HELPING COMPANIES RUN EFFECTIVE AND EFFICIENT FLEETS SINCE 1978

January 19 - February 1 2017 £4.00





Fleet in focus: Mitie Simon Gray on how outsourcing resulted in fleet efficiencies

Spotlight: Licence Bureau

Faster and cheaper licence checks help fleets reduce risks

Insight: Windscreens

Why driver assistance systems have major implications for glass



AURIS HYBRID BUSINESS EDITION

Fully Maintained Contract £190+VAT

per month*
(Business users only)

82g/km CO₂

15% BIK

Multimedia system with satellite navigation

Reversing camera



ALWAYS A
BETTER WAY



The business leader you can rely on.

Because no two business days are ever the same, you can rely on the certainty and reliability of the value-packed Auris Hybrid Business Edition – now and for years to come. With a Fully Maintained Contract, almost everything's covered, right down to the tyres. Book a test drive today at toyota.co.uk

ToyotaBusiness Plus





Auris Hybrid Business Edition 5 door 1.8 VVT-i Auto. Official Fuel Consumption Figures in mpg (I/100km): Urban 80.7 (3.5), Extra Urban 80.7 (3.5), Combined 78.5 (3.6). CO₂ Emissions 82g/km. All mpg and CO₂ figures quoted are sourced from official EU regulated laboratory test results. These are provided to allow comparisons between vehicles and may not reflect your actual driving experience. Model shown is Auris Hybrid Business Edition 5 door 1.8 VVT-i Auto £23,195. Price excludes metallic paint at £545. *Business users only. Initial rental and VAT applies. Available on new sales of model shown when

Business Edition 5 door 1.8 VVT-i Auto £23,195. Price excludes metallic paint at £545. *Business users only. Initial rental and VAT applies. Available on new sales of model shown when ordered and proposed for finance between 15th December 2016 and 31st March 2017 and registered and financed by 30th June 2017 through Toyota Financial Services on Toyota Contract Hire. Advertised rental is based on a 3 year maintained contract at 8,000 miles per annum with an initial rental of £1,140+VAT. Metallic or pearlescent paintain are not included. Excess mileage charges apply. Other finance offers are available but cannot be used in conjunction with this offer. At participating Toyota Centres. Toyota Centres are independent of Toyota Financial Services. Terms and conditions apply. Indemnities may be required. Finance subject to status to over 18s only. Toyota Financial Services (UK) PLC. Registered Office: Great Burgh, Burgh Heath, Epsom, KT18 5UZ. Authorised and regulated by the Financial Conduct Authority. 5 year/100,000 mile manufacturer warranty subject to terms and conditions.

NEWS

- Get ready for 'confusing' new VED
- 7 Call for improved NOx testing
- 9 Expect rental firms to consolidate
- 10 Charging standard needed for EVs
- 12 True fleet outstrips other registrations

REGULARS

- 18 Letters and editor's Big Picture
- 20 Opinion: MaaS and 2017 prospects
- Ask Nigel: cost of driver training 21
- Awards winner: Kelly Group 56
- 66 Last Word: Henry Williams

CAR/VAN REVIEWS

- 58 Shell Project M
- **Detroit Motor Show** 60
- Long-term reports



In the spotlight: Licence Bureau

Since Malcom Maycock established Licence Bureau in 2003 checking times have reduced from a day or more to less than a minute, making them cheaper and more convenient









Insight: Windscreens/ **ADAS**

Many ADAS sensors are mounted on or close to windscreens making accurate recalibration even more essential as part of fleet safety policy



'Confusing' VED system hits low emission cars hardest as three standard rate bands introduced

Three- and four-figure rises in cost for many cars as Government's new levies kick in from April, bringing list prices as well as CO₂ emissions into the equation

By Tom Seymour

leets should be prepared for a more complicated Vehicle Excise Duty (VED) system in April that will be based on list price as well as CO₂ emissions. It will see the Treasury collect tax on many low emissions vehicles for the first time.

Cars registered on or after April 1, 2017, will have a first-year rate according to the vehicle's CO₂ emissions, but will also be split into three bands for the subsequent standard rate: zero emission, standard (cars up to £40,000) and premium (priced above £40,000).

Zero emission cars pay no VED, unless priced more than £40,000 when they will be hit with the premium rate of £310 for each of the next five years after the initial zero first-year rate.

Standard cars pay the first-year rate according to their emissions banding and then the standard rate of £140 per year. Premium cars also pay the first-year rate according to their emissions but are then hit with a £310 supplement for the next five years, taking the VED to £450 a year.

Caroline Sandall, ACFO deputy chairman, said: "There remains some confusion [around the new VED system] as it's not the simplest.

"Lease companies have had to make fairly substantial system changes to manage this."

In 2015, the then Chancellor George Osborne highlighted that without an overhaul of the current system, around 75% of new cars would be eligible for free road tax by 2017.

Drivers of fuel-efficient and hybrid cars will feel some of the biggest changes. For example, a Vauxhall Insignia 1.6CDTi SRi Nav with CO2 emissions of 116g/km would have sttracted no VED in the first year and then £120 over a four-year period. The same vehicle will now cost £580 over four years to tax under the new regime.

A Volkswagen Tiguan 2.0 TDI SE Navigation sits just under the 130g/km threshold at 127g/km, but it will cost £580 over four years, rather than £330 under the previous system.

The premium Tesla Model S has zero emissions and would have attracted no VED over four years. It will now cost £930 to tax over four years.

Gerry Keaney, BVRLA chief executive, said the new VED system has required significant changes to most quotation and leasing company systems.

He said: "Customers will have to pay particular attention to any additional accessories that are fitted by the manufacturer, which could take a vehicle's list price over the £40,000 barrier, incurring a supplementary annual charge of £310."

Mark Jowsey, KeeResources director, said the VED changes could create "significant issues" from pricing to model mix development for passenger cars.

He said the fact the changes are not retrospective has "lightened the load", but added that the industry needs to understands these changes across the car distribution chain.

Sandall said vehicles are impacted to varying degrees so fleets should look at their order and

choice lists to see how they will be affected.

She said: "The level of change driven by this will therefore vary by fleets dependent on their profile.

"It does have a greater impact on lower emission vehicles and, coupled with other economic changes, this could see drivers looking at alternatives. Typically in an open choice situation drivers will look to find the best value."

Paul Tate, Siemens commodity manager, played down the impact for drivers. "We had 38 employees that needed requoting for a vehicle of which only one kicked off. When they were informed it was out of our and the leasing company's hands, they did eventually accept it," he said.

"We are reviewing our rate books and the changes have impacted them but we are at the early stages with this."

The Driver and Vehicle Licensing Agency (DVLA) has spoken about the changes at a number of fleet events, including ACFO and BVRLA meetings.

Helen Jones, DVLA vehicle service designer said: "We are conscious that fleets order well in advance so we have been communicating these changes since the end of summer last year."

The DVLA held a free webinar in January involving around 200 of its fleet contacts.

Jones said the webinar, which included a Q&A session inviting feedback, had "almost 100% take up". She said: "We welcome feedback from the fleet industry and would urge people to get in touch if they need help with the changes to VED."

Despite the efforts of the DVLA, Steve Winter,

VED RATES COMPARISON NEW RULES (FROM APRIL 2017) CURRENT RULES Model 2017/18 first 2017/18 P11D standard CO₂ 2016/17 VED 2016/17 VED VED over VED over (up to £40,000) standard rate four years first year rate standard rate four years year rate Nissan Leaf Tekna Flex £26,785 Oq/km Ford Fiesta Titanium Nav 1.0 Ecoboost £16,240 99g/km £0 £0 £0 £120 £140 £540 Vauxhall Insignia 1.6CDTi SRi Nav £28,610 £0 £110 £330 £160 £140 £580 Volkswagen Tiguan 2.0 TDI SE Navigation 125g/km Subaru Outback 4WD 2.5i SE LTronic £28,260 163g/km £740 f14N CO₂ 2016/17 VED 2016/17 VED VED over 2017/18 first 2017/18 VED over Model P11D premium (above £40,000) first year rate standard rate four years year rate standard rate | four years Tesla Model S 315 £63,780 Og/km Porsche Cayenne 3.0h S E-Hybrid Auto 8 75g/km £64,512 £0 £0 £O £25 £450 £1,375 Mercedes-Benz E-Class saloon 2.0D AMG Line £42,565 112g/km f30 Premium Plus Auto 9 127g/km £0 £59.440 £110 £330 £160 £450 £1,510 Lexus RX 3.5h V6 Premier Auto Range Rover 3.0h Hybrid SDV6 Autobiography Auto 8 £104,220 164g/km



British Gas head of fleet, believes there is a general lack of awareness about the changes.

He believes the new system will affect choice and would change the fleet mix of vehicles.

The DVLA admitted that the new VED charges could lead to a surge in registrations in March, but Jones said: "All we can do is prepare as best we can for all eventualities."

Keaney is expecting vehicle lead times to be an issue as some manufacturers encourage fleets and consumers to buy a vehicle ahead of the April change, putting pressure on delivery dates.

Mike Hawes, Society of Motor Manufacturers and Traders (SMMT) chief executive, also expects the March plate change to be busier than usual, particularly for premium brands.

Matthew Walters, Leaseplan head of consultancy services, said the leasing company had been looking at where it could bring orders forward for the vehicles that will see the most negative tax impact.

He said: "We're doing what we can and using our manufacturer relationships to see where we can bring orders forward."

Walters said he had not seen any indication there will be a negative impact on lead times as a result of the rush for registrations in March.

He said: "We're not seeing a rush yet but it's possible there could be pressure towards April."

IMPACT ON SALES OF ULEVS

Keaney said: "From a policy perspective, one of the really disappointing elements of this new VED regime is it removes much of the incentive for choosing an ultra-low or zero emission vehicle, many of which cost around £40,000 or more. "When combined with the changes to the CO2-based company car benefit-in-kind (BIK) tax thresholds, we believe these tax measures are going to seriously hinder the uptake of greener, cleaner cars."

The SMMT is also disappointed with the new system and the potential impact it will have on ultra-low emission vehicle sales. There are other elements of the incentives package that are available, such as grants and in company car tax.

"But the challenge is the effect of the VED at a time when many manufacturers are bringing models to market. The incentives are still there but they are not as big as they could have been," said Hawes.

The Treasury said the new VED still "clearly favours" the lowest emissions vehicles. It also said the Government keeps all taxes "under review".

Walters agreed the new system is more complex, particularly considering the other changes the Government has introduced with salary sacrifice and company car tax.

However, he pointed out that the VED changes have been signposted since 2015 to give the leasing industry time to prepare.

"We have been communicating with customers from August and continued that through the end of last year and into this," Walters said.

"My advice for fleet managers is that if you're unsure about any element of this, get in touch with your supplier and they will help you."

Walters said that, while there are some concerns around VED, the changes to BIK are more worrying.

He said: "Our lobbying effort is focused on trying to convince the Government to bring forward the 2% BIK that is scheduled for pure electric vehicles from 2020/21 to this year."



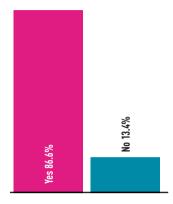
"Customers will have to pay particular attention to any additional accessories that are fitted by the manufacturer, which could take a vehicle's list price over the £40,000 barrier"

Gerry Keaney, BVRLA

FLEET FACTS

OPINION POLL

Would you support an increase in the fine for littering from a vehicle from £75 to £125?



FleetNews view:

The Government wants litter thrown from cars to be treated in the same way as speeding, with the registered keeper held responsible unless someone else comes forward to admit the offence. Our view is that toughening of littering laws is to be welcomed, but drivers should not be unfairly targeted for the actions of others.

This week's poll: Has the state of roads in the UK improved with more funding being allocated to pothole repairs?

fleetnews.co.uk/polls

MOST COMMENTED ONLINE



fleetnews.co.uk/news



Diesel (ppl) 120.01 ↑ Unleaded (ppl) 117.55 ↑

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



Improvements in emission testing needed to measure levels of NOx

Startling differences found between output of HGVs compared with diesel cars

By Gareth Roberts

itrogen oxides (NOx) emission levels from diesel cars are on average more than double those of diesel trucks on a per-kilometre basis, even though CO₂ emissions for heavy-duty vehicles are five times those of cars.

This is according to research from the International Council on Clean Transportation (ICCT), which shows that on an engine-load basis, heavy-duty diesel vehicles are roughly 10 times better than diesel cars at reducing NOx.

The difference is attributable in large part to differences in how light-duty and heavy-duty vehicle emissions are regulated. The contrasting performance also highlights the importance of an upcoming decision on strengthening the real-driving emissions (RDE) test for passenger cars in the EU, according to the ICCT.

The study shows data for 24 Euro VI buses and trucks, some tested on a chassis dynamometer by the Technical Research Centre of Finland (VTT), and others tested on-road using portable emissions testing equipment by the German type-approval agency KBA.

On average, NOx emissions of the heavy-duty vehicles tested were approximately 210 mg/km. Currently, NOx emissions of Euro 6 diesel passenger cars under real-world driving conditions are approximately 500 mg/km, as determined by testing carried out by KBA and other European type-approval agencies.

"The simple average difference in NOx emissions per kilometre between light-duty and heavy-duty vehicles is startling enough," said Rachel Muncrief, ICCT researcher and author of the paper.

"But on a fuel-consumption basis, taking into account the higher engine-load demands for trucks and buses, the NOx emissions of diesel cars are 10 times higher than the corresponding measurement values for heavy-duty vehicles."

The significantly lower NOx emission levels of trucks and buses are most likely a result of differences in regulation. Official testing requirements of light-duty vehicles remain limited to laboratory measurements of carefully prepared prototype vehicles.

Peter Mock, managing director of ICCT in Europe, said: "In contrast, for measurement of NOx emissions from trucks and buses, mobile testing devices became mandatory in 2013. As a consequence, randomly selected vehicles can be tested under real-world driving conditions."

Similar tests with mobile devices, called portable emissions measurement systems (PEMS), will be introduced for passenger cars beginning in September, as part of the European Real-Driving Emissions (RDE) regulation.

The ICCT believes that should bring about a



significant improvement in the NOx emission levels of diesel cars.

But further improvements in the light-duty vehicle testing protocols will be needed to truly measure and control NOx emissions. "According to the current status of the RDE regulation, vehicle manufacturers will still be allowed to carefully select special prototype cars for emissions testing," continued Mock.

"Instead, it would be much better to measure the emissions of ordinary mass-production vehicles, obtained from customers who have been driving them in an ordinary way, and not from the manufacturers."

The European Commission, despite resistance from some vehicle manufacturers and EU member states, plans to bring forward for discussion a package of possible revisions to the existing RDE regulation as part of a working group meeting in Brussels this week. The package would include, among other changes, provisions for testing in-use, privately-owned cars by independent third parties.

The ICCT research comes as an annual automotive survey from KPMG suggests nine out of 10 UK automotive executives expect electric vehicles (EVs) to dominate the automotive market-place by 2025, with diesel set to be a thing of the past. Almost two-thirds (62%) of respondents to KPMG's annual automotive survey said they expect the traditional powertrain to eventually vanish from manufacturer line-ups altogether.

"It would be much better to measure the emissions of ordinary mass-production vehicles"

Peter Mock, ICCT

Pure EVs accounted for just 0.4% of the overall new car market in 2016, according to figures from the Society of Motor Manufacturers and Traders (SMMT)

More than 10,000 motorists chose to go fully electric – up 3.3% on 2015 – while alternative fuel vehicles (AFVs) experienced a stronger uplift in demand, with plug-in hybrids and petrol electric hybrids, in particular, experiencing significant growth, up 41.9% and 25.1% respectively.

Diesel and petrol remained the dominant powertrains, with a new car market share of 47.7% and 49% respectively.

■ New car registrations insight, page 12.



BEAT THE VED CHANGES WITH THE VOLVO XC60

With its powerful presence and dynamic driving style, the Volvo XC60 is the perfect car for drivers in search of adventure. And with low monthly rentals and competitive whole life costs, the XC60 makes a particularly persuasive business case too.

CONTACT THE VOLVO CAR
BUSINESS CENTRE ON **0345 600 4027**OR VISIT **VOLVOCARS.CO.UK/XC60BUSINESS**TO BOOK YOUR TEST DRIVE

117g/km CO₂ 62.8 MPG

23% BIK £0 VED (until 31/03/17)

Fuel consumption and CO₂ figures for the XC60 D4 R-Design Nav in MPG (I/100 km): Urban: 57.6 (4.9), Extra Urban: 67.3 (4.2), Combined: 62.8 (4.5). CO₂ emissions 117g/km. MPG figures are obtained from laboratory testing intended for comparisons between vehicles and may not reflect real driving results.

Expect consolidation says TOM as rental company plans growth

Private equity investment will help 11-location group develop more quickly



By John Maslen

OM Vehicle Rental has revealed plans to double in size following investment from a major private equity firm. Last December, international investment company Equistone acquired a majority stake in the growing rental business, which has 11 hire locations; six in Scotland and five in England.

Its investment came at the end of a year of successes for TOM, which was launched more than 25 years ago as an MOT station in Scotland where it continues to be based.

As part of an expansion programme last year, TOM secured a series of business wins, which included an extended deal with Scottish Water. It also launched a new 'mega-depot' in Birmingham and celebrated two of its new English depots reaching 1,000 vehicles on rent for the first time.

Its success drove the firm's total fleet size to 12,000 vehicles (No 15 in the *Commercial Fleet* CF25), increased revenues by 49% to £213 million, and led to it rising from 247th to 106th in *The Sunday Times* Grant Thornton Top Track 250, a league table which ranks the biggest private mid-market growth companies in the UK.

With Equistone's investment, this growth is set

to accelerate, according to TOM Vehicle Rental CEO Robert Stewart.

He said: "We plan to open a number of new depots in strategic locations in the coming years to provide the infrastructure for a national supply network that supports the car, van, truck and trailer asset classes, and we expect to more than double our fleet size from 12,000 units in the next four-five years."

He describes the investment as "transformational", because it will provide the backing needed for swift expansion along with a wealth of expertise from Equistone's management team.

Previous Equistone investments include Zenith Vehicle Contracts (now Zenith) in 2007, where it oversaw a doubling of profits and a 60% rise in fleet size, before it sold its stake in 2010.

During 2017, TOM is predicting organic growth, but Stewart believes the rental industry is ready for consolidation, particularly in the commercial vehicle market, which accounts for the majority of its business.

He said: "We expect to see consolidation within the UK vehicle rental market over the coming years, and particularly within the commercial vehicle sector, which is experiencing attractive growth drivers and is slightly less mature and more fragmented than other market segments. "The largest commercial vehicle rental specialists may therefore seek to capitalise on this growth opportunity by gaining scale through acquisition."

Flexible vehicle rental, mainly focused on commercial vehicles, is likely to remain a core focus of the business as it expands, but the investment is expected to generate growth in all its operations, including leasing and its five-site franchised dealer network that represents Mercedes-Benz and Citroën.

The Equistone investment also provides an important element of stability as the UK economy goes through unprecedented changes as the country exits the European Union.

Stewart added: "The investment creates an even more resilient TOM business, able to identify and capitalise on growth and development opportunities in a less predictable UK market than we've experienced in the past few years.

"The management team's long-term vision for the business contrasts with the short-term, reactionary approaches, focused on cost reduction to the detriment of customers, commonplace during the last recession. This provides our customers with confidence of sustained service delivery."

A lack of economic stability can often lead to increased demand for short-term rental, but the wider motor industry urgently needs a clear vision for a post-Brexit future, Stewart argued.

He said: "There can't be any meaningful predictions about the long-term impact of Brexit, on either the economy or our sector specifically, until we have a concise trade road map from the UK Government. The Government needs to act quickly on automotive manufacturing, given its significant contribution to trade and overall UK employment in manufacturing in light of the heightened risk of material disruption it faces during the Brexit transition."



"We plan to open a number of depots in strategic locations in the coming years to provide the infrastructure for a national supply network"

Robert Stewart, TOM Vehicle Rental





Lack of common standards on charging holding back EV adoption

Pricing inconsistency makes fleets reluctant to commit to electric, says ACFO

By Tom Seymour

leet representative body ACFO is calling for common standards across the UK's electric vehicle charging infrastructure which will help boost plug-in vehicle adoption within fleets.

Caroline Sandall, ACFO deputy chairman, said: "One of the key inhibitors to take up has always been the lack of common standards in the charge network

She welcomed the Government's plans to review electric vehicle charging as part of its Modern Transport Bill (MTB).

Consultation for the MTB closed on November 23 last year and the Department for Transport (DfT) has indicated that responses will be published early in 2017.

The DfT declined to comment further on its plans for electric vehicle charging ahead of the bill which will be published "in due course".



The sooner we can achieve common standards the better'

Caroline Sandall, ACFO

However, part of the suggestions within the MTB consultation guidance include making it possible to use any chargepoint in the UK without the need for multiple memberships, access to open source data on locations of chargepoints, transparent and comparable pricing information and minimum standards of design and functionality for chargepoints.

The sooner we can achieve common standards the better," said Sandall. "The easier we make it for people to charge at any point the greater the take up will be and we can continue to embrace this technology.

Sandall believes chargepoints should be able to accept a variety of different payment types.

Erik Fairbairn, Pod Point chief executive, said the company supports the Government's bid to make pricing more transparent, but he believed technical recommendations on how standards should be introduced should be left to the experts. He said it was unlikely the Government would step in to take control of pricing directly.

Some motorway chargepoints can cost up to £7.50 for a 30-minute charge but Fairbairn dismissed claims that the MTB was "a crackdown on rip-off charges for electric vehicles".

He said: "It's undeniable the cost of running an electric vehicle is more cost-effective than running a vehicle with a combustion engine when charging at home or at work."

Pod Point's statistics show 60% of EVs are charged at home, 30% are charged at work, 7% at the gym or a supermarket and 3% are at public stations. It removed RFID (radio-frequency identification) card activation from its network and moved payment to smartphone.

Fairbairn said: "Charging at a public point is such a small percentage of actual driver behaviour; it's not a good enough representation to draw conclusions from. Ultimately if customers don't like the price they are being charged at these locations they will vote with their feet."

David Martell, Chargemaster chief executive, said charging at the workplace or at home is where EVs can be cost-effective for fleets.

Martell said: "The cost to travel 100 miles is approximately £3, compared to up to £15 in a combustion engine car. Fleets can also pay £7.85 per month for a Polar national membership card, which gives the driver the ability to charge at more than 5,000 public charging points, with over 80% completely free to use and the others charged at 9p kWh."

Paul Tate, commodity manager at Siemens, is hoping Government intervention will bring a "joined up approach" to vehicle charging as he says it has not been easy to manage.

Siemens was an early adopter of plug-in hybrids with more than 200 units.

Tate said: "There should be a pricing platform where there is a consistent approach to compatibility and pricing to stop having to go on the road with a deck of cards to make sure you have the right one to access a charge station wherever you are in the UK."

Steve Winter, British Gas head of fleet, has 113 electric vehicles on fleet. He said greater clarity on chargepoint pricing will be welcome generally, but it isn't a burning issue for fleets when the majority will charge at home or at the workplace.

Winter said: "We would only be using a public charge point as a last resort."





/ CO2 FROM 113G/KM

/ BIK FROM: 20%

/ P11D FROM £17,935

SEAT FOR BUSINESS

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

FOLLOW US ON: If DO SEAT.CO.UK

Official fuel consumption for the SEAT Ateca Range in mpg (litres per 100km); urban 44.1 (6.4) – 60.1 (4.7); extra-urban 57.6 (4.9) – 68.9 (4.1); combined 51.4 (5.5) – 65.7 (4.3). CO_2 emissions 135 – 113 g/km. Standard EU Test figures for comparative purposes and may not reflect real driving results.

True fleet growth of 6.7% outstrips other registrations in record year

Biggest gainer is Land Rover while the usually popular Volkswagen shows dip

By Stephen Briers

rue fleet was the largest driver of registrations growth in 2016 as a number of manufacturers put additional resource into improving their penetration in the corporate sector.

Leasing/contract hire registrations were up 9% at 447,282 with year-on-year growth fairly consistent across the year. However, second half growth post Referendum vote was at a slightly lower level than first half, at 6.6% year-on-year versus 11.7% in the first six months.

Meanwhile, fleet other registrations - largely sales to end-user fleets - were up 4.3% at 465,236, with the biggest growth in the final quarter of the year, up 10.7% year-on-year.

Combined, true fleet was up almost 6.7% (912,518 units) compared to the total UK car registrations growth of 2.25% which, at 2,692,786 units, was the fifth consecutive year of growth and resulted in a new record high.

Leading the charge among the main brands was Land Rover, with true fleet sales up 58.5%, followed by Kia (up 51.3%), Jaquar (50.7%), Mini (25.7%), Renault (21.1%) and Volvo (20.4%).

Volkswagen Group brands returned mixed results in the wake of the emissions scandal which broke towards the end of 2015.

Volkswagen, which historically sells the most cars into true fleet, saw its registrations fall by

Land Rover leads the charge among the main brands with true fleet sales up 58.5%

almost 10% year-on-year, or 8,516 units. Its 78,811 units have been leapfrogged by BMW, now top on 86,202 (up 17%), and Mercedes-Benz on 81,908 (up 18%).

However, Volkswagen did not take a knee-jerk reaction to the loss in sales by flooding the rental sector; registrations here also fell, by 30%. It did offset some of this lost volume, though, via its own employee scheme (captives), which increased by 58% or 3,397 cars.

In a statement the company said its decision to 'deliberately move focus away from certain high-cost business channels" accounted for a significant proportion of the overall reduction in market share.

Alison Jones, director of Volkswagen UK, said: "These results are very pleasing, and demonstrate that Volkswagen continues to appeal to large numbers of UK new car buyers. We will carry this strong performance and momentum into 2017, as we embark on a very exciting year for the brand."

It was a different story at Audi, which bumped up its rental penetration by 10% but also saw a 6% rise in true fleet sales. Seat and Škoda both registered true fleet rises of around 3.5%. Seat also reduced its rental business by 17.4% while Škoda pushed more into the channel with a 9% rise.

Volkswagen was one of just five manufacturers to experience a reversal in true fleet sales, according to Society of Motor Manufacturers and Traders (SMMT) figures. Citroën suffered the year's biggest drop, down 16%, while sister company Peugeot was down 12%. Nissan was down 6% and Vauxhall 5.8%. All four were hit hardest in the leasing sector.

Rental registrations across the market fell by 2.7% in total to 238,496 with a big reduction in Q4 (-10.6%) after a large rise in Q3 (13.6%). As



"Volkswagen continues to appeal to large numbers of UK new car buyers"

Alison Jones, Volkswagen UK

usual, the largest proportion of sales (57%) were in the first half of the year.

Vauxhall provided much of the impetus for the Q3 rise after pumping an additional 7,864 cars into rental, an increase of 87.6%. Its 16,843 units accounted for almost 29% of the rental registrations in that quarter.

Over the course of the year, Vauxhall increased its rental business by a little more than 5%, a reversal of recent policy but one which made up for some of the reduction in true fleet. It now accounts for almost 22% of the market's rental registrations, up two percentage points on 2015.

Land Rover and Jaguar both registered significant increases in rental business, although it is part of their company strategy to get the latest products out into the market. Rises of 21.5% and

78% respectively are intended to put more people behind the wheel in an attempt to change perceptions about two brands that have





TOP 10 MANUFACTURERS: TOTAL REGISTRATIONS

1	Ford	318,316	↓ 5.06%
2	Vauxhall	250,955	4 6.97%
3	Volkswagen	207,028	4 7.49%
4	BMW	182,593	1 9.08%
5	Audi	177,304	† 6.36%
6	Mercedes-Benz	152,525	↓ 0.92%
7	Nissan	152,525	J 0.92%
8	Peugeot	98,529	4 5.49%
9	Toyota	96,746	4 1.99%
10	Hyundai	92,419	1 4.88%
			Source: SMMT

TOP 10 FLEET MODELS

1	Ford Fiesta	46,840	4 10.95%	
2	Volkswagen Golf	43,393	↓ 11.95%	
3	Ford Focus	43,037	4 22.22%	
4	Vauxhall Astra	40,402	1 29.33%	
5	Nissan Qashqai	36,381	† 8.18%	
6	Vauxhall Corsa	29,665	↓ 10.37%	
7	BMW 3 Series	28,115	† 28.2%	
8	Mercedes-Benz C-Class	27,239	1 22.31%	
9	Mercedes-Benz A-Class	24,198	† 44.27%	
10	Vauxhall Insignia	23,348	↓ 24.89%	
			Source: SMMT	



Still time to book your place...

15 March 2017 Grosvenor House, Park Lane, London 1200 guests

already booked, book now to avoid disappointment



Exclusive networking opportunity – one night to meet the fleet industry under one roof

Book now to secure your places at the Fleet News Awards 2017

For tickets and tables contact
Paige Phillips on 01733 395133
or email paige.phillips@bauermedia.co.uk



Sponsored by































undergone a substantial reinvention in recent years. Big rises in private registrations, especially for Jaguar, seem to justify this decision.

One manufacturer that does seem to be reacting to a dip in both private and true fleet registrations is Nissan. It raised rental registrations by 37% with the majority of the growth coming in the second half of the year where it increased units by 170%.

The only Nissan model to record a notable rise in registrations last year was the X-Trail, up 76.5% across all sectors. Qashqai registrations rose slightly, by 3% but every other model was down.

Mike Hawes, chief executive of SMMT, said the 2016 market had "proven more resilient than we expected" because of "strong fundamentals".

These included high levels of consumer and business confidence and affordable finance, particularly PCP and PCH due to low interest rates. The majority of growth came in the mini, luxury premium and SUV/crossover segments.

However, Hawes warned: "We've not seen the full effect of Brexit yet."

He is lobbying the Government to negotiate a deal with the European Union which does not include tariffs which the SMMT estimates could add as much as £1,500 to the price of cars (based on a 10% tariff).

"We need the right trading conditions; we do not want the cliff edge of transitioning to WTO [world trade organisation rules]," Hawes said.

"The Government has been clear – it wants to maintain the competitiveness of the UK motor



industry. We want to maintain as many benefits of being in the single economy as we can."

The SMMT is forecasting a reduction in registrations of between 5% and 6% this year, taking the market to around 2.5 million cars. Hawes said the market remained stable, partly thanks to finance deals which meant people were looking at three-to-four-year cost of ownership rather than the sticker price.

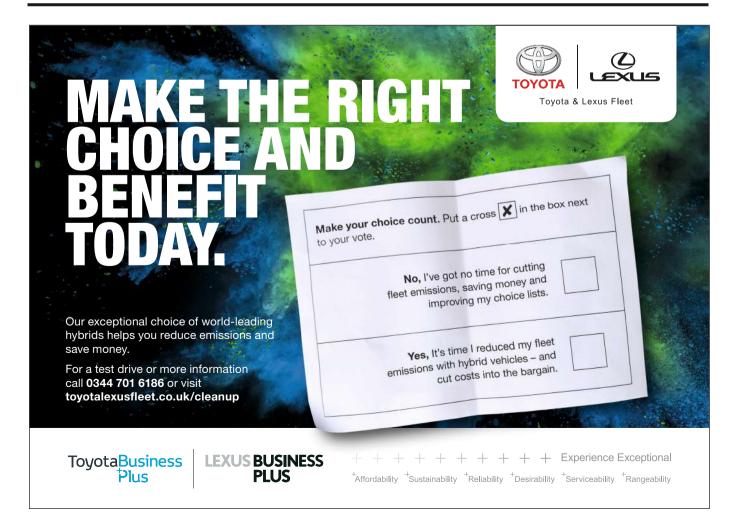
This is key as the price of cars starts to rise due to the exchange rate, with prices generally rising by 2-3%. "The exchange rate is diminishing the margins so the deals won't be as attractive," Hawes said.

He expects to see a swell of registrations in

March, ahead of the VED changes in April, which could result in a bumper month, but remains critical of the new structure which hits ultra-low emission vehicles hardest (see p4-5).

"We were disappointed when the VED proposals were announced because the incentive [on ULEVs] is removed," Hawes said.

Meanwhile, after last year's record of 375,687 van sales the SMMT is forecasting a small reduction of around 5% (in contrast to the British Vehicle Rental and Leasing Association which predicts a 10% rise), but, said Hawes: "We will see the strong market continuing in 2017, especially with the Government commitment in public infrastructure investment."







CO2 emissions 100g/km — 224g/km. Fuel consumption and CO2 based on standard EU tests for comparative purposes and may not reflect real driving results. *BUSINESS CONTRACT HIRE. Above rental based on Fiorino 1.3 75 HP Multiplet Euro 5 + with an initial followed by 23 monthly rentals of £199. Talento 1.6 95 HP Multiplet SWB 10 Euro 6 with an initial rental of £1,194 followed by 35 monthly rentals of £199. Ducato 2.0 115 HP Multiplet SWB 30 Euro 6 with an initial rental of £1,314 followed by 35 monthly rentals of £219. All Rentals exclude VAT and Contract Hire, \$11 OWU. All vehicle images are for illustration purposes only and may include options or body paint colours, which incur an additional cost.

PICTURI

By Stephen Briers, editor, Fleet News



Over the past three years, our annual new vehicle guide has featured 233 models worth considering on your choice lists (including a few that might only make the upper-most grades).

The number of models has proliferated as manufacturers jostle to find and fill new niches. From traditional mass market manufacturers - Vauxhall with 17 models, Ford with 16 - to the premium brands -BMW with 20, Mercedes-Benz with 19 the choice available to company car drivers is bewildering. Even newer brands, like Kia, have rapidly expanding model line-ups - in Kia's case, currently 12.

"There is an indication the pace of change is slowing ... a chance to draw breath'

Although some manufacturers have countered the relentless launch of more models by reducing trim levels and variations within each range, the complexity can leave fleet managers overwhelmed.

The car is playing an increasingly important role as an employee benefit, even among job-need fleets. Companies have appeared more willing to broaden their choice lists over the past year.

The UK's largest fleets (our Fleet200) offered on average nine cars on their lists in 2015; last year it had risen to almost 11.

There is an indication the pace of change is slowing, however. In 2015 we detailed 92 new models; in 2016 it was 83. This year it has fallen again, to 58 models. Perhaps a chance for everyone to draw breath.

DON'T MISS AWARDS NIGHT

A quick plug, well advice really, for the Fleet News Awards. For the past couple of years, tables have sold out at the Grosvenor Hotel event. If you want to secure a place at the fleet sector's biggest night of the year (March 15), don't leave it too late or you could be disappointed. Go to awards.fleetnews.co.uk/booking for details.

YOUR LETTERS

DRIVER FINES

Another poor policing idea - quite litter-ally





Driven off the road wrote:

Having read 'Drivers could be fined for litter lout passengers' (fleetnews. co.uk, Jan 10), I fear this is another opportunity for blameless individuals to suffer because someone recorded a registration plate incorrectly.

Unlike speed offences it is unlikely there will be video or photographic evidence of the offence/offender. And not only PSV (public service

vehicles) - what about fleet drivers denied justice to appeal because the registered keeper pays all fines upon receipt before re-charging the client who then automatically deducts from salary?

Maybe this time we might see a proper impact assessment of proposed legislation that actually then modifies other existing law, for example employment contracts.

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

FUTURE OF DIESEL

Don't ignore diesel efficiency benefits

Stephen Cooke wrote:

Having read 'Diesel technology a thing of the past, say UK automotive executives' (fleetnews.co.uk, Jan 9), I tend to agree that diesel sales will 'fall off a cliff' due largely to media and Government strategies.

A modern diesel engine with after-treatment has huge efficiency benefits. EVs, as they mature, will be where buyers (users?) will migrate to, but there are massive issues with transferring all those filling station kW hours to the grid.

The pollution will still be there, just not in city centres.



SLEF-DRIVING CARS

Feeling much safer when on auto-pilot

Fleet manager wrote:

Having read 'British drivers think self-driving cars will deliver most benefit to the disabled and the elderly' (fleetnews.co.uk, Dec 30), I think the prospect of self-driving cars is exciting.

I can understand the hesitancy of some who are worried about being driven by the technology, but presumably they do not fly in aeroplanes.

Having landed twice in the last month in fog with the pilot using autopilot to land, it seems a far safer option to be driven by technology on terra firma.



LEGAL QUESTIONNAIRE

Class action does not reach far enough

Leonard Short wrote:

Having read 'Class action sought against Volkswagen, Audi, Seat and Škoda' (fleetnews.co.uk, Jan 10), I got as far as completing the questionnaire, then realised the class action only applies to England and Wales, which is rather disappointing.

ELECTRIC CHARGING

Not such a smart payment requirement

David MG wrote:

Having read 'Charging infrastructure is holding back fleet EV and PHEV growth' (fleetnews.co.uk, Jan 6), I know at least one charging station provider requires the use of a smartphone, rather than a simple RFID card (or simply a credit card which is all that's needed for petrol/diesel purchases). Not all drivers have smartphones - and no smartphone is needed to buy petrol or diesel.

Robberg wrote:

With obstacles like this, it's no wonder widespread use of electric vehicles will never be achieved. I wonder if members of the public are aware electric vehicles and charging points are not always compatible.

John Miller-Wilson wrote:

Arval is spot on. I'd go further though. It's impossible to know how much you will be charged in advance, whether you will have an account with the charger operator, and whether the charging point will be in use or broken. I've almost given up using the public network; I charge at home and work only. I would not go full electric based on experience – a great shame.

• For more on EV charging, turn to page 10.



HAVE YOUR SAY Email: fleetnews@bauermedia.co.uk Comment online: fleetnews.co.uk LinkedIn: UK fleet managers group 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. 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. couk. Our email address for editorial complaints covered by the Editorial Complaints Policy is complaints@ bauermedia.co.uk

Contact us

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

Burning question:What is your favourite restaurant?

Editorial

Editor-in-chief Stephen Briers 01733 468024 stephen.briers@bauermedia.co.uk
The best restaurant experience I' ever had was at the Fat Duck in Bray

Deputy editor Sarah Tooze 01733 468901 sarah.tooze@bauermedia.co.uk The Tobie Norris, Stamford – technically a pub but it serves good food, too

Gareth Roberts 01733 468314

gareth.roberts@bauermedia.co.uk
The Tramshed in London

Features editor Andrew Ryan 01733 468308

Andrew Nyan 1/133 466508

Downham Tandoori

Head of digital

Jeremy Bennett 01733 468655

jeremy,bennett@bauermedia.co.uk

Wagamama

Web praducer

Web producer Christopher Smith 01733 468655 christopher.smith@bauermedia.co.uk Once went to River Cottage restaurant in Winchester that was quite nice Staff writer Matt de Prez 01733 468277

matt.deprez@bauermedia.co.uk

Sfizio in Ware

Photos Chris Lowndes

Production

Head of publishing Luke Neal 01733 468262

The Bird in Hand, Stourport-on-Severn. A traditional canalside pub with the best steak I've ever eaten

Production editors David Buckley 01733 468310 Langan's Brasserie in London someone else is footing the bill Finbarr O'Reilly 01733 468267 Santa Maria in Ealing, west London. Best pizza I've had outside of Italy

Designer Erika Small 01733 468312 Wahaca

Advertising Commercial director

Carlota Hudgell 01733 366466 (maternity cover) Group advertisement manager Sheryl Graham 01733 366467 Account directors Sean Hamill 01733 366472

Lisa Turner 01733 366471 Stuart Wakeling 01733 366470 Account managers Karl Houghton 01733 336309 Telesales/recruitment 01733 468275/01733 468328

Head of project management Leanne Patterson 01733 468332 Project managers Lucy Peacock 01733 468327 Kerry Unwin 01733 468578 Katie Lightfoot 01733 468338

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)

MOBILITY AS A SERVICE

Human satisfaction key to MaaS success

By Ian Hill

Generation Y - those born in the 1980s and 1990s - are starting to assume management positions, influencing business and corporate mobility.

Allied to their familiarity with digital and electronic technology, business mobility is shifting from a way of exercising social status - the hierarchical company car - to a method of streamlining efficiency. Employers are analysing the 'total cost of mobility', replacing the long-established fleet-based 'total of cost of vehicle ownership' model.

Mobility as a service (MaaS) is here. Common mobility features - on-demand transport, car pooling, car sharing, smart parking - are all part of the new landscape.

As a consequence, the ability to empower employees is becoming far easier than previously, and some businesses are starting to see benefits.

Some say the emergence of Generation Y in positions of influence is triggering the fourth industrial revolution with the focus on digitalisation, while embracing sharing, corporate social responsibility, connectivity and autonomy.

So, employees are driving change, but how it is delivered is the more complex question which contract hire and leasing companies must address - and quickly.

Flexible working and employee efficiency is business-critical. That drives technology development with the aim of creating efficiencies outside the scope of human capability. Such platforms then drive the on-demand effect, the need for real-time questions and results to deliver maximum output. Finally, that pushes the data effect: the need for reliable and accurate information to make constant improvements.

In the world of fleet it means traditional fleet managers must morph into 'mobility managers' to drive efficiency.

For contract hire and leasing companies it means furthering the consultative approach some have already adopted, becoming the conduit between 'mobility managers' and utilising 'new age' suppliers to fill gaps in the current menu of services to deliver a 'total mobility solution'.

In the age of MaaS the 'must have' is human satisfaction. Without that, no amount of data, technology or planning is going to have a positive impact.



"For contract hire and leasing companies it means furthering the consultative approach"



managing director, **Activa Contracts**



senior editor Black Book, Cap HPI



2017 PROSPECTS

Well placed to face a volatile new year

By James Dower

The industry set the bar high in 2015 with record new and used sales. It became clear 2016 would be characterised by strong fleet and consumer demand, leading to a fairly benign market.

Used prices remained stable through 2016 and rode fluctuations with more resilience than seasonal norms. And, while pre-registration became a hot topic, it is clear the practice has become normalised and one that both dealer and manufacturer use tactically.

As we look into 2017, the industry faces some unknowns. Uncertainty around the UK economy and sterling will likely make the coming year more volatile. The Society of Motor Manufacturers and Traders estimates new car registrations will drop 5% this year. Fewer new cars will help to balance demand and minimise the impact on values.

With larger volumes of vehicles anticipated to return to the market, following three years of new registrations, consumer demand will continue to be key over the coming 12 months.

The Paris motor show was dominated by electric vehicles (EVs) and 2017 looks set to be a big year for this sector. The challenge remains in the used market with EV values deflating by around 10% per annum, compared to most sectors deflating further around 5%-6%.

Fleets can use real-time data to inform decisions on multichannel remarketing strategies. Technology and data have made real advances in recent years, enabling vehicles to be de-fleeted and remarketed more flexibly, putting the right car in front of the right buyer.

The used car market slowed in the last two months of 2016. While this is not unfamiliar at this time of year, it comes against a backdrop of increased dealer stocks, high preregistration levels, and growing de-fleet numbers.

We expect values to continue to be affected by the seasonal market into 2017. Pressure will remain on nearly new city cars and superminis as supply continues to exceed used demand.

The industry is well placed to respond to a potentially more volatile 2017. Advances in data mean fleets are better able to predict what's next and then have the flexibility to evolve.



"Fewer new cars will help to balance demand and minimise the impact on values'

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.

COST OF DRIVER TRAINING

I can see the benefits of targeted driver training for our high risk drivers and new starters, but my company's board flatly refuses to spend money on this. Can you suggest some alternative approaches that might prove successful? We already use telematics, and this has contributed to a reduction in accidents.

In my experience, this reaction from senior management is not unusual. From their point of view you are not able to show a positive return on what can be a potentially expensive outlay.

None of us knows which of our drivers will be involved in an incident in the future, nor when it will happen nor the cost to the business.

The best we can do is to point to experience in other fleets and use their accident reduction figures and damage cost reductions extrapolated for our own. That said, few finance directors, in particular, are likely to be impressed with a proposal based on this approach.

For me, the starting point has to be current performance – how many accidents occur each year, what percentage of drivers are involved and what are the total and average costs? Cover all areas, include any uninsured losses that are not recovered as well as any potential liability costs arising from vehicle-related incidents and consequential costs. For example, lost time and missed appointments.

These are areas which are often not visible to the fleet manager without some research. Of course, you can also use your existing telematics data to provide evidence of the drivers who are high risk.

Having established the current picture, I suggest you explore the options for driver training and what might represent the optimum approach for your fleet.

For example, it may be possible for a provider to conduct group sessions rather than individual tuition – with the resulting savings. This might be a cost-effective approach for new starters, where a simple assessment drive can be used and only those drivers raising concerns would be considered for training.

The key is to find a provider prepared to be flexible and tailor its approach to your requirements and potential budget. Get several options.

Once you have these (with the relevant prices) you need to work up your proposal. Take account of all current costs related to accidents plus other potential

"Approach a board member who may be sympathetic to your plan and get their input and support before presenting it"

savings that may arise from driver training to support your business case.

For example, the Energy Saving Trust quotes fuel savings of 5-10% from their training and in my experience any driver who has had some degree of in-vehicle training will use less fuel as they drive more smoothly and avoid areas such as harsh braking – at least initially. These savings are more likely to be achieved if you tell your drivers that the telematics will be used to measure fuel economy before and after.

Expect your follow-up proposal to be critically reviewed. Once your draft is ready approach a board member who may be sympathetic to your plan and get their input and support before presenting it.

I wish you every success with this – I believe it is an important area where the fleet manager can make a real difference.

■ The next Ask Nigel will be in the February 16 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





OUTSOURCING BRINGS FLEET MANAGEMENT EFFICIENCIES

Fifteen months ago Simon Gray began outsourcing part of Mitie's fleet management to Lex Autolease. Has the move paid off? *Stephen Briers finds out*



time of "massive change" – that's how Simon Gray describes his first 15 months as head of fleet at Mitie.

During that period, Mitie has downsized its fleet team and

started outsourcing a large part of its fleet management to Lex Autolease.

Of course, when your fleet is replacing 100+ vehicles every month, change is a common currency. It requires robust operating controls and reliable suppliers to ensure the process doesn't descend into chaos.

Historically, Mitie's fleet solution was to manage everything itself in the belief that it was squeezing every last drop of efficiency from the process. Vans were bought outright and fitted by its own technicians, and cars were funded in a variety of ways, including contract hire.

There were efficiencies, but it was also a complex set-up – not helped by the fact that different parts of the Mitie business were responsible for some elements of their fleet.

Last year, everything began to change with a decision to outsource a sizeable element of the operation to, and increase the working partnership with, Lex Autolease. The fouryear transition programme started in May and Gray believes he has struck the ideal balance between in-house controls and outsourced efficiencies.

The catalyst was the coming together of the company's various divisions into a more centrally administered business with cross-company decisions becoming easier to implement.

"We have outsourced to Lex to bring our fleet management into the most efficient supply base possible," Gray says. "We have unified our approach and it is easier to manage."

One of those efficiencies was to streamline the number of supplier partners and funding options. Contract hire with maintenance via Lex Autolease is now favoured for cars and vans, while suppliers outside of direct vehicle supply have reduced from around 50 to three (Allstar, Jaama and Masternaut).

"When I took over we fitted out our vans in our own garage – we have streamlined that via Lex into [vehicle converter] Gentili," Gray says. "We have one main provider, Lex, for our main vehicle supply baseline, and our other suppliers feed into that relationship, including Vauxhall and Lookers Group. There



are cost savings but also operational benefits by reducing our supplier base."

Some of the savings came from the difficult decision to reduce the central fleet team head-count from 19 people to seven: fleet operations manager, fuel card management, daily rental, fuel compliance, systems management, vehicle ordering and general admin.

They are supported by administrators who sit within each business to oversee day-to-day functions such as licence checking, fuel cards and vehicle changes.

"The administrators put the central team closer to the business," Gray says. "My approach is all about customer service and I expect all our drivers to have the same experience and be dealt with in the same way no matter what they drive.

"We expect them to have a retail experi-



ence, not a company car experience, when visiting dealerships."

So far, Lex Autolease has taken on responsibility for asset management, including accident management, and van fitments. Ultimately, it will also take on driver management and be tasked with identifying fleet efficiencies, such as incident rates and risk.

"It's a change of tack for Lex; it's not just managing the bonnets, it's managing the people and the risk," Gray says.

He manages his supply chain through a structure of agreed targets, service level agreements, operational procedures and governance, with benchmarking written into the contract to ensure Mitie always receives value for money. Key to making the relationship work is openness and transparency.

"When you decide to go with one supplier,

you have to give them everything. Lex has our details on cars, accidents and vans, but also fuel spend and location by driver so they can link it together," Gray says. "The next step is to link them into our telematics provider so they can fully understand the day-to-day operation of our business to drive the required efficiencies."

Mitie has a dedicated resource within Lex Autolease's customer service and account management teams, while monthly face-toface update meetings ensure it fully understands Mitie's business and future priorities.

"We take the view that they are an extension of the Mitie fleet team," adds Gray.

Mitie has a fleet of almost 6,900 vehicles – 2,700 cars, 4,100 vans and 91 other vehicles, from HGVs to road sweepers and gritters – plus a further 750 people who receive

a car allowance. They are required to comply with fleet policy both for vehicle choice and driving behaviour.

The make-up of the fleet has changed over the past few years. In 2010, Mitie's 6,630 vehicles consisted of 3,450 cars and 3,180 vans. The latter has increased as Mitie has reduced its car fleet.

Brands and specifications are restricted for ease of reallocation and management, plus preferential discount terms. Some 80% of the fleet is Vauxhall, including all vans apart from specialist vehicles, with additional brands Audi, BMW, Jaguar, Mercedes-Benz, Volvo and Škoda on the car side.

Perception is an important criteria alongside total cost of ownership. "We are a low margin business," says Gray.





FACTFILE

Head of fleet Simon Gray
Fleet size 6,891 vehicles - 2,700 cars, 4,100 vans and 91 trucks
Funding method contract hire with maintenance
Partner Lex Autolease
Replacement cycle four years/120,000 miles
Cash takers 750



He works "hand-in-hand" with the procurement department to ensure commercial contracts fit the Mitie framework.

"We are all fighting the same cause and that's for Mitie," he says.

"In this industry, supply agreements can be a discussion; however, where required, they need to be formalised with values and agreed volumes."

Fleet efficiency is not the only important consideration for Mitie; safety is also a priority. When Gray joined Mitie in 2011 as divisional

fleet compliance manager (see panel below), one of his first projects was to introduce a driver simulator which is still used today.

He evaluated the approach taken by the police and MOD before appointing XPI Simulation to create a bespoke system which can mimic different driving conditions and solutions, for example, using mobile phones.

It was a big investment – around £100,000 including the mobile classroom – but the benefits go way beyond training and a reduction in accidents, according to Gray: "It's an opportunity to talk to the drivers face-to-face

about their job and the miles they drive, as well. And we use it to support our clients' drivers"

Mitie also carries out driver awareness courses, including winter driving and banksman training, which have been developed in-house over the past four years. With 13,000 drivers, training and awareness is a major part of the fleet team's responsibilities.

Gray's next challenge is to begin maximising the benefits offered by the more centralised group fleet function. First up is telematics.



MILITARY CAREER SERVED GRAY WELL WHEN BIDDING TO UNDERSTAND INDIVIDUAL NEEDS

A 27-year background running military fleets has given Simon Gray a solid grounding in managing complex operations.

During his time at the MOD, he offered a cradle-to-grave service of vehicle sourcing, delivering to soldiers all over the world. Latterly he managed the operations for the ministry's vehicle depot near Tewkesbury, Gloucestershire, with stock of more than 5,000 vehicles.

However, despite that experience, he concedes that it was still a steep learning curve when he left the Army to join the Mitie fleet five years ago.

Gray was appointed fleet compliance manager in Mitie's facilities management division in 2011 with a brief to look at private fuel benefit for 1,000 drivers.

"The first thing I did was go on the internet to find out what that was, having

not experienced BIK (benefit-in-kind) in my time in the forces," he says. "It was not an easy project."

He decided a blanket set of rules was not the right approach and, instead, sought to understand every driver's individual position in terms of the car they drove and their annual mileage. He says: "Most drivers didn't understand the benefits or the tax. We gathered the data and went through what it meant for each of them."

The project resulted in the removal of the private fuel benefit which brought substantial savings for the vast majority of drivers. For the few drivers left out of pocket, Mitie offered an appropriate level of compensation.

"While it was a difficult project it was the best thing I ever did because it got me out into the business to meet the drivers and understand the workings of a large corporate," Gray says.

It has become his mantra: "When you have a big, diverse, spread-out organisation, you can't rely on the driver handbook and fleet policy; you have to go out and speak to the drivers."

After a spell within the central team overseeing the risk and compliance policy, Gray was approached to go operational, running a divisional fleet.

Just over a year later, he was appointed interim head of fleet, taking the role permanently in December 2015.

Gray says: "Mitie's fleet is a diverse; you need common sense and be a people person. The military gave me that. It also instilled a methodical method to achieving results. Mitie has an entrepreneurial attitude: if it works, they will do it."



"We have one main provider, Lex, for our main vehicle supply baseline and our other suppliers feed into that relationship"

Simon Gray, Mitie

"There was a previous view that we would provide the equipment and data access and each business used it how they wanted. Now we are developing a customer service approach; we operate the system centrally and report out the elements they should be doing," Gray says.

"We have gone from simply managing the supplier to informing the business about usage and actions. As a result of initial work in this manner, we took out 84 vans last year by using the data to improve our efficiency."

He is taking the same approach to fuel data... "we don't send them loads of data; we summarise it and tell them what to do next. Our mind-set is if the report summary fits on their phone screen, they are more like to read it and act on it."

... And daily rental: "Businesses used to book it themselves. We want to manage it so we can check hire needs and whether there is a better option, for example a reallocated car or getting an order placed.

"It is more efficient for me to manage that across the entire business," Gray explains.

The past 15 months have seen the fleet undergo a major transformation, but there is plenty more for the fleet team to focus on, according to Gray.

"We have put the process in place across our fleet to ensure that the vehicle is safe," he says.

"Now it's about managing the driver to make sure they are looking after the vehicle so that we operate a safe fleet."



CHEAPER, FASTER LICENCE CHECKS HELP FLEETS TO KEEP CLOSER EYE ON RISKS

Since Licence Bureau was established in 2003 checking times have reduced from a day or more to less than a minute, reports *Christopher Smith*

n the wake of the introduction of real-time licence checking and the abolition of the paper counterpart, more businesses have been checking their drivers' licences more often. This is undoubtedly a good thing for businesses – being more aware of possible risks – but it's also brought growth for Licence Bureau.

Malcolm Maycock, director of Licence Bureau, explains that despite the digitisation, the company is continuing to grow its head count, and is set to move into a new office.

"With the introduction of e-consent, we can process a licence check and have the result back in less than a minute," he explains. "When we started, the process was tedious and took at least a day. We had to email out forms, get them printed, signed and scanned or even faxed back, then perform the check with the Driver and Vehicle Licensing Agency (DVLA), usually overnight."

The introduction of digital licence checking means the cost of a check has dramatically reduced – with far fewer manual processes involved.

Maycock says that the cost of checking is likely to continue to fall as technology advances, and volumes further increase.

As the input cost falls and the processes get easier, the company is turning its attention to better support for its customers – using its in-house team of account managers to work closely with clients throughout the year.

In addition to the support and hand-holding, the company has expanded its range of compliance services to more than just checking a licence – ensuring as many regulations are complied with as possible.

Driver Certificates of Professional Competence (CPC) and tachograph data will be available through the DVLA system, and therefore Licence Bureau, later this year, which means fleet and transport managers will have more information all in one place.

Maycock says: "The core is still licence checking, and everyone gets that. We now sell a compliance journey, given one of the biggest things a company needs to do is actually establish who drives."

"Driving is now probably one of the most dangerous things that we can do in the UK and people are starting to recognise that"

Malcolm Maycock, Licence Bureau



Licence Bureau's 'compliance journey' begins with an employee audit.

It identifies which staff or contractors drive, what vehicles they drive, and what entitlements they require to do so.

"Businesses start with all the best intentions, bring in policies, and perhaps go through the training cycle twice, but eventually, new staff come in and policies aren't as rigidly enforced," explains Maycock.

"Through our account managers, we assist businesses to make it a continuous process."

A contact at the customer will work with the account manager, to pass details of leavers and starters, as well as managing the alerts of issues, such as points or disqualifications discovered.

The system can also input drivers' grey fleet details, to log checks of insurance, MOT and tax.

"Checking an insurance certificate once a year doesn't really work. An employer should be reminding staff that insurance is due, and checking the certificate after its been renewed," Maycokc says.

"It's amazing how many people don't have the correct business insurance still, and our system helps companies to check the right information."

For licence checking, the reduced cost and workload makes frequent checks more achievable.

"FORS (Fleet Operator Recognition Scheme) recommends six monthly checks, the traffic commissioner recommends quarterly, and the main reason people weren't checking licences as frequently was probably cost.

"With monthly checks, which in the future could cost less than 10p each, there would be no place for drivers to hide. You need to be at the point where a driver who's been disqualified for 14 days or so is upfront and honest, and goes to see their manager."

Licence Bureau is in the process of changing its packages for customers to an 'annual management fee' basis, plus a cost per check, in response to the improved cost structure they receive.

"The cost is what we get charged by the DVLA. I don't care if you do one check a year or 12, you just pay those two elements. It encourages businesses to make the most of cheaper checks."

Maycock explains that the DVLA will review its charges every 12 months, and any reductions will be passed on to Licence Bureau customers accordingly.

He says the attitudes and working practices of the DVLA have greatly improved in the 14 years since he launched Licence Bureau in 2003.

"The difference in service and dialogue between now and then is incredible," he says.

In recent years, the DVLA has seen huge changes, thanks to the coalition Government's red tape challenge. Digital services for fleets, in particular, have greatly improved, reducing the reliance on paper documents.

In an effort to improve communication between the industry and the government body, Maycock was involved in starting the ADLV (Association for Driving Licence Verification) in 2014.

"I have a personal campaign for data security in the licence checking industry, which is one of the reasons why we started ADLV. All ADLV members are insured, ISO 27001 accredited, and have been subject to computer penetration testing," said Maycock.

Security and IT systems are one of the backbones behind Licence Bureau's growth.

"Where we have grown massively is in our IT systems. They are in-house and bespoke, and we do a lot of work with customers to make our compliance better," Maycock says.

He believes the bespoke nature makes the firm quicker to respond to customer suggestions.

"Customers feed back to us all the time, and it's the life-



Above: Malcolm Maycock receives Brake's Kevin Storey Award for outstanding commitment to road safety from Jan Storey



Business Licence Bureau
Offices Hemel Hempstead
Staff 39
Clients 2,000
Licences checked in 2016

Approximately 500,000

10p the figure licence checks may drop to in the future



blood of the business." He cites customer experiences of inspections, where conversations with traffic commissioners have resulted in the simplification of reports and addition of other data to more easily meet criteria.

Maycock and his team have then been able to use those experiences to guide other customers about the best reports to present to officials for inspections.

A former traffic police officer, Maycock is driven by a passion for cutting road deaths.

In October 2016, he was presented with the Kevin Storey Award for an outstanding commitment to road safety by the charity Brake. The award was in recognition of the safety benefits of Maycock's drive to introduce licence checking, and the work done in local schools concerning road safety, particularly with client Skanska.

"We do lots of work with construction companies, and their whole ethos is fantastic. They want their staff to go to work safely, and get home at the end of the day, and they see driving as an extension of that," he adds.

Licence Bureau's process is driven by compliance and reducing risk, and Maycock is pleased with guidelines and legislation to set out consequences.

He believes it is important businesses know the penalties for failing to ensure their employees are safe.

"We were the first people to have a consent form for licence checking and in 2005 we were new and people were hesitant about doing it that way. Then the Health and Safety Executive guidelines were strengthened, and people began to take road risk more seriously," he explains.

"Driving is now probably one of the most dangerous things that we can do in the UK and people are starting to recognise that. Giving magistrates and judges guidelines for corporate manslaughter was a great move. It means all sentencing is on a level playing field.

"Having a document, written down, that says fines for a breach will have an economic impact on a business is huge. It sends a clear message that if your business isn't safe, it will hurt financially."

BE CLEAR OVER WINDSCREEN SENSOR RECALIBRATION

The growth in advanced driver assistance systems (ADAS) means fleet managers should review their glass policies. Ben Rooth reports

eplacing or repairing windscreens used to be a relatively simple and quick process. However, the growing prevalence of advanced driver assistance systems (ADAS) and their use of windscreen-mounted sensors means this may no longer always be the case.

Safety technologies such as autonomous emergency braking (AEB) and lane-keeping assist use radar, laser or camera sensors which are often located behind a car's windscreen. The same applies to more convenience-oriented features such as adaptive cruise control.

Vehicle safety consultancy Thatcham Research says windscreen-mounted ADAS technology is currently fitted to approximately 6% of vehicles on UK roads, with this proportion likely to rise to 40% by 2020.

These figures are likely to be much higher for fleets as the age of their vehicles will be much less than the overall UK car parc. This means fleets have to be aware of the implications windscreen replacement or repair can have on vehicle safety, as well as ensuring the sensors are properly calibrated.

"The importance of [recalibration] being undertaken correctly cannot be underestimated," says Frank Harvey, head of bodyshop operations at the National Association of Bodyshops (NAB).

"Without correct calibration, an ADAS will read and process wrong information meaning the vehicle safety system will not operate properly."

This could create a significant and unnecessary risk for drivers: Euro NCAP research shows that a correctly working AEB system leads to a 38% reduction in rear-end collisions.

The prospect of a collision not being avoided because of incorrectly calibrated ADAS sensors means fleets should have an effective policy in place to avoid a "legal minefield", says Phil Homer, operations director at Nationwide Windscreens.

"For example, a sales rep might leave a company and return their car on a Friday after replacing its windscreen earlier that week without bothering to have the ADAS recalibrated," he says. "If another rep starts driving that car the following week and subsequently has an accident that could have been prevented by the ADAS, then there's clearly a major problem."

Auto Windscreens aims to schedule recalibration appointments at the same time as windscreen replacements, but "if recalibration is not carried out immediately, drivers are asked to sign a disclaimer advising them not to rely on any of their ADAS technology until recalibration has been completed", says Rupert Armitage, managing director of Auto Windscreens.

of vehicles currently have ADAS technology fitted

380/0 reduction in rear-end collisions when AEB system works correctly



"We decided to adopt this approach as it really is about duty of care when it comes to fleets.

"If the vehicle has been to an approved retailer for recalibration and there is then an issue with any ADAS components owing to this or the glass replacement, we have a robust, transparent trail to provide proof that we and the fleet have done everything possible to protect drivers."

So when should the sensors be recalibrated? "At present, all vehicle manufacturers require the resetting – which is also known as recalibration – of the sensors following a collision or replaced windscreen," says Andrew Miller, chief technology officer at Thatcham Research and chairman of



"Without correct calibration, an ADAS will read and process wrong information meaning the vehicle safety system will not operate properly"

Frank Harvey, National Association of Bodyshops



Euro NCAP. "At Thatcham, we support this position."

Manufacturers also advise recalibration should be performed after a wheel alignment and if a sensor has developed a fault, been disconnected or been partially removed.

Armitage adds: "[Recalibration] isn't always necessary if the existing piece of glass is being repaired due to minor damage, such as a stone chip."

There are two main forms of calibration – dynamic and static – and some ADAS technology requires a combination of each when being reset.

While static requires a controlled environment where the vehicle does not move, dynamic requires the vehicle to be driven with the recalibration equipment in place to complete the process.

Miller says that in the majority of cases, recalibration work means the vehicle must go into a workshop operated by trained technicians with access to appropriate equipment.

"Manufacturers are implementing ADAS technology in divergent ways – and they're frequently implementing it differently within their own range of models," he says.

"If a windscreen is replaced at the side of the road, it's incumbent on the fitter to let the motorist know that they need to get the ADAS technology recalibrated.

"Furthermore, it's necessary for fleets to check that in the event of the windscreen being replaced or a collision occurring, they've ensured that their organisation is protected."

Recalibration is not an especially quick – or cheap – process, but it is a necessary one in terms of safety



ADAS CODE OF PRACTICE

Thatcham Research has developed a code of practice for ADAS recalibration in conjunction with large companies active in the automotive glazing replacement sector.

The ADAS Glazing Code of Practice is intended to address concerns around the level of industry knowledge relating to the recalibration of the technology.

It provides a recommended set of guidelines for replacing or refitting windscreens on vehicles fitted with ADAS sensors, while ensuring that the safety of the vehicle owner remains uncompromised.

"This voluntary code of practice provides the added assurance of a best-practice approach," says Andrew Miller, chief technology officer at Thatcham Research.

"This is intended to make certain that the car is returned to its owner with exactly the same level of safety protection as when it came in for repair and, where that's not possible, that the customer is provided with guidance on what they need to do to have the systems recalibrated."

The step-by-step approach to recalibration covered by the new code includes the initial identification of different ADAS technologies, best practice for ensuring full and transparent communication with the customer and a guide to calibration options, scheduling and pricing.

It stresses the need for glazing companies to ensure that customers are aware they should not rely on the operation of any ADAS after their windscreen is changed until the system is recalibrated.

Miller says the resetting process typically takes between one and two hours, while Peter Marsden, managing director of National Windscreens, says it depends on the make and model of vehicle.

"There's a time implication for our trained technicians when it comes to setting up the equipment they need to ensure each device is recalibrated appropriately and subsequently ensuring that all due processes and protocols have been followed," Marsden says.

Harvey says manufacturer warranties should not be affected by recalibration work provided the parts used are original equipment and that the correct repair, replacement and recalibration processes have been followed.

"Due to the different systems in use and the different calibration processes required, together with the different costs of the equipment required for recalibration there is no set, single, definitive cost for recalibration," he adds.

"But it's not uncommon to see dealers charging anything from £400 to almost a £1,000 for undertaking recalibration."

NAB is delivering ADAS awareness training to its members after working with companies that manufacture recalibration equipment.

"The vast majority of our members undertake repairs on many different marques and the equipment required to recalibrate these systems varies from one manufacturer to another," says Harvey.

"But that equipment is usually very expensive. So while some of our larger members have invested in the equipment, others have agreements in place with dealerships to ensure that their customers can get equipment recalibrated quickly and conveniently."

HOW GLASS PROVIDERS ARE TACKLING ADAS RECALIBRATION



Autoglass has so far invested more than £2 million in its ADAS recalibration service.

When a customer makes an appointment, the company subsequently informs them if there's a need for recalibration which is then performed at an agreed time and location by one of its trained technicians.

Jeremy Rochfort, national sales manager at Autoglass, says: "We work closely with our suppliers to ensure that our equipment is fit for purpose and in line with new trends and technologies. "Our dynamic calibration service is extremely convenient for the customer as we come to a location of the fleet driver's choice to complete the replacement and the calibration, saving driver and vehicle downtime.

"When designing the customer experience, it was critical to us to be able to replace the windscreen and calibrate the system in just one appointment. The vehicle's safety system will still function as intended on the spot thus supporting fleet managers in fulfilling their duty of care to keep drivers safe."

Auto Windscreens is partnering with manufacturerapproved dealerships across Britain to supply ADAS recalibration services to its customers.

It has decided to adopt this approach – rather than investing in aftermarket equipment – as it maintains that it is "an expert in glass repair and replacement" while manufacturers are the "recalibration experts".

Rupert Armitage, managing director of Auto Windscreens, says: "Recalibration varies from manufacturer to manufacturer, so for us to be confident our customers are driving away in a safe vehicle, we feel that partnering with the experts is the best approach.

"They deal with these technologies every day and are able to fully test and plug into the brain of the vehicle to investigate any issues.

"The manufacturers also have the equipment needed to fulfil every aspect of recalibration – including new-to-market models."

Auto Windscreens offers its customers a glass replacement appointment at the approved dealership whenever possible.

Armitage adds: "We look to secure recalibration appointments at the same time as we schedule a windscreen replacement, while giving the customer the flexibility to delay the former until another suitable time."





National Windscreens has created a one-stop service for windscreen replacement and ADAS recalibration.

In the past year, it has invested more than £1 million ensuring that each of its 108 fitting centres can also undertake recalibration work.

Pete Marsden, managing director of National Windscreens, says: "We provide manufacturer-standard glass and use approved recalibration equipment that maintains the vehicle warranty by utilising the vehicle's in-built system to calibrate according to manufacturer recommendations.

"With more than 75% of manufacturers stating that calibration must be undertaken in

workshop conditions we are only able to satisfy these customer requirements and manufacturers' recommendations by having a national network of fitting and calibration centres providing a one-stop service."

Marsden adds: "Our customers require calibration to be carried out at the same time as windscreen replacement.

"Creating a second appointment for calibration at another time and in a different location to where the windscreen replacement is carried out would cause fleet customers significant inconvenience. It will also mean cost penalties if fleets need to keep their vehicles off the road until calibration is successfully completed."

Nationwide Windscreen Services has created a network of specialist centres to ensure fleets can get their windscreens replaced at the same time as having ADAS sensors recalibrated.

"We decided to put in place a programme that suited our customers' requirements," says Phil Homer, operations director at Nationwide Windscreen Services.

"We are totally committed to providing a number of strategically-placed ADAS centres with highlyskilled technicians throughout Britain."

The company currently has 14 centres equipped with recalibration equipment and fully-trained

technicians. It intends to expand this to 20 this year. Homer adds: "Many vehicles requiring ADAS recalibration need to be worked on using

equipment that cannot be easily transported.

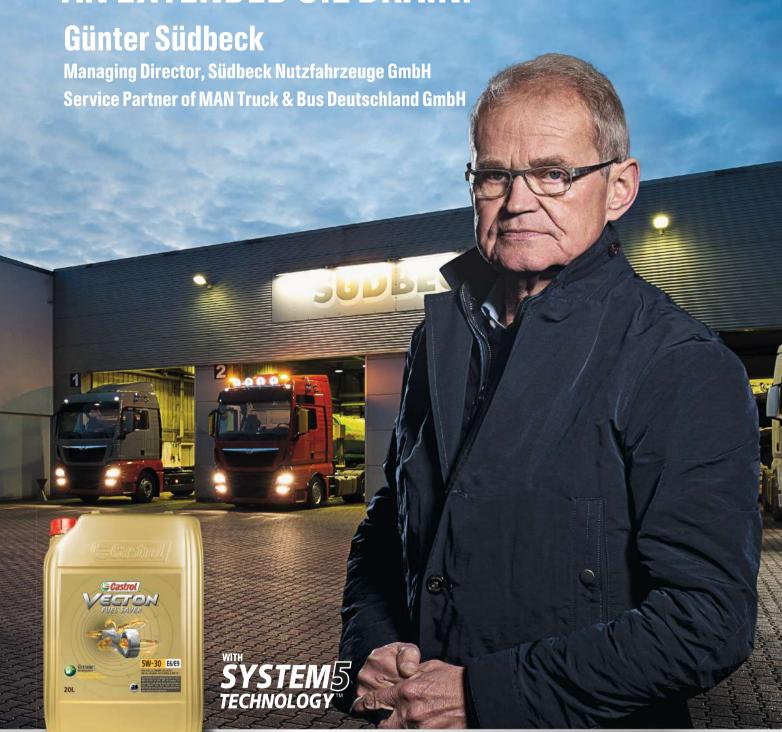
"Every Nationwide Windscreen technician working at one of our centres is factory trained by the equipment provider.

"This was important to us as we feel we need to manage the whole process in order to give the fleet operator and insurer total peace of mind."

Nationwide Windscreen's standard charge for recalibration is £120 but any vehicle requiring dealer attention will be charged back at the invoice cost.



"CASTROL VECTON FUEL SAVER GAVE A FANTASTIC PERFORMANCE OVER AN EXTENDED OIL DRAIN."



Günter Südbeck tested Castrol Vecton Fuel Saver 5W-30 E6/E9 in six¹ of his fleet customers' trucks across their maximum drain intervals. Analysis revealed the oil's fantastic performance throughout the drain interval and indicated that engine parts had experienced minimal wear while the viscosity remained stable.

Castrol Vecton Fuel Saver 5W-30 E6/E9 is a full synthetic engine oil which delivers outstanding performance over extended drains. Its unique System 5 Technology™ traps and neutralises harmful contaminants, maximising its useful life.

www.castrol.co.uk/vecton/testimonials

IT'S MORE THAN JUST OIL. IT'S LIQUID ENGINEERING.



Advertisement feature



Master the winter driving conditions with Jaguar's ASPC and AWD

he Jaguar XE and *Fleet News*-award-winning XF ranges have a suite of safety features dedicated to keeping your fleet moving, no matter what the weather.

All models fitted with the eight-speed ZF automatic gearbox benefit from All-Surface Progress Control (ASPC).

The system is designed to help drivers pull away smoothly and without drama on very low-friction surfaces, often a challenge in powerful rear-drive saloons.

ASPC is a unique system which works like cruise control, but with a focus on grip. Once activated, the driver can set a maximum speed between 2mph and 19mph, then the only input required is steering.

What makes ASPC so effective is that it doesn't just provide fine control of the throttle: it also uses the brakes in opposition to the throttle. So from a standstill, only very low



engine torque is applied to the driven wheels, enabling smooth progress with little or no wheel spin.

Unlike a conventional traction control system, which attempts to modulate what happens once the wheels begin to slip, ASPC is fundamentally different and leverages decades of Jaguar Land Rover's knowledge and experience in off-road technologies.

Furthermore the system features a hilldescent mode which should prevent those hair-raising moments when tackling an icy decline.

ASPC is compatible with rear- and all-wheel drive and is made even more effective by the fitment of winter tyres.

For the ultimate all-weather experience both the XE and XF can be specified with all-wheel-drive (AWD) in combination with the 2.0-litre 180PS Ingenium diesel engine and automatic gearbox.

The torque-on-demand system is the same as that fitted to the F-PACE SUV and has a rear-drive bias meaning none of the Jaguar's balance and agility is lost.

The driver will feel no difference in the steering or handling of an AWD model in comparison to a front-wheel-drive derivative, until the surface becomes less viscous.

When extra traction is required the system automatically and seamlessly applies up to 50% of the available power to the front wheels.

This can be done within 165 milliseconds.

A highly sophisticated Intelligent Driveline Dynamics system is responsible for sharing power between the axles. It was developed entirely in house by Jaguar's engineers and was first used on AWD versions of the F-TYPE sports car.

By avoiding a permanent four-wheel-drive system Jaguar has managed to reduce the impact on both fuel consumption and benefitin-kind (BIK) tax rates for company car drivers.

Naturally there's a 'penalty' for the additional hardware, which adds around 100kg to the kerb weight. However, figures remain competitive with those of direct rivals.

The Jaguar XE 2.0d 180 AWD emits 123g/km of CO₂ and returns an average 60.1mpg, yet can still reach 60mph in just 7.9 seconds. The larger XF manages a respectable 129g/km and 57.1mpg.

What's more AWD models still benefit from Jaguar's two-year or 21,000 miles service intervals and include a comprehensive three-year warranty.

With an abundance of awards between them, class-leading residuals and five-star Euro NCAP ratings, the XE and XF from Jaguar could be the perfect fit for your business.







VEHICLE LAUNCH GUIDE

Get the low-down on all the new cars and vans worth considering for your fleet this year





















































2017 LAUNCH GUIDE: FIAT/ALFA ROMEO/JEEP

FIAT PANDA

AVAILABLE: SPRING

PRICE: FROM £9,300 (ESTIMATED) CO2: FROM 95G/KM (ESTIMATED)

We're expecting to see the Panda undergo a refresh early in 2017, making its debut at the Geneva motor show in March, and going on sale later in the spring.

Changes will be fairly subtle and in line with some of the revisions to the 500 range just over a year ago.

This will mean small efficiency gains compared with the current model, a new-look front and rear, and an updated infotainment system.

Like the current version of the car, we only expect diesel to be offered with four-wheel drive variants. The petrol two-cylinder twin-air will offer reduced sub-100g/km CO₂ emissions.





JEEP COMPASS

AVAILABLE: LATE 2017 PRICE: FROM £20,000 (ESTIMATED) CO2: FROM 110G/KM (ESTIMATED)

Jeep is one of the few iconic SUV brands, and, like Land Rover, it is slowly beginning to adapt to the evolving market where an increasing number of customers want the appearance of a 4x4, but with the driveability and running costs of a typical family car.

A few years ago it updated the Cherokee, with versions that were only available with twowheel drive. And in 2015 it launched the compact Renegade, where two-wheel drive versions dominate both the range and sales.

However, being Jeep, customers can also choose variants that are capable of tackling the most difficult off-road terrain.

Between these two models there is a gulf in the Jeep line-up, where vast numbers of cars are sold in Europe.

There is no Jeep that is a direct rival for the Nissan Qashqai and Ford Kuga.

This void will be filled in 2017 by the new Compass, targeting the sector favourites and offering a brand that has considerable heritage in producing 4x4s.

We don't know much about the car yet, or at least how the European line-up will look. But we can make some educated guesses.

We think there will be a choice of diesel engines, including a 120PS 1.6-litre, and 140PS and 170PS 2.0-litre variants. This will allow the Compass to cover a similar range of power options to the Tiguan.

We also believe the 2.0-litre variants will be offered with four-wheel drive - optional on the 140PS engine and standard on the 170PS. Petrol options are likely to be turbocharged 1.4-litre MultiAir engines starting at 120PS.

Transmission options will be a six-speed manual or a nine-speed automatic, and while four-wheel drive versions of the Compass will be very capable off road, we expect a more overtly rugged Trailhawk version, with extra off-road capability, to be offered.

FIAT 500L

AVAILABLE: AUTUMN

PRICE: FROM £14,000 (ESTIMATED) CO2: FROM 99G/KM (ESTIMATED)

Four years on from its UK introduction (and five years after production began) we can expect to see a facelifted Fiat 500L in the second half of 2017.

Although the basic shape of the current offering will be maintained, the appearance will be revised and include LED daytime running lights as an option for the first time.

We are also likely to see a new instrument panel with the TFT display from the 500X, and other new interior features and technology.

There should be some improvements in fuel efficiency that could bring diesel versions of the 500L below 100a/km for the first time, while the petrol engine line-up will benefit from the addition of turbocharged MultiAir engines.



ALFA ROMEO STELVIO

AVAILABLE: LATE 2017 PRICE: FROM £35,000 (ESTIMATED) CO2: FROM 139G/KM (ESTIMATED)

SUVs have become such a success with car buyers that even brands associated with sports cars and sports saloons are now introducing their own.

In 2016 we witnessed the first Jaguar, Maserati and Bentley SUVs, and in 2017 Alfa Romeo will launch the Stelvio.

Similar in size to the Jaguar F-Pace and the Porsche Macan, Alfa Romeo hopes the Stelvio will contain the right balance of responsive handling, a premium feel and Italian character to lure drivers away from other crossovers in the £30,000-£50,000 price bracket.

The Stelvio will share engines and transmission with the recently introduced Giulia saloon, so that means a 180PS diesel will be the most likely choice for UK customers.

However, it made its motor show debut in Los Angeles in November 2016 as a Quadrifoglio Verde, or Cloverleaf, with the same 510PS turbocharged V6 petrol engine as in the high-performance variant of the Giulia.

As the Giulia hasn't been engineered for manual transmission in right-hand drive markets, we expect the Stelvio to only be offered with an eight-speed automatic transmission in the UK.

We also think its off-road ability will be more than most customers need, but unlikely to be able to compete with more authentic 4x4s when it comes to difficult terrain.



Francis Bleasdale, fleet and remarketing director, FCA Fiat Chrysler Automobiles UK



FCA Fleet and Business will be even stronger in 2017, as we build on the vast improvements already made to our operations and product. We will provide every company vehicle user or fleet operator with an unrivalled choice of exciting vehicles combined

with low running costs and excellent service.

2016 was a year of major change. Notably, we scaled up our operation, working closely with industry influencers to deliver the services and products that customers really desire. We also focused on making our vehicles as accessible as possible to customers.

And it worked, with us significantly outpacing market growth. The Fiat Tipo and Alfa Romeo Giulia are entering the first full year of sales with further expansion of the model ranges including speciallydeveloped, business-focused editions which we expect will lead to a great deal more growth in the year ahead.

"We will place great emphasis on fine-tuning our already competitive TCO position

Additionally, we are poised to add to our extensive product range with the UK launch of the Alfa Romeo Stelvio SUV and the all-new Jeep Compass. With these exciting arrivals, we will widen the appeal of our multibrand range, enter new fleet segments and continue to provide business customers with distinctive vehicles that appeal to the head and to the heart.

As with 2016, FCA Fleet and Business will place great emphasis on fine-tuning our already competitive total cost of ownership (TCO) position, ensuring all customers, no matter their size or requirements, benefit from a cost-effective fleet partnership.

As part of the sizeable growth of our UK fleet operation, we have introduced dedicated TCO specialists, the result being that customers are already reaping the financial benefits of lower running costs.

So, while 2016 was an excellent year for any business customer considering an FCA vehicle, I can assure them that 2017 is set to be even better.







FCA FLEET & BUSINESS





Contact the FCA Fleet and Centre on 0808 168 6428

FIESTA

AVAILABLE: AUGUST
PRICE: FROM £11,000 (ESTIMATED)
CO2: FROM 82G/KM (ESTIMATED)

The UK's best selling car undergoes a major revamp for 2017, which will see it move upmarket.

The Ford Fiesta has been number one in the overall UK registrations charts throughout every full year of the current model's lifecycle, and it's a popular car globally.

Perhaps it makes sense, then, that Ford has left the basic shape alone and focused on repurposing the car and introducing new technology.

Ford is calling it the world's most technologically advanced small car, with new driver assistance features, improving convenience and safety, while the new interior features a large dashboard-mounted touch-screen.

Sensors monitor up to 130 metres ahead to help detect pedestrians in the road, even at night, while it will also be offered with full steering assistance when parking as well as automatic braking in parking manoeuvres if necessary.

Other features new to the Fiesta will be automatic dipping main beam, rear cross traffic alert and traffic sign recognition, among a total of 15 driver-assistance technologies.

Like other models in the Ford range, the new Fiesta will be offered with a sporty ST Line variant, with styling mimicking the more aggressive looks of the hot ST cars in the company's line-up.

In the Fiesta, this includes unique alloy wheels and designs for the grille, front and rear bumper and side-skirts.

The interior features sports seats, alloy pedals and a flat-bottomed steering wheel, while the driving experience is enhanced with sports suspension.



But for ultimate luxury, Ford will also be adding a Vignale variant to the Fiesta range, following the introduction of the range-topping line to the Mondeo, S-Max, Edge and Kuga. This will come with its own 18-inch alloy wheel designs, exclusive exterior detailing and colours, and hexagonal-quilted, 'tuxedo-stitched' leather seats.

Most engines will carry over from the current model, including the 1.0-litre Ecoboost with power outputs up to 140PS. A new version of the 1.5 TDCi, producing 120PS, will also become available, making it the most powerful diesel Fiesta to date.

When Ford reveal the new-look Fiesta, it

included a Titanium model, although there will also be Zetec and entry-level Style variants. Ford says almost half of Fiestas sold in Europe this year were in the Titanium grade, and it expects these higher trim levels, along with ST Line and Vignale, to be popular.

One of the reasons could be that since the Ka was replaced by the larger Ka+ at the end of 2016, many customers could be looking at the smallest Ford model to replace their B-sector car in future, while the new Fiesta could be poised to attract more user-chooser business, and customers that might previously have been considering a Mini or Audi A1.



KUGA

AVAILABLE: EARLY 2017 PRICE: FROM £20.845 C 0 2: FROM 115G/KM

Ford begins 2017 rolling out the facelifted Kuga model, which was unveiled at the 2016 Geneva motor show, receiving a new look and new technology.

CO2 emissions are reduced to 115g/km for the 120PS front-wheel drive diesel, falling a benefit-in-kind tax band from the outgoing version, while those models fitted with four-wheel drive benefit from a more sophisticated system that manages the torque sent to individual wheels more effectively.

It is also available with Sync 3, Ford's latest voice control system, which understands simplified commands, such as "I need coffee" or "I need diesel", and locates nearby facilities.

Kuga drivers can operate Sync 3's eight-inch touchscreen in the same way that they use their smartphones. A new interface features larger, easier to operate buttons and enables pinch and swipe gestures for the first time.

Also new to the revised Kuga are the ST Line, which features styling cues from sporty models in Ford's range, both inside and out, and the luxurious Vignale.

The unique grille and colour options plus high-end interior materials and hand-finished features are expected to satisfy demand for a model above the previously range-topping Titanium grade, which has traditionally had a strong take-up in the UK, and attempt to offer an alternative to premiummade models in this sector, such as the Audi Q3 and BMW X1.



FIESTA ACTIVE

PRICE: FROM £13,000 (ESTIMATED) CO2: FROM 100G/KM (ESTIMATED)

A new member of the Fiesta family will arrive at the end of 2017, taking advantage of an appetite for more rugged-looking vehicles.

The Fiesta Active is described as a 'crossover', taking the new model and adding raised suspension and a tougher look.

Sitting in the range as a bridge between the Fiesta and the compact Ecosport SUV, the Fiesta Active is the first in a new line of Active models from Ford. In future, we can expect to see similar treatment for other models in the Ford range, such as the estate versions of the Focus and Mondeo.



By Owen Gregory, director of fleet operations, Ford



2017 bears the hallmark of another very positive year for Ford in the UK, with yet more great new products to follow what we brought you in 2016 - the brilliant new Focus RS, KA+, the ST-Line series and the superb Dagenham-built EcoBlue engine for

Transit and Transit Custom.

The next step this year for Transit front-wheel drive and Transit Custom models with the EcoBlue engine will be the availability of a smooth and efficient six-speed SelectShift automatic transmission.

We are also launching a specially developed new rear air suspension for Transit Custom and Tourneo Custom passenger-carrying variants – and we are making intelligent all-wheel drive available in our 'big' Transits to deliver class-leading traction and driving dynamics with reduced cost of ownership.

"We anticipate emissions from just 82g/km CO2 for the expanded Fiesta range"

The next-generation Fiesta will add an exciting new chapter to the Fiesta story, with the most comprehensive range of driver assistance technologies and connectivity features ever seen in a volume small car in Europe, together with Fiesta's first high-power diesel powertrain.

In addition to compelling fuel economy across the range, we anticipate emissions from just 82g/km CO2 for the expanded Fiesta range, which will include upscale Vignale, sporty ST-Line, stylish Titanium and the Fiesta Active crossover model.

Last, but certainly not least, is the new Ford Kuga, which will deliver an even more technologically advanced, refined and affordable SUV, offering up to 64.2mpg and 115g/km CO₂.

SUVs and crossovers have increasingly become viable alternatives for fleets to traditional car segments and, in



fact, for a number of years Kuga has performed more strongly on residuals mainstream segments.

For more on any Ford Fleet products or services call the Ford Business Centre on 03457 23 23 23, email ftinform@ford.com or visit ford.co.uk/fordfleet

CIVIC HATCHBACK

AVAILABLE: MARCH

PRICE: FROM £17,500 (ESTIMATED)
CO2: FROM 89G/KM (ESTIMATED)

Honda will be launching its most important fleet model this spring as the Civic enters its 10th generation.

The latest Civic uses a new platform that provides the car with a wheelbase 30mm longer than the outgoing model, and a choice of new turbocharged petrol engines replacing the previous normally aspirated motors.

Narrower windscreen pillars and a lower dashboard top help improve forward visibility and have allowed Honda to lower the position of the front seats, which also have greater forward and backward movement compared with the outgoing model.

The Civic hatchback, which will be produced in the UK for global markets, is the first model in Europe to offer Honda's 1.0-litre three-cylinder and 1.5-litre four-cylinder petrol turbocharged engines.

Honda claims that the three-cylinder 1.0-litre VTEC turbo unit offers a significant improvement in everyday driveability compared with the 1.4-litre engine it replaces, thanks to greater torque at low- and mid-range engine speeds. Maximum torque is 200Nm for the six-speed manual and 180Nm for the CVT, while maximum power is 129PS.

Fuel efficiency for the manual version is estimated at around 61mpg with CO₂ emissions of 105g/km.

The larger four-cylinder 1.5-litre VTEC turbo engine provides substantially greater performance – in power and torque – over the previous Civic's 1.8-litre VTEC. Maximum power is 182PS with 240Nm for the six-speed manual (CVT 220Nm).

CO₂ emissions are estimated for the manual version at around 115g/km with fuel consumption of 57mpg.

The diesel engine will be the 120PS 1.6 i-DTEC one available in the current model, although we expect CO₂ emissions to be slightly lower than the current model's 94q/km and fuel economy to be slightly improved.

A new suspension system, as well as a lower centre of gravity promise to make the new model more responsive and agile than its predecessors, as well as provide greater comfort.

Two generations ago, the Honda repositioned the Civic's fuel tank under the cabin floor to maximise luggage space, and this version offers luggage space among the best in class at a minimum of 478 litres.

The Honda Sensing suite of active safety and driver assist technologies will be specified across the new Civic range. Honda Sensing is among the most comprehensive suites of safety technologies in its class. It uses a combination of radar and camera information, plus a host of hi-tech sensors to warn and assist the driver in potentially dangerous situations.

The Honda Sensing suite of active safety technologies will be standard, including autonomous emergency braking, lane departure warning and road departure mitigation (which uses data from the windscreenmounted camera to detect whether the car is veering off the road, then applies subtle steering corrections to keep the vehicle in its lane, and, in certain situations, can also apply braking force).

Similar technology provides lane-keeping assistance, while the Civic will also feature adaptive cruise control, as well as technology to react progressively to other vehicles 'cutting in' ahead on motorways.

It can also combine traffic sign recognition with cruise control to automatically adjust the car's speed to remain within the legal limit after entering a lower speed zone.

Other technology available includes rear cross-traffic alert and a multi-view camera system for reversing.

There's no news on whether we will see an estate version of the Civic in 2017, but, as it's a popular model, it is likely to follow the hatchback during this car's lifecycle.







The 10th generation Civic will contain numerous new features

CLARITY FUEL CELL

AVAILABLE: SUMMER
PRICE: £60,000 (ESTIMATED)
CO2: 0G/KM

Honda will finally be launching a hydrogen fuel cell car to the UK in 2017. The company has leased earlier versions, then called the FCX Clarity, in California for many years, where hydrogen cars qualify for substantial subsidies from the state.

It has even tried previous versions of the car, briefly, in the UK. And, while the infrastructure for hydrogen refuelling is still relatively sparse, there is growing interest and a small level of demand in areas where there are refuelling sites.

Hyundai and Toyota both launched fuel cell cars in 2015, with the Hyundai ix35 based on its medium SUV, and the Mirai saloon a bespoke design.

The Clarity will be the first production fuel cell car with the entire power-train under the bonnet, which improves packaging and provides a roomier interior.

Honda's own measurements also suggest a range of more than 400 miles from the Clarity, when refuelled with a charging pressure of 70MPa.

In Europe, Honda will be introducing the Clarity Fuel Cell to a limited number of European markets through the HyFive programme to promote the development, use and viability of a hydrogen refuelling infrastructure.

Together with industry partners, Honda is looking to gather real world user experiences of fuel cell vehicles and the use of hydrogen refuelling stations.

CARMAKER'S COMMENT

Phil Webb, head of cars, Honda UK



2017 will see Honda continue its resurgence in the UK with the launch of the next generation Civic arriving on fleets from March. Built in Swindon and exported on a global basis, the 10th generation Civic represents the largest single model

development programme in Honda's history.

It also represents a step change for the Civic as a car, with the new version being longer, lower and wider than its predecessor and with a lower centre of gravity. Couple this with a lighter and significantly more rigid structure, and the 10th generation Civic is a very different driving experience from the outgoing model.

"We are confident the new Civic will make a great addition to the shopping lists of both fleet managers and user-choosers"

Having been unveiled at the Paris Motor Show, the Civic is a completely new car engineered from the ground up and will initially be available with a choice of 1.0- and 1.5-litre VTEC TURBO petrol engines with either a six-speed manual or CVT transmission, with the diesel version following later in 2017.

And with the 1.0-litre engine producing just 104g/km CO₂ and from 60.1mpg, it makes the new Civic a strong contender for fleet driver shopping baskets.

Indeed, internal test data shows the efficiency of the 1.0-litre VTEC TURBO with CVT exceeds most 1.0-litre competitors with automatic gearboxes, while maintaining similar performance. While benefit-in-kind (BIK) rates have yet to be determined for the new Civic, this efficiency can only help reduce the all-important BIK and, therefore, company car tax rates.

We are confident the new Civic will make a great addition to the shopping lists of both fleet managers and user-choosers.

HONDA

The Power of Dreams

RENAULT ZOE ZE40

AVAILABLE: EARLY 2017

PRICE: FROM £22,345 C02: 0G/KM

One of the EV pioneers in the UK gets a useful revision for 2017 with a longer range. The Zoe will be available with a new variant capable of covering greater distances on a single charge.

With a range of up to 250 miles on the official test cycle, the new Zoe ZE40 has the longest range of any battery electric vehicle less than £60,000. Renault says real world range with the new battery, dependent on use and weather conditions, will vary between 124 and 186 miles, making it much more usable than the existing version, which will remain on sale alongside.

The Zoe remains eligible for the maximum plug-in car grant, currently set at £4,500, and customers can choose either to buy the car outright or, to ease the burden on cashflow, lease the battery separately from the car.





RENAULT TWINGO GT

AVAILABLE: EARLY 2017 PRICE: £13,755 CO2: 115G/KM

Like other models in the Renault range, the Twingo will be offered with a GT version in 2017 – quicker than the mainstream models, but a step down from a full-on Renaultsport-engineered variant.

Its 898cc turbocharged petrol engine has been tuned to deliver 110PS and 170Nm torque thanks to a revised air intake system and modified engine mapping, while different gearing further contributes to the new car's boosted performance figures.

The Twingo GT's chassis features revised suspension, specific ESP calibration and variable-rate steering. The result is expected to be sharper handling and responsive steering feedback for precise cornering and improved road holding.

RENAULT CAPTUR

AVAILABLE: SUMMER 2017
PRICE: FROM £15,000 (ESTIMATED)
CO2: FROM 90G/KM (ESTIMATED)

Renault will unveil a revised version of the Captur compact SUV at the Geneva motor show in March. We haven't seen the new version yet, but we think it will take on the look of the Kadjar and Koleos SUVs, and we would also expect some technology updates, bringing it in line with newer models in the range.

It's also likely that Renault will have worked to cut CO₂ emissions where possible, potentially bringing the current lowest rating of 95g/km for the 90PS 1.5 dCi even lower.





RENAULT KOLEOS

AVAILABLE: SEPTEMBER 2017
PRICE: FROM £28,000 (ESTIMATED)
CO2: FROM 130G/KM (ESTIMATED)

Buoyed by the success of the Kadjar medium SUV, Renault is launching a large SUV in 2017 called the Koleos.

It might use the same name as a previous 4x4 model, but it is different in every respect and aims to take on cars such as the Ford Edge, Hyundai Santa Fe and Škoda Kodiaq.

It will also have the distinction of being the only large Renault to be sold in the UK: the Talisman upper-medium saloon and estate as well as the Espace MPV (models occupying declining sectors) are only available in left-hand drive markets.

But the growth of the SUV sector in the UK, as well as a positive performance by the Kadjar has given Renault the confidence to produce the car for British customers.

Little is known about specification, but we expect it to be offered with 130PS and 160PS 1.6-litre diesel engines, and four-wheel drive making it capable of some decent off-road ability.

RENAULT KANGOO ZE VAN

AVAILABLE: SPRING 2017
PRICE: £23,000 EXCLUDING VAT

(ESTIMATED) CO2: 0G/KM

Like the Zoe, with the new ZE40 edition, the electric Kangoo van, which is being unveiled at the Brussels motor show will also get a range boost in 2017. The available range (according to the official test cycle) will increase from 106 to 168 miles.

This would open the possibility of running an electric small van to many more fleets that might have been put off by the original model's lower potential range.



RENAULT ALASKAN

AVAILABLE: LATE 2017

PRICE: FROM £22,000 EXCLUDING VAT

(ESTIMATED)

CO2: FROM 165G/KM (ESTIMATED)

Renault will be entering a new sector of the LCV market in 2017 with the Alaskan pick-up truck.

Based on the Nissan Navara, the Alaskan has unique styling and will be offered as a well-equipped double-cab, with a one-tonne payload.

UK specifications are to be decided but the Alaskan will share the Navara's diesel engines, a 2.3-litre four-cylinder with 160PS or 190PS outputs, and a choice of six-speed manual or seven-speed automatic transmission.

Renault LCV know-how will ensure the Alaskan is available with a range of conversions and accessories for different business roles associated with pick-up trucks.

Off-road capability will be boosted by the availability of an 'electronic limited-slip differential', using braking sensors that constantly monitor wheel speed. Whenever the system detects that one of the axle's two wheels is rotating faster than the other, the brakes are briefly applied to slow the faster wheel for improved traction, greater cornering stability and a safer feel.

It will also feature hill-start assist and hill descent control.



CARMAKER'S COMMENT

By Mark Dickens, head of fleet sales operations and remarketing, Groupe Renault



2016 has been another busy year for Renault UK. Sales have accelerated 12% on 2015, with local fleet sales up 33% year-on-year – a direct result of the added investment into the dealer and fleet network alongside our ever-expanding

portfolio of fleet vehicles.

Renault's fleet offering continues to accelerate at pace; in the past six months alone we've introduced four all-new models, including Mégane, Mégane Sport Tourer, Scénic and Grand Scénic, establishing Renault as a key fleet partner. And it doesn't stop there. 2017 will see the launch of the all-new Koleos, Alaskan, and the dCi 110 Hybrid Assist engine across our C segment range – two remarkable fleet vehicles alongside classleading fuel economy and efficiency.

"Our bespoke solutions for business customers will see further exciting growth in 2017"

In a van market that has seen marginal growth on 2015, our award-winning Trafic has continued to outpace the market with 23% growth on 2015. Additionally, our bespoke conversion range has seen 17% growth and a No 1 best-selling position for our Master wheelchair access vehicle.

Our bespoke solutions to business customers will see further exciting growth in 2017 through the introduction of new technologies including the 4x4 Master van and Enhanced Traction Systems.

In 2014, we set out to double our transacting fleet customer database by 2017 and we have exceeded this target a year early. We are proud our improvements have been recognised by *Fleet World*, awarding Renault the 'most improved fleet manufacturer' in 2016.

These are exciting times as we introduce 100% electric vehicles that have real world, everyday usability, right now – not in two, three of five years' time.

If you would like to discuss our range in more detail, get in touch with us at contactus@renault.co.uk, call the business hub on 0800 040 7344 or visit www.renaultbusiness.co.uk



KODIAQ

AVAILABLE: NOW
PRICE: FROM £21,495
CO2: FROM 131G/KM

Škoda has announced prices and specifications of its new large SUV, the Kodiaq, which is due to arrive in the UK early in 2017

Although it's based on the same platform as the Seat Ateca and Volkswagen Tiguan, it is slightly larger and is available with seven seats. The middle row seats are split 60:40, with an adjustable back rest as well as 18cm of lengthways movement.

The five-seat version has a boot volume of 720 litres to 2,065 litres, and if the optional folding passenger seat is chosen, the Kodiag can transport items up to 2.80 metres long.

The Kodiaq is available with a range of convenience and safety features, including trailer-assist, which can take control of steering during a reversing manoeuvre when towing, plus area view, which can provide a 360-degree view around the vehicle on the dashboard monitor to help with parking, or perhaps when driving slowly off road.

Autonomous emergency braking is standard on the Kodiaq, and can apply full braking in an emergency at up to 21mph if the driver does not act on alerts. The system can be complemented with new optional pedestrian detection technology.

Lane departure warning, lane-keeping assistance, blindspot warning and rear cross-traffic alert are all available on the Kodiaq, reducing the risk of collisions.

Driver alert detects signs of fatigue in the driver and prompts them to take a break. Emergency assist, available with DSG transmission, is a further function of the adaptive cruise control and lane-assist combination. Should the car detect the driver is unresponsive and is unable to drive, the system can bring the Kodiaq to a standstill.

Škoda Connect, which makes its debut on the Kodiaq, comprises two categories: Infotainment Online services provide more information and real-time navigation details; Care Connect provides remote access as well as assistance.

Infotainment Online includes online traffic information, which shows traffic flow on the chosen route in real time. Google Earth services (available for the higher-specification Columbus system) embed the route into a topographical view from Google; Google Street View (also on Columbus) displays a street view of the destination. Map updates as well as fuel prices, parking information, online news, weather information and 'My Points of Interest' services round off the infotainment package. Infotainment Online services are provided free for the first year after purchase and are available at an extra cost thereafter.

Emergency call after an accident is the most important feature of the Care Connect services: the emergency call (eCall) is sent directly to an emergency call centre when a restraint system is deployed. This comes as standard and is integrated into the Care Connect services. It also comes with a notification function for minor accidents as well as a breakdown call. Proactive Service is also included in the Care Connect services. When this is activated, all required data is sent to the garage ahead of a vehicle's service.

The Kodiaq will come with a choice of five engines, with few expected to choose the lead-in 125PS 1.4 TSI petrol engine. There is a 150PS version of the 1.4-litre petrol engine as well as a 180PS 2.0-litre TSI.

Diesels include 150PS and 190PS 2.0-litre TDI engines, with four-wheel drive available.







OCTAVIA

AVAILABLE: SPRING

PRICE: £16,500 (ESTIMATED)
CO2: FROM 90G/KM (ESTIMATED)

The Škoda Octavia begins 2017 with a new look and new technology, with revised front end featuring twin headlamps and a more prominent badge.

Both saloon and estate retain the same basic shape and still have class-leading luggage volume, with the hatchback offering 590-1,580 litres, and the estate providing 610-1,740.

New convenience systems are now available, including trailer-assist, which can steer the car during a reversing manoeuvre with a trailer or caravan. Autonomous emergency braking, which monitors the road ahead for obstacles, now detects pedestrians, too.

The parking-assist technology has been uprated, and the rear radar for blind-spot warning now detects approaching traffic when reversing from a car park space.

A customisable key, allowing multiple users to save their own vehicle settings, as well as a heated steering wheel and bottle holders that can grip the bottle while the cap is twisted open are also new for 2017, while the estate version features a removable torch in the boot.

The two TSI and two TDI engines available from launch in the UK are: 1.0 TSI 115PS, 1.4 TSI 150PS, 1.6 TDI 115PS and 2.0 TDI 150PS. For almost all engines in the revised Octavia, a DSG transmission with six or seven gears is available in addition to manual transmission.

The facelift has introduced new infotainment systems, with the optional top-spec Columbus now featuring a 9.2-inch display; the top system has a WiFi hotspot and, if desired, a SIM card module with an LTE (long term evolution) speed for an ultra-fast internet connection.

Škoda Connect is divided into Infotainment Online and CareConnect. CareConnect is available in all equipment variants of the revised Octavia.

CARMAKER'S COMMENT

By Henry Williams, head of fleet, ŠKODA UK



Here at ŠKODA, we have an experienced, professional team and the model range to meet your fleet requirements.

Customer satisfaction is our number one priority, and, as we

further refine our strategy in 2017, we will continue to develop our products, our team and our support functions to deliver excellent customer service across all fleet channels.

ŠKODA holds a distinctive position offering outstanding products that perfectly blend specification with value; excellent wholelife costs; an open and approachable team; and a style of operating that puts collaboration at the heart of all customer and partner relationships.

"We will continue to develop our products, our team and our support functions"

So while 2016 was a great year for ŠKODA, 2017 is set to be even more of a landmark. With the new Kodiaq SUV we are celebrating not just the launch of a new car but the introduction of a whole new market sector for the brand.

The Kodiaq, our first full-size SUV, builds on the 4x4 experience gained with the Yeti, Scout and Octavia 4x4.

Customer response to the new Kodiaq has been overwhelmingly positive, and with the SE Technology model tailored specifically to the needs of the business driver, we are confident the Kodiaq will appeal greatly to fleet customers with its imposing styling and practicality.

For 2017, we're also announcing extensive improvements to the best-selling Octavia range.

Stylish new looks inspired by the new Kodiaq and a host of tempting equipment upgrades bring the Octavia right up to date alongside the Kodiaq, Superb and Fabia.

You can read more about our exciting new models in this issue of *Fleet News*.



C-HR

AVAILABLE: EARLY 2017 PRICE: FROM £20,995 CO2: FROM 86G/KM

Toyota will be adding a medium-sized crossover to its range early in 2017, giving it a desirable rival to popular user-chooser cars such as the Nissan Qashqai and Kia Sportage.

The C-HR has a unique weapon – a petrol-electric hybrid powertrain that delivers class-leading low CO₂ emissions. There will be two choices: the entry-level 1.2 turbocharged three-cylinder petrol engine producing 116PS, with CO₂ emissions from 134g/km, and the Prius-derived 1.8-litre petrol-electric hybrid offering a combined power output of 122PS, with CO₂ emissions from 86g/km.

The front-wheel drive C-HR is another radical styling departure for Toyota, following the Mirai hydrogen fuel cell car and the 2016 Prius. Up to 2016, Toyota had often been criticised for having staid-looking models, but in the crossover sector in particular, there is room for more expressive and emotive design.

There will be no four-wheel drive version, as this sector of the market has a small take-up of 4WD models. In fact, the C-HR is far removed from typical 4x4 duty, although Toyota offers other models for businesses where towing and off-road work are priorities.





LEXUS LC

AVAILABLE: SPRING
PRICE: FROM £55,000 (ESTIMATED)
CO2: FROM 130G/KM (ESTIMATED)

Lexus will be entering the luxury coupé market in 2017 with the new LC, which offers a choice of V6 petrol-electric hybrid or V8 performance to match its looks

Unlikely to feature on many fleet choice lists, the LC performs the role of a halo model, encouraging some customers to choose a less expensive model in the range merely because it is associated with this flagship two-door 2+2 seater.

Fuel economy and CO₂ emissions are yet to be confirmed, but given Lexus can achieve 120g/km from a V6 hybrid powertrain in the RX large SUV, we could see something not too far removed in the LC.

The hybrid LC 500h offers 359PS as a combined powertrain output with acceleration from 0-60mph of 4.7 seconds, while the V8 LC 500 produces 477PS and will hit the same benchmark in 4.4 seconds.

Lexus has fitted a new 10-speed automatic gearbox to the LC 500, while the hybrid LC 500h uses a CVT with 10 artificial gear ratios set should the driver prefer a manual mode.

LEXUS LS

AVAILABLE: LATE 2017
PRICE: FROM £70,000 (ESTIMATED)
CO2: FROM 120G/KM (ESTIMATED)

Unveiled in Detroit earlier this month, the new LS will be the fifth generation of the car Lexus launched with in 1989.

Unlike the current version, whose V8 hybrid model is an alternative to high-end V12 petrol-engine rivals, we expect a V6 hybrid to offer a realistic alternative to six-cylinder diesel luxury saloons.





PRIUS PLUG-IN

AVAII ABIF: SPRING PRICE: FROM £33,450 CO2: 22G/KM (TARGET)

A year after the fourth-generation Prius made its UK debut, we can expect to see the latest version of the Prius Plug-in. As well as taking on the latest Prius's radical looks, the new plug-in hybrid has a substantially revised powertrain, allowing it to travel greater distances in EV mode.

The larger battery gives the new car the potential to travel more than 30 miles on its plug-in charge – double the distance of its predecessor – according to the official test cycle. Although the battery has also doubled in size, its weight had only increased by half, thanks to improvements in technology.

It also features new technology – a solar roof that extends EV range, and a new energy-saving air conditioning system, ensuring drivers travel as far as possible without needing the engine.

The solar roof can add three miles a day to the driving range using daylight, while the air conditioning system will heat the cabin without needing to start the engine, and works far more efficiently than previous systems, reducing drain on the battery and EV range.

We expect the Prius Plug-In to follow its conventional hybrid sibling and feel a lot more responsive and engaging on the road too.



LEXUS IS

VAILABLE: SPRING

PRICE: FROM £30.000 (ESTIMATED)

CO2: FROM 97G/KM

Lexus unveiled a revised version of its IS saloon in Paris last October, and this new model, with improved technology and reduced CO2 emissions, will arrive in the UK in the spring.

The basic design remains as in the current model (pictured), although new headlight and rear light clusters distinguish the updated one, along with a different bumper and air intake design. Inside, the multimedia display screen has grown, and a new high-resolution monitor provides a clearer view of functions.

The IS 300h hybrid, by far the most popular variant, benefits from slightly lower CO2 emissions, with a range best of 97g/km instead of 99g/km, which isn't enough to bring it down a BIK tax band, but equates to an official combined fuel economy figure of 65.7mpg.

The new IS adopts Lexus Safety System+, a set of active safety technologies designed to help prevent or mitigate collisions in a wide range of traffic situations. There are also revised chassis and steering settings to improve responsiveness and feel on the move.

CARMAKER'S COMMENIT

Neil Broad, general manager, Toyota & Lexus Fleet



Toyota & Lexus Fleet has never been afraid to break with convention – and customers have endorsed our bold, independent-minded approach. It's no coincidence more than 10 million drivers worldwide now choose to run a Tovota or Lexus

hybrid. Our latest hybrid range now extends to 16 models and covers every vehicle segment – including, with the new LC hybrid, those demanding luxury dynamic refinement.

A hybrid fleet is cleaner, greener and cheaper to own and run than equivalent diesel models. Business clients cut their emissions, whole-life costs, company car tax and national insurance; their drivers pay less personal tax for benefit-in-kind (BIK).

"The financial and environmental savings of switching to petrolhybrid are here to stay

Orders have begun for the new Toyota C-HR. This bold, fresh take on crossover design also boasts an efficient, full-hybrid powertrain. CO₂ emissions are as low as 86g/km – unrivalled within the segment and ensuring BIK is just 15%. With crisp, nimble handling,

C-HR returns up to 78mpg combined.
All car enthusiasts will love the incredible new V8-powered Lexus LC 500 and petrol-hybrid V6 LC 500h. Our Lexus flagship coupé launches this spring.

We're delighted to announce the all-new Toyota PROACE and Hilux commercial vehicles – complete with a five-year/100,000 mile warranty just like our cars. Various bodystyles, wheelbases and lengths create whatever PROACE panel van drivers need. Hilux, Britain's best-selling pick-up, gets even tougher, stronger and more capable off-road.

Once again our pioneering vehicles and environmental credentials have won yet more awards and accolades. Recent additions include Low Carbon Vehicle Manufacturer of the Year, Best Eco Car for the Toyota Prius from the Daily Telegraph, and World Green Car 2016 for the Toyota Mirai.

The financial and environmental savings of switching to petrol-hybrid are here to stay. Find out what they could mean for your fleet.

Book a test drive. Visit toyotalexusfleet.co.uk or call us on 0344 701 6186.





Toyota & Lexus Fleet

INSIGNIA GRAND SPORT

AVAILABLE: SUMMER

PRICE: FROM £22,000 (ESTIMATED)
CO2: FROM 95G/KM (ESTIMATED)

The Insignia elevated the image of Vauxhall when it replaced the Vectra in 2009, and the Insignia Grand Sport could be poised to lift it still further.

Vauxhall is promising a safer, more spacious and more comfortable car than the outgoing model. The Insignia Grand Sport is wider and has a longer wheelbase, and features high-end technology new to Vauxhall.

There will also be improvements in fuel

efficiency – Vauxhall has managed to shed up to 175kg in weight compared to the current Insignia, and aerodynamics are also better.

It will be offered with an LED matrix headlight option, which provides improved night time vision as well as a function to automatically avoid dazzling road users ahead with the main beam.

Lane-keeping assist is available along with the lane departure warning system.

Also offered will be adaptive cruise control and rear cross-traffic alert, the latter warning of approaching vehicles when reversing out of parking spaces.

There is a new eight-speed automatic transmission option, as well as a four-wheel drive variant (initially only available with auto), which has torque-vectoring technology, adjusting the drive to individual rear wheels to improve traction and stability when cornering.



INSIGNIA COUNTRY TOURER

AVAILABLE: LATE 2017
PRICE: FROM £28,000 (ESTIMATED)
CO2: FROM 110G/KM (ESTIMATED)

The Insignia Country Tourer will offer customers the practicality of the Sports Tourer with the benefit of a more rugged body accessory pack, raised ground clearance and four-wheel drive.

Competing with cars such as the Volkswagen Passat Alltrack, Audi A4 Allroad and Subaru Outback, we expect the Country Tourer to be slightly more keenly priced compared with its rivals, but with all the capability.

It will benefit from the new eight-speed automatic transmission and fourwheel drive system, and should be far more fuel-efficient than equivalent versions of the outgoing model.





INSIGNIA SPORTS TOURER

AVAILABLE: SUMMER
PRICE: FROM £23,500 (ESTIMATED)
CO2: FROM 100G/KM (ESTIMATED)

The estate version of the Insignia will be launched this year, and will benefit from all the improvements to the Grand Sport (top of page), including reduced weight and better fuel efficiency.

The Sports Tourer is leaner than the outgoing model and will be roomier and more comfortable, with the same orthopaedically designed seats as the Grand Sport.

The new convenience and safety technology of the Grand Sport will feature, including OnStar connectivity and service assistant, which will include a concierge service, and allow up to seven devices to be paired to the WiFi.

We also expect the Sports Tourer to have a greater luggage volume than the outgoing version, allowing it to be more competitive with the many uppermedium estate cars that have greater carrying capacity.

GRANDLAND X

AVAILABLE: LATE 2017 PRICE: FROM £27,000

(ESTIMATED)

CO2: FROM 120G/KM (ESTIMATED)

Vauxhall will add a larger SUV to its range in 2017, effectively replacing the unloved Antara.

While Ford's Kuga has been a huge success, Vauxhall's equivalent model has lacked appeal, although the smaller Mokka has been very popular.

The new Grandland X is expected to provide a practical and stylish family car, with genuine 4x4 credentials for those customers that need it.

Other car manufacturers have been adding larger SUVs to their line-ups, including Renault and Škoda, so there is an opportunity for Vauxhall while this sector of the market continues to grow.

We expect the Grandland X to have a sophisticated feel, like the new Insignia, and include a number of hi-tech convenience and safety features.

Mainstream and premium-badge cars often compete on a more equal footing in the SUV sector when it comes to image and appeal, so the Grandland X could succeed in bringing more userchoosers to the Vauxhall brand.



GRANDLAND X

CROSSLAND X

AVAILABLE: SUMMER 2017 PRICE: FROM £17,000 (ESTIMATED) CO2: FROM 100G/KM (ESTIMATED)

The Crossland X joins Vauxhall's growing line-up of crossovers and SUVs. It will be more compact than its recently-launched sibling, the Mokka X, and targets families, while the Mokka X has more rugged appeal, with its all-wheel-drive capability and larger wheels.

The Crossland X will offer "high degrees of practicality and flexibility", according to Vauxhall, with a 410-litre boot which extends to 1,255 litres when the rear seats are folded.

Both Crossland X and Mokka X sit below a new, larger SUV model, the Grandland X, which will be launched later this year (see above).

Since 2012, Vauxhall has sold more than 120,000 units of the Mokka (now replaced by the Mokka X). Crossland X should bring further growth when it goes on sale this summer.

'Crossland X is as multi-talented as it is stylish," says Rory Harvey, Vauxhall's chairman and managing director. "It will appeal to buyers with families who demand agility and convenience in urban driving, but with enough comfort and performance to cover long distances at the drop of a hat. Our customers' expectations are changing, so the timing is perfect for an additional model which caters for a new breed of buyer."



The Crossland X is multi-talented and stylish

By James Taylor, fleet sales director, Vauxhall



2016 was a tremendously successful vear for Astra as it gained praise across the industry for its class-leading wholelife costs and remarkable levels of standard technology. Awards included the prestigious European Car of the Year

2016 and Fleet News Best Lower/medium Car.

We look forward to continued success in 2017 with the launch of five exciting new models starting with the impressive new Insignia, known as new Insignia Grand Sport. It will be the new flagship of our range and we're confident it will become a firm fleet and company car driver favourite. It's set to challenge our premium rivals with a stunning coupe-like silhouette and the latest safety and connectivity technology as standard. Offering plenty of efficiency, space and style, it's the complete package for your business and drivers.

"We look forward to continued success in 2017 with the launch of five exciting new models'

New Insignia Grand Sport will be closely followed by Sports Tourer and Country Tourer models where the interior space has increased significantly, particularly in the rear cabin and luggage areas.

2017 will also see the launch of the new Crossland X and new Grandland X. They join the Mokka X to form our comprehensive offering for the popular SUV/crossover segments. These models will offer a blend of style, efficiency and comfort as well as strong performance to suit a range of business and driver requirements.

All new models will include our award-winning connectivity technology as standard. Vauxhall OnStar provides a 4G Wi-Fi hotspot and automatic crash response as well as stolen vehicle recovery technology and vehicle diagnostics at the touch of a button. It keeps your drivers safe and connected as well as enabling you to instantly track the health of your fleet.

This year, we will continue to deliver significant whole life cost savings, class leading technology and a fantastic range of car and commercial vehicle solutions to help us meet the individual needs of your business. Visit www.vauxhallfleet.co.uk for more information.



2017 LAUNCH GUIDE: AUDI/SEAT/VOLKSWAGEN

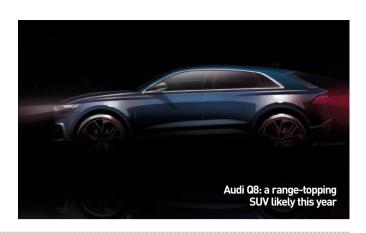
AUDI

The Audi range has grown dramatically over the past 20 years, but 2017 will most likely be a year where model lines are updated rather than new vehicles are introduced.

However, in the North American International Auto Show in Detroit this month, the Q8 concept shows Audi sees room for another SUV in its line-up, and we could see a production version before the end of the year.

The A5 Sportback is the first new Audi of 2017, a key model for user-choosers, combining the practicality of a hatchback with the looks of a coupé.

It is also likely that there will be a new A6 this year, as the current one is near the end of its lifecycle, and all its main rivals – the BMW 5 Series, Mercedes-Benz E-Class and Jaguar XF – have been replaced with new models within the past 18 months.





SEAT

The Spanish brand will introduce two important models in 2017, beginning with a new Ibiza, expected at the Geneva motor show in March.

The current model is in its ninth year on sale, so the fifth-generation Ibiza will be key in freshening up the Seat range.

The new Ibiza will be the first Volkswagen Group small hatchback to use the versatile MQB platform, so it arrives before new versions of the Volkswagen Polo, Škoda Fabia and Audi A1.

The second major new Seat in 2017 will appear later in the year and is a completely new car for the brand.

The Arona will be a compact crossover, based on the Ibiza, and similar in size to the Audi Q2. Although pictures haven't been revealed yet, we saw the final design last spring at a secret briefing. It combines the new Ibiza's design language with a more rugged look, and will be available with a wide range of customisable options, including a contrasting roof colour.

Engines and transmissions will be shared with the Ibiza, so three- and four-cylinder petrol engines, plus four-cylinder diesel, with manual transmission as standard and optional DSG.



VOLKSWAGEN

The biggest news from Volkswagen in 2017 is a major update for the seventh generation Golf.

A new petrol engine is likely to catch the attention of low- to medium-mileage drivers. This 1.5-litre turbocharged motor, with cylinder deactivation technology, offers lower CO₂ than the 1.4-litre engine it replaces.

The like-for-like replacement has 150PS, and similar CO₂ emissions, but there will be a 130PS version with Bluemotion badging, and CO₂ emissions of 104g/km, achieved through a hybrid-style extended coasting function.

While diesel and the plug-in hybrid GTE versions continue with little change in the engine specifica-

tions, the new version of the electric e-Golf is capable of travelling greater distances on a charge thanks to new battery chemistry.

It has an official range of up to 186 miles between charges, but Volkswagen claims a real world distance of 125 miles – a 50% increase over the outgoing model.

The Arteon will effectively replace the CC in the Volkswagen line-up, and the brand will be aiming to distance itself further from the Passat with a move upmarket.

More details will be revealed when the Arteon is unveiled at the Geneva motor show in March,



The Arteon concept – moving up market

but it retains the 'four-door coupé' silhouette of the CC although with a more dramatic styling departure from the Passat on which it's based.

A new, seven-seat version of the Tiguan will be launched in 2017, called the Tiguan Allspace. The car will be the only Tiguan for North America, and was unveiled in Detroit this month, but is larger than the version launched in Europe in 2016.

JAGUAR LAND ROVER

It's shaping up to be another lively year for Jaguar Land Rover on the back of a busy 2016 when it launched the F-Pace SUV, Jaguar's fastest-selling model to date.

We should see an estate version of the XF arrive on the market, still expected to use the Sportbrake name. In the same vein as its predecessor, it should be just as practical and elegant as rivals from BMW and Audi, although somewhat behind the Mercedes-Benz E-Class in outright luggage volume.

We will also see the new I-Pace EV concept at European motor shows, although the production version won't be launched until 2018.

There is a significant update for the Range Rover Sport this year, with the addition of fourcylinder diesel power for the first time, as well as semi-autonomous driving technology and an upgraded infotainment system.

The new engine, which made its Land Rover debut in the current Discovery late last year, will be badged SD4. It is a bi-turbo 240PS version of the 2.0-litre Ingenium diesel used in the Evoque and Discovery Sport.

For the Range Rover Sport, the new engine reduces CO2 emissions to 164g/km (internal data subject to official verification), with fuel combined cycle consumption of 45.6mpg.

The SD4 will also feature in the new Discovery, which is available from spring, where it produces figures of 171g/km and 43.5mpg.

We can expect this engine to be deployed in Jaguar models in due course, filling the gap between the 180PS version of the 2.0-litre engine and the 300PS V6 diesel, and expanding the range of lower CO2 options.







Infiniti had its most successful year to date in the UK in 2016 following the launch of the Q30 family hatchback and QX30 compact crossover.

It intends to launch a new crossover to replace the larger QX50 in 2017, following the unveiling of the QX50 concept in Detroit this month. The current QX50 is only available with a 3.7-litre V6 petrol engine and a 3.0-litre V6 diesel, both of which are too thirsty for customer tastes in most of Europe.

It's possible the new QX50 could share engines with the Q50 saloon and Q60 Coupé, which means four-cylinder petrol and diesel engines from Mercedes-Benz, or an in-house V6 petrolelectric hybrid as the high-performance model in the range.

Combined with an expanding UK dealer network and increased recognition from the Q30 and QX30, the new QX50 is likely to have far more appeal than the current model.



VOLVO

Volvo will be adding a new model to the '90' line-up of models this spring with the introduction of the V90 Cross Country.

Volvo was one of the first manufacturers to identify demand for an estate car with increased ground clearance and all-wheel drive, and the new V90, introduced in the UK last September, is the latest recipient of this treatment.

The V90 Cross Country will be offered with 190PS D4 and 235PS D5. both with allwheel drive. Manual transmission is standard for the D4 with an eight-speed automatic option; the D5 has automatic as the only transmission choice.

The car comes with various traction aids, including hill descent control, to ensure it keeps moving safely over difficult terrain.

The interior design reflects that of the V90. with clean, uncluttered lines and most functions accessible through the large tabletstyle touch screen.

Volvo recently confirmed that the V90 Cross Country would also be available in more sporty-looking R-Design variants.

Later in the year we should see a new XC60 from Volvo, replacing the long-serving current model. It will be the first model in the '60' range to enter a new generation, and should be followed by the S60 and V60 a year or so later. We can expect Volvo to integrate the interior styling and interface from the 90 models into the new XC60, as well as new styling characteristics such as the 'Thor's Hammer' LED daytime running light signature.



2017 LAUNCH GUIDE: BMW/MINI/MERCEDES-BENZ



MINI

A new Mini Countryman is available to order with UK deliveries beginning in February.

The car has more of an SUV identity than its predecessor. Competing with cars such as the Audi Q2 and Jeep Renegade, the second-generation Countryman features new engines and technology.

Larger and roomier than its predecessor, the Countryman will also be the first Mini to be offered as a plug-in hybrid.

The rear seat is split 40:20:40 with a base that can slide forward and backward to prioritise space either for passengers or luggage. The seat backs are also adjustable.

All engines are new to the Countryman, with a choice of a 136PS 1.5-litre three-cylinder turbocharged engine in the Cooper, and a 192PS 2.0-litre four-cylinder turbo for the

Cooper S. The Cooper D has a 150PS 2.0-litre engine, while the Cooper S D has a 190PS version.

The quickest version of the Countryman will be the Cooper S E plug-in hybrid, which has an electric motor driving the rear wheels while the engine powers the front ones. It has a total system output of 224PS and 385Nm of torque, allowing it to accelerate from 0-62mph in 6.9 seconds. It is able to travel up to 25 miles on its plug-in charge, and has CO₂ emissions of 49g/km.

The lowest CO₂ emissions of the conventional fuelled versions is 113g/km from the Cooper D.

Four-wheel drive is optional on all petrol and diesel variants of the new Countryman, and a number of popular option choices are grouped together in packs at lower prices than choosing the equipment individually.





MERCEDES-BENZ

With saloon and estate versions of the E-Class launched in 2016, other variants follow in 2017, starting with the E-Class Coupé, unveiled in Detroit earlier this month.

Already available to order from £40,135 for the 194PS E 220d, the new model is only available in the higher AMG Line grade. Standard equipment includes 19-inch five-twin-spoke alloy wheels, high LED headlights and tail lights, parking pilot including parking sensors and reversing camera, ambient lighting with a choice of 64 colours, 8.4-inch infotainment screen with Garmin navigation system (Comand Online

with 12.3-inch screen is standard on E 400 4Matic), split folding rear seats, autonomous emergency braking, steering wheel-mounted touchpads and heated front seats.

An E-Class Cabriolet is likely to also be unveiled in 2017 with sales beginning before the end of the year.

A year after the A-Class received its mid-lifecycle facelift, it's the turn of the A-Class-based GLA, which also made its debut at this month's Detroit motor show.

Updated styling and new technology feature in the revised model, as well as more powerful engine choices and improved fuel efficiency.

2017 LAUNCH GUIDE: CITROËN/PEUGEOT/NISSAN



PEUGEOT

In 2016, Peugeot reinvented the 3008 as an SUV. It's a move sure to improve the appeal of the model. This year it reinvents its seven-seat people carrier, the 5008, as a sevenseat SUV.

Visually similar to the 3008, the 5008 has a longer roofline to ensure it can accommodate passengers in the third row of seats and is 19cm longer than the 3008 overall.

Like the 3008, the 5008 will come with the latest version of Peugeot's i-Cockpit configurable digital instrument display. The digital display is

standard across the range and raised to a higher level than a conventional instrument panel, while the steering wheel is smaller and elliptical with a flatter top and bottom to improve steering feel and visibilitv.

Engines and transmissions will be shared with the 3008, including a 120PS 1.6 BlueHDi, and 150PS and 180PS 2.0 BlueHDi diesels. There will also be turbocharged 1.2 and 1.6-litre petrol engines. CO2 emissions for the 5008 start at 108g/km for diesel and 117g/km for petrol.

NISSAN

Nissan will be hoping the new Micra, labelled Gen5, will inject more personality into its small car line-up than the outgoing model which made sense on rational running cost terms but did little to appeal to drivers.

Due on sale in the spring, the new Micra is longer, wider and lower than its predecessor, and will launch with a 900cc turbocharged three-cylinder engine, also used by Renault, producing 90PS, and will later add a 73PS 1.0-litre petrol engine. A 90PS 1.5-litre diesel will also be offered in the Micra, but the UK engine line-up is vet to be confirmed. The current Micra was not available with a diesel in the LIK

The styling remains close to the 2015 Sway concept car, and improved aerodynamics should also lead to better fuel efficiency.

The Micra comes with technology to improve its on-road behaviour and aid driver convenience and safety.

These include around-view monitor to help with parking, lanekeeping assistance, blindspot warning, traffic sign recognition and automatic dipping main beam.





CITROËN

Citroën starts the year with a new C3, an important model it hopes will bring the car out from the shadow of the more popular DS 3.

The outgoing C3 was rather bland by comparison in a sector where cars can afford to be more emotive and expressive.

The new C3 has more distinctive styling, inspired by the C1 and C4 Cactus. It even comes with the Cactus's AirBump body protection, although it can be skipped as a no-cost option.

The five-door-only C3 is offered with a choice of three-cylinder petrol engines or fourcylinder diesels, although, given the type of car and expected use on fleets, it's likely petrol engines will be more appealing for business users.

The C3 comes with new safety features, including lane departure warning, blindspot alert and speed limit recognition system. Top models are also offered with a built-in dashcam called Connected Cam. While drivers can upload shots to social media channels via the Connected Cam app on their smartphone, it also saves video footage 30 seconds before and a minute after a crash.

Interestinaly. Citroën is still committed to the upper-medium sector, although the C5 is no longer on sale. At the 2016 Paris motor show it unveiled the CXperience concept, a large plug-in hybrid hatchback.

We're not expecting to see any Citroën plug-in hybrids on the market before 2020, although we might learn more about its plans to replace the C5 in 2017.

The company is trying to recapture its traditional values of simplicity, innovation and comfort, and a new large hatchback could be the showcase for a revitalised Citroën brand.

KIΔ

Kia's small car line-up will be replaced by new models in 2017, beginning with the Rio this spring.

The new model will be slightly larger and roomier than the car it replaces, and will be five-door-only in Europe.

Minimum boot capacity of 325 litres makes it one of the largest in its class, while leg room and shoulder room inside is also increased.

The Rio will gain a new petrol engine – the Hyundai-Kia 1.0-litre three-cylinder turbocharged unit will be offered. Diesel engines are carried over and are targeting sub-90g/km for CO₂.

It will also be available with Kia's ADAS (advanced driver assist systems), including autonomous emergency braking with pedestrian recognition, as well as a lane departure warning system.

Drivers will be able to integrate compatible smartphones with Apple CarPlay and Android Auto interfaces. Kia will introduce a new Picanto soon after, following its public debut at the Geneva motor show in March.

Revealed earlier this month in Kia's sports-inspired 'GT-Line' specification, the Picanto has a 15mm longer wheelbase (2,385mm to 2,400mm) and pushes the wheels further out into each corner for a more assertive stance.

The Picanto's colour options will be more vibrant, with a range of bold paint colours designed to make the car stand out.

Inside, Picanto's suite of comfort, convenience and safety features are contained in a new cabin design with a new 'floating' touchscreen infotainment system.

It is also claimed to have smarter packaging efficiency, with more cabin and cargo space than before.

Although it has a longer wheelbase than the outgoing Picanto, with shorter front and rear overhangs it maintains the current car's overall length.







SUZUKI

Suzuki has two main model launches in 2017, beginning with the new Ignis, a compact crossover with the footprint of a city car.

The Ignis isn't offered with a diesel engine, but it does have a variant with emissions below 100g/km, and even the all-wheel drive version achieves 106g/km. It's powered by a 90PS 1.2-litre petrol engine, which achieves 104g/km in standard form whether the standard or automatic is chosen, but is also available with Suzuki's mild hybrid system that manages to eliminate a few extra grammes of CO2.

The Ignis has a sliding rear bench that can vary the interior functionality to prioritise either rear passenger space or luggage capacity.

Suzuki will also launch a new Swift in 2017, expected to make its European debut at the Geneva motor show in March.

It is expected to be offered with the new 1.0-litre Boosterjet turbo engine as well as the 1.2-litre Dualjet offered in the current Swift, as well as the option of Suzuki's mild hybrid system to improve fuel economy and reduce CO₂ emissions.

HYUNDAI

Electric and hybrid versions of the loniq were launched in 2016, and a plug-in hybrid version follows this year.

It makes the lonic the only car on sale available with three different electrified powertrains.

Like the hybrid version, the loniq Plug-in will feature the new 1.6-litre direct injection petrol, four-cylinder engine with a thermal efficiency that matches the engine in the Toyota Prius. The engine alone delivers 105PS and 155Nm of torque.

The electric motor produces 61PS

and both units combined achieve 141PS. The battery capacity allows a range of up to 31 miles on a plug-in charge, and thereafter in the journey the Ioniq Plug-in behaves as the hybrid would, being able to recapture energy to return to the battery to be used over short distances.

Hyundai expects CO₂ emissions of 32g/km for the loniq Plug-in, ensuring its desirability for company car drivers. Prices will be announced closer to the model's launch, but it is expected to undercut plug-in hybrid versions of the Toyota Prius.





FNBG is a free members only service that combines the demand of hundreds of businesses like yours to deliver competitive prices for cars and vans from multiple vehicle suppliers competing for your business.

01733 213670 enquiries@fnbg.deals www.fnbg.deals





KELLY GROUP

'Our fleet success is down to our team philosophy'

Dedication of the team and close relationships with drivers are key forces behind award wins stretching back to 2005

By John Maslen

elly Group marked Fleet News Award wins stretching back more than a decade when it was named fleet of the year 1,001-plus vehicles last year. The long-term success of the business, which recorded its first win in 2005, is down to a company-wide recognition of the vital role that fleet plays and a focus on teamwork that encompasses everyone from management to drivers.

Larry McGrane, managing director of Kelly Fleet Services. who oversees the fleet and risk management team that supports more than 2,000 Kelly Group drivers, says: "There is very much a team philosophy here and our success in the awards is down to the dedication of all members of the team and our close relationship with drivers.

"Personal interaction with drivers is key and our success in running a safe and efficient fleet is because we talk to - and work with - them. We have a firm, but fair approach."

His views are supported by Dermot Coughlan, fleet director, who says: "We are all working to the same end to make the business as successful as it can be. There is a good team ethic and you get the feeling everyone is there for each other."

Fleet and risk management are interdependent, the team argues. The safety of drivers is central to the fleet's operation, which then helps drive efficiencies and savings ranging from reduced accident bills to lower fuel costs.

Coughlan says: "There are many overlapping areas. For

example, we purchase as many optional safety extras as possible such as lane departure warning and collision avoidance systems for cars."

Communication is vital, both for educating drivers and for generating new ideas and initiatives to maintain the fleet's award-winning standards.

"It is important to keep listening and learning. The Kelly Fleet Services team discusses ideas and looks for feedback internally and externally," he says. "If something suits us, we give it a go. For example, we have 2,000 people driving our vehicles and they may identify ways to improve the operation as they are on the road every day. Everyone has to work together to make change happen."

Fleet News: How has the fleet developed since the team last won in 2014?

Dermot Coughlan: Our investment in telematics has made a difference. Telematics has changed a lot, particularly in terms of cost, accuracy and contract lengths from suppliers. Suppliers are a lot more flexible and supportive, so we trialled several systems and found a company called Enigma. Once we decided we were going to introduce a system, we rolled it out very quickly to all vehicles over a two-to-three-month period. Overall, the focus is on the control of drivers so they are dealt with directly for non-conforming behaviour. This allows us better control, but it also means there is an independent, impartial approach, separate from the views of direct managers.

FN: How have drivers responded to telematics?

DC: To introduce telematics, you have to get buy-in and show that the focus is on making the fleet safer. We sit down with a driver and explain we are just concerned with making sure they get home safe to their families at the end of the day and, if they take our advice, based on our experience, then their chances of having an incident are

The system can track drivers, but the benefit is that we are able to actively adapt their schedules, so they aren't rushing between jobs. If a driver is stressed and under pressure, their driving becomes erratic and they can have

Using our system, we can substitute a driver who is closer to the job. A lot of elements of this business can be quite dangerous so safety is very much at the forefront of everything we do and that transfers to the fleet. Everyone has to work together to make change happen. There is a good team ethic and you get the feeling everyone makes sure they are there for each other.





FN: How did the fleet services team get management support for the introduction of telematics?

DC: The Kelly Group board needed to be confident in what we proposed so we underwent a detailed trial phase before the system was fully approved. Reducing risk to the business was a big element in their decision-making and with that came a big cost reduction through lower accident rates and reduced fuel costs. However, there are additional benefits. For example, we can measure how much fuel is in the tank and overlay that with how much is being bought. If anyone is overfilling for any reason you can address it.

FN: How does Kelly Fleet Services ensure it benefits from all the data generated by telematics systems?

DC: Over the past five-to-six years, our business has expanded its level of IT expertise. We have some very IT-literate staff who are comfortable dealing with 'big data'. They have also helped with the development of in-house apps for drivers. You need data to be able to manage and having more information allows you to make better business decisions. The data from the telematics system and the analysis it provides has meant that we have been able to reduce our insurance premium by 50%.

FN: The Kelly Fleet Services team has also worked to cut penalty charge notices. What initiatives were introduced?

DC: Kelly Fleet Services has two people working just on parking. There is a large focus on parking during driver induction covering how and where to park and other areas such as what lines on the road mean. If a driver goes to a job and is not sure, they ring us and we will make the decision for them. If they follow the process and still get a ticket, then we cover it. But if they don't, the ticket cost gets passed on to them. When we do get a penalty charge notice, if there are grounds for appeal, then we are quite successful if drivers have followed our procedures.

FN: Is educating drivers important in managing a fleet? DC: The team is always thinking ahead and assessing drivers

when they join to make sure we have the right person for the job. As people come into the business, it is just accepted that this is the way we do business. It can be slightly harder with staff who have been here for a long time, but we have got pretty much everyone on board. Eventually, after teaching and coaching, the process has to be 'do as we say, which we know is good for safety, or give us the keys'. Safety comes first. You need to get the message across clearly on day one about how we expect drivers to behave. You can't enforce behaviour unless you teach it first, so there is a lot of training and reminders.

FN: What plans does the team have for 2017?

DC: It will be focusing on improving safety by reducing the number of drivers who have been scoring amber for their driving in the past few months. We are also looking at introducing in-car cameras to help with driver education following incidents, as we will be able to walk them through what happened. We are also rolling out a new handbook and we have a lot of new engineers joining in the coming weeks so it is vital we get the message across right at the beginning that driving is a professional job and these are the standards we expect them to uphold at Kelly Group.

he challenges of fleet management are constantly developing and changing, which requires new innovations and ideas, particularly when it comes to maintaining the high standards that have been achieved. This all requires close teamwork, from the most senior managers to drivers who are starting their career with Kelly Group.

Coughlan adds: "Going forward, there is more to be done because attitudes to risk change and develop. We are looking at how to keep engaging with drivers to keep them focused on the importance of making safety a priority and thinking about the risks they take when they are driving. Drivers can slip back into dangerous habits or bad behaviour. People may have bad days, but our job is to make sure this is the exception rather than the rule."

FACTFILE

Car fleet size 270 Van fleet size 1,716 Replacement cycle (cars/vans) 4-5 years Funding method (cars/vans) Lease purchase Annual mileage 26 million Annual fuel spend £4m-plus

Judges'

Kelly has an excellent grip on costs. It sees the problems and identifies exceptional solutions that come from a position of intelligence, experience and a degree of trial and error. The company demonstrates an application of alternative ideas and is very strong on driver risk and safety. It is continuously improving and shows clear evidence of buy-in at all levels to new ideas.

SHELL CONCEPT CAR

An ultra-light, environmentally efficient petrol-fuelled three-seater

NEED TO KNOW

- Combined cycle fuel consumption of 107mpg
- 34% reduction in primary energy use over lifecycle
- Ultra-thin lubricant reduces engine friction by 20%

By Jonathan Manning

Iternative powertrains with zero tailpipe emissions may be a thing of the future, but what of today? The Shell Concept Car (nicknamed Project M) reveals how existing technology could improve fuel consumption and reduce CO2 output with an internal combustion engine.

While there may be consensus among politicians and vehicle manufacturers that all cars will eventually produce no exhaust gases, there's no agreement over when this day will (or should) come.

Optimistic forecasters suggest battery-powered cars may become cheaper than petrol- or diesel-fuelled vehicles by the mid-2020s. But a basic calculation indicates that the tipping point when more cars are powered by electricity than internal combustion engines seems decades away.

The statistics make depressing reading for green-minded decision makers. With an average vehicle lifespan of 14 years, only 7% of the vehicle parc is renewed each year. Consequently, even if every new car acquired from today were electric, it would be 2031 before this technology dominated the market

Yet the issues of climate change and local air quality have a pressing urgency today, which is where the Shell Concept Car comes into play. The project's mission statement was to create a city car in which three people can travel, that weighs less than 600kg (1,323lbs), returns more than 100mpg, and, importantly, costs less than \$10,000 (approx £8,150).

This was not to be a BMW i8 or Tesla rival, but a car that could provide environmentally efficient and affordable transport around the world, according to Bob Mainwaring, technology manager for innovation, Shell Lubricants.

The car's development has been a three-way collaboration between companies with a rich heritage in the rarified tech-

600kg

the upper weight limit aim of the Shell Concept Car

£8,150

target price of the concept car (US\$10,000)

nology world of Formula One: Shell, engine specialist Geo Technology and design and engineering company Gordon Murray Design. Together, they focused on every area of vehicle and engine design to develop the most efficient petrol-powered car possible, selecting the fuel because it's both affordable and accessible.

The result is the Shell Concept Car, which builds on Gordon Murray's radical T.25 city car concept unveiled in 2010. The new car, however, is lighter, more aerodynamic and, critically, brings new engine efficiency into play thanks to an ultra-light lubricant and a friction-free engine.

"We had an obsession with getting the weight down; 550kg is nearly half the weight of a pressed steel city car," said Mainwaring. Weight was stripped out by using an exo-frame and exceptionally light composite panels, a quarter of the cost of steel, and with a manufacturing energy cost of 60% less than steel. The interior of the car resembles the frame of a racing bicycle, with its use of recycled carbon fibre.

The final piece of the jigsaw was to make the 660cc engine as smooth running as possible, which explains Shell's involvement. By carbon coating the engine and using a newly formulated, ultra-thin lubricant, the oil giant was able to reduce friction within the engine by 20% – the gain is greatest at low temperatures when other oils would have a higher viscosity.

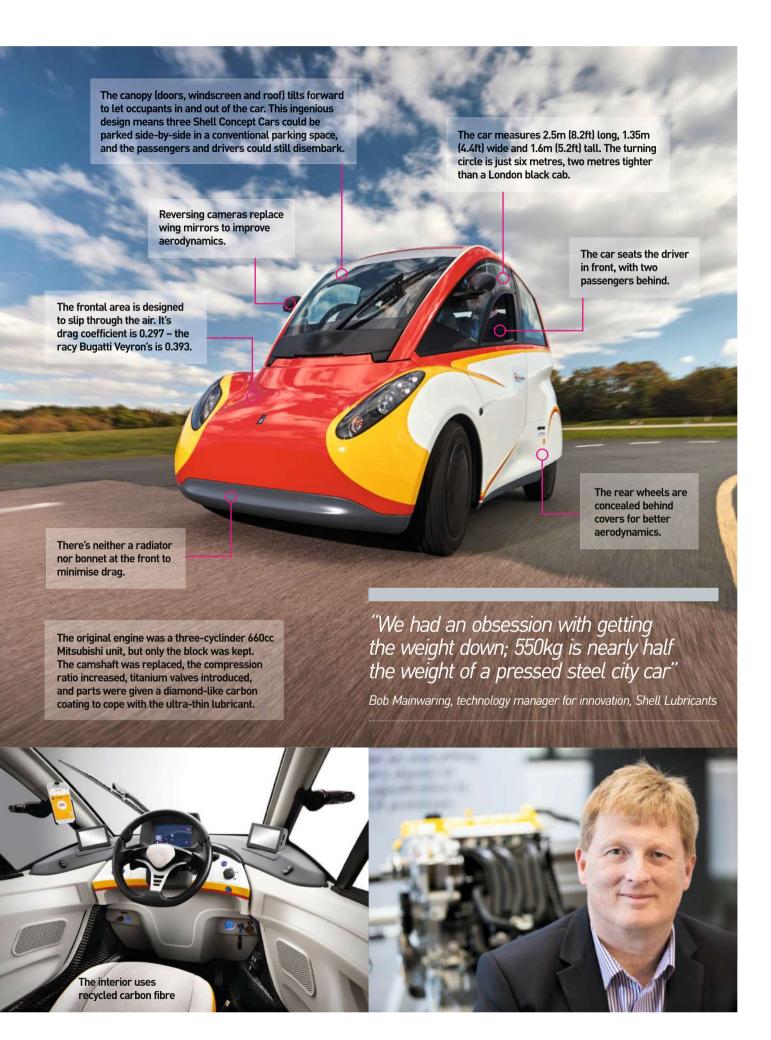
The result is a 7.1% reduction in CO2 emissions on the cold portion of the NEDC test cycle, and a 5% improvement on the combined cycle.

Were Project M ever to go into production, other low hanging fruit would further improve its fuel economy, including stop-start technology and a change in the gear ratios.

Even without these enhancements, the Shell Concept Car has been independently measured to achieve a combined cycle fuel consumption figure of 107mpg, and deliver a 34% reduction in primary energy use over its entire lifecycle when compared to a typical UK city car.

Mark Gainsborough, executive vice-president of Shell's global lubricants businesses, said: "This is a significant automobile engineering milestone. Insights gained from this project could be transformational in terms of how we address energy use in the road transport sector."





Revealed in Detroit: key cars bound for the UK

Simon Harris reports on the most eye-catching models featuring at the US show

etroit is to some diff is once a And it

etroit is the home of General Motors, Ford and Chrysler, and after some difficult years, the North American International Auto Show is once again a highlight on the automotive calendar.

And it isn't only the US domestic manufacturers that have something special - this year the Europeans, the Japanese and

the Koreans were out in force with important debuts in the US that will soon be heading to the UK.

On these pages we take a look at some of the key models which made their debut in Motor City and could be destined to join to your fleet over the next year or two

LEXUS LS

On sale Late 2017 Price From £65,000 (estimated) Key fleet engine 3.5-litre hybrid



The new Lexus LS is as sharp and distinctive as its predecessor was dull and anonymous, and while this can be a risky strategy in a sector dominated by mainly conservative designs, it could play to the company's advantage.

The latest model, unveiled as the LS 500 in Detroit, is expected to be offered with a petrol electric hybrid powertrain also used in the new LC coupé. The LS 500 uses a twin-turbo 3.5-litre V6 petrol engine, combined with a 10-speed automatic transmission.

The hybrid version, expected to be announced later this year, is likely to be competitive with V6 diesel luxury saloons on CO2 emissions, and unlike them, will not carry a 3% supplement on benefit-in-kind (BIK) tax.

The LS has already won an award for its interior design, and will be packed with technology, including Lexus Safety System+ with pedestrian detection and active steering. Lexus CoDrive semi-autonomous driving technology also makes its debut on the LS.

The car should be spacious, extremely refined and comfortable, with the wheelbase slightly longer than the LWB version of the current LS.

AUDI Q8 CONCEPT

On sale 2018 Price From £55,000 (estimated) Key fleet engine 3.0 TDI V6

Rather like the BMW X6 is to the X5, so the Audi Q8 will be to the Q7 when a production car based on the Q8 concept is introduced in 2018.

The SUV sector continues to expand, and as Audi strives to increase sales annually, it helps to move into new niches.

So the Q8 has a similar footprint to the Q7, but has a sleeker appearance with a lower roofline.

The show car is fitted with a petrol-electric plug-in hybrid powertrain, with an electric range of up to 37 miles, and a total system power output of 443PS.

We expect 3.0-litre TDI variants to be of greater interest to business users when the production car launches in 2018, although there would still be significant interest in a plug-in hybrid as a means of minimising BIK tax liability.

However, the show car is rated with CO₂ emissions of 53g/km, and we believe a sub-50g/km figure would have much greater appeal with businesses.



MERCEDES-BENZ E-CLASS COUPÉ



On sale Spring Price From £40,135 Key fleet engine 2.0-litre diesel (E220 d)

Mercedes-Benz continues to update the E-Class range with the new Coupé making its debut at Detroit, a year after the E-Class saloon was unveiled there.

An estate and All Terrain raised four-wheel drive version were also added to the range in late 2016.

The E-Class Coupé is launching with a choice of petrol and diesel models, and first deliveries of the two-door are expected in the spring. The key engine for business users will be the 195PS 2.0-litre diesel, which offers CO₂ emissions of 119q/km.

The coupé is available in AMG Line specification, which includes LED front and rear lights, 19-inch alloys, heated front seats, 8.4-inch infotainment screen with Garmin navigation (12.3-inch screen Comand navigation optional) and split/folding rear seats.

There are option packs that cluster key items of equipment together, including the £1,695 driving assistance package, which includes 'drive pilot' semi-autonomous technology, active brake assist with crosstraffic function and evasive steering assistance.

KIA STINGER GT

On sale October Price From £40,000 (estimated)

Key fleet engine None from launch; diesel expected later

Kia will be entering a new and perhaps unexpected market sector with the new Stinger GT saloon, confirmed for the UK later this year.

With rear-wheel drive and performance to rival hot versions of Audi and BMW saloons, the Stinger will launch with a turbocharged 365PS 3.3-litre V6 petrol engine, with a 255PS 2.0T variant, also announced in Detroit, expected to follow in 2018.

Kia executives did not want to discuss other possible versions, including a high-performance diesel, but the Stinger is likely to have a broader line-up than the two petrol engines announced at the show, including a diesel

The car will be low-volume in the UK, as it competes in territory where Kia is an unfamiliar brand, and until a diesel variant arrives it is unlikely to be attractive to many user-choosers.

But with Hyundai-Kia having poached one of BMW's top engineering bosses, Albert Biermann, in 2014, the Stinger is expected to offer an appealing package for driving enthusiasts.



BMW 530E IPERFORMANCE

On sale Now Price £43,985 Key fleet engine 2.0T hybrid

BMW's range of plug-in hybrid models will grow in March with the introduction of the 530e iPerformance saloon.

With a range of up to 29 miles on a charge and CO₂ emissions of 46g/km, it will compete with plug-in hybrid versions of the Mercedes-Benz E-Class (E 350e) and Volvo S90 (T8).

The engine and electric motor combined produce 252PS, and the car can be used in a choice of modes with the eDrive button, prioritising either electric power, engine drive, or an automatic setting allowing the car to deploy the optimum drive for the conditions and level of battery charge.

It comes with distinctive blue elements in the grille and wheels and, as a member of the latest 5 Series range, launched late in 2016, it also features new technology offered in the line-up, including lane-change assistant, and new functions for the lane-keeping assistant and active cruise control.





FNBG is a free members only service that combines the demand of hundreds of businesses like yours to deliver competitive prices for cars and vans from multiple vehicle suppliers competing for your business.

01733 213670 enquiries@fnbg.deals www.fnbg.deals



MERCEDES-BENZ GLA FACELIFT



On sale Now – deliveries autumn Price From £25,880 Key fleet engine 2.1-litre diesel (GLA 200d)

A revamped GLA-Class was unveiled in Detroit, with a number of cosmetic changes inside and out, as well as new equipment.

The GLA is available in the UK with a choice of two diesel and two petrol engines, and the revised version is identifiable with a modified bumper design, and new-look alloy wheels.

Where bi-xenon headlamps were previously fitted to the GLA, they have now been replaced with LED headlamps.

The standard suspension in the UK is comfort off-road suspension,

creating 30mm extra ground clearance over other models and aiding the GLA's off-road ability.

The revised GLA's interior features include new seat covers and trim parts, plus chromed control panels. Control switches on the electric seat adjustment are now finished in chrome, while a chrome frame now surrounds the centre console stowage compartment.

The new GLA also comes with an optional 360-degree camera to help with parking manoeuvres.

INFINITI QX50 CONCEPT

On sale 2018 Price From £28,000 (estimated)
Key fleet engine Four-cylinder diesel

Infiniti is planning to introduce a more appealing medium SUV next year based on the QX50 concept shown in Detroit.

The current QX50 is only available with V6 petrol and diesel engines, both of which are too thirsty to appeal to business users.

While the QX50 concept was shown with a petrol engine using variable ratio technology unique to Infiniti, the production car would most likely be offered with a four-cylinder diesel in Europe, which would have more fleet appeal.

The QX50 concept's interior dispenses with the high-gloss wood trim currently found in most Infiniti models for alternative leather and porous wood treatment, giving it a more modern feel.

The concept car also previews semi-autonomous and driver support technologies expected to appear on future Infiniti models.



VOLKSWAGEN TIGUAN ALLSPACE



On sale Summer Price From £30,000 Key fleet engine 2.0 TDI

Volkswagen's seven-seat version of the Tiguan made its debut in the USA's Motor City, with a longer wheelbase to allow three rows of seats to be incorporated.

The model will be the standard Tiguan in North America and China, where the standard wheelbase European model will not be sold, but it will appear on UK pricelists alongside the current Tiguan, and is called the Tiguan Allspace.

It will come with a higher level of standard equipment than the Tiguan, and will go up against cars such as the Hyundai Santa Fe, Kia Sorento, and Land Rover Discovery Sport.

MAZDA CX-3 15D SF-L NAV



The CX-3 has ticked past the 12,000 mile mark and has had its first service completed (12,500 miles or 12 months). Booking the car in for the service at Donalds Mazda in Peterborough also revealed some necessary recall work to the fuel filter which was replaced.

My courtesy ride back to the office was in a Mazda 2 which I found surprisingly similar to the CX-3 in interior design, layout and space. So much so that I presumed I was riding in a Mazda 3 rather than the 'smaller' 2.

The car was delivered back to me washed and vacuumed and the windscreen washer bottle had also been topped up which was very pleasing.

"The infotainment system is less intuitive than others I have used"

The cost for the service was £216 and it's worth noting that the next service is not due until 25,000 miles or 24 months, whichever is sooner.

Unfortunately, despite being Fleet News's compact SUV of the year in 2016, the CX-3 still fails to grow on me. Along with niggles mentioned in previous reviews the infotainment system is less intuitive than others I have used and I find the rotary controller and volume knob between the seats a bit out of the way.

That said, the power and handling make for an enjoyable drive but overall the car is not particularly memorable. **Luke Neal**



RENAULT KADJAR

1.5 DCI 110 S NAV

Week driving a manual was an improved experience

COSTS

P11D price £24,790

BIK tax band 19%

Annual BIK tax (20%) £942

Class 1A NIC £666

Annual VED £0

Annual VED to

RV (4yr/80k) £7,000/29%

Fuel cost (ppm) 6.93

AFR (ppm) 10

Running cost (ppm) 32.41ppm

SPEC

Engine (cc) 1,461

Power (PS) 110

Torque (Nm) 260

CO2 emissions (g/km) 99

Fuel efficiency (mpg) $74.3\,$

Max speed (mph) 112

0-62mph (sec) 11.7 **Test mpg** 60

Current mileage 16,500

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

By Matt de Prez

'Il admit I'm pretty lazy when it comes to gearboxes and I often succumb to the allure of the 'automatic transmission' tickbox when ordering a car.

However, regular readers of my long-term column may remember that the Kadjar and I didn't get off to the best start (*Fleet News*, September 15) and I was pretty disappointed by its self-shifting abilities.

In fairness to Renault, it has done a good job of keeping the CO2 emissions and fuel consumption on par with the manual, but I thought it best to try out a Kadjar with three pedals to see if I've been missing out.

In short, I have. You know a gearbox is good if you can set off first time without stalling – or riding the clutch to 3,000rpm – and I'm pleased to report the manual Kadjar is a real pleasure to drive.

The gear lever is well positioned and cogs are found effortlessly, plus the clutch pedal is well-weighted, allowing for a perfectly executed pull-away every time.

I noticed no miles-per-gallon difference over the week I had the car but fleet drivers will benefit from a modest £50 per-year saving in company car tax due to its lower list price (£23,590).

But the more savvy customer will notice that instead of paying £1,200 for the automatic gearbox, upgrading to the higher spec Signature Nav model costs exactly the same (£24,790).

Given the manual box is so good, I would much rather opt for the higher specified car which has LED headlights, a full-length glass roof and Bose audio system.

With the 1.5-litre diesel engine, company car tax is identical and as the Signature has higher residuals (£7,375 versus £7,250) it's actually cheaper over a four-year cycle.

On the latest model update Renault has addressed a few minor niggles and I was pleased that the door mirror adjustment switch is now illuminated and the electric folding mirrors operate automatically when locking.

TEST TIMELINE

Start _ _ _ _



End

AT A GLANCE - THE REST OF OUR FLEET



Seat Ateca SE 1.6 TDi Ecomotive

- + Cavernous boot coped with house move
- Windscreen takes an age to demist



Mini Clubman Cooper 2.0D 150

- + Stylish interior
- Black bonnet stripes don't stand out



Ford Focus 1.5 tdci titanium

- + Fuel economy hovering around 60mpg
- Limited legroom in the



VAUXHALL ASTRA

Disappointing end to petrol/diesel comparison

COSTS

P11D price £20.110 RIK tax hand 17% Annual BIK tax (20%) £684 Class 1A NIC £472 Annual VED £0 then £20 RV (4yr/80k) £5,100/25% Fuel cost (ppm) 7.86 **AFR (ppm)** 10 Running cost (ppm) 29.61ppm

SPEC

Engine (cc) 999 Power (PS) 105 **Torque (Nm)** 170 CO2 emissions (g/km) 102 Fuel efficiency (mpg) 64.2 Max speed (mph) 124 **0-62mph (sec)** 10.5 Test mpg 48.7 Current mileage 6,457

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

Christopher Smith

fter a little short of six months, we say goodbye to our petrol 1.0-litre Astra.

We ran the car immediately on the heels of six months with a diesel version to evaluate if fleets should perhaps switch back to the green pump.

And our verdict, notwithstanding the various issues we've had with this particular vehicle over the past few months, is a no – we'd still stick with diesel, for now.

Real world fuel economy is the main reason - we saw averages between 40mpg and 45mpg throughout our time with the car, against a combined official figure of 64.2mpg.

This is compared with the equivalent 110PS diesel, which achieved around 58mpg against an official 76.3mpg during our time with an estate model for this test.

On paper, the petrol car costs just 0.16p per mile more to run than the diesel, but we suspect this would be a wider gap taking into account fuel.

The lack of a sixth gear also made the driving experience less pleasurable than it could have been.

The departure of the car proved to be a little earlier than expected, thanks to the continuation of an issue we reported last time.

The car flashed up an error saying 'transmission, service soon', and our local dealer diagnosed this as riding the clutch, and reset the systems.

Not much more than a week later, the car went into limp home mode not more than 100 metres from the dealer on a commute into work.

Trying to get it going again, I made the fatal mistake of attempting to restart the car, after which the ignition would not start again.

The local dealer's staff aren't insured to work off the premises, so The AA had to be called to tow the vehicle the short trip round a roundabout to the dealership.

It wasn't a straightforward fix, taking the dealer a few days, and eventually was diagnosed as being a crank sensor fault.

The Astra as a model is a cracking car. Although our particular vehicle has had a number of issues, based on our experience with the car and replacements throughout its time with us, it's definitely worth considering.

THINKING CAP



By Martin Ward, manufacturer relationships manager

Monday I'm sure many of you have been to Millbrook Proving Ground for events (like Company Car In Action) and had a thoroughly good time driving a selection of vehicles on the wide and varied test tracks and routes.

Today I got the chance to look behind the scenes and found out how much Millbrook offers the industry in terms of crash testing, tyre development, safety, and much more.

I saw the powertrain section which has an advanced emissions dynometer for vehicle development and calibration and testing for emissions, fuel consumption and range.

There is also an increasing number of vehicle technology companies in the on-site techno park. Behind those doors there is a vast amount of skill and technology.

*"As a l*Fleet News *Awards*" judge for many years I can say it doesn't get any easier"

Wednesday/Thursday Over to a cold and snowy Prague, then a one-and-a-half hour drive to the Škoda plant for a meeting with its fleet and product managers.

We got the chance to have a quick look around the on-site museum and I realised what a fantastic heritage Škoda has.

The company was founded in 1895 by Laurin and Klement. In 1925 it was acquired by Škoda Works, which became state-owned during the communist regime, and in 2000 it became a wholly-owned subsidiary of the Volkswagen Group.

Škoda sold 1.128 million vehicles in 2016 and expects to sell even more this year. With the introduction of the attractive Kodiaq SUV in a few weeks, this will inevitably help sales to grow, especially in the fleet market.

Friday Fleet News Awards judging is just days away, so I am spending time looking at the contenders. As a judge for many years, I can say it doesn't get any easier; in fact it's more difficult as the level of cars, their spec and quality improves year-on-year. Going to be hard to pick the winners.



HENRY WILLIAMS

HEAD OF FLEET, ŠKODA UK

This wannabe fighter pilot would shoot down VAT on chocolate if he had the chance... that's when he's not helping his fleet team to double sales growth within the space of three years

The book I would recommend is The Harvard Business Review - opening your mind to other industries and the best practice therein is

My earliest memory associated with a car was the white Lamborghini Countach poster I had on my bedroom wall as a five year old.

I'd like to be remembered for leading people to great results while retaining a sense of humour.

The three cars I'd like most in my garage are a Škoda Superb, Porsche 944 and

The most pivotal moment in my life was meeting my wife Holly. She keeps me smiling every day.

I'd tell my 18-yearold self don't ever say "it can't be done".

My favourite film is Top Gun - for obvious reasons (see childhood ambition).

Lamborghini Countach.

If I was Prime Minister for the

day I would remove VAT

from chocolate.

challenges me.

Away from the office I enjoy anything that

> My pet hate is lateness.

First fleet role My first automotive role was as a graduate working for the then DaimlerChrysler. I worked in the Chrysler Group UK sales office helping the dealer network with everyday queries. My first fleet role was with Audi as a leasing manager covering the southern half of the UK.

Career goals at Škoda UK My goal is to make a difference every day. In my role at Škoda it is to enable my team to be the best fleet team in the industry.

Biggest achievement in business

Leading the corporate sales team in Škoda and helping grow the business more than 200% in the space of three years.

"Boss 'threatened' to drop the 200 steering wheels on my drive"

Biggest career influence Every boss I have ever worked for has had a major influence on my career. From some it was learning what to do, from many it was learning what not to do.

Biggest mistake in business

When I was a product manager for Audi I ordered the wrong steering wheel on 200 Audi A4 Cabriolets. My boss at the time spotted it but 'threatened' to drop the 200 steering wheels on my drive. A lesson learned - attention to detail is absolutely key.

If I wasn't in fleet I worked as a postman in the summer holidays when I was a student which was really good fun. A great job in the summer but I think the combination of cold weather and Christmas post may get the better of me.

Childhood ambition I wanted to be a fighter pilot like Tom Cruise in Top Gun.

<mark>Next issue:</mark> Steve Roberts, head of corporate & used cars, Mini UK

Advertisement feature



ord's latest Transit front-wheel drive and Transit Custom/
Tourneo Custom models with the all-new Ford EcoBlue diesel engine are now available with a smooth and efficient six-speed Select-Shift automatic transmission.

It is the first time an automatic transmission option has been offered on current generation Transit (including Double Cab in Van and single chassis cab models) and Transit Custom/Tourneo Custom

The enhanced convenience and comfort it offers customers in predominantly urban drive cycles will appeal particularly

to multi-drop delivery – including parcel and supermarket groceries – and courier fleets.

fleets.

Available with both 130PS and 170PS versions of Ford's EcoBlue diesel engine, it is optimised for maximum fuel efficiency, with CO2 emissions from 174g/km on Transit Custom, and is electronically-controlled for smooth and quick gear changes, with typical shift times of less than half a second.

Auto-Start-Stop is standard, as are 16-inch wheels; the transmission is tuned for commercial vehicle usage, with an on-demand electric pump to maintain transmission pressure so the driver can

pull away quickly as soon as the engine has restarted.

The automatic transaxle, which has a high torque capacity of more than 415Nm, has already been proven on powerful front-wheel drive vehicles in North America, and the transmission has undergone extensive testing in both North America and Europe.

■ Passenger-carrying variants of Transit Custom and Tourneo Custom models with EcoBlue engine can now be specified with factory-fitted rear air suspension, ideal for shuttle and executive travel applications where passenger and luggage loading can vary by as much as one tonne.

IMPROVED PAYLOAD AND LOWER FUEL COSTS WITH LUTON AND BOX VANS

New Ford One Stop Shop front-wheel drive Luton Van and Box Van models with 4.1m and 3.5m internal body lengths are now available on Transit L3 and L4 chassis cabs and offer up to 19.8 cu m of load space.

They are additional to existing rearwheel drive and double rear-wheel drive models, and provide the benefits of greater payload of up to 224kg, together with improved fuel efficiency and CO₂ by virtue of lower kerbweights.

The front-wheel drive powertrain also means customers can specify automatic transmission on the all-new 2.0-litre TDCi EcoBlue 130PS engine.

Both the Luton Van and Box Van are built using polyester/foam-core

panels, meaning they are durable and robust enough to cope with the harsh use meted out in multi-drop distribution, while still being capable of carrying an outstanding payload.

They have a choice of 130PS TDCi engines with manual or automatic transmission and 170PS TDCi diesel with manual transmission.







THE ALL-NEW ALFA ROMEO GIULIA QUADRIFOGLIO.

The wait is over. With 510 hp and perfect 50:50 weight distribution, the all-new Alfa Romeo Giulia Quadrifoglio combines power and performance like never before. Breath-taking Italian design, innovation and unrivalled driving pleasure are yours to experience. Engineered to thrill, to find out more information on our full Giulia range available, contact our business centre on 0808 168 7188 or email alfaromeo.fleet@alfaromeo.com

La meccanica delle emozioni

