vehicles. They want to get a good deal but they do not have the benefit of a dedicated fleet manager or fleet procurement support.

► IS THIS YOU? THEN READ ON. ◀

The benefits to you

FNBG is different to any other offer in the market. Our service is free to you because we take a fixed marketing fee from the leasing company or dealer group for every transaction.

The marketing fee is the same irrespective of the vehicle you choose or the company which supplies it, which means we have no bias about your choices.

We will provide you with a personal account manager and we guarantee you will receive your quotes within one hour.

How does FNBG work?

Fleet News Buying Group has partnered with leading leasing companies and dealer groups who will provide competitive pricing for your cars and vans.

When you register your company with FNBG you just need to provide information about your vehicles and when you are intending to procure. This is called the Customer Action Plan (CAP), which is a non-binding agreement between you and FNBG.

When the time comes to make the transaction, FNBG has created a simple five-step process:

1. We contact you as agreed in the Customer Action Plan.
2. We help you specify the vehicle and provide real quotations, simply and quickly from our vehicle suppliers.
3. We show you how much money you can save.
4. We confirm your order and you authorise it.
5. We check that you're happy with our service.

Once you have a vehicle shortlist (3 or 4 choices), you can start the buying process.

Once the order is placed, the supplier will let you know when you can expect to take delivery. Your personal FNBG account manager will always be on hand to help you with any queries.

www.fnbg.deals



Giving you confidence...

- 1 We provide you with all the information, reviews and funding advice you need to decide which car or van is best for your business.
- 2 We offer a service that has your best interests at heart.
- 3 You have a choice of all brands – car and van – from an independent business that you can trust.

Saving you time...

- 1 Multiple quotes delivered to you within one hour.
- 2 A mutually agreed action plan based on your individual requirements and a timescale that suits your business needs.
- 3 A personal FNBG account manager that you can trust.

Saving you money...

- 1 The combined demand of hundreds of businesses like yours
- 2 Multiple companies competing for your business
- 3 A service that's completely free to use
- 4 Special offers brought to you when they're available

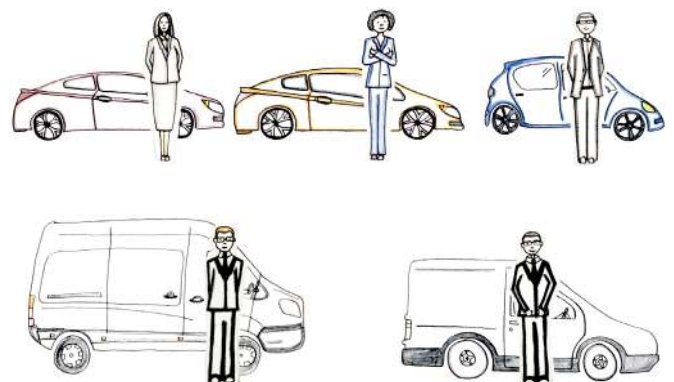
What happens next?

FNBG will begin trading in August 2016 and is now looking for expressions of interest from businesses like yours.

Demand is likely to be high and we would advise a quick response to be among the first to benefit from this service.

Registration and the agreement of your Customer Action Plan will be completed with you in early August and trading will start immediately.

If you're interested in better deals, quicker, go to **www.fnbg.deals** and complete the FNBG preregistration form to secure your membership.

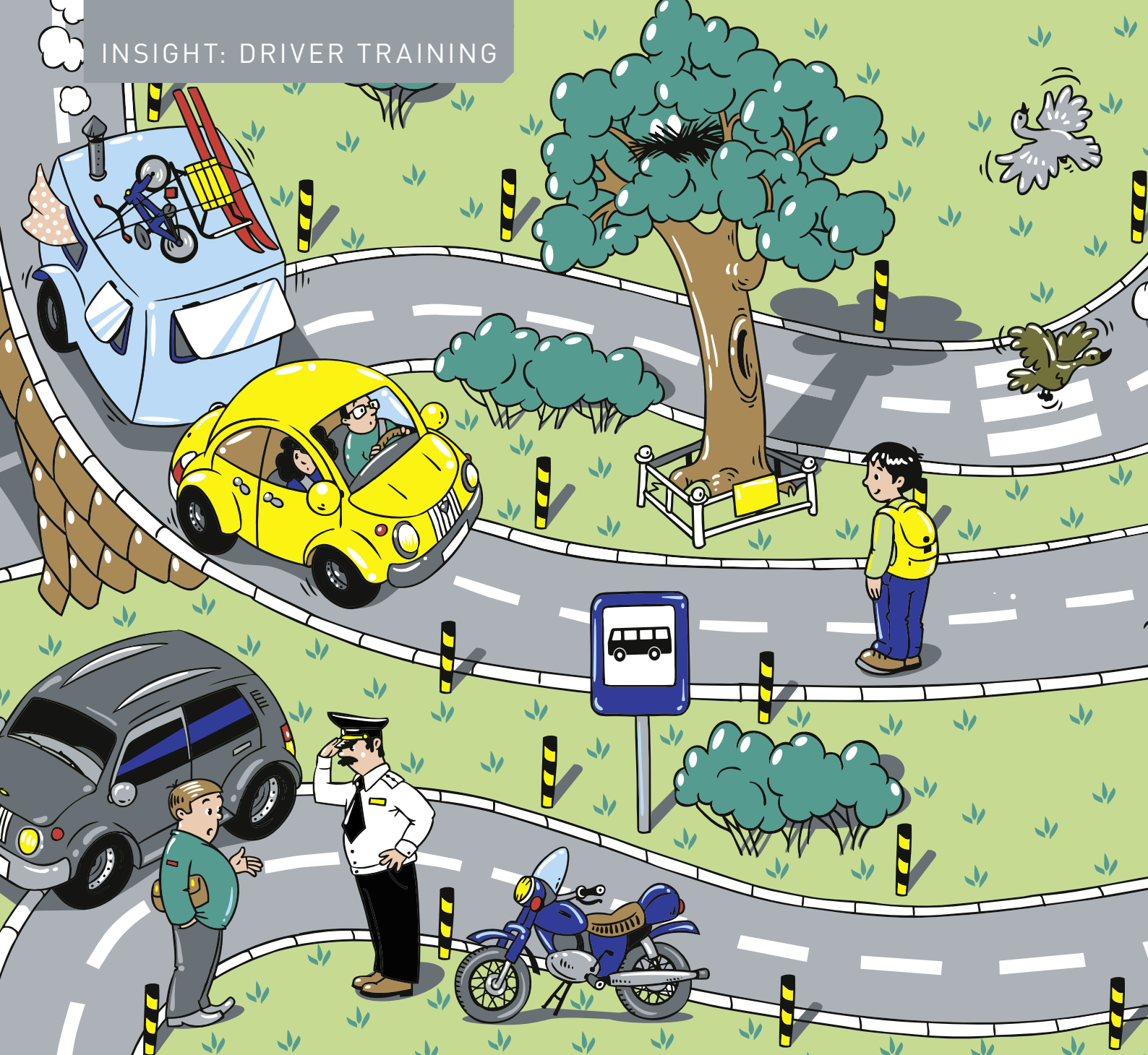


TRANSPARENT ✓

UNBIASED ✓

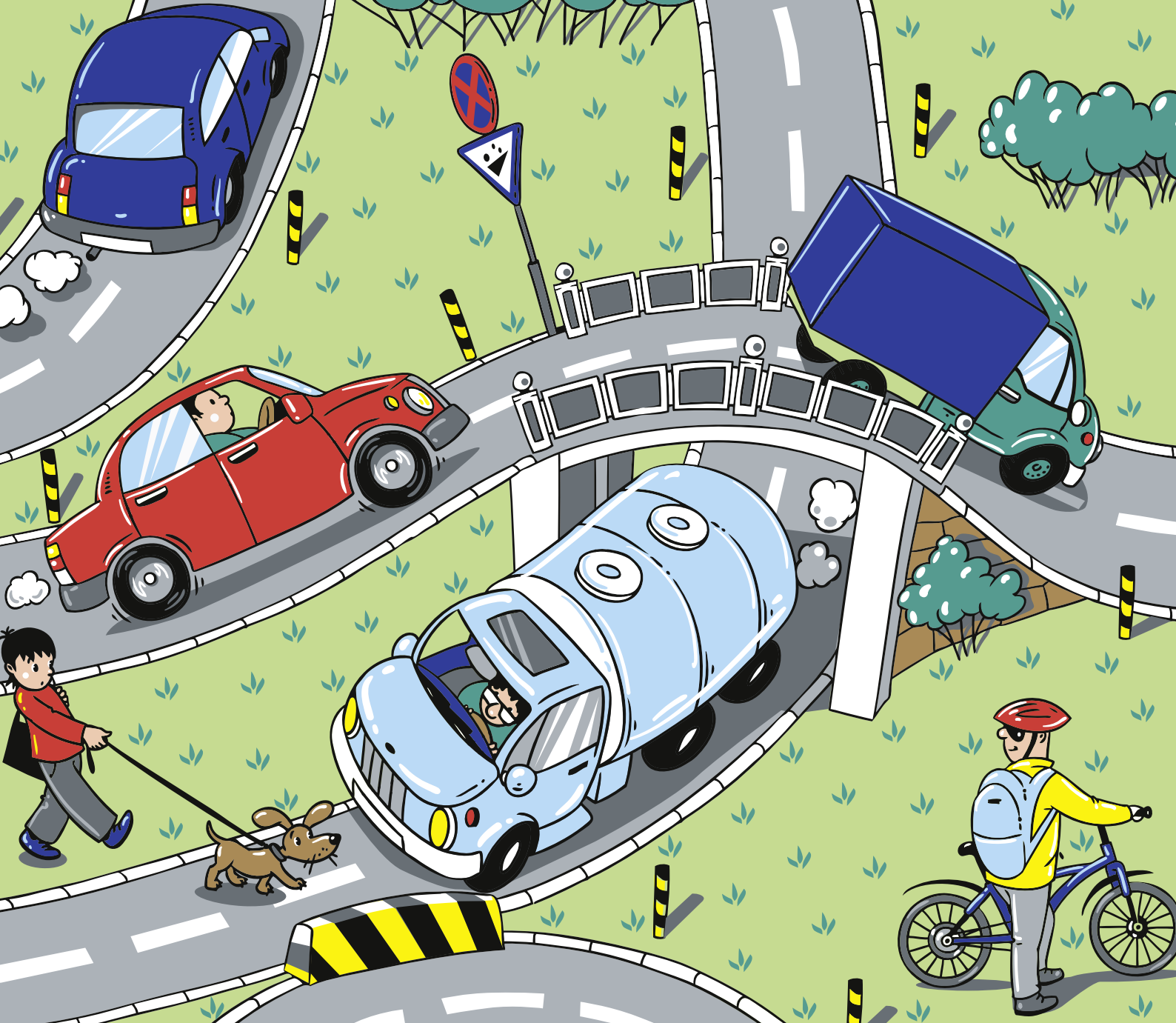
HAPPY IF YOU'RE HAPPY ✓

BETTER DEALS, QUICKER.



HAZARD WARNING

Training drivers to expect the unexpected when on the roads could cut accidents by 11%. *Ben Rooth* looks at what hazard perception training is and what it includes



A fleet driver's time on the road is fraught with danger. From cars parked on the kerb, to children's play areas near the road and vehicles trying to join the flow of traffic from hidden side streets, hazards lurk everywhere.

But while it is commonplace for drivers to receive training to counter excess speed and harsh braking, should fleets do more to protect employees against these often unseen and unexpected dangers?

Department for Transport (DfT) figures suggest they should, as it estimates that widespread hazard perception training could account for an 11% reduction in collisions, potentially saving hundreds of lives each year.

The DfT introduced a hazard perception component into the car and motorcycle theory test in 2002, and estimates this has saved around £90 million annually.

This means that while many fleet drivers have undergone some hazard perception training, albeit up to 14 years ago, thousands more would not have received any.

Fleets should look to address this as it is a crucial way to reduce risk, says Shaun Helman, head of transport psychology at the Transport Research Laboratory.

"Hazard perception training is the only skill that we know is related to crash risk," he says.

"I don't care how well a driver can corner, I don't care how well they can accelerate or

£90m

Saving estimated through adding hazard perception to theory test

11%

Estimated reduction in collisions through hazard perception training



For a look at how simulators can help hazard training, visit: fleetnews.co.uk/simulators

WORST FIVE HAZARDS FACED BY FLEET DRIVERS

- 1 Time pressures:** Fleet drivers should treat driving for work as an activity in itself, not just time to catch up on phone calls, for example. Distractions in the car can reduce a driver's ability to see hazards ahead and react to them in good time.
- 2 Deliveries:** Making deliveries in unfamiliar areas can be high risk. AA DriveTech recommends drivers undertake a "dynamic risk assessment" and concentrate hard when in high hazard environments.
- 3 Foreign vehicles:** With left-hand drive vehicles, the visibility is often restricted and drivers are advised to pass with extreme care. When overtaking, do not travel alongside for any length of time and keep plenty of space around you.
- 4 Cyclists:** Cyclists are often at risk when drivers turn left. Drivers are encouraged to be aware of nearside blind spots when turning left, especially when driving a large vehicle.

Source: AA DriveTech

CASE STUDY



Colin Knight (left), fleet risk consultant, RoSPA, with Paul Kennedy, head of health, safety and environment at Riverside Housing Association

The Riverside Group

National housing association The Riverside Group has seen its at-fault collisions fall each year after putting its drivers through hazard perception training.

The organisation began offering the training to employees through RoSPA's driver development programme to support its newly-created driving at work policy.

"We wanted to ensure that any person driving on company-related business was doing so safely," says Paul Kennedy, head of health, safety and environment for the housing association.

"I was impressed with how well received the training was – of the 200 delegates, 91% said they would recommend RoSPA's driver development training to others."

The bespoke course began with a trainer

sitting down with two delegates in a classroom situation and talking through a range of relevant modules, including hazard perception.

Subsequently, each participant received a highway code refresher before being taken out on the road by the RoSPA instructor.

"The instructor initially observed the delegate's driving and then – once they'd pulled in – he debriefed them," says Kennedy.

"I remember the instructor noting that he'd like to see more careful checking in the left wing mirror prior to turning left to ensure that delegates would notice any cyclists.

"The instructor then got behind the wheel and talked the delegates through any hazards that might arise.

"For example, he made it clear that it was necessary to slow as you approach the brow of a hill to ensure that any hazards can be seen.

"And there were other more subtle tips – if dustbins were collected at the side of the road with their handles facing the kerb then it was reasonable to believe that you might find a bin lorry round the next corner."

More than 78% of Riverside's delegates reported that their anticipation of hazards had improved as a result of the training.

In addition, 77% also noticed a difference in how they positioned their vehicle in relation to other road users.

"Three years after the training was carried out, drivers still tell me how useful it was – which is the best possible endorsement," adds Kennedy.



brake. That's not of any interest to me as a road safety professional because that's about driver performance; safety is about how drivers behave and not how they could behave in optimal conditions.

"Hazard perception is the skill of reading the road. It's not about reacting to things, it's about anticipating things before they happen so you can carefully manage the situation.

"The better you are at it, generally the fewer accidents you have and, crucially, it can be taught."

Some potential hazards may seem obvious, such as people stepping off the pavement into the road or vehicles not indicating at roundabouts, but Graham Hurdle, managing director of training provider E-Training World, says that drivers can also identify specific clues that alert them to the need for caution.

"An obvious clue to a hazard would be a roadworks sign, which warns you of the hazard ahead," he says.

"Other examples are wheelie bins by the side of a road, which tell you it's bin collection day and is a clue that there may be a dustbin lorry ahead.

"A flashing school sign warns you there's a school nearby and children may be in the road.

"Fresh horse manure on a country lane is a clue that there

95%

of road incidents attributable to driver error

78%

of Riverside employees felt training had improved their hazard perception

may be a rider ahead.

"The better your hazard perception skills, the safer a driver you become as it buys you time.

"Almost all collisions and incidents are caused by human error and it's either an inability to spot clues to hazards, or being distracted – for example, by being on the phone or setting your sat-nav – that means you miss the clues and end up struggling to avoid the hazard."

Adrian Hide, senior consultant at driver training company TTC Group, says 95% of road incidents can be directly attributed to driver error and most collisions happen because the driver runs out of space and time.

"Having a good awareness of your surroundings and being able to drive in a proactive, rather than reactive, style is key to safe driving," he says.

"In our experience, most drivers tend to focus their attention on the area of road directly in front of them, often no further than the vehicle in front.

"This leads to drivers making quick and often ill-thought through decisions to the hazards that present themselves, often with the driver uttering those words: 'That car pulled out from nowhere', or 'he suddenly stopped'."

Hide added that most drivers recognised





easiFLEETTM

MANAGEMENT

THE PERFECT FIXED COST SOLUTION

Companies operating a small fleet of vehicles can find their cars and vans a time-consuming and costly distraction.

The constant demands of managing contract hire suppliers, or overseeing a fleet of company-owned cars and vans can be stressful.

Supplier management, driver queries, garage bills, expense claims, fuel cards, accidents, speeding fines, tax renewals, MOTs, driving licence checks. It can become a full time job – and one that many companies have little experience of.

Thanks to easi-Fleet Management, you can now hand everything over to Grosvenor Leasing – all for a fixed monthly cost.



CONTRACT
HIRE



OUTRIGHT
PURCHASE



MANAGEMENT
SYSTEM & APP



RISK
MANAGEMENT



MOTOR INSURANCE
DATABASE UPDATES



RENTAL
MANAGEMENT



MAINTENANCE
MANAGEMENT



ACCIDENT
MANAGEMENT



TAX, MOT & FINES
HANDLED



CONSOLIDATED
MONTHLY BILLING

01536 536 536

GROSVENOR-LEASING.CO.UK

GROSVENOR
LEASING

INNOVATIVE VEHICLE LEASING SOLUTIONS

ENTRIES NOW OPEN



WEDNESDAY 30 NOVEMBER 2016

HILTON BIRMINGHAM METROPOLE

Sponsors



BT Fleet



mediafle e t
leading the way in vehicle branding



To book your place at the Commercial Fleet Awards, or request an entry form visit

www.commercialfleetawards.co.uk

or contact Paige Phillips on **01733 395133** or **paige.phillips@bauermedia.co.uk**

CASE STUDY

BT

Hazard perception training is one of the key areas that BT group safety advisor Dave Wallington looks to ensure is appropriately covered whenever he commissions driver training programmes.

"We use online risk assessment tests, which have a hazard perception component, to identify issues before those drivers are involved in collisions," he says.

Wallington oversees the safety of BT's 35,000 vehicles – which is one of the largest fleets in Europe – with 65,000 executives, sales personnel and engineers on the road

at some point during the year.

Online risk assessment tests are used in the first instance to gauge a driver's abilities and attitude towards hazards.

If a need for further training is identified, then either classroom or one-to-one in-cab training is implemented.

He says: "I've also found that hazard perception training can provide a very useful route into discussions about safe driving practices and safe speeds.

"And this can be very useful, for example, if you've got drivers who've had at-fault rear end collisions which are possibly

attributable to speed.

"In effect, I've found it a useful way of challenging behaviour."

Wallington continues: "I think that hazard perception training can also be very useful for fleets with light commercial vehicles.

"The risks associated with driving these are different to cars – for example, the visibility of blind spots is frequently different.

"But if you can ensure that your drivers have training in this area then you immediately start to change their behaviour when they get behind the wheel."



BT puts its drivers through online risk assessment programmes before deciding whether they need extra training



'actual' hazards – such as not being able to have clear visibility around parked cars – but it was the 'potential' hazards that took them by surprise.

Andy Wheeler, head of AA Drivetechnology's training academy, says: "In reality, if you can't perceive the hazard, why would you drive more slowly or carefully?"

As well as addressing driver behaviours or skills, hazard perception coaching should be tailored to address specific journey-related risks, says Will Murray, research director at eDriving Fleet.

"For the real value of hazard perception coaching to be gained for fleets, it must meet the specific needs of drivers – regardless of whether it's coached online, on a one-to-one basis or in a classroom setting," he says.

"Consequently, the coaching needs to be based on as much evidence as possible and there are many different factors that need to be considered.

"This might involve chatting to drivers following travel planning, journey and route risk assessments, changes in company policy, at-fault collisions, scrutinising driver licence data or otherwise gauging their attitude to risk through online or in-vehicle assessments

"At this point, a judgement can be made about how to implement training and what it needs to encompass."

Murray adds that managers also need to be engaged and coached in how their attitudes, leadership and decisions can affect the hazard perception of drivers.

Wheeler encourages his delegates to adopt an "expect the unexpected" approach throughout hazard perception training.

"A reduction in speed buys valuable time which can help a driver avoid sudden and erratic decisions"

Adrian Hide, TTC Group

"I ask them to continuously – and consciously – make a dynamic risk assessment of their driving environment," he says.

"We suggest fleet drivers take a COAST approach to driving: Concentration, Observation, Awareness, Space and Time.

"They need to be concentrating as much as possible, especially when they believe the risk is high, observing potential hazards, being aware of their surrounding environment and, finally, giving themselves enough space and time to make good decisions.

"For example, a car will cover more than 50 metres in two seconds when travelling at 70mph, so making a good decision while tailgating a car in front is virtually impossible."

Hide adds: "Once armed with this information, a driver can make an informed decision as to what course of action to follow.

"A reduction in speed buys valuable time which can help a driver avoid sudden and erratic decisions.

"Taking drivers through a number of scenarios – urban, rural and high-speed roads – will provide them with an enhanced knowledge of the type of situations they would encounter and develop a more planned approach to dealing with them.

"Drivers undertaking hazard perception training generally report that they notice things on the road that previously they may have ignored and those who adopt a proactive approach to dealing with hazards will be much safer, have fewer collisions, a smoother drive, reduced fuel consumption and be less stressed – all massively beneficial for an organisation's fleet safety."

FleetNews

AWARDS
2016

JAGUAR XF

Appealing to hearts as well as heads is key to fleet business

Ingenium engines and aluminium architecture are crucial to JLR's sales success, according to Jon Wackett

By Gareth Roberts

Jaguar Land Rover's sales surge in the fleet market has been put down, in part, to developing its Ingenium engine range.

The family of low-friction, high-performance petrol and diesel engines were launched to meet growing customer demand for lower fuel consumption and cost of ownership.

They are being made at the company's new £500 million engine manufacturing centre in the West Midlands, which is able to produce 450,000 Ingenium engines each year.

Fleet customers would have initially seen them in the Jaguar XE, launched in April 2015, quickly followed by the Discovery Sport.

Jeremy Hicks, managing director of Jaguar Land Rover (JLR) UK, believes their introduction was key to achieving record-breaking registrations last year.

He told *Fleet News*: "Having our own engines delivering great fuel economy and CO₂ performance, and controlling and having a more significant say over our powertrain, has been very important.

Hicks also said that the aluminium intensive nature of the architecture, which supports lightweight construction employed across the whole range, had proved vital.

JLR's total fleet registrations were up 50% last year, with the manufacturer registering 21,034 units compared with 14,056 in 2014. Jaguar registered 6,562 vehicles to fleet – up 49% year-on-year – and Land Rover fared even better,

with 14,472 units registered, compared with 9,659 in 2015 – an increase of 67% (*Fleet News*, June 9).

It has meant a substantial shift in the split between retail and fleet registrations. Jon Wackett, general manager for fleet and business at JLR, said that 37% of its registrations in 2013 were in fleet and business, with the remaining 63% in retail. However, two years later that had grown to 44% – almost half of JLR's registrations – in fleet.

Looking at its sales figures for last year in more detail, contract hire and leasing business across all manufacturers grew by 23%, while JLR achieved a 75% upturn in business. Results for Q1 showed that trend continuing, with the market up 11% compared to a year-on-year increase of 115% at JLR.

Fleet News: How have you ensured this success was seen in corporate registrations as well as retail?

Jon Wackett: Firstly, you have to look after your customers. If you don't, you don't have a business. Customers also buy in two ways; they have a very rational mind-set and they have a very emotional mind-set, so if you're talking to a fleet manager they will want beautiful cars that their employees want to drive – retaining and attracting new people – but they also want them to stack-up financially.

It has been the manifestation of five or six years of planning, design and engineering. It has got us to a point where we can represent and sell cars like the XE with 99g CO₂, XF at 104g/km and Evoque at 109g/km. We've now got a portfolio of products where we can cater for the chairman all the way down to the junior manager, where previously we didn't.

We started to see it improve over the last two to three years and then with the arrival of the Ingenium engines that opened up the market for us. Those levels of CO₂ affect writing-down allowance, benefit in kind, vehicle excise duty and Class 1 National Insurance, so the whole proposition works, not just at an acquisition price but at taxation levels as well.

We've really disrupted a market that has been traditionally dominated by three or four brands by introducing extremely desirable cars that represent real-world value for money.

FN: Did you envisage that JLR would have such an impact on the market?

JW: It was not a total surprise to me, because you know the market size, you know the sectors, you know the price points, you know the monthly payments. You know if you have a highly desirable car – the heart – and you get the rational piece right, it's going to take some share.

50%

Increase in JLR fleet registrations last year

21,034

JLR vehicles registered to fleet last year



Something to celebrate: the JLR team including Jon Wackett (front right)



Chris Newitt, sales director, Jaguar Land Rover UK (right), is presented with the award by Stephen Briers, editor-in-chief, *Fleet News*

FN: How do you balance volume and exclusivity?

Jeremy Hicks: If you look at the proportion of total market occupied now by the premium brands and you go back over the past five years, it has just grown and grown; there's been a flight to premium. But are premium volumes seen as 'volume'? I would argue not, because drivers don't understand market share. I don't think customers think in volume and premium quite in the way we do.

FN: What about the impact of volume on residual values?

JW: We are strategically aiming to balance volume of sales against maintaining strong residual values, which is a core buying decision for our existing and future customers.

FN: How have the changes at JLR impacted your dealer network?

JH: We changed the face of the company so the face of the UK dealer network needed to change. We've now moved to a place where in most of the towns and locations we have one owner of both brands and, if at all possible, we're going to put them under one roof – Jaguar and Land Rover – because we've found the brands do sit really well together. It didn't seem natural two or three years ago; now it does.

FN: What are your expectations for F-Pace in the corporate market?

JW: We would expect corporate F-Pace to take about one sixth of total volume. We think we're being prudent about what our expectations are; F-Pace is an executive car, it doesn't start at a level of Discovery Sport and Evoque, and therefore you would not expect it to do the same sort of volumes.

However, it's a great entry car for Jaguar to the SUV market and we've got a lot of interest coming from a lot of different customers. You've got middle-management who have not previously considered a Jaguar. It's provided another route to having a conversation about the portfolio. It's a fantastic door opener.

FN: Does JLR have any plans to introduce hybrid or fully electric vehicles?

JH: We're exploring alternative drive technologies. We will come to market with them, but we haven't said which brand or with which car. But, the market isn't that huge at the moment. It is the absolute minority of the market, rather than the majority, but that is going to change and we will have to change and make sure we have the offering in line to capitalise. However, the progress that has been made with the internal combustion engine over the past 10 years has been phenomenal. In fact, we've CO2 down below 100g/km; we've got NOx reduced by 80% from levels they were 10 years ago. There's still a role for the internal combustion engine. You will see changes, but it will be a blended technology approach.

In the meantime, JLR has launched InMotion, a new technology business that aims to build apps and on-demand services to overcome modern travel and transport challenges.

The manufacturer will provide technological and financial support, but the wholly-owned subsidiary will be free to plot its course, allowing it to respond quickly to the fast pace of the mobility sector.

It began real-world testing in April of a number of different services such as car sharing. JLR says that, with technology changing the way people travel and providing access to vehicles at the swipe of a screen, more people are looking for ways to improve their commute to work or to access the car they want.

InMotion aims to combine the best of the automotive and technology sectors to develop new solutions accessible via smartphones or other connected devices.

But when will the new technology start-up start delivering products that can be used by fleets and company car drivers? Wackett couldn't provide any detail, simply saying that "they are testing out various transportation offerings to see what the consumer may want now or in five years' time".

FACTFILE

Organisation: Jaguar Land Rover
Managing director: Jeremy Hicks
General manager for fleet and business: Jon Wackett
UK-based employees: 35,000
Network: 203 dealers
Fleet and business specialists: 50

Judges' comments

“ The XF takes Jaguar's product offering to a whole new level. Well equipped, great to drive, outstanding interior quality and spacious for front and rear passengers – it has high appeal for drivers while the low running costs make it the perfect executive car to have on the fleet. ”

VOLVO S90

Claiming best-in-class safety, could this Volvo force its way into executive hearts?



NEED TO KNOW

- PowerPulse diesel engine technology
- Hybrid version due later in year
- Semi-autonomous technology included

By Maurice Glover

Elegant design, intuitive technology and strong tax incentives could soon be providing Volvo with a compelling new competitor at the upper end of corporate sector motoring.

Having broadened its offer to fleets with the recently launched V40 range, the Swedish firm is now aiming to extend its reach to senior executives with the plush S90 saloon, according to Volvo Car UK head of business sales Selwyn Cooper.

"The S80 was eight years old and relatively mature and we are replacing it with a very stylish product," he told

127g/km
CO2 emissions



For full running costs,
visit [fleetnews.co.uk/
running-costs](http://fleetnews.co.uk/running-costs)

Fleet News. "People make up their own minds about the values and strengths of the various premium brands, but Volvo has enjoyed growing success in the business market in the past few years and is now moving upmarket in a positive way. We are breaking fresh ground with a new platform that allows us to offer a longer, wider and slightly lower model that appears more sporty than our previous saloons. It's a car built with the driver in mind and I regard it as a very positive proposition."

On sale now, with deliveries due to start in November, the S90 is claimed to offer the best package of standard safety equipment in D-sector motoring and is the first car to come with off-road mitigation – equipment that steers the car back onto its proper course if the driver fails to realise that the vehicle is straying from the tarmac.

Fitted alongside Pilot Assist, gadgetry that now blends adaptive cruise control with lane-keeping electronics to intervene at speeds of up to 80mph, 'run-off-road' technology is another key component in Volvo's ambitions to be a leading player in autonomous driving. Both are regarded as significant innovations as the firm challenges BMW, Mercedes-Benz and Audi for an increasing share of UK premium registrations.

"Our new technology takes a lot of the hassle out driving and makes long motorway trips more pleasant in a car that feels exceptionally modern," said Cooper.

"The S80 achieved a 1% share of a sector that accounted for 53,000 sales last year and I think we can do much better with this car."

Significantly, a £32,500 P11D value makes the lead-in Momentum D4 £1,500 cheaper than the equivalent Audi A6 Executive. Producing 190hp with 116g/km emissions, it will attract BIK payments of less than £30 a month for a 40% taxpayer and is expected to account for 70% of orders with the all-drive D5 Inscription taking the balance prior to the arrival of the hybrid T8 version at the end of the year.



High grade interior trim, with 12-inch display



VOLVO V90

More than 60 years of estate-building heritage gets a fresh take with the V90, which also arrives in September. Based on the saloon and sharing its technical and equipment specification, it carries 560 litres of luggage, with the rear

seat in position, and 1,526 litres when back rests are folded. In D4 Momentum form, it has 119g/km emissions, a 23% BIK band and a P11D value of £34,500. Figures for the D5 AWD are 129g/km, 25% and £44,000 respectively.

"A £32,500 P11D value makes the lead-in Momentum D4 £1,500 cheaper than the equivalent Audi A6 Executive"

Featuring PowerPulse, a novel way to deliver instant turbo response in diesel engines, the top S90 model spins out 235hp and has a powerful demeanour that belies the two-litre capacity of its four-cylinder motor. Drawing on air stored in a pressurised 2.0-litre tank, it beats 3.0-litre, six-pot rivals as it surges to the benchmark 62mph rate in seven seconds.

Elegant and spacious, with good headroom despite a low roofline, the car has high grade trim with leather-faced upholstery and walnut finishers on the dashboard, which features a 12-inch, high-tech TFT crystal information display allowing control buttons to be kept to a minimum. Multicolour theatre lighting and a jewel-like finish on air vent adjusters underline neat detailing.

In comfort, the default damper setting, this is a spacious luxury express for quiet and relaxed cruising, but switching to dynamic mode firms up suspension and steering for a more involving driving demeanour that allows the car to make rapid and unruffled progress on twisting country routes.

With steering assistance now included in Volvo's second generation semi-autonomous pilot assist system, progress in stop-and-go conditions is even easier with acceleration, braking and steering.

It helps the driver keep with the flow of traffic with minimum effort while the company claims its new run-off road equipment, which operates at up to 90mph, represents a major step in combatting the largest category of single vehicle accidents caused by lack of attention, driver fatigue or poor weather conditions.

"We have listened to our customers and this car stands up the competition," said Cooper. "I'm confident it will win significantly more business than its predecessor and make a big contribution to our aim of achieving 60,000 annual sales by the end of the decade."

COSTS

P11D price	£42,000
BIK tax band (2016/17)	25%
Annual BIK tax (40%)	£4,200
Class 1A NIC	£1,449
Annual VED	£0 then £110
RV (4yr/80k)	£11,550
Fuel cost (ppm)	9.73
AFR (ppm)	12
Running cost (4yr/80k)	53.79

SPEC

Power (hp)/torque (lb-ft)	235/354
CO ₂ emissions (g/km)	127
Top speed (mph)	145
0-62mph (sec)	7
Fuel efficiency (mpg)	58.9

KEY RIVAL

BMW 530d luxury	
P11D price	£44,220
BIK tax band (2016/17)	27%
Annual BIK tax (40%)	£4,776
Class 1A NIC	£1,648
Annual VED	£130
RV (4yr/80k)	£12,400
Fuel cost (ppm)	9.42
AFR (ppm)	12
Running cost (4yr/80k)	55.94

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

THINKING CAP



By Martin Ward, manufacturer relationships manager

cap hpi

Monday To Skipton, Cap's birthplace, for a Škoda model update. When you see the company's cars lined up, you realise just how many it has to offer. And with the Kodiak, a large SUV due later this year, Škoda will have even more to offer fleets.

We saw this concept at Geneva show and, if the real thing is anything like the concept, it's a handsome machine. We were told the vRS takes 25% of Octavia sales – a great success. Škoda's range continues to grow and the quality just gets better, but I'm sure the size of its cars, price, and sector fit are confusing to some fleet managers and user-choosers, as they are to me.

"Škoda's range continues to grow and the quality just gets better"



Tuesday Down to Bicester for the UK press launch of the Chinese built MG GS.

Long gone are the days of building the traditional two-seater sports cars that made the company famous. Times are changing, and manufacturers have to make cars that people want to buy. The MG GS is powered by a 1.5-litre turbo petrol that has been developed in conjunction with GM.

This smooth engine produces 166hp, but no diesel will be available. We drove it on a variety of roads, and it drove well. Very quiet, and well put-together: nice materials and a good solid clunk when you shut the doors. Fuel consumption, however, was a little disappointing, at around 30mpg on the test route, but this could be improved upon on longer journeys. Is this MG destined for fleets? Well, maybe. A few, anyway. But it is primarily aimed at the retail market.

Thursday Nice and local again: Wetherby, for the launch of the Volkswagen Tiguan, a great looking SUV. It's so well built, and should appeal to even more people – you just know instinctively when a manufacturer has got something right from front to rear.

Extended wheelbase
and longer bonnet



2.0 COUPÉ TDI 190 SPORT S-TRONIC

AUDI A5

Revised coupé improves user-chooser appeal and adds fuel-saving technology

NEED TO KNOW

- Second-generation A5 is lighter and more efficient
- Improved standard equipment levels
- Roomier interior and boot, in longer body

By Simon Harris

Traditional coupés like the Audi A5 might not be as common a sight on company car choice lists as they once were, but they can be important tools in staff retention.

Cars that manufacturers call 'coupés' are becoming more prevalent in varying shapes and sizes, some based around a saloon or estate template, others adapting the SUV silhouette.

Indeed, there will no doubt be more user-chooser (and fleet operator) interest in a Sportback (five-door) version of the A5, assuming that version will be replaced in due course, but the new A5 Coupé will at least whet our appetites and give us some idea of what to expect.

For the second-generation of this model, Audi has extended the wheelbase and changed the proportions with a slightly longer bonnet and slightly narrower body.

How a coupé looks has a stronger bearing on why drivers would choose one than with many other car types, and the changes here add a degree of elegance that was perhaps lacking in its predecessor.

There is more interior space and a slightly larger boot, creating even more distance between the A5 and the luggage capacity of its closest rivals, two-door versions of the BMW 4 Series and Mercedes-Benz C-Class.

Front-wheel drive versions of the A5 now come with a seven-speed S-tronic dual-clutch transmission rather than a Multitronic CVT. And new technology that allows the auto transmission to freewheel when coasting in cruise control helps save fuel. Other fuel-saving technology can be found in the Quattro system (optional on and absent from the

COSTS

P11D price	£34,500 (estimated)
BIK tax band (2016/17)	22%
Annual BIK tax (20%)	£1,510 (est)
Class 1A NIC	£1,047
Annual VED	£0 then £30
RV (4yr/80k)	n/a
Fuel cost (ppm)	n/a
AFR (ppm)	10
Running cost (4yr/80k)	n/a

SPEC

Power (hp/torque (lb-ft))	190/295
CO₂ emissions (g/km)	114
Top speed (mph)	146
0-62mph (sec)	7.2
Fuel efficiency (mpg)	64.2

KEY RIVAL

BMW 420d Coupé Sport auto	
P11D price:	£35,780
BIK tax band (2016/17)	22%
Annual BIK tax (20%)	£1,574
Class 1A NIC	£1,086
Annual VED	£0 then £30
RV (4yr/80k)	£10,525/29%
Fuel cost (ppm)	7.64
AFR (ppm)	10
Running cost (4yr/80k)	44.08ppm

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



2.0 -litre TDI featured here), which is now an 'on-demand' all-wheel drive format, helping reduce fuel consumed in friction losses.

Although we spent some time in the V6 3.0-litre TDI quattro, the bulk of A5 Coupé sales will be the four-cylinder 190hp 2.0-litre TDI, which we tried with S-tronic.

Both SE and Sport come with standard xenon headlamps and LED daytime running light signature, while the latter also has standard sat-nav. S Line variants have larger 18-inch alloys, lowered suspension and LED headlamps.

Audi's new 'virtual cockpit' configurable high-definition instrument panel is offered as an option, and I get the impression it's one of those that, because of its relatively low cost (£450), it will be worth adding to make the car more desirable as a used model at defleeting time.

The 2.0-litre TDI is exceptionally refined and offers plenty of performance for its size. With an entirely new suspension set up, also found in the latest A4, the A5 Coupé offers a much more comfortable ride than its predecessor, without sacrificing anything in composure.

We expect the more practical Sportback to be an even more desirable model for fleets.

FleetNews

BUYING GROUP

BETTER DEALS, QUICKER.

A free members-only service dedicated to getting better prices for cars and vans.

We're happy if you're happy.

- 1 We offer a service that has your best interests at heart
- 2 You have a choice of all brands – car and van – from an independent business that you can trust
- 3 No catches, no fees, no contracts, no unpleasant surprises



FNBG is the only buying group that charges suppliers the same fixed marketing fee irrespective of the vehicle purchased or supplier used. Whatever you choose, FNBG remains completely independent and only focuses on fulfilling your needs.

If you're interested in better deals, quicker, go to **www.fnbg.deals** and complete the FNBG preregistration form to secure your membership.

BETTER DEALS, QUICKER.

Honda Jazz 1.3 I-VTEC Ex Navi



If you are resident in the Cotswolds and own a brightly-coloured car, prepare to face the mire of your neighbours.

Last year, photographers in Bibury, Gloucestershire, complained that pensioner Peter Maddox's bright yellow Corsa was a blight on the historic village, and asked for it to be parked elsewhere.

Thankfully, on a recent visit to the equally scenic Lake District, I faced no such requests to move our similarly-coloured Honda Jazz.

The not-so-subtle paint job (officially 'attract yellow') appears to be an attempt by the brand to reach a younger audience, and Cap HPI black book editor Philip Nothard believes the rise in bold colours is set to continue.

"Manufacturers have to show choice, and give options to buyers, particularly if they are trying to reach a new audience," he says.

Nothard cites the Fiat 500, Mini and Vauxhall Adam for driving a personalisation trend, and says this is encouraging vehicle buyers to make more diverse choices.

Our Jazz is in exclusive company: of 1.5 million used cars on the market today, just 7,900 are yellow, according to Cap HPI.

The Jazz coped pretty well on our latest 500-mile round trip.

The 1.3-litre naturally aspirated petrol engine takes a while to get up to speed, and isn't the quietest but, thanks to a six-speed gearbox, isn't bad on the motorway.

Apart from a phantom tyre pressure alert on the M6, the journey was smooth, with reasonable fuel economy of 52mpg.

And once we reached our destination and were exploring the Lake District, the car was always easy to find on our return to the parking areas.

Christopher Smith

"The not-so-subtle paint job appears to be an attempt to reach a younger audience"

See extended long-term tests at fleetnews.co.uk/cars/car-reviews/

1.6 CDTI 136 SRI NAV

VAUXHALL ASTRA

Extra power worth every extra penny



Our 1.6 CDTI is good to drive and feels well-built

COSTS*

P11D price £20,725

BIK tax band 20%

Annual BIK tax (20%) £829

Class 1A NIC £572

Annual VED £0 then £20

RV (4yr/80k) £5,275/25%

Fuel cost (ppm) 6.93

AFR (ppm) 9

Running cost (4yr/80k) 29.37ppm

SPEC

Engine (cc) 1598

Power (hp) 136

Torque (lb-ft) 236

CO₂ emissions (g/km) 103

Fuel efficiency (mpg) 72.4

Max speed (mph) 127

0-62mph (sec) 9.0

Test mpg 57.6

Current mileage 9,836

By Andrew Ryan

By the time this magazine reaches your desks, our long-term Vauxhall Astra will have hit the 10,000-mile mark and it continues to impress.

It's given me no reasons to doubt my initial opinion made some five months ago that it is a vast all-round improvement on its predecessor.

It's good to drive, feels well built – although it has developed an occasional rattle somewhere in the driver's door trim – and is generally an accomplished car.

This mix of qualities means there are now plenty of emotional reasons to choose an Astra, but how does it stack up cost-wise to its rivals?

For the purpose of this report, we are comparing the Vauxhall, which has a P11D price of £20,725, to the 110hp Volkswagen Golf 1.6 TDI S (£21,000) and the 120hp Ford Focus 1.5 TDCi Zetec (£19,990).

The lower power outputs of the Golf and Focus mean they produce less CO₂ (both 99g/km) than the Astra's 103gkm, putting them in the 19% benefit-in-kind tax band – one percentage point lower than the Vauxhall.

This means that for a 20% taxpayer, the Golf will cost them £798 a year, compared with the Focus at £760 and the Astra at £829.

These figures are reflected in the amount of Class 1A national insurance contributions – a company will have to pay too: at £572, the Astra is the most expensive, compared to the Focus's £524 and Golf's £551.

However, the Astra splits its two rivals on total running costs over a four-year/80,000-mile replacement cycle.

Figures from the fleetnews.co.uk running costs calculator show that it will cost 29.37 pence per mile to operate: more than the Focus (28.74ppm) but less than the Golf (29.64ppm).

This seems to be a small price to pay for the Astra's extra power, which means it makes a very strong case for itself on the balance sheet as well as on the road.

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

"This mix of qualities means there are now plenty of emotional reasons to choose an Astra, but how does it stack up cost-wise to its rivals?"

MAZDA CX-3

A tight squeeze for rear-seat passengers



COSTS*

P11D price	£20,595
BIK tax band	21%
Annual BIK tax (20%)	£865
Class 1A NIC	£597
Annual VED	£0 then £20
RV (4yr/80k)	£5,375/26%
Fuel cost (ppm)	6.67
AFR (ppm)	8
Running cost (4yr/80k)	28.44ppm

SPEC

Engine (cc)	1,598
Power (hp)	110
Torque (lb-ft)	184
CO2 emissions	105g/km
Fuel efficiency (mpg)	68.9mpg
Max speed (mph)	121
0-62mph (sec)	10.9
Test mpg	52
Current mileage	6,256

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

By Gareth Roberts

The CX-3 has a solid, well-built feel and offers a degree of comfort when sitting up front, but that's not the case in the back. Rear legroom is just 888mm, which is pretty similar to the Mazda 2 and nowhere near key crossover rivals.

Headroom is also slightly compromised in the rear, thanks to Mazda's design team restricting vehicle height to ensure it has a sportier look than the CX-5.

The lack of space for rear seat passengers is also compounded by a 350-litre boot, even if it is about average for the sector. However, it's much smaller than some compact hatchbacks on the market, such as the new Vauxhall Astra which offers a 370-litre boot and the Volkswagen Golf with 380 litres.

The CX-3 boot however, does have an adjustable floor that allows for some additional storage under a moveable board, which also provides a flat load floor when the seats are folded down, giving you a maximum luggage capacity of 1,260 litres.

But select the Sport Nav model with Bose stereo and that boot space is compromised further because of the bass speaker. It falls from 350 litres to just 297 litres, or 1,197 litres when the seats are down.

Clearly, you wouldn't expect the CX-3 to measure up to the CX-5, but it is worth noting that its larger sibling offers 503 litres with the seats in place. It is therefore worth considering the larger CX-5, rather than the CX-3, if you've got a growing family.

However, I still find the interior of the CX-3 a step up from that seen in the CX-5 when it was on our long-term fleet.

The car is also very well specified as it comes with touch-screen, DAB, sat-nav, keyless start, rear parking sensors, heated front seats and city brake as standard. Not bad when it has a P11D price of £20,940 and falls within a BIK tax of 21% thanks to emissions of 105g/km.

Renault Kadjar 1.5DCI 110 Dynamique S Nav Auto



Keyless entry and push button start are becoming more and more commonplace on new cars. So much so that a recent stint in the Vauxhall Astra left me momentarily confused as I searched for a non-existent start button. I hadn't expected to have to put the key in the ignition and turn it.

The Kadjar is no exception; as long as you have the 'fob' on or about your person, the doors can be locked and unlocked by pressing a small button on the door handle. Similarly, as long as the car can sense that the 'fob' is present, engine starting is via a push button on the dash.

"I'm a big fan of the keyless car but a small fob to attach to your house keys would have sufficed"

Both these systems work faultlessly and I am a big fan of the keyless car. The problem, however, is with the 'fob' (I call it that as I'm not sure what else to call it). It doesn't have to be put into a slot in the dashboard like the old card system of Renault's past, it doesn't have a key and you can't attach it to your key chain – you just need to have it with you.

Renault has, in my opinion, gone for form over function with this particular device – it's oversized for function (think small mobile phone rather than compact key fob) and gives you another thing to carry in your pocket (if you're a man) or lose in your handbag if you're a woman.

As I say, I am a big fan of the keyless car but a small fob to attach to your house keys would have sufficed. As an integral part of something designed for ultimate convenience, it isn't actually very convenient.

Luke Neal



See extended long-term tests at
fleetnews.co.uk/cars/car-reviews/

"You wouldn't expect the CX-3 to measure up to the CX-5, but it is worth noting that its larger sibling offers 503 litres with the seats in place"

GRAHAM SHORT

FLEET MANAGER, ZIP WATER

A hands-on leader who relishes a technical challenge and credits his father and the 'university of life' with giving him the attributes to achieve his career potential

If I were made Prime Minister for the day, the first thing I would do is make flexible working more available so that people could fit work around quality family time (and so the roads were not so gridlocked between the hours of 8 and 9am and 5 and 6pm).

Away from the office, I like the outdoors and enjoy watching most sports. I try to walk, cycle and swim as much as possible. I'm also a real ale lover and am quite fond of wine tasting.

I would like to be remembered as someone who gave it their best shot, tried not to offend too many people and made a difference.

There are too many great films to pick just one favourite, but I'm a Bond fan and thought *Skyfall* was great.

I would tell my 18-year-old self to measure twice, cut once.

One of my earliest memories associated with a car was when my mum had a Mini which I would regularly dismantle out of curiosity. I usually managed to get it working again.

The three vehicles I would like in my garage would be a Bentley Continental GT Convertible, a VW Camper Van and my Honda CBF1000.

I can't sit still for long enough to read as much as I would like but *Zen and the Art of Motorcycle Maintenance* is a worthwhile read.

My pet hates include rudeness, tail-gaters and hand dryers. The older I get, the less tolerant I am.

The pivotal moment in my life was the birth of each of my children – puts everything into perspective.



First fleet role When I left school I undertook a City & Guilds vehicle technician apprenticeship. My father had a haulage business and I was brought up in a transport environment so I think it was written in the stars. It's still something I'm passionate about so that's what drives me in the fleet arena.

Career goals I'm lucky to work for a company which trusts my judgement and supports my ideas. I strive to do my part, however small, towards road safety and the environment. As an organisation, we are currently working towards FORS accreditation.

Biggest achievement in business To be in the position I'm in feels like an achievement and I'm proud to be chairman of East Anglian ACFO, a leading light in our industry.

Biggest career influence My father told me about the 'university of life' and taught me well. I have been lucky enough to have worked for and alongside a number of influential people. A friend convinced me that I could take up the position at ACFO, so I owe that person a big thank you.

Biggest mistake in business I think there's still plenty of time to make my biggest mistake but I've certainly made the odd poor decision over the years, each of which is a learning curve. He who makes no mistakes makes nothing.

Leadership style I'm a hands-on fleet manager and try to lead by example. My background is nuts and bolts so I still relish a technical challenge but I'm also a people person so I try to get to know as many of my drivers as possible to see the world through their eyes.

If I wasn't in fleet With my transport background, I can't imagine doing anything else although I once considered joining the police force. My eldest son has now done what I nearly did.

Next issue: Tony Greenidge, sales and marketing director, Fleet Operations

Ford Performance-
inspired styling for the
Mondeo ST-Line



Sporty new Mondeo joins Ford's ST-Line

The Mondeo ST-Line is the newest addition to Ford's recently unveiled ST-Line model range that features sport suspension, unique alloy wheel designs and sport seats, leather steering wheel and alloy pedals for the interior.

The new Mondeo ST-Line has standard SYNC3 with improved infotainment, Power Start button and ambient lighting and is available in five-door and estate bodystyles.

It delivers Ford Performance-inspired styling that includes honeycomb design front grilles in high-gloss black, LED

daytime running lamps, front bumper lip spoiler, side-skirts and ST-Line badging.

There is a choice of 18-inch alloy wheels with bright machined surface or 19-inch in Rock Metallic Grey and sports seats with unique red stitching.

The Mondeo ST-Line's high power engines complement the enhanced driving dynamics.

Diesel engine options include:

- 150PS 2.0-litre TDCi with six-speed manual or six-speed PowerShift automatic transmission offering from 112g/km CO2 and 65.7mpg
- 180PS 2.0-litre TDCi with six-speed

manual or six-speed PowerShift automatic transmission offering from 117g/km CO2 and 62.8mpg

The Mondeo ST-Line will feature steering wheel-mounted paddle shifters when Ford's six-speed PowerShift automatic transmission is specified.

Available as an option is Ford Intelligent All Wheel Drive, which delivers a seamless transition of torque between all four wheels to provide a more secure footing on the road, especially when driven in slippery conditions, and can adjust torque delivery up to 50/50 between the front and rear wheels in under 20 milliseconds – 20 times quicker than it takes to blink.

S-MAX VIGNALE DRIVERS SPOILT FOR CHOICE

The luxury Ford S-MAX Vignale, available to order now, offers powertrain options including

- 180PS 2.0-litre TDCi with six-speed manual transmission offering 129g/km CO2 emissions and 56.5mpg combined fuel efficiency and six-speed PowerShift automatic transmission offering 134g/km CO2 and 54.3mpg
- 180PS 2.0-litre TDCi with six-speed



The new Ford S-MAX Vignale

PowerShift automatic transmission and Intelligent All Wheel Drive offering 149g/km CO2 and 48.7mpg

- 210PS bi-turbo 2.0-litre TDCi with six-speed PowerShift automatic transmission delivering 144g/km CO2 and 51.4mpg
- 240PS 2.0-litre EcoBoost with six-speed automatic transmission delivering 180g/km CO2 and 35.8mpg



Fuel for thought...



...best practice advice suited to you

Fleet Management LIVE is the event made for fleet decision-makers.

Whether you are a fleet manager looking for a new supplier or want to discuss the latest vehicles; or you are finance director who wants to find out just how to improve fleet efficiency, Fleet Management LIVE is where the industry gathers.

With over 80 suppliers offering everything you need to run a fleet efficiently, eight tailored best practice sessions, seminars for non-traditional fleet managers, fuel clinics and briefings for those new to fleet management, imagine how much you could fit into just one day. In fact, there's so much going on, your bespoke agenda will be as unique as your fleet. Register today.

www.fleetmanagementlive.co.uk

 Follow us on Twitter @FleetLive

FleetNews
FLEET
MANAGEMENT
LIVE

In association with



19-20 October 2016
NEC, Birmingham

Supported by:

FleetNews

HR Grapevine

DRIVING business

DIRECTOR OF FINANCE

Fleet Leasing

Greater Birmingham Chambers of Commerce

acfo The Premier Organisation for Fleet Operators

icfm International Council of Fleet Managers