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You can test lane-keep assist, adaptive cruise control and other driver aids at motorway speeds as well as comparing road and wind noise intrusion and fuel economy at cruising speeds.



### OFF-ROAD

Test your driving skills and car performance on the off-road course, which offers a range of terrains to replicate almost every scenario. Fleet decision-makers have the opportunity to really test the latest 4WD models and see how they cope. The course includes sections of gravel, mud, sand and rocks plus a range of inclines to test traction, power and ride quality.



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## WHAT LIES BENEATH

Paying the cost of vehicle repair or insurance excess after a crash is just the tip of the iceberg. Don't get caught out

### Leeds City Council

Zero emissions champion Terry Pycroft shares his EV knowledge

### Arval UK

New MD Miguel Cabaca outlines his new focus for the UK's fourth biggest leasing company



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The mpg figures quoted are sourced from official EU-regulated test results (EU Directive and Regulation 692/2008), are provided for comparability purposes and may not reflect your actual driving experience.

SEARCH: ALL-NEW FORD FIESTA

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# Lack of clarity on WLTP's tax implications is 'a nightmare'

## Fleets fear how new emission values will impact company car costs

By Gareth Roberts

**T**he Treasury has admitted it still has not made a decision over how company car tax and road tax will take account of the new emissions testing regime.

The Government published benefit-in-kind (BIK) tax rates for 2020/21 in 2016, giving fleet decision-makers sight of future tax liabilities for the next four years.

However, despite two further budgets and last month's spring statement, the Treasury has consistently failed to outline its plans beyond April 2021, leaving fleets to order cars without any indication as to what their Class 1A National Insurance Contributions (NICs) will be, or the level of company car tax their drivers will face beyond this date.

The Government has previously announced that the new drive-cycle – the Worldwide harmonised Light vehicle Test Procedure (WLTP) – will replace the former New European Drive Cycle (NEDC) for tax purposes from April 2020.

A Treasury spokesman told *Fleet News*: "We are currently working with stakeholders to assess what the move to WLTP means and the impact on both vehicle excise duty (VED) and company car tax."

All recently launched and facelifted models have been tested under the WLTP regime since September, while it will be used for all new cars from this coming September.

For tax purposes, the WLTP CO<sub>2</sub> value will be converted into an NEDC figure until the WLTP figures are adopted using a conversion tool called 'CO2MPAS'.

However, figures suggest the conversion tool is increasing CO<sub>2</sub> values by 10% on average or between 10-15g/km, leaving fleet decision-makers and company car drivers facing a potential tax increase (*Fleet News*, March 22).

Furthermore, research has suggested that WLTP values, when compared to NEDC, could be up to 30% higher.

Caroline Sandall, deputy chairman of fleet representative body ACFO and director of ESE Consulting, said: "We are in limbo. We have no clear steer from Government and therefore no ability to create long-term business plans that have reviewed and assessed all factors."

"In the short-term, all fleets can do is to be as prepared as possible. But, given the vacuum of information, it is very difficult to make a call on the future."

Sandall believes some fleets will choose to extend current vehicles until they receive clari-

fication, but she added: "That can't continue indefinitely and it only continues to cause driver dissatisfaction."

She also warned that uncertainty over future taxation could encourage some to choose cash over a car, if available, as it will give them more control over future costs.

"We need clear timelines; Government needs to more effectively engage with industry bodies to discuss the impact and ensure that it is taken into consideration," she said.

The UK's largest vehicle leasing company, Lex Autolease, confirmed that the lack of clarity around the longer-term tax implications for fleets is causing buying decisions to be delayed and contracts extended.

"This is also pushing employees towards a largely unregulated grey fleet environment, where higher emissions and safety issues create new challenges for employers," said John Webb, principal consultant at Lex Autolease.

However, Webb claimed that when WLTP does become the sole means of calculating vehicle tax, it will only apply to cars that are unregistered at that time.

"It won't be applied retrospectively; any car registered with a CO<sub>2</sub> value using NEDC will retain that figure during its lifetime," he said.

### TRANSITION PERIOD 'VITAL'

LeasePlan says it is vital that the Government engages with industry and provides some sort of transition period, which takes account of WLTP, along with grandfathering rights for vehicles already in operation.

Matthew Walters, head of consultancy and customer data services at LeasePlan UK, said: "If the Government doesn't act and doesn't give

us some sort of run-in period or transition period, that's going to be very, very painful. It's got to do something."

The Government has promised to publish a strategy on the pathway to zero emission transport in the next few months, while a wider clean air strategy and clean growth plan are expected later this year.

Fleet decision-makers may get a steer on the Treasury's future taxation plans from these, but Walters stressed any fiscal announcements would have to be made in November's Budget.

He is also concerned that the UK's decision to leave the EU is dominating Government time. He said: "What we are seeing at the moment is Treasury and Revenue almost batten down the hatches in preparation for Brexit."

The autumn Budget will be just four months before the UK leaves the EU on March 29, 2019.

Arval told *Fleet News* it had not seen any significant pattern of moving to shorter replacement cycles or any increase in extending the life of a vehicle on fleet.

However, Shaun Sadlier, head of consultancy at Arval UK, said: "It is vitally important that the Chancellor makes the future strategy clear as soon as possible to allow companies – and drivers – to make informed choices."

As it stands, he said: "[Fleets] are having to take something of a leap of faith when ordering vehicles for contract periods of more than three years and, when the Chancellor presents the



next Budget later this year, this period will have reduced to less than two-and-a-half years."

### DRIVERS COULD SEEK COMPENSATION

Paul Tate, commodity manager at Siemens with a fleet of some 5,000 cars and vans, labelled the whole tax position a "nightmare" and is concerned how drivers might react if company car tax bills increase significantly.

"We could be left dealing with employees demanding the business compensates them for taking a four-year contract if it becomes unaffordable," he said.

"What I would like to see from Government is somebody to realise what a mess it is causing and what impact this will have on its revenue as people start to jump ship."

A major issue for Government, according to Walters, is the fact that so many departments have an interest in how vehicles are taxed.

The Office of Tax Simplification, the Department for Transport (DfT) and the Department for Environment, Food and Rural Affairs (Defra), along with HMRC and the Treasury, will want to have their say.

However, Walters said: "There needs to be more joined-up thinking and, while I've seen evidence of a desire to take this approach, it is tough."

In the meantime, leasing companies are advising fleet decision-makers to remain focused on getting the right vehicle for the job.

Webb said: "As company car choice lists evolve to include more petrol hybrids and electric models, it's important employees select the right option for their needs, while employers plan for the future."

"Our recommendation is not to remove higher-emitting vehicles from the choice list altogether. Employees will consider the cost implications and pay the premium if needed, in order to meet their travel and lifestyle expectations."

"The key is to ensure they have access to low emitting vehicles but, ultimately, have the flexibility to choose a car that is fit for purpose."

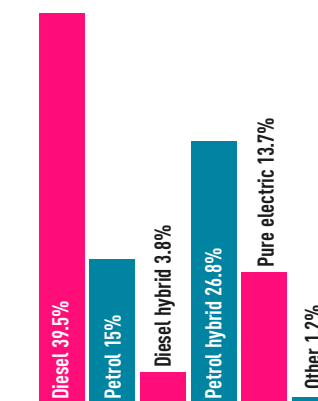
Sadlier added: "We are working with decision-makers to assess and understand key fleet objectives and make the best policy decisions possible with the information available, whether their approach is based on CSR [corporate social responsibility], wholelife costs or they simply want to keep the driver satisfied."

However, he concluded: "What we really need from the Government, as soon as possible, is a clear indication of future strategies regarding not only vehicle taxation, but also about how they will encourage increased adoption of alternative energies through improved charging infrastructure."

### FLEET FACTS AND FIGURES

#### OPINION POLL

What will your next company car be?



#### FleetNews view:

Diesel remains a firm favourite for almost one in four company car drivers, according to our poll. But just two years ago, half of the respondents, in the same poll, gave diesel their seal of approval. Petrol hybrids have been the main beneficiary from diesel's decline, while almost 14% say their next company car will be a 100% electric, up from 8.2% in 2016.

This week's poll: Do you think new drivers should face passenger-carrying restrictions?  
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High-visibility price comparison signs only served to confirm that motorway fuel prices are high

# Transport secretary calls for probe into high pump prices on m-ways

Previous experiment to display comparison figures on signs failed to cut costs

By Gareth Roberts

Competition watchdogs say they are considering a request from the Government to investigate fuel prices at motorway service stations.

Transport secretary Chris Grayling says pump prices can be up to 19p per litre (ppl) higher at motorway service areas (MSAs) than some other outlets.

In a letter to the Competition and Markets Authority (CMA), he said: "I want to be sure that drivers are getting a fair deal."

"Competition and choice should drive good service and fair prices at MSAs for drivers. I am concerned that this market is not producing that outcome."

"Any investigation by the CMA could usefully reveal the extent to which greater competition may have a role to play in delivering better outcomes for the consumers in this market."

A CMA spokesman told *Fleet News* it was considering the transport secretary's request, but could not say how long it would take to make its decision.

Three major companies are responsible for the operation of almost all of the 112 MSAs in the UK – Welcome Break, Moto and Roadchef. Furthermore, long stretches of the motorway network having only one or two operators present.

One in five drivers surveyed by the RAC said they tended to put in 'just enough fuel to get by' on the motorway and wait for a cheaper alternative later.

Grayling said: "I am concerned that prices, which are higher than other forecourts, may exploit users in a situation where there is less choice and competition and discourage motorists from stopping and re-fuelling when, for safety reasons, they should."

The Office of Fair Trading (OFT) investigated fuel prices in the UK in 2012 and found no evidence of collusion at a national level.

At the time of the study, the average prices at MSAs were 8.3ppl higher for diesel and 7.5ppl higher for petrol than other UK forecourts.

"Today, it is reported that prices can be up to 19ppl higher than other vendors; therefore it seems the situation has worsened," said Grayling.

However, he acknowledged that MSA operators do incur higher costs for infrastructure and maintaining the opening hours stipulated by Government.

Grayling's intervention comes after a Government plan to install signs comparing fuel prices at motorway service stations failed to reduce costs.

Forecourt prices at five rest stops along the M5 between Bristol and Exeter were introduced in March 2016 as part of trial aimed at promoting competition.

But a report from Highways England found no evidence of any savings. It said it would cost £50 million to roll out the scheme across the

country and there was "no case" for doing this.

RAC fuel spokesman Simon Williams said: "We had hoped this trial would help to promote an element of competition among motorway services' fuel operators by overtly displaying prices to drivers, but, sadly, all it's proved is that motorway fuel is extremely expensive wherever you buy it."

In terms of average UK fuel prices, however, fleets have been enjoying some stability in the market, with pump prices staying the same throughout March despite a rise in the wholesale cost of both fuels.

A litre of unleaded petrol cost 120.11p (0.06p increase) and diesel 122.82p (0.01p increase).

The price of oil increased 5% from \$63.98 at the start of March to \$67.23 by the end of the month. While sterling gained on the dollar very slightly with a pound being worth \$1.40 – up from \$1.37 at the close of March – the wholesale price of petrol went up nearly 4p a litre and diesel by almost 2.5p a litre. Despite this, retailers did not pass on increased costs.

The average price of petrol at the big four supermarkets was also broadly unchanged with a litre of unleaded being sold for 116p and diesel for 119p.

Williams said: "Looking ahead, there is a glimmer of hope that motorists may be about to benefit from cheaper forecourt prices in April."

"At a global level there is much going on which may lead to a drop in the oil price: the developing trade friction between the US and China, increased oil production from fracking in the US and rising oil supply despite OPEC's ongoing attempts to curb output."

"Each of these factors has the potential to cause the oil price to fall which would almost certainly bring pump prices down."



*"I want to be sure that drivers are getting a fair deal"*

Chris Grayling, DfT

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Official EU-regulated test data are provided for comparison purposes and actual performance will depend on driving style, road conditions and other non-technical factors. 2018/19 tax year. Vauxhall Motors Limited does not offer tax advice and recommends that all Company Car Drivers consult their own accountant with regards to their own tax position. Grandland X Elite Nav 1.2 (130PS) Turbo Start/Stop model illustrated (P11D of £26,645) features Topaz Blue two-coat metallic paint (£565), silver-effect roof rails (£150), Premium LED Adaptive Forward Lighting Pack (£1,100) and black roof and door mirrors (£320), optional at extra cost. 3 Day Test Drive terms and conditions apply and vehicles are subject to availability. Please call 0330 587 8221 for full details. All figures quoted correct at time of going to press (April 2018).

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## Low utilisation and loan debt cause the collapse of TOM Vehicle Rental

Administrators hope fleet contracts can be transferred to alternative suppliers

By Tom Seymour

**D**ifficulties meeting longstanding operational loans and the low utilisation of its fleet were partly to blame for the collapse of TOM Vehicle Rental.

TOM Group, the rental operator's parent company, went into administration on March 28 citing "challenging trading conditions".

Just 15 months earlier, in December 2016, the firm completed a management-led buyout (MBO), supported by private equity firm Equistone Partners Europe.

It told *Fleet News* the collapse was partly down to TOM not being able to keep up with repayments on existing operational loans before the MBO took place.

"Equistone has been a supportive shareholder during a sustained period of underperformance at the company," said a spokesman for the private equity firm.

"During its period of ownership, Equistone has invested additional capital into the business to mitigate the company's cashflow pressures and worked closely with TOM's board and external advisors to address operational issues.

"However, TOM's cash position did not improve sufficiently to meet the company's repayment schedule on its existing operational loans, which were in place prior to Equistone's ownership."

At the start of last year, Robert Stewart, TOM Vehicle Rental chief executive, described the Equistone investment as "transformational", because it would provide the backing needed for swift expansion along with "a wealth of expertise from Equistone's management team".

At that time, the firm's total fleet size had grown to 12,000 vehicles and it had increased revenues by 49% to £213 million, helping it to rise 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.

Choosing acquisition to fuel its growth ambi-

tions, it acquired Transflex Vehicle Rental and its fleet of 3,500 cars and light commercials for an undisclosed sum in August 2017.

At the time of the TOM collapse, the business employed 428 people and operated a fleet of more than 16,000 commercial vehicles, including vans, trucks and cars from 15 depots nationwide. However, just 150 vans were owned outright, while the rest were funded through various finance houses.

Ernst and Young (EY), the appointed administrator for parent company TOM Group, said considerable efforts had been made to restructure the group's operations and, when that proved too difficult, the owners put it up for sale.

Unfortunately, due to the scale of the losses and the investment required to turn the business around, no suitable buyers came forward. With the group's lack of liquidity, and increasing pressure from creditors, the directors appointed administrators.

Colin Dempster, joint administrator, said: "The group incurred operational difficulties and associated liquidity problems in recent years that reflect low utilisation of their rental vehicle fleet as a result of a competitive market, and changing customer preferences.

"Despite the best efforts to save the group, it could not continue to operate as a going concern."

EY is still searching for a buyer for the remainder of the TOM Group business. A staff of 86 have been retained until the end of the month at TOM Group's Airdrie head office to help with the winding down of the firm.

The administrators say vehicles not owned by TOM are the responsibility of the finance houses funding them.

As such, funders have been put in contact with customers in the hope that contracts can be transferred like-for-like to alternative rental companies.

A spokesman said: "All customers have been contacted and given details of the funders of each of their vehicles in order to facilitate direct conversations.

"Most funders are hopeful of transferring contracts to alternative hire companies and reduce the impact on end-users."

EY has appointed collection agents for the 150 vans owned by TOM Vehicle Rental and another of the subsidiaries, Caledonian Truck & Van. It says it will consider the best route to selling the assets to get the best value for them.

A spokesman for Scottish Water, a TOM Vehicle Rental customer, said: "We have plans prepared for these types of issues and have implemented measures to ensure there is no adverse impact on our service to customers."

Scottish Water wouldn't go into the exact specifics of the contingency plan or how exposed the water services company was to TOM Vehicle Rental vans as part of its fleet, but it is expected to be switching to a new rental provider on a novated contract.



*"It could not continue to operate as a going concern"*

Colin Dempster, EY



# Traditional engines put on ICE as major delivery firm commits to EVs

New approach paves the way for other fleets to assess future power needs

By Tom Seymour

A three-way partnership between delivery operator UPS, UK Power Networks and Cross River Partnership claims to have found a solution to the issue of inadequate local grid capacity when charging multiple electric vehicles at one site.

Several fleets, including Royal Mail and Leeds City Council, have told *Fleet News* that they had to limit the number of electric vehicles running at any one site due to current available local grid capacity. The only solution would be to invest in expensive generators.

However, the UPS-led Smart Electric Urban Logistics (SEUL) project in London, which it part-funded with additional money from the Office of Low Emission Vehicles (OLEV), has overcome the challenge without the need to invest in an upgrade to its depot's power supply.

The solution involves using what Phil Hack, UK Power Networks Services head of strategic projects, describes as "active network management" or a "smart grid".

The smart grid uses a central server connected to each electric charge post as well as the local grid supply and on-site energy storage.

It spreads charging throughout the night to ensure all electric vehicles are fully charged by morning without exceeding the maximum power available from the local grid.

The on-site energy storage system uses new batteries to provide charging at times of high stress on the grid, but could, in future, utilise second life ones taken from a UPS electric truck.

UPS will now start to switch its entire fleet of 170 trucks in London to electric power; it had previously been limited to 65 converted Mercedes T2 / Vario 7.5-tonne trucks.

The EVs can travel 50 miles with a full load and take seven hours to recharge from empty.

Hack said this way of working is compatible with any company that has a large number of vehicles in one location overnight. UK Power Network Services is already speaking with fleets who want to make the switch to EV.

It is also working with London cabbies on a



Erik Fairbairn, Pod Point

project to identify the level of investment required in the city's electricity charging infrastructure to facilitate their move to zero-emission by 2023.

Hack believes UPS's new approach should act as a call for other fleets to assess their future electricity needs. "Fleets will be looking at their energy supply deals as closely as their fuel supply contracts in the future," he said.

Peter Harris, UPS Europe director of sustainability, said the SEUL collaboration marks a major turning point in the cost-effective deployment of EVs.

He said: "The day is rapidly drawing closer when the acquisition costs to put an electric vehicle on

the road, including those associated with getting power to the vehicle, will be lower than the equivalent costs of its diesel counterpart.

"This development will be instrumental in enabling EVs to be deployed at scale in the world's cities which is an essential component of tackling the air quality challenges."

UPS was unable to share anticipated cost savings, although the returns at the start had been small due to the significant investment required in the new technology.

However, Harris said: "Now that the development is done, subsequent deployments will see costs drop significantly, although we don't yet know by exactly how much."

Pod Point has seen a mindset change among fleets with companies developing much more ambitious plans than before.

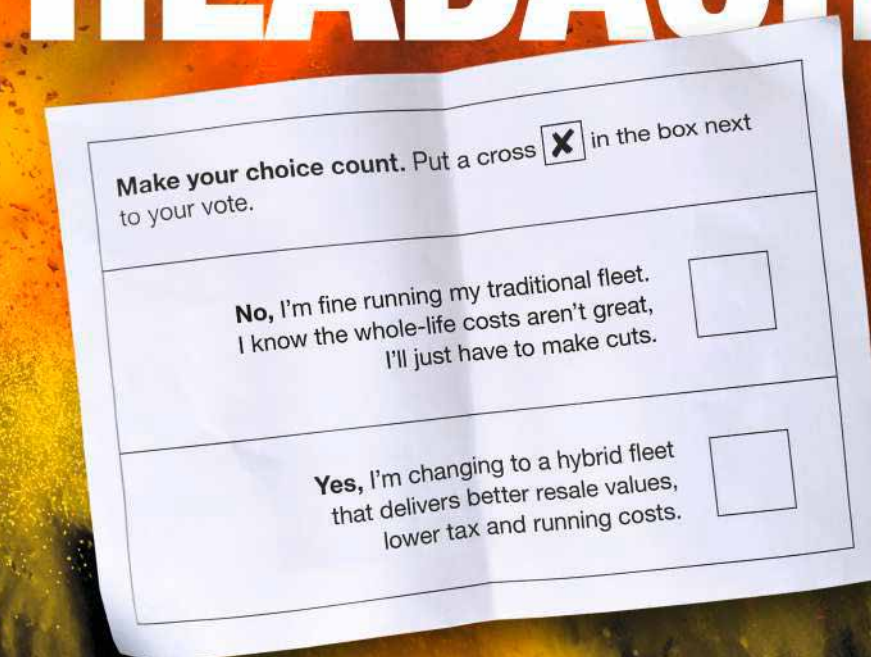
Chief executive Erik Fairbairn said: "There had been a drip-feed approach previously, where companies were testing the waters with one or two charging posts and a couple of EVs."

"Now we're seeing much larger scale projects with [EV] targets of 10%, 30%, 50% and 100%."

Pod Point recently installed 67 7kW charge points for Skanska UK at its Hertfordshire head office, alongside the infrastructure to scale up to 243 charge points in the future.

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Expect more EVs to join the  
Seat range in the near future

## Seat steps up its efforts to achieve EU average CO2 emissions target

New plug-in hybrid Leon due in 2019, as well as a new, pure EV in 2020

By Simon Harris

**E**lectric vehicles (EVs) could become a more attractive purchase for businesses in the next few years as car manufacturers strive to meet average emissions targets.

Car manufacturers are required by the EU to have an average CO<sub>2</sub> of 95g/km by 2021, with allowances for heavier vehicles and credits for ultra-low emission or zero emission vehicles.

It follows the average CO<sub>2</sub> emissions target of 130g/km set in 2015.

Manufacturers are required to pay fines for exceeding the targets, but many have stepped up their plans for electrified vehicles in the next few years to ensure sales offset those of cars above the target figure.

Seat chief financial officer Holger Kintscher believes the brand, which reports its average figures within Volkswagen Group, is on target for 2021, but it will be helped by the introduction of a plug-in hybrid powertrain in the new Leon range, due in 2019, as well as a new, pure EV in 2020.

Kintscher promised the new EV, which would be slightly roomier than the current Leon inside, but is essentially a lower-medium hatchback, would be no more expensive to buy than an equivalent car with a conventional engine.

Seat will be the second Volkswagen Group brand to use the new EV architecture, known internally as MEB, and the car will have a theoretical range of up to 300 miles.

Kintscher said the car would be attractively priced to help Seat meet its 2021 target on average CO<sub>2</sub> emissions.

Speaking to *Fleet News* at Seat's annual business briefing, he said "we would rather give the

*"We would rather give the money to customers than to Brussels"*

Holger Kintscher,  
Seat



money to customers than to Brussels" in the form of fines.

Other car manufacturers could be taking a similarly pragmatic view if they are at risk of missing the targets, especially if the current move away from diesel new cars is causing average CO<sub>2</sub> emissions of new vehicles to rise with a higher proportion of petrol cars being registered.

The new electric Seat will follow the launch of the new Leon, which will be offered with petrol, diesel and plug-in hybrid options, the latter offering a plug-in range of up to 30 miles.

The new cars are part of a product offensive that began with the Arona compact SUV and new Ibiza in 2017, and the new Tarraco large SUV, which is similar to the Škoda Kodiaq and Volkswagen Tiguan Allspace.

The Seat range will be supplemented this year by the debut of the new high-performance Cupra brand, beginning with the Cupra Ateca. These vehicles are also likely to be offered with electrified powertrains where appropriate.

Seat will also launch an upmarket crossover based on the next-generation Leon that will be sold as both a Seat and Cupra, and will be style-focused, targeting drivers currently in cars such as the BMW X4 and Mercedes-Benz GLC Coupé.

The Seat product offensive has been brought about by successive years of growth and profit for the brand.

Its new crossover models, with architecture shared with other Volkswagen Group cars, are likely to drive further success.

The brand, which won Most Improved Fleet Manufacturer in the 2018 Fleet News Awards, has its main factory in Martorell, near Barcelona, which produces the Ibiza, Arona and Leon for Seat and, until 2017, the Q3 for Audi.

From 2017, the plant will produce the second-generation Audi A1, with advantages identified in the supply chain by switching models.

Kintscher said: "It is important to have an Audi model in our factory, as building a premium car shows the level of trust in Seat by the group. But with the Ibiza and Arona in Martorell and the Volkswagen Polo produced in Pamplona, our plant was the most profitable location to select for the A1 with so many local suppliers in Spain and Portugal."

Kintscher also sees a future for the Alhambra MPV, despite adding a larger SUV to its range in 2017.

Although it would be a decision for Volkswagen Group, with the vehicle also built as the Volkswagen Sharan, Kintscher believes that with 30,000 Alhambra models registered across Europe in 2017, of which 5,000 were sold in the UK, the project could be sustainable through another generation.



# Court sets deadline for claimants in VW Group emissions scandal

More than 55,000 drivers sign up for action; others must join before November

**By Tom Seymour**

The High Court has set a deadline of October 31 for those wishing to join more than 55,000 drivers pursuing joint legal action against Volkswagen Group over the emissions scandal.

Legal firm Slater and Gordon, currently representing 45,000 claimants, will be joint lead in the case with Leigh Day (1,500 claimants), while Your Lawyers (10,000) will also join the group action.

Following a three-day hearing that started on March 27, the High Court recommend that a Group Litigation Order (GLO) is used to manage all the claims. After the end of October cut off, no other claimant will be able to join the GLO.

Both Slater and Gordon and Your Lawyers are inviting fleets that have an affected vehicle that was funded through contract hire, finance lease, lease purchase or hire purchase to join the case. Leigh Day is only representing retail customers.

The first pre-trial hearing is expected to be heard early next year.

The legal action follows VW Group's admission in 2015 that so-called defeat devices, aimed at cheating emissions tests, had been fitted to its Volkswagen, Audi, Seat and Škoda 1.2, 1.6 and 2.0 EA 189 diesel engines from 2009 to 2015.

Your Lawyers argues that customers have suffered a financial loss "where they have lost money on a car they've not been able to get full use of due to recurring issues, and they've not been able to claim the cost of the car back".

The High Court case is being funded by third parties who will take a slice of any compensation won during the court battle. If the claimants are successful it will be up to the courts to decide on the size of the award.

VW Group has resolutely denied claims that customers have lost out as a result of the scandal. A spokesman said: "Our consistent position has been that the instigation of legal proceedings is premature for a number of reasons.

"As we have said all along, we will defend these claims robustly, and we have made it clear to the

claimant law firms that we do not anticipate that any of our UK customers will have suffered loss as a result of the NOx issue."

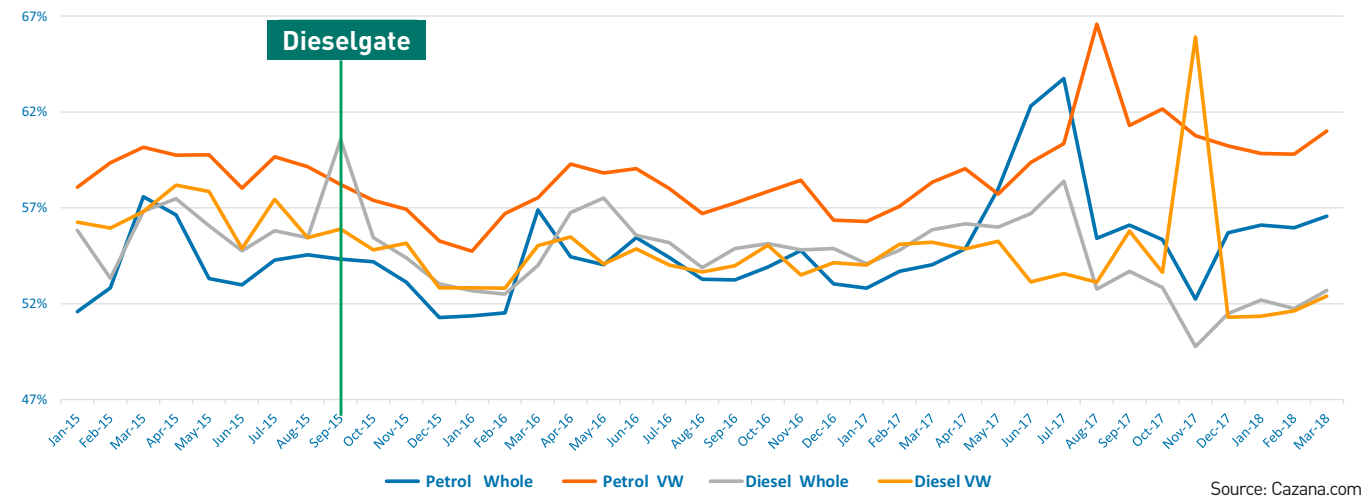
VW has implemented technical fixes on approximately 820,000 vehicles in the UK and in more than six million vehicles across Europe.

The spokesman added: "The overwhelming majority of customers affected are fully satisfied. Given the High Court proceedings have commenced, it would not be appropriate for us to comment further at this time."

Fleet News contacted Cap HPI and Glass's for comment on how the residual values (RVs) of affected cars have performed in the wake of the emissions scandal. However, Glass's declined to comment and Cap HPI refused to comment on VW Group values in isolation.

Rupert Pontin, Cazana director of valuations, said there was a notable drop off in Volkswagen diesel values after the scandal. However, he said: "You could see that as time went on, they recovered as people started to realise that actually,

RESALE PRICE OF ALL USED CARS SOLD VERSUS THEIR ORIGINAL COST NEW FOR MARKET AND VW



Source: Cazana.com

Volkswagen car diesel used prices continue to track broadly in line with the market with no noticeable change since dieselgate bar an unexplained, sudden short-lived spike in November 2017. Used petrol prices overtook diesel for the whole market in early 2017 and the gap has widened this year. Volkswagen's petrol used prices were already higher than diesel (as well as for the petrol market as a whole), but the gap has grown over the past 12 months.

despite the emissions problem, these cars are still really good. Historically, values are broadly where they were before this all happened. So it's not really the disaster for diesel values that people would have you believe, because they're still strong. It hasn't been a disaster for VW either."

Fleets have already moved to distance themselves from the GLO.

John Pryor, chairman of fleet representative

organisation ACFO, previously told Fleet News members are not pursuing compensation and he would not comment further on the case.

Paul Brown, head of group fleet at Freedom Group, which runs VW Group vehicles as part of its fleet, said that as Government has honoured the correct CO<sub>2</sub> emission rates and nothing affected P11D prices, drivers were not expected to pay additional money. He also said emission

changes have not affected the pence per mile costs from each vehicle, so the company has not been left out of pocket.

Debbie Floyd, group fleet, risk and facilities manager at Bauer Media Group, which also runs Volkswagens, echoed Brown's views. She said: "There has been no financial impact on the company or drivers. The fixes are being picked up with service requirements."

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# THE BIG PICTURE

By Stephen Briers, editor, *Fleet News*



The new WLTP fuel test regime is a lesson in how not to introduce change. It's a total mess.

The objective makes sense: introduce a more realistic fuel and emissions testing regime that means the results are closer to real-world use yet still provide a like-for-like benchmark for comparison. This would help fleets and drivers to make the right choices.

However, the process has been shambolic. Even now, we do not know when and how it will be introduced or the implications for benefit-in-kind, VED and national insurance.

So, what do we know? First, all cars launched or facelifted since September 2017 have been tested under WLTP. Second, every car will be tested under WLTP from September 2018 (unless on run out) but given an NEDC-correlated figure.

And... that is that. Everything else is supposition and guesswork.

*"The worry for fleets is that uncertainty will persuade employees to opt out"*

Supposition one: if you take on a company car today that was originally tested under NEDC rules, your taxation will always be based on that original CO<sub>2</sub> figure. The WLTP retest figure (which will be higher), will not be applied retrospectively for tax purposes.

That's what we think will happen, but the Treasury is still assessing the impact.

Supposition two: until 2020, if you take on a company car that has been tested under WLTP, you will be taxed based on a NEDC-correlated figure (using the CO<sub>2</sub>MPAS equation). After 2020, it will be the full WLTP figure.

As yet, while 2020 has been widely mooted, it has not been confirmed as the change date.

There are, of course, other issues – in particular CO<sub>2</sub>MPAS itself, which gives CO<sub>2</sub> results that are not even close to NEDC; they can be 10-20% higher.

This will bump cars up tax bands at a time when those bands are getting tougher.

The worry for fleets is that uncertainty will persuade employees to opt out and take cash.

Hopefully, some clarity will come in the autumn Budget – but don't hold your breath.

## YOUR LETTERS

### DAMAGE RECHARGES

## Loyalty should count when it's time to defleet

EDITOR'S PICK



#### Brian wrote:

Having read 'BVRLA guides to clarify what is fair about wear and tear charges' (*Fleet News*, March 22), the BVRLA guidelines are not the problem, it is the random prices that are charged by the leasing companies at the defleet process. It is so bad that one could think that they make it up as they go along.

LCVs are workhorses that keep the industry running, but the way some leasing companies go on about tiny

scrapes and nicks, are they expecting the vans back in showroom condition?

Caz is correct [when she says in *Fleet News*, April 5] that fleet managers drive prices down by shopping around, but we all want the best deal and loyalty towards leasing companies is not reciprocated with the excessive charges at defleet.

Perhaps leasing companies should be regulated not just by the BVRLA guidelines, but by BVRLA prices for damages.

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

### AIR QUALITY

## Pay people to walk and cycle

#### Rob Chisholm wrote:

Having read 'Bath reveals plans to charge vehicles to enter clean air zone' (*Fleet News*.co.uk, April 6), I have always found that the carrot works better than the stick.

Why not pay people to use their cycles, motorcycles and electric cars up to a certain size within city centres? This could be paid for by those who are driving into cities in their cars along with a reduced maintenance spend on roads and road infrastructure.

I haven't costed this out yet as I'm guessing there will be nobody willing to fund my research, but has this sort of thing been considered?

### ELECTRIC VEHICLES

## Road tax deters investment

#### Gordy wrote:

Having read 'Government subsidies needed to boost EV switch' (*Fleet News*.co.uk, March 27), it does not help having to pay £315 road tax every year for the first five years for an EV over £40,000. By their very nature, EVs cost more. I would buy an EV if this silly tax was dropped.

### PENALTY CHARGES

## Understand when restrictions apply

#### The Engineer wrote:

Having read '1.1m drivers fined for driving in bus lanes each year' (*Fleet News*.co.uk, April 4), I am amazed at the figure for Birmingham.

I see more of a problem with actually getting people to drive in bus lanes. It seems that 85% of drivers are oblivious to the fact they can use bus lanes outside of the times as indicated on the preceding signs.

I get lots of 'queue dodger' angry looks when passing other people using them and constantly see the right lane blocked by people queuing to join the left lane after the bus lane ends, when they could have just queued in the left lane at that time of day.

They struggle to get in because the 15% that understand road signage have already correctly queued up the left lane.

I presume these people are the same 'sign illiterate' ones that suddenly swerve in front of you from lane

two to one at a motorway exit when the signs quite clearly show (several times) that both lanes one and two can exit so this is a totally unnecessary, dangerous manoeuvre.

#### Darren added:

I'd love to know what percentage of these tickets were handed out to motorcyclists, especially around London. Riding around in traffic these days can be a minefield of bus lanes you are legal to ride in, and those you cannot.

If I ride from the White Hart in Northolt towards South Ruislip for example, the bus lanes swap from motorcycle legal to no motorcycles.

And for cars, where some bus lanes only operate at specific times of the day, and those that are 24/7 bus lanes, it's almost like they want you to stray so they can hand out fines.



### INDUSTRIAL STRATEGY

## PSA investment is welcome news

#### Paul Tuszyński wrote:

Having read 'Future of Vauxhall's Luton plant secured post Brexit with new Vivaro' (*Fleet News*.co.uk, April 4), it seems that my scepticism of the PSA takeover and the future of the Luton plant was misplaced. I couldn't be more pleased to be wrong. This is excellent news.

### DISABLED PARKING

## Difficult to detect wrongdoers

#### Dee wrote:

Having read 'Survey shows 2.5 million drivers have misused a disabled parking spot' (*Fleet News*.co.uk, March 27), part of the problem is that local parking enforcement officers often have no powers against Blue Badge space misusers. The worst kind of offenders are the ones displaying a Blue Badge that belongs to a relative who is not actually with them. So hard to detect.

#### Mark added:

It is so wrong for able motorists to abuse disabled parking spaces that are few and far between. Signage is clear enough so blocking the spaces without needing them is selfish.

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Email – [fleetnews@bauermedia.co.uk](mailto:fleetnews@bauermedia.co.uk)

#### Burning question:

How old were you when you got your first job (including part-time/summer jobs)?

#### Editorial

##### Editor-in-chief

Stephen Briers 01733 468024  
[stephen.briers@bauermedia.co.uk](mailto:stephen.briers@bauermedia.co.uk)  
**16, stacking shelves in the beer section at Gateway. Almost prophetic**

##### Deputy editor

Sarah Tooze 01733 468901  
[sarah.tooze@bauermedia.co.uk](mailto:sarah.tooze@bauermedia.co.uk)  
**16, I worked part-time on the checkouts at Tesco**

##### News editor

Gareth Roberts 01733 468314  
[gareth.roberts@bauermedia.co.uk](mailto:gareth.roberts@bauermedia.co.uk)  
**I was 12 when a friend and I went door-to-door, cleaning cars**

##### Features editor

Andrew Ryan 01733 468308  
[andrew.ryan@bauermedia.co.uk](mailto:andrew.ryan@bauermedia.co.uk)  
**13, I delivered a free paper at 1p per copy**

##### Head of digital

Jeremy Bennett 01733 468261  
[jeremy.bennett@bauermedia.co.uk](mailto:jeremy.bennett@bauermedia.co.uk)  
**15 and summer job at a supermarket**

##### Web producer

Elizabeth Howlett 01733 468655  
[elizabeth.howlett@bauermedia.co.uk](mailto:elizabeth.howlett@bauermedia.co.uk)  
**13, cash in hand, mum's the word**

##### Staff writer

Matt de Prez 01733 468277  
[matt.deprez@bauermedia.co.uk](mailto:matt.deprez@bauermedia.co.uk)  
**16 – part-time at Halfords**

Photos Chris Lowndes

#### Production

##### Head of publishing

Luke Neal 01733 468262  
**Aged 16, packing new potatoes**

##### Production editors

David Buckley 01733 468310  
**16 with the Press Association, just before due to return to sixth form**  
Finbarr O'Reilly 01733 468267  
**17 – I was a feckless youth**

##### Designer

Erika Small 01733 468312  
**I was 14, working in a café**

#### Advertising

##### Commercial director

Sarah Crown 01733 366466

##### B2B commercial manager

Sheryl Graham 01733 366467

##### Account directors

Lisa Turner 01733 366471

Stuart Wakeling 01733 366470

##### Account managers

Liam Sancaister 01733 363219

Karl Houghton 01733 366309

Lucy Herbert 01733 363218

##### Telesales/recruitment

01733 468275/01733 468328

##### Head of project management

Leanne Patterson 01733 468332

##### Project managers

Niamh Walker-Booth 01733 468327

Kerry Unwin 01733 468578

Chelsie Tate 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

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Bev Mason 01733 468295

##### Office manager

Jane Hill 01733 468319

##### Group managing director

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## FLEET OPINION

## MOBILITY SERVICES

## Uber vision mirrors business mobility

By David Brennan

Dara Khosrowshahi, the CEO of Uber, the world's largest taxi firm, recently announced the company's plans to expand its services into a range of transport options from buses to bikes. Its long-term vision will see it transition to a 'transportation marketplace' encompassing all forms of mobility.

While this will undoubtedly impact the consumer market, Uber's grand vision mirrors current trends in the business mobility arena, too.

It's clear all mobility providers are having to evolve their offerings as customers are increasingly seeking access to mixed modes of mobility, be it a car, taxi, or motorbike.

Uber's e-hailing platform has revolutionised the way individuals remain mobile in urban areas, as it provides the flexibility and on-demand access to mobility that people want and need.

Despite not owning any vehicles, Uber's growth has been exponential since launching the ride-hailing app in 2010, and its technology now facilitates around a million trips every day.

By connecting 'riders' with an unrivalled supply chain, customers have access to mobility at their fingertips.

The transport market is fast-paced and business mobility solutions must be malleable to cope with the current economic climate and the needs of individual organisations.

There is no question that ongoing uncertainty caused by Brexit has affected fleet decisions in the UK. For example, we are observing more businesses turning to rental for their mobility needs as rentals provide greater cost flexibility.

Similarly, fleet capacity can be increased when needed to allow businesses to always have the resources required to deal with peak periods.

The best way mobility providers can keep up with market trends is through investment in, and the application of, technology.

Just as Uber's ambitious plans include investing in providing a range of transport options, business mobility providers need to be ready for the shift to on-demand services.

It is usership, not ownership, that will define the future of mobility – and technology underpins this.

*"Business mobility providers need to be ready for the shift to on-demand services"*



David Brennan,  
CEO at Nexus Vehicle  
Rental



John Lawrence,  
managing director  
of CLM



For more fleet  
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[fleetnews.co.uk/  
opinion](http://fleetnews.co.uk/opinion)

## ELECTRIC VEHICLES

## Stats show drivers need EV education

By John Lawrence

Sales of new diesel cars continue to decline and in January fell by more than 25% to just 58,000, down from 78,000 a year ago. The publicity surrounding diesel emissions plus rises in taxation are clearly deterring many new car buyers, as figures from the Society of Motor Manufacturers and Traders (SMMT) prove.

Sales of alternative fuel vehicles (AFVs) are up by a similar amount (24%), but they start from such a low base that they are doing little to alleviate the fall in the new car market.

The SMMT blames Government for the drop in diesel demand and believes consumers and businesses are not switching into alternative technologies, but simply keeping their older cars running longer.

This is far from surprising. Our research at the end of last year showed drivers' knowledge of AFVs was generally lacking, with some 84% of respondents saying they knew what AFV meant, but 82% of them are not running one.

When prompted, 82% of respondents said they had heard of hybrid electric vehicles; 72% had heard of plug-in hybrid electric vehicles; but only 61% knew of battery electric vehicles and just 28% of hydrogen fuel cell electric vehicles.

The true level of knowledge was only unearthed when respondents were asked to match the various types of low emission vehicles against definitions of how they operate.

While 66% of those surveyed were able to correctly match the definition for battery electric vehicles, this dropped to 38% for hybrid electric vehicles and 28% for fuel cell electric vehicles. Just 24% could successfully identify a plug-in hybrid electric vehicle from its definition.

Given the lack of knowledge of the various vehicle types available, it was perhaps unsurprising that the percentage of drivers who were likely to opt for these types of vehicles as their next car was generally low.

Only 33% of drivers said that they were likely to consider a hybrid electric vehicle as their next car; 27% said they would consider a plug-in hybrid electric vehicle; just 22% said they would consider a battery electric vehicle.

More education is clearly needed before we start to see a more determined switch to AFVs.

*"Research at the end of last year showed drivers' knowledge of AFVs was generally lacking"*

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Many of the presenters are, or have recently been, at the sharp end of running some of the UK's largest fleets, and will share their experience.

Caroline Sandall, vice-chair of fleet operator association ACFO and former fleet manager at Barclays Bank, will present supply chain management. Her session will include how to set key performance indicators (KPIs) and establish service level agreements (SLAs) to ensure fleets achieve optimum value from their supplier partnerships.

"As a general rule, fleets are a little weak on ensuring that suppliers are complying with their contract so they get the services agreed at the start of it," said Sandall.

"It requires effective measurements through service level agreements, monitoring them over time to make sure a supplier is meeting its contractual obligations."

With meaningful, accurate measures in place, fleet decision-makers can more easily identify when and why agreements occasionally go wrong. But it requires a

strong, clear contract from the outset to establish service levels.

The issue of 'rental creep', where leasing rental costs gradually rise over time for no apparent reason, provides a classic example of where tight procurement procedures can pay dividends.

"It involves effectively managing your supplier so that, whenever pricing does change, it changes for the right reasons," said Sandall.

"Leakage can occur in tyres and glass, for example, if the supplier is replacing rather than repairing where possible. Are you being charged 100% or a discounted rate where things fall outside the main budget? How has the supplier looked to mitigate what it might charge on for you? What effort has the supplier taken to reduce that cost by working with the garage?"

Purchases do, at least, offer an objective price to monitor and record, whereas assessing the delivery of negotiated levels of service requires a different approach.

Rather than instigate scores of service level agreements, Sandall advocates fairly simple SLAs that suppliers need to monitor and measure to show how they are upholding their side of the agreement.

So, rather than record, for example, how swiftly a supplier answers calls from drivers, she suggests an SLA that focuses on measuring what proportion of problems are resolved in the first call.

Similarly, quick, regular surveys of drivers can keep track of supplier performance and highlight any general areas of concern.



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SO THEY GET THE SERVICES AGREED AT THE START. IT REQUIRES EFFECTIVE MEASUREMENTS THROUGH SERVICE LEVEL AGREEMENTS"

CAROLINE SANDALL, ACFO

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# LEEDS TAKES THE CLEAN AIR LEAD

Fleet boss Terry Pycroft embraces the role of zero emissions champion and is keen to share his experiences with other councils. *Stephen Briers* reports

**L**eeds City Council was the first local authority to publish its clean air zone proposals, detailing how it intends to bring the UK's fourth biggest city into line with the air quality standards.

The proactive approach taken by councilors, particularly when compared to the four other cities required to implement a clean air zone by 2020, is evidenced by their individual actions. Deputy leader Lucinda Yeadon, for example, drives an electric car, while the fleet has been a long-time pioneer of alternative fuels, from electric to gas.

Terry Pycroft has headed the council fleet for the past 13 years, but any suggestion that longevity and familiarity breeds complacency and lethargy is dispelled within moments of meeting him at the council's fleet workshop and HQ on the outskirts of the city centre.

Pycroft is a genuine innovator, enthusiastically searching out new technologies and new processes and voluntarily using his own fleet as a test-bed for both.

He is the ideal champion for zero emission vehicles, embracing the role wholeheartedly by sharing his experiences on alternative fuels with other fleets at events hosted by the council.

Leeds City Council operates 44 electric vehicles – 41 Nissan eNV200 small vans, two Leaf cars and one precinct vehicle – with another 51 on order. It undertook extensive trials before going to tender 18 months ago, with much of the focus on payload, range and driver ergonomics.

"We knew all about the emissions issue in Leeds and I wanted to do something about it," Pycroft says. "We had some vehicles to replace so we started there."

"I have a personal desire to be innovative and I am always looking for the next big thing. I learned that from my old fleet manager Frank Atkins (see panel on page 26) and I'm teaching my team to take the same approach."

He started his EV project by assessing van

mileage and where vehicles are parked at night (they all return to one of council's depots). Then it was about "winning hearts and minds" at a senior department level.

Council director Neil Evans, who has responsibility for low carbon and air quality, gave his full support so a number of EVs were obtained for the drivers to test.

Acceptance was rapid and unmitigated. "On day one, they had charge point anxiety which was partly perception because of the different gauges in the vans. But they got used to it very quickly," Pycroft says.

"Now they love them and I have more drivers chasing me for their own electric vans. They love the way they drive, they love the vans themselves, they love the lack of engine noise and they love the fact it changes the way they drive. We've had no negatives from any of them."

However, while the environmental argument was clear and the drivers were firmly on board, the final decision came down to the financial case, based on total cost of ownership – price, mileage, maintenance and fuel.

The cost was calculated on a five-year cycle, although the council has since opted to take the vehicles over six years. It devised its own residual value based on just less than 50% of the value of a diesel alternative (resulting in a 7% RV), although Pycroft

## THREE BENEFITS OF RUNNING AN ELECTRIC FLEET

1. **Financial savings – £1,000 over a five-year cycle**
2. **Zero emissions for air quality and environment**
3. **Driver behaviour improvements – eco and safety**



Terry Pycroft was encouraged by his old boss to be innovative. He wants his fleet team to follow the same lead



## FACTFILE

**Name** Leeds City Council  
**Head of fleet services** Terry Pycroft  
**Time in role** 13 years  
**Fleet size** 980 - 23 cars, 610 vans, 186 HGVs and 161+ welfare buses  
**Electric vans** 44 with 51 on order  
**Funding method** outright purchase  
**Operating cycle** vans and HGVs – six years; RCVs – five years



believes this is probably understated.

While the purchase price is higher than diesel, fuel and SMR costs are significantly lower, netting an overall saving of £1,000 per vehicle over five years, based on 10,000 miles a year and a 60-mile range versus 40mpg for the diesel van. (So far, maintenance costs are coming in lower than forecast due to reduced tyre and brake wear.)

Job done; case made. Well, not quite.

The council faced a bigger issue, one that will challenge any organisation looking to invest in a large number of electric vehicles: charging infrastructure and capacity.

"We surveyed our sites and most could only charge one or two vehicles," Pycroft says. "This wasn't due to the power supply of the building; it was because of the local grid. There wasn't sufficient supply capacity. This is the big issue."

His solution was to identify other locations for charging points, installing 14 at Woodhouse Lane car park in the city. At night, they charge the council's EVs; during the day, they are available for the public to use.

He has also fitted a couple of charging points at each depot, part-funded by the Office for Low Emission Vehicles with the remaining cost rolled into the maintenance bill over the vehicle lifecycle. The full network totals 90 chargers.

"We are also piloting a home charging scheme for volunteers who have off-road parking at the side of their house," Pycroft says. "We fit the charge units and pay them per night to charge the vehicle. We have

seven to date and plan to have more, which solves the infrastructure issue at our sites. If they leave the authority, we remove the unit."

Home charging could enable the council to double its electric fleet to 220 vehicles. However, it still has some way to go to meet its objective of a fossil-free fleet by 2025.

Leeds City Council operates a core fleet of 980 vehicles – 23 cars, 610 vans, 186 HGVs and 161+ welfare buses – based at 19 depots. It buys everything outright, a decision dating back to 2003 when both Leeds and neighbouring Bradford turned away from contract hire and external leasing.

"Leasing companies were hitting fleets hard for charges then," Pycroft explains. "Buying vehicles is a good fit with our workshop. It helps us to save money because we can sweat the assets and run them as long as we want, providing flexibility when needed to benefit in the future."

*"I have more drivers chasing me for their own electric vans. We've had no negatives from any of them"*

*Terry Pycroft, Leeds City Council*



Terry Pycroft will install solar panels at his workshop to charge electric vehicles, bringing it full circle; it was built in 1934 to house electric trams

The typical operating cycle is six years for vans and HGVs and five years for refuse trucks, but this can fluctuate dependent on business need. Pycroft is mindful that older vehicles require more maintenance, but he has found a formula for success thanks to the insight from the workshop.

"We found the peak for most vehicles is four years," he says. "At that point, they require a major service, which costs more money, but then the maintenance costs

settle down and you can get several more years out of the vehicle."

The workshop plays a vital role in enabling operational flexibility. Staff are multi-skilled so they can take on anything from small vans to complex HGVs and they have all been trained to City and Guilds standards to work on electric vehicles.

The facility will also play an important role in the council fleet's electric future as Pycroft installs solar panels on the roof to power both the site and electric vehicle charging points. Recycled rainwater will be used to wash vehicles.

The investment in eco technology will bring the workshop full circle; it was built in 1934 as a tram shed, housing vehicles that ran on electricity!

"Without the workshop we wouldn't be able to do a lot of this work," Pycroft says. "It has enabled us to save money and, as we modernise this building, our long-term strategy is to run it 24 hours a day to bring in additional income, while improving 'up-time' for front line fleet operations."

Despite all the focus on electricity, it isn't the only alternative fuel on the fleet. Pycroft has been running compressed natural gas (CNG) trucks since 2009 and believes the fuel has a big future.

## PLANNING FOR EVs

**Terry Pycroft has been asked by several organisations for advice about investing in electric vehicles. This is his five-point plan:**

1. Assess fleet size and type of vehicle.
2. Understand where vehicles reside at night/during downtime.
3. Do site surveys for charging capacity to identify the number of points you can install.
4. Do the financial business case – 50-60 miles per day is the optimum travel distance.
5. Win hearts and minds to get buy-in from senior management and drivers – do the detail on the 'communications' plan.

"CNG is really starting to take off," he says. "We've had no maintenance issues and we've been running one for nine years. We'll continue to run it until it breaks to see how long it will go, forming part of a 'longevity' project."

"My idea was to have a wagon for food waste and we'd use that for CNG. It didn't take off, but we used it as a pilot for a full-blown CNG station that will be live in mid to late 2019."

The station, which will be open to the public, will be an alternative fuel site with CNG, electric and LPG. It will add hydrogen in due course.

"I've been limited by the fuelling infrastructure to five CNG trucks," Pycroft says. "But I'd have 50 if I could, and this new station will help."

He'll need to consider all options to meet the 2025 fossil-free deadline; the council's replacement cycle means he will have to stop buying diesel and petrol vehicles by 2020.

"It's a challenge, but it's achievable," he says. "It will be primarily through electric and CNG but I'm also watching hydrogen and I have a demonstrator van coming in for a trial. Hydrogen will probably be the late 2020s, though."



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

## AN 'APPETITE' FOR INNOVATION

Terry Pycroft's long-term career plan was to be an engineer. He started as an apprentice in the fleet workshop at Bradford Council before being appointed as a full-time engineer upon qualification.

Objective achieved, but that only served to fuel further ambitions, first as technician, then supervisor, assistant workshop manager, workshop manager and, eventually, fleet manager – all at Bradford. He joined Leeds City Council as head of fleet services in 2005.

"All I wanted to do was to be an

engineer, but I had an innovative fleet manager at Bradford (Frank Atkins) who was always looking at new technology, such as LPG, electric and CNG as far back as the 1990s," Pycroft says. "That inspired me and, as the opportunities came up, I had an appetite to do them."

He took an MBA in management to add people skills to his engineering expertise and is now responsible for a fleet team of 53, including 28 in the workshop and a vehicle safety unit of four.

The safety unit undertakes training for

all 2,000 drivers – staff and agency – for CPC purposes and as an assessment for the 'passport to drive'. The team is also developing a fleet ambassador course to address road attitudes among van drivers who, as Pycroft rightly points out, "are the authority's ambassadors". It will launch later this year.

Pycroft adds: "I now have a dual role: policing and monitoring compliance for our O-Licence and fleet management focused on tax, procurement, specification, maintenance and disposal."



# INNOVATION IS MAJOR FOCUS FOR ARVAL'S NEW UK BOSS

New man at the helm is directing Arval to concentrate on new technologies and broaden the company's appeal beyond fleet. *Stephen Briers* reports

Miguel Cabaça says Arval's new launches tick the innovation boxes



**B**enoît Dilly is a tough act to follow. During his five-year tenure as UK managing director of Arval, he oversaw an 87% rise in the funded fleet as the business broke through 100,000 vehicles for the first time, making him, in many ways, the company's most successful boss.

Dilly has now been promoted to global head of operations – motor finance at Arval parent BNP Paribas Group in Paris. Filling his place is Miguel Cabaça.

The two share many similarities – both smooth, assured, confident, engaging. Cabaça's natural accent when speaking English is less broad – he's Portuguese, Dilly is French – but both are fluent in conversation and are well briefed about the UK market.

Cabaça actually spent time here while completing an accelerated development programme at the London Business School.

However, they are set on different paths when it comes to the future direction of Arval in the UK. Dilly's priority was growth. No

fixed targets, no ceiling, just increase the number of vehicles funded each year. When he left, the company's risk fleet topped 160,000 through a combination of organic and acquired expansion. Cabaça has a new focus, borne from both localised economic influences and global strategy.

Arval is attempting to carve out a space as one of the most – if not *the* most – innovative leasing and fleet management providers, investing huge sums of money in new technologies and broadening its appeal beyond the traditional company fleet.

It's Cabaça's job to ensure the new offshoots and business services are complementary for the greater good of the company and are aligned to the needs of current and future customers.

With an eye on the economic uncertainty surrounding the UK during the protracted Brexit negotiations, he still expects to grow the business but "our ambition for the next two years is not huge growth".

He adds: "I will be spending time with our customers, listening to their questions. We have a role to play to help them make the right choices."

Arval has set a global plan for the next three years, making innovation the key driver of its business.

This includes the five new products and services announced to European media at an event in Paris in February (*Fleet News*, March 8).

"This is part of our key strategic projects that take us to 2021," Cabaça says. "Our new launches tick the innovation boxes and put the customer at the centre, whether that's the fleet manager or driver."

"We are also focusing on our own team, making sure we have the right skills sets to adjust to the new future. We have a different regulatory environment, from WLTP [the new fuel/emissions testing regime] to GDPR [the new data protection rules], so we have to adapt."

Among the projects Arval is launching is car sharing. It is already in talks with prospective customers about a pilot phase and expects a full launch before the end of the year.

Cabaça sees the new service replacing pool cars and believes vehicles could be shared by multiple businesses to minimise costs.

Technology, including telematics, will play a key role in maximising utilisation.

"With our mid-term [flexi-rent] product, we have seen some customers reduce their fleet size, so there is an opportunity with car share to do the same if that meets their needs," he says.

"We have also seen some companies take on car share to give employees access to a car when they wouldn't have a company car. There are all kinds of scenarios dependent on customer needs."

With benefit-in-kind levels rising over the next couple of years, and repeated (albeit misplaced) warnings of employees being priced out of company cars, several leasing providers have started to eye up the private market as a growth opportunity.

Arval has taken a twin approach, focusing on both salary sacrifice and personal contract hire under an Arval For Employee banner.

It concedes that its sal/sac product is late to market – the company first unveiled its scheme at a Fleet200 event back in 2010. However, it has only gone live with its first customer this year, primarily due to the uncertainty caused by the Government during its investigation into the future of such benefits in 2016.

Arval For Employee is an all-encompassing car solution for employees, which recognises the expanding influence of HR among some of its customers. They are looking for benefits-based packages that will appeal to new employees and improve the retention of existing staff.

In addition to salary sacrifice, it also incorporates the car share initiative. A third option is employee lease via personal contract hire – an area identified by several leasing companies as a growth opportunity.

Arval has offered personal contract hire (PCH) for a few years, but only via brokers and its direct sales operation to the SME sector. It has built business to around 30,000 units but is now looking to extend funding to staff at its corporate customers.

The final element of Arval For Employee is called Arval For Me. This opens up service, maintenance and repair opportunities to private car owners on a pay-for-use charging structure.

It is, Cabaça believes, a "huge opportunity".

## ELECTRIC VEHICLES 'SIGNIFICANT PART' OF FLEET ORDERS BUT INFRASTRUCTURE INVESTMENT NEEDED

Arval has seen a huge uplift in demand for electric vehicles (EVs), particularly plug-in hybrids. They are now starting to represent a "significant part" of new orders, according to Miguel Cabaça.

However, he is less bullish than some about the potential speed at which take-up will continue.

"I don't believe electric vehicles will be more than 20-30% of the car parc for the next 15 years at least, unless there

is significant investment in infrastructure," Cabaça says.

"If the Government pursues its investment in infrastructure then growth could be exponential."

Arval has recently partnered the Renault-Nissan alliance to share experiences and expertise on how best to bring EVs to market, although Cabaça is quick to add that he is working with all manufacturers.

*"We are not overly concerned about the final dream solution; we're focused on building the bricks"*

Miguel Cabaça, Arval

Arval has an established network of franchised dealers, independents and mobile repairers working to robust service level agreements who can take away a lot of the pain of dealing with aftersales for private car owners.

By the end of the year, Cabaça hopes to be piloting the initiative, with a full launch in 2019.

"Arval For Me is for any age of car – it's a flexible benefit for employers to offer to their staff," he says.

Heading off any potential discord with manufacturers seeking to retain aftersales business through their franchised networks, Cabaça adds: "Newer cars will probably go back through franchised dealers; older vehicles will go through independents."

"The manufacturers are our partners so we are talking to them about what we are doing."

One area where Cabaça's outlook is notice-

ably different from his predecessor is on the role of the fleet manager.

Speaking to *Fleet News* last year, Dilly was outspoken in his view that companies do not need to employ fleet managers; instead, they should outsource their fleet operations to organisations such as Arval, maintaining supply chain relationships via a procurement or finance function.

Cabaça is more pragmatic, believing there is still a role for a fleet decision-maker. Nevertheless, he also recognises that organisations where fleet is heavily dominated by HR influences – typically perk cars – are advised to outsource large parts of their operations.

"The level of in-source or outsource is always the client's decision. We just give them the options with our services," he says.

His priority for the next couple of years is to embed the new projects into Arval's customer offer, adding value to the relationship.

This includes a gradual evolution towards mobility management.

"We have to help every person moving from A to B in a more efficient way," Cabaça says. "From short-term rental to mid-term solutions, EVs and hybrid and car share, we have to perfect the journey."

"Some of this is complicated to implement in the short-term so we have to take small steps towards a large mobility solution. It could take 10-15 years, but we are not overly concerned about the final dream solution; we're focused on building the bricks."

### FACTFILE

Company Arval UK

Parent company BNP Paribas

UK managing director Miguel Cabaça

Time in role five months

Funded fleet 160,609 (FN50)

Latest projects Arval For Employee,

Arval For Me, Arval Car Sharing,

My Arval and Arval Electric Vehicle





# WHAT LIES BENEATH

Paying the cost of vehicle repair or insurance excess is just the tip of the iceberg, with the true cost of a collision being much greater. *Andrew Ryan* reports

**W**hen a company vehicle is involved in a crash, the obvious costs are just the tip of the iceberg.

For, unlike the bills for the repair or insurance excess which are easily visible, the real cost implications lay hidden beneath the surface.

These include losing key personnel to injury or ill-health, loss of business, potential loss of reputation and the expense of hiring replacement vehicles while company cars or vans are off the road.

"One of the challenges is that many of these figures never appear on a balance sheet," says Andy Price, director of consultancy Fleet Safety Management.

"All the CFO sees is the insurance cost and maybe the cost of the excess. But they don't see that the employee was absent for seven hours trying to sort the issue out with the leasing company, or worse that they are off injured as a result of the collision.

"Many organisations look at collisions as an inevitable part of doing business, so they accept these costs and they bury their heads in the sand somewhat and don't think about what the knock-on effects are."

The International Loss Control Institute says that for every £1 an insurer pays out, the uninsured losses can be as much as between £8 and £53.

Price feels that these figures are a "little bit on the high side because, while there is clearly hidden costs every time a collision occurs, if you start putting

those sort of figures out into a board-room then you would get laughed out because you can't really justify them".

As a rule of thumb, he doubles the claims cost because, although some of the numbers which come out are still horrendous, they are more believable.

The aim of highlighting the total cost of crashes to a board is to win investment and backing to either introduce a road risk programme or improve a current one to help reduce the number of collisions.

To further highlight the importance of addressing road risk, Price also uses another technique: he calculates how much revenue a company with an average claim cost of £1,000 would have to make to pay for its collisions.

If that company has a claim frequency of 25% and profitability of 10%, every vehicle on the fleet – not just those involved in a collision – has to generate £5,000 of revenue to fund the uninsured losses associated with the collisions it is having.

If the incident rate is higher or the profitability lower, then this figure will be even more.

Presenting the total cost of crashes to a company in this way is a real eye opener, says Price, and can help win buy-in to a risk management programme which will help to cut the number of collisions.

Reducing the number of collisions is the best way to bring down cost. However, as long as businesses rely on vehicles for their oper-



*"We keep banging on about the golden hour to report an incident, and it literally is that now. People think 24 or 48 hours is good, but it is far too late"*

*Doug Jenkins, AXA Insurance*





ation, incidents will happen, says incident management company FMG. Yet there are numerous opportunities to mitigate and reduce costs within the incident repair process. This will help minimise the impact on a fleet's insurance premiums when they come up for renewal.

Doug Jenkins, specialist business resilience manager – motor at AXA Insurance, adds: "The individual we insure might turn round and say 'that's what we're insured for' and, of course, it is, but at the end of the day it is cost which they can reduce and it's making the premiums go up. If somebody is paying a £100,000 premium and we are paying out £120,000 in claims, then something has to give."

## VEHICLE SELECTION

Minimising the cost of crashes can start with vehicle selection. Cars or vans fitted with advanced driver assistance systems (ADAS) such as blindspot warning and parking assistance will reduce the likelihood of being involved in a collision.

For example, Thatcham Research says autonomous emergency braking (AEB) can reduce the frequency of front and rear crashes by 40%.

But the technology also increases the cost of repair. As well as the expense of the equipment, the work becomes more involved than before, with the rising mix of new materials in modern vehicles also leading to more intrusive repairs.

"This means that where we were once able to partially replace a panel, we now need to replace it in its entirety," says Thomas Hudd,

operations manager at the Thatcham Research Technology Centre. "This is especially true of aluminium panels, which are challenging the repair industry as they are stiffer and harder to reshape than steel."

Jenkins adds: "We are finding with the technology that is in many cars now, the only space they've got to fit it is often in the wings, back panels and so on."

"You can get damage to a front wing or a door panel which would ordinarily be £300, £400 or £500 is now £2,000 because of the electronics in them."

"What would be a good exercise is if fleets feel that they are paying a lot for damage-only accidents, then they could have a look at the breakdown of what the damage was and what they are paying for, because they might get a panel repair at £300 and then the technology may be costing £1,000."

"If they can do without a certain feature without compromising safety, then that is something."

The Association of British Insurers says the average cost of a car repair bill has risen 32% over the past three years to £1,678, and, while ADAS may not account for the entire increase, it is definitely a major contributor.

As ADAS technology becomes more commonplace, fleet management company CLM has seen a 6.6% increase in the cost of repairs for cars in their first year since registration, compared to the overall average increase of 2.8%.

Thatcham estimates ADAS technology is currently fitted to around 6% of vehicles on UK roads and expects this to increase to around 40% by 2020, meaning that while, in theory, fewer cars will be in accidents, the costs when they do will rise.

The brand and model of vehicle can also make a difference to repair costs, says Jenkins. "If you look at a premium marque like a Mercedes-Benz or BMW, the total cost of ownership can be far better than a mainstream brand because of the higher depreciation of makes such as Ford and Vauxhall, but the repair costs are a lot higher," he adds.

"It is a double-edged sword really. You can go for the better marque which can help you attract better people to work for the company, but, when you do have a bump in one of them, it can be very expensive."

"Certainly take a look at what your fleet make-up is and at what the repair cost is."

## SPEED OF FIRST NOTIFICATION OF LOSS

"Once you've been involved in a collision, there is a whole industry out there trying to make money from that incident," says Price.

Speed of response after a crash is critical to minimising this cost. Delays in reporting the incident to an insurer or incident management company drastically reduces the opportunity to capture and control the third party costs.

Failing to capture the third party can result in an increase in the entire cost of the incident by more than 900%, says FMG.

"The speed of that first call is crucial to mitigating costs for the at-fault party," says an FMG spokesman.

"Contacting the third party as early as possible greatly reduces the risk of them pursuing or being approached by other organisations where repair and replacement vehicle costs might not be as tightly controlled."

"This could, for example, be due to repairs which could be completed within 10 days lingering on for up to 90 days if unmanaged, coupled with excessive replacement vehicle charges, and other associated claims also increasing."

Jenkins adds: "We keep banging on about the golden hour to report an incident, and it literally is that now. People think 24 or 48 hours is good, but it is far too late."

If the third party is captured, then the insurance company would be able to put them into a rental car costing £25 to £35 per day. However, if they go into a credit hire vehicle, then charges could be up to £200 or £300 a day, says Jenkins.

"It is all legal and then what happens is the credit repair side kicks in and you go to a garage and they will say 'we haven't got the parts, the parts will not be in for a couple of weeks' and then they are the wrong parts," he adds.

"Again, it is all legal, but then they put in a huge claim at the end for credit hire and credit repair."

"The quicker we can capture the third party, the quicker we can put them in a vehicle of ours. It's cheaper to start with and then the quicker we can do the repairs in our own repair network, the cheaper it is as well."

Many incident management companies provide 24-hour hotlines so drivers can report collisions immediately, while an increasing number provide apps so drivers can collect and submit all relevant information through their smartphones.

Vehicles can be issued with driver and bump cards which details what the employee should do in the event of a collision, while part-filled accident forms can also be carried in vehicles to speed up the reporting time as well.

After a collision, FMG recommends drivers should:

## CASE STUDY: KELLY COMMUNICATIONS



Kelly Group has saved "tens of thousands" of pounds through its incident reporting procedure. The company manages incidents in-house and operates a 24-hour

telephone line which drivers are asked to call as soon as they have a collision.

"They have to do that from the scene of the accident. This is the key part," says Clare Cain, group insurance/risk manager at Kelly Communications.

"When I started here I was getting report forms one week later, two weeks later, and they were not really telling me anything about the incident."

This led to the introduction of the telephone line which, as well as speaking to their own driver at the scene, also allows the company to talk to the third party.

"I can grab everything at the scene when I speak to that third party and understand

from my driver what has happened," says Cain.

"I can determine liability very quickly. If my driver is totally in the wrong I would say to the third party 'that person has caused damage to your vehicle which I am extremely sorry for'."

"I then go on to explain that we can offer all the services that their own insurance company can offer, which we can, so I lock them down."

"I give them a like-for-like replacement vehicle on the rate I have, not what a credit hire company is going to give them, which is three times the amount."

"I cut out all credit hire, I cut out all other repairers. I will offer to remove their vehicle from the scene for them, I'll also offer them repairs with insurance-approved repairers who will collect their car from them to give them a door-to-door service."

Around 90% of those third parties accept Kelly Communications' offer.

- Stop in a safe place.
- Record third-party and witness details, noting the number of passengers in the third-party vehicle.
- If possible, take photos of the vehicles' positions at the scene and all vehicle damage.
- Record vehicle registrations.
- Note any road markings.
- Record the weather conditions.
- Report the incident immediately.

## THE HUMAN EFFECT

Any collision also has an effect on a company's employees: injuries can lead to staff absence, while dealing with the incident also takes up time which keeps them from their main job.

This has cost implications as any absenteeism may need to be covered through overtime or recruitment.

A driver's well-being should also be considered. Clare Cain, group insurance/risk manager at Kelly Communications, says: "You have to offer support following a collision, not just to improve the driver's skills, but also to ensure they aren't suffering from stress or depression."

"Even if the incident isn't their fault, it can still have profound consequences."

Colin Hartley, managing director of risk consultancy Drive, adds that the "ripple effect" means the impact of an incident goes far beyond the driver.

"[A fatal road collision] is a traumatic event and it has a traumatic effect on everybody in the company, certainly everybody who is involved directly with that driver, and when you consider how many people that may be, it can literally run into thousands [of pounds]," he says.

## USING INCIDENT MANAGEMENT COMPANIES

Many fleets use incident management companies to deal with collisions as they feel it reduces admin, speeds up first notification of loss time, and minimises downtime as the repair process is being continually managed.

"We've outsourced incident management for a long time, purely because it needs specialist knowledge," says Keith Cook, deputy financial controller of Computacenter.

He adds: "I'd far rather pay somebody that's got the skills to handle that."

Chris Mitchinson, director in-life services at CLM, adds: "It can also be difficult for those in-house to obtain quick responses from repairers and insurers to the extent and cost of the damage and a reliable estimate of when the vehicle will be back on the road."

"An outsourced incident management service is a smarter, quicker and more effective way of handling the incident, and can be much more efficient, timely and cost-effective than trying to manage it yourself."

"By facilitating faster repair times through specialist repairers, vehicle off-road time, along with overall cost, is considerably reduced, factors which most insurance companies take into account when negotiating renewal premiums with fleet customers."

Incident management companies can also handle claims for uninsured losses which are not covered under the vehicle insurance.

These may include vehicle recovery costs, damaged clothing worn by the driver or passengers, damaged items such as glasses, and any hire cost incurred.



A180D SE

# MERCEDES-BENZ A-CLASS

More grown-up yet still young at heart is a winning combination



By Stephen Briers

The third generation A-Class transformed the image of Mercedes-Benz following its 2012 launch. Banishing memories of failed 'Elk tests' of the original 1997 car, the sporty design enticed a new generation of more youthful owners to the brand, lowering the average age by a full decade.

Given its success then, it's perhaps surprising to hear Mercedes-Benz referring to the new A-Class as being "more grown-up" than its predecessor.

The car, available to order now with first deliveries in May, has certainly grown, with a longer wheelbase increasing interior space – leg-, shoulder- and elbow-room – and a bigger boot (up 29 litres to 370 litres, slightly bigger than the BMW 1 Series and Audi A3). It becomes more practical as a small family car.

It has also matured, in terms of both safety technology and multimedia, borrowing much from the S-Class,

**40,000+**  
annual sales anticipated  
for the new A-Class



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including multi-function steering wheel and the fully-digital cockpit display, which for the first time in a Mercedes has a touchscreen interface.

The A-Class dispenses with the traditional binnacle, replacing it with a 'floating' widescreen digital display that stretches half the width of the dash and incorporates speedo, revs and the sat-nav/infotainment.

It's a stunning piece of design that is available as standard dual seven-inch screens or with either one 10.25-inch screen (part of the £1,395 Executive pack which also includes heated seats and parking assist) or two 10.25-inch screens for the full widescreen effect (as the £2,385 Premium pack).

However, all this 'maturity' does not come at the expense of sportiness – either in looks or driving enjoyment; the car will still appeal to those more youthful in age or mind.

Drivers have the option of three engines from launch, one diesel and two petrol. Our pick is the Euro6d Temp-compliant A 180 diesel, a new 1.5-litre unit developed with Renault which offers 116PS with WLTP (NEDC correlated) figures of 68.9mpg and 108g/km CO<sub>2</sub>. That puts it in the 26% tax bracket.

The engine, mated to the seven-speed auto, is highly refined with no rumble even when starting from cold. It offers instant power as soon as the accelerator is pressed, while the car itself has ample grip and stability.

Mercedes-Benz expects the A 180d to be the most popular among fleets, accounting for 60-70% of the anticipated 40,000-plus annual sales. The P11D price starts at £25,580 for the SE, although most drivers will opt for the mid-trim Sport. The AMG Line completes the line-up.

From launch, the A 180d is available with a seven-speed auto; a six-speed manual will come later this year.

Although diesel will dominate sales, Mercedes-Benz also anticipates growing interest in the new 1.4-litre petrol (A 200, priced from £27,500), another Renault co-devel-



A choice of touchscreens is available on the new model

*"All this 'maturity' does not come at the expense of sportiness – either in looks or driving enjoyment"*

opment. It features cylinder deactivation, allowing it to run on just two cylinders during less hurried progress for maximum efficiency.

The engine generates 163PS with 51.4mpg and 123g/km CO<sub>2</sub>, which actually puts BIK lower than the diesel, at 25%, due to the 4% supplement on the latter.

Completing the launch line-up is the A 250, a 2.0-litre petrol priced from £30,240 (45.6mpg and 141g/km).

Later this year, Mercedes-Benz will introduce a smaller 1.4-litre petrol (A 180), while two new 2.0-litre diesels – A 200 and A 220 – with a nine-speed auto box will follow in Q1 2019. A mild hybrid is due shortly afterwards and a full electric vehicle will also come to market, although not for another couple of years.

Standard across the range is sat-nav, digital radio, touchscreen and MBUX – Mercedes-Benz User Experience – with its 'Hey Mercedes' voice recognition to control key features. Lane-keeping assist, speed limit assist and brake assist are among the standard safety features as Mercedes continues to make this one of its top priorities. It has also improved all-round visibility by 10% by reducing the pillar claddings.

Also of interest to fleets will be the digital key, which facilitates car sharing by multiple users by unlocking/locking doors via the Mercedes Me smartphone app (as long as the key is in the car). Journeys can be logged, with geo-fencing available, making it an ideal pool vehicle, especially for out-of-hours collection and drop-off.

Technology wizardry aside, one of the factors that will appeal most to drivers is the premium feel of the interior. It is several steps up from the outgoing A-Class, with soft leathers and tactile plastics making it more akin to models higher up in the Mercedes-Benz range.

Improved quality, more technology, increased space and enjoyable to drive: the new A-Class is both grown-up and young-at-heart. It's well worth considering from

## COSTS

P11D price	£25,580
BIK tax band (2018/19)	26%
Annual BIK tax (20%)	£1,330
Class 1A NIC	£918
Annual VED	£165 then £140
RV (4yr/80k)	£8,525
Fuel cost (ppm)	8.10
AFR (ppm)	n/a
Running cost (4yr/80k)	34.50ppm

## SPEC

Power (PS)/torque (Nm)	116/260
CO <sub>2</sub> emissions (g/km)	108
Top speed (mph)	125
0-62mph (sec)	10.5
Fuel efficiency (mpg)	68.9

## KEY RIVAL

BMW 1 Series SE Business A8	
P11D price	£25,520
BIK tax band (2018/19)	28%
Annual BIK tax (20%)	£1,429
Class 1A NIC	£986
Annual VED	£205 then £140
RV (4yr/80k)	£7,825
Fuel cost (ppm)	8.69
AFR (ppm)	n/a
Running cost (4yr/80k)	34.27ppm

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

## THINKING CAP



By Martin Ward, manufacturer  
relationships manager

**cap hpi**

**Monday / Tuesday** Up to Motherwell to drive the all-new Volvo XC40. This was the first time I had seen or driven this SUV. We had a chance to test both engines – a 2.0-litre petrol, and a 2.0-litre diesel – and both were very good, quiet and refined. For me, the petrol seemed to suit the car better, it performed perfectly on all types of roads.

This small premium SUV is just what Volvo needs right now in addition to its larger brothers, the XC60 and XC90. This car will compete well with some stiff and good competition, such as the Evoque, Q3, X1 and GLA, to name just a few.

*"Using your smartphone, you can start the car and get it warm or cool it down"*

There is plenty of room in the cabin for five adults and the boot is a good size, too. One interesting feature was the remote engine starting. You can be sat eating your breakfast and, using your smartphone, you can start the car and get it warm, or cool it down.

Volvo proved it is safe, and nobody can nick it when the engine is running, the demo showed us that it really worked. The quality throughout is really high – Volvo has certainly got this car right, in every respect.

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A longer wheelbase has  
increased the interior space



# RANGE ROVER

New model SUVs available with Land Rover's first plug-in hybrid powertrain



The Range Rover can achieve 62mph in less than seven seconds

By Simon Harris

In some fleets, luxury cars are perhaps viewed as a something of a "necessary evil". Where staff retention is vital, employees at the highest level may experience fewer restrictions in the vehicle they can choose as their company car.

Likewise for smaller businesses, the people at the top of will have a bigger say in their vehicle choice.

But, even though highly desirable to these user-choosers, luxury cars are not resting on their laurels. There is a revolution going on in the sector as manufacturers seek to hit more stringent average CO<sub>2</sub> emissions targets. This new emphasis means the adoption of plug-in hybrid variants is becoming almost mandatory.

So, as the Range Rover and Range Rover Sport adopt their 2018 model year updates, the cars are also available with Land Rover's first plug-in hybrid powertrain.

The P400e, available for us to test in the Range Rover, uses a potent turbocharged 2.0-litre four-cylinder petrol engine developing 300PS in combination with a 115PS electric motor, delivering a total system output of 404PS.

It offers a maximum of 640Nm of torque, and will haul the 2,509kg Range Rover from 0-62mph in 6.8 seconds (or 6.9 seconds for the slightly heavier long-wheelbase version).

It is difficult to place the £100,000-plus Range Rover P400e with direct rivals. The only SUV of similar size and (higher) status would be the forthcoming Bentley Bentayga plug-in hybrid, which will cost significantly more.

Other plug-in hybrid SUVs, such as the Mercedes-Benz GLE, BMW X5, Audi Q7, and Porsche Cayenne are more obvious rivals on price for the Range Rover Sport P400e, which wasn't available for evaluation at our driving event.

Plug-in hybrid luxury saloons, such as the BMW 740e, also have a significantly lower purchase price than the Range Rover. However, when compared with diesel versions of the Range Rover (the P400e is close to the 339PS 4.4 SD V8 on price, and a few thousand higher than the 258PS TD V6), the hybrid offers the opportunity to significantly reduce the

## COSTS

<b>P11D price</b>	£105,795
<b>BIK tax band (2016/17)</b>	13%
<b>Annual BIK tax (40%)</b>	£5,501
<b>Class 1A NIC</b>	£1,898
<b>Annual VED</b>	£15 then £440
<b>RV (4yr/80k)</b>	£37,950/36%
<b>Fuel cost (ppm)</b>	N/A
<b>AFR (ppm)</b>	14
<b>Running cost (4yr/80k)</b>	N/A

## SPEC

<b>Power (PS)/torque (Nm)</b>	404/640
<b>CO<sub>2</sub> emissions (g/km)</b>	64
<b>Top speed (mph)</b>	137
<b>0-62mph (sec)</b>	6.8
<b>Fuel efficiency (mpg)</b>	100.9

## KEY RIVAL

<b>Range Rover 4.4 SD V8</b>	<b>Autobiography</b>
<b>P11D price</b>	£104,445
<b>BIK tax band (2016/17)</b>	37%
<b>Annual BIK tax (40%)</b>	£15,458
<b>Class 1A NIC</b>	£5,333
<b>Annual VED</b>	£1,200 then £450
<b>RV (4yr/80k)</b>	£38,775/37
<b>Fuel cost (ppm)</b>	16.60
<b>AFR (ppm)</b>	13
<b>Running cost (4yr/80k)</b>	108.62ppm
<i>Running cost data supplied by KeeResources (4yr/80k)</i>	



The interior is beautifully designed and finished

benefit-in-kind tax burden, as well as employer's national insurance contributions.

CO<sub>2</sub> emissions of 64g/km gives a 100% first year writing down allowance for outright purchase fleets, and it has an electric-only range of up to 31 miles.

Changes inside include the new Velar-style upper and lower dashboard screens, with ventilation, seat and other controls viewed in the lower screen. It looks quite hi-tech, but perhaps still is an area where tactile buttons are preferable to touch-screen displays and sub-menus.

Regardless, the Range Rover offers an interior that is beautifully designed and finished, with a sense of occasion unmatched for the money.

The Range Rover's off-road ability hasn't been compromised by the addition of the hybrid technology. It will carry out low-speed off-road activity on electric-only if required, and a combination of both got us around a muddy and wet course with only standard tyres on the car.

A plug-in hybrid version of the Range Rover was perhaps inevitable, and it's well executed in the P400e. But, while good to drive and beautiful to travel in, it doesn't seem the most attractive option for drivers minimising tax liability, or businesses offering low-CO<sub>2</sub> luxury cars.

# HONDA JAZZ

Improved ride but refreshed Jazz with new 1.5 Sport is 'warmed up' at best

By Matt de Prez

Honda has given the Jazz a mild refresh for 2018, with the big news being the addition of a new 1.5-litre VTEC petrol engine.

It is available in conjunction with a new Sport trim, which Honda hopes will attract a younger audience to the model.

The Sport is lower and stiffer and features a subtle body kit, but the Jazz isn't about to take on the Fiesta ST in the performance stakes.

It's a warmed up version at best. The 1.5 engine serves up 130PS, a welcome improvement over the 1.3-litre model – which is a bit wheezy with 103PS.

With a manual gearbox, the zero to 62mph time is a respectable 8.7 seconds, while average fuel consumption is rated at 47.9mpg.

For fleets, the 1.3-litre Jazz is still the pick of the line-up, with emissions from 106g/km. The Sport emits 133g/km and, when combined with its £17,115 list price, will cost drivers around £200 per year more in benefit-in-kind tax than a Seat Ibiza FR. Running costs are also higher, by around 2p per mile.

However, the Jazz fights back when it comes to practicality. Clever packaging means there is as much interior space as some cars in the class above. The boot offers 354 litres,



The Sport features a subtle body kit

more than the Ford Focus, which extends to more than 880 litres with the rear seats folded.

Even with its firmer suspension, the Sport model offers a smooth ride. Honda has also focused on reducing cabin noise and vibration, making the new Jazz a nicer place to be.

With prices from £14,115, the Jazz is still a no-nonsense choice for fleets that need a practical and compact car.

While the Sport is the better drive, it is likely to have less appeal among user-choosers when comparing it against a Ford Fiesta or Seat Ibiza.

## COSTS

<b>P11D price</b>	£17,020
<b>BIK tax band (2017/18)</b>	25%
<b>Annual BIK tax (20%)</b>	£851
<b>Class 1A NIC</b>	£587
<b>Annual VED</b>	£205 then £140
<b>RV (4yr/80k)</b>	£5,500
<b>Fuel cost (ppm)</b>	11.39
<b>AFR (ppm)</b>	14
<b>Running cost (4yr/80k)</b>	29.08ppm

## SPEC

<b>Power (PS)/torque (Nm)</b>	130/155
<b>CO<sub>2</sub> emissions (g/km)</b>	133
<b>Top speed (mph)</b>	118
<b>0-62mph (sec)</b>	8.7
<b>Fuel efficiency (mpg)</b>	47.9

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

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2.0 TDI 150 SE-L

## VOLKSWAGEN TIGUAN ALLSPACE

Based on the Tiguan, but with an additional row of seats and extra boot space



The extra length is barely noticeable on the Allspace



By Matt de Prez

Volkswagen has expanded its SUV range to include the seven-seat Tiguan Allspace, a model which sits between the Tiguan and Touareg.

Based on the Tiguan, the Allspace gains 21.5cm in length – enough for an additional row of seats and an extra 85 litres of boot space taking it to 700 litres.

The new model shares the same distinct exterior styling as the Tiguan. Its extra length is barely noticeable.

The interior is carried over, too, and it's spacious and well made, reflective of the car's premium status.

Leg- and head-room is substantial for the front and middle row passengers; the rearmost seats – which fold flat into the floor – are more cramped and only really suitable for smaller children.

Volkswagen offers the Tiguan Allspace in three trim levels: SE Nav, SE-L and R-Line. The entry-level car is the predicted best-seller and comes well equipped with sat-nav, parking sensors and adaptive cruise control.

The SE-L adds a panoramic sunroof, LED headlights and digital instruments.

Sportier R-Line models have more aggressive styling and larger wheels, plus a half-leather interior.

All versions get a host of safety technology as standard. Front Assist helps prevent collisions by warning the driver of obstructions ahead and applying the brakes if necessary. Lane Assist provides a gentle steering input to keep the car within the current lane.

When used in conjunction with Adaptive Cruise Control, the safety systems can drive the car along a set piece of road with no user input – although the driver must keep hands on the steering wheel at all times.

DSG-equipped versions with Emergency Assist can pull the car over to the side of the road if it senses that the driver is incapacitated.

There are two TSI petrol engines – a 1.4-litre 150PS or 2.0-litre 180PS – and a 2.0-litre TDI diesel engine with 150, 190 or 240PS outputs.

## COSTS

<b>P11D price</b>	£32,870
<b>BIK tax band (2018/19)</b>	28%
<b>Annual BIK tax (20%)</b>	£1,841
<b>Class 1A NIC</b>	£1,270
<b>Annual VED</b>	£200 then £140
<b>RV (4yr/80k)</b>	£11,725
<b>Fuel cost (ppm)</b>	9.88
<b>AFR (ppm)</b>	11
<b>Running cost (4yr/80k)</b>	41.26ppm

## SPEC

<b>Power (PS)/torque (Nm)</b>	150/340
<b>CO<sub>2</sub> emissions (g/km)</b>	131
<b>Top speed (mph)</b>	126
<b>0-62mph (sec)</b>	9.8
<b>Fuel efficiency (mpg)</b>	56.5

## KEY RIVAL

**Škoda Kodiaq 2.0 TDI 150 SEL (seven seat)**

<b>P11D price</b>	£31,570
<b>BIK tax band (2018/19)</b>	28%
<b>Annual BIK tax (20%)</b>	£1,768
<b>Class 1A NIC</b>	£1,220
<b>Annual VED</b>	£200 then £140
<b>RV (4yr/80k)</b>	£12,225
<b>Fuel cost (ppm)</b>	9.88
<b>AFR (ppm)</b>	11
<b>Running cost (4yr/80k)</b>	38.74ppm

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



All versions have a host of safety technology as standard

Fleet customers will find the 2.0TDI 150 the most efficient with front-wheel drive and a manual gearbox. Volkswagen also offers 4Motion all-wheel drive as an option but it increases CO<sub>2</sub> emissions from 131 to 150g/km.

A seven-speed DSG automatic gearbox is optional with the 150PS diesel and is standard on the more powerful models.

The Tiguan Allspace drives well with the Volkswagen precision experienced in its other models. It has light controls, good visibility and a comfortable driving position.

There is more than enough power from the 150PS diesel engine which – although a little noisy around town – is a responsive and refined unit.

It can accelerate from 0-62mph in less than 10 seconds with similarly potent mid-range pull.

We achieved fuel consumption in the high 40s during our test with one trip showing an indicated 52mpg – impressive for a vehicle of this size.

The Tiguan Allspace has joined a competitive sector where its nearest rival is also its closest relative – the Škoda Karoq.

While the Karoq has a much lower starting price, when comparing like-for-like, the cost difference is less significant. But the Škoda is still the champion for running costs.

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## VOLVO S90 D4 INSCRIPTION



I'm beginning to think I've selected the wrong Volvo S90.

Usually, I'm in the office three or four days a week, a 17-mile commute. Such brevity is killing my fuel consumption in the 2.0-litre 190PS D4 diesel.

Officially 64.2mpg, the S90 is averaging a poor 38mpg, even when eco mode has been selected (in comparison, our BMW 5 Series long-term returned mid-40s while our Jaguar XF nudged 50mpg).

The T8 Plug-in hybrid S90, with its electric-only range of 20-25 miles, would've been the more parsimonious choice (though not quite justifying the £57,650 P11D price versus our D4's £43,450).

This higher P11D results in running costs of 66p per mile (ppm) versus 48p, costing almost £15,000 more over four years/48,000 miles. Although the company car driver wins out on BIK, which is halved on the T8 (£2,088 for a 40% taxpayer).

The damage is done by the depreciation – 51ppm on the T8 compared to 33ppm on the D4.

However, should the T8 perform strongly in the used market (as Volvo has experienced with the XC90 T8), then residuals will rise and the running cost gap will close.

Longer journeys are where diesel pays its way, of course. A 108-mile trip back to Peterborough from Heathrow Airport saw the trip computer register 56.2mpg – far more palatable and notably higher than the Equa Index 46.6mpg 'real-world driving' figure.

A handful of similar longer journeys have managed to haul the average efficiency up to 43.8mpg.

Fuel aside, the Volvo S90 is an excellent choice for any fleet driver seeking space, comfort and safety.

The 500-litre boot is big and the front and rear leg-, shoulder- and headroom is class-leading. For those with smaller children, rear space is aided by the excellent in-built booster seat.

The S90 is arguably the most attractive Volvo ever, a view shared by many acquaintances including some long-time enthusiasts of the Swedish, Geely-owned brand.

**Stephen Briers**



Ibiza packs many comfort and safety features into a small car

## SEAT IBIZA

FR 1.0 TSI 115 DSG

## Ibiza proves safety does not have to come at a price

## COSTS

<b>P11D price</b>	£17,765
<b>BIK tax band</b>	22%
<b>Annual BIK tax (20%)</b>	£782
<b>Class 1A NIC</b>	£539
<b>Annual VED</b>	£145 then £140
<b>RV (4yr/80k)</b>	£5,250
<b>Fuel cost (ppm)</b>	9.08
<b>AFR (ppm)</b>	11
<b>Running cost (ppm)</b>	27.86

## SPEC

<b>Engine (cc)</b>	999
<b>Power (PS)</b>	115
<b>Torque (Nm)</b>	200
<b>CO<sub>2</sub> emissions (g/km)</b>	108
<b>Manufacturer mpg</b>	60.1
<b>Real-world mpg*</b>	n/a
<b>Test mpg</b>	44.2
<b>Max speed (mph)</b>	120
<b>0-62mph (sec)</b>	9.3
<b>Current mileage</b>	2,802

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

## TEST TIMELINE



By Jeremy Bennett

**B**y the time you read this the Ibiza keys will have been passed to a colleague, so it's time to take stock of what the car had to offer. It struck me early on in my three-week spell with the car how well equipped it is for its size.

"A small car shouldn't mean you have to compromise on features," I can almost hear a manufacturer's marketing campaign go. And it's a tenet writ large with the Ibiza FR.

Aside from comfort features, such as the six-speaker stereo with digital radio, with steering wheel functions, Bluetooth with Apple CarPlay/Android Auto, touchscreen media system with sat-nav, sports seats and leather steering wheel and gear knob, what impressed most was the attention to occupant safety.

For nearly £18,000, I don't believe I could have asked for more – and during a drive in rural Northamptonshire feeling a touch of the Beast from the East's icy breath I was grateful for it. The spec, from a safety and security angle, runs from a multitude of airbags, alarms, anti-theft roof

antenna and follow-me-home headlights to rain-sensitive wipers, speed-sensitive power steering, adaptive cruise control and front and rear seatbelt reminders.

But driving along country lanes late at night in a blizzard last month, sandwiched between a friend's 4x4 in front and another's van behind me, the safety features, in particular, were brought into focus.

It was reassuring to have ABS, electronic stability control with emergency brake assist, hill hold control, and particularly the seven-speed DSG dual-clutch automatic gearbox with a new electric power steering system. These allowed me to go into manual from the super smooth auto box and in and around second gear when I needed the optimum torque to avoid skidding off in the slippery conditions and on the undulating road, while needing the right amount of power to get me out of deep snow.

I kept up with 4x4, steady and secure, unlike the van which slid dangerously close a couple of times.

At that point it was reassuring to know that the Ibiza has a full five star Euro NCAP safety rating.

*"It struck me early on in my three-week spell with the car how well equipped it is for its size"*

## VAUXHALL INSIGNIA

GRAND SPORT  
SRI VX LINE NAV

## Exceptional ride and the financials add up



Insignia was highly commended in this year's Fleet News Awards

## COSTS

<b>P11D price</b>	£23,655
<b>BIK tax band</b>	27%
<b>Annual BIK tax (20%)</b>	£1,277
<b>Class 1A NIC</b>	£881
<b>Annual VED</b>	£205 then £140
<b>RV (4yr/80k)</b>	£7,200/30%
<b>Fuel cost (ppm)</b>	8.49
<b>AFR (ppm)</b>	9
<b>Running cost (ppm)</b>	32.61

## SPEC

<b>Engine (cc)</b>	1,598
<b>Power (PS)</b>	136
<b>Torque (Nm)</b>	320
<b>CO<sub>2</sub> emissions (g/km)</b>	114
<b>Manufacturer mpg</b>	65.7
<b>Real-world mpg*</b>	47.9
<b>Test mpg</b>	53.3
<b>Max speed (mph)</b>	131
<b>0-62mph (sec)</b>	9.9
<b>Current mileage</b>	8,475

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

## TEST TIMELINE



By Andrew Ryan

**T**his past month has seen me get behind the wheel of one of our long-term Vauxhall test cars for the first time since I ran one of the early current-generation Astras in 2016.

I remember being impressed by what a step forward the car was for the brand. It looked good, felt modern, was efficient and was comfortably among the best cars in its class.

Having spent a couple of weeks in the Insignia now, it's clear Vauxhall has continued its good work.

It rides exceptionally well on trunk roads, offers surprisingly strong performance from its 136PS 1.6 Turbo D engine, while the spacious cabin has a near-premium feel to it.

These qualities helped it become highly commended in the best upper-medium car category at this year's Fleet News Awards.

It finished behind the Škoda Superb, which won the category for the third consecutive year, but judges said it was "run closer for the win in 2018 than in previous years".

An examination of the whole-life costs of our long-termers, the Ford

Mondeo in 2.0TDCi ST-Line trim, and the Superb 2.0 TDI 150 SE Technology, shows how closely matched these rivals are.

The three rivals have similar P11D values (Mondeo £23,480; Insignia £23,655; Superb £23,950), although the Ford's CO<sub>2</sub> emissions of 117g/km put it in the 28% benefit-in-kind tax bracket – one above its two rivals (Superb 112g/km; Insignia 114g/km).

This means that while a 20% taxpayer who drives the Mondeo will face an annual BIK bill of £1,315, they would pay £1,293 and £1,277 if they were driving the Superb and Insignia respectively.

These are small differences and this trend continues throughout the breakdown of the running costs. The largest difference is in SMR. At 3.55ppm, the Insignia is noticeably cheaper than the Superb (4.27ppm), and Mondeo (4.54ppm).

Overall, at 32.61ppm, Insignia is almost one penny a mile less to run than Superb (33.51ppm) and Mondeo (33.83ppm).

Throughout the breakdown, the cars are separated by small margins, highlighting how competitive this sector is.

## JAGUAR XF 2.0D 180 PORTFOLIO



It's often said that what goes around, comes around, and this almost proved to be the case with me and our long-term Jaguar XF recently.

Around 18 months ago, another automotive title used the word 'carnivorous' to describe a car's large boot, instead of the more appropriate 'cavernous'.

This tickled me and conjured up images of man-eating cars with the boot opening lined with teeth.

However, in a sharp reminder not to laugh at other people's misfortunes, our car almost bit back on the other magazine's behalf.

Our XF is fitted with the optional powered gesture boot lid (£665), which automatically opens and closes if you 'kick' under the rear bumper.

When it works, it's useful. If I've had my hands full with items to put in the boot, it means I don't have to put them down to open the lid.

However, I've had mixed success with this. I've stood sweeping my foot underneath the bumper countless times only for nothing to happen (this only tends to occur when other people are watching), while on other occasions the boot has opened when I've just walked behind the car.

This time, I had the car key in my pocket and was leaning into the boot to reach a stray till receipt at the very back when I heard the whirring of the boot motors.

I quickly got out and, sure enough, the boot was closing with me potentially still half inside it.

It wasn't *Raiders of the Lost Ark* close and there was no real danger of being caught in the pincer movement of the boot and bumper, but I think it was just Karma (or should that be car-ma?) warning me to be more considerate about what to laugh at in the future.

**Andrew Ryan**

## AT A GLANCE – THE REST OF OUR FLEET



## Renault Koleos 1.6DCI Signature Nav

There is plenty of legroom for all five occupants in the Koleos; the wide rear seats will easily accommodate three adults and headroom is adequate for anybody up to six-foot. The boot offers 565 litres behind the rear seats, increasing to 1,795 litres with the seats down, but it is no match for the Škoda Kodiaq's 720 litres and 2,005.



## Škoda Octavia 1.0 TSI SE Technology

Some regular 90-plus miles round trips have resulted in the fuel economy in our Octavia rising to 55 miles per gallon, a few mpg shy of the official combined figure of 58.9mpg. However, on the commute along rural roads it's averaging a more disappointing 42-44mpg.



# RYAN COLES

GROUP TRAVEL AND FLEET MANAGER, AVIVA

Coles is in his first fleet role. Aiming high is nothing new to him given that since he was a lad he aspired to be a basketball player. But, when stopped growing, other career paths opened

**My first memory associated with a car was buying my first one after graduating – a 1986 Ford Fiesta XR2 in red with pepperpot alloys.**

**If I were Prime Minister for the day I would push for St George's Day to be a national holiday.**

**The advice I would give to my 18-year-old self is go out and explore the world while you still can.**

**I want to be remembered as someone who "did ok and left this world having made a difference".**

**My pet hate is smoking in public and the new vaping trend.**

**A book that I would recommend others read is 1984 by George Orwell.**

**The vehicles I would like in my garage are a VW Split-Screen Camper, Ariel Atom and a Mercedes-Benz CLA AMG 45.**

**My favourite film is *The Shawshank Redemption* because it shows friendship and strength in adversity.**

**The pivotal moment in my life was losing my dad to cancer when I was 22. As a forces child, I spent a lot of time with my dad and he was – and still is – my hero. The last thing he said to me was that he expected me to finish university, to look out for my younger siblings and to have fun while I can.**

**My hobbies and interests are travel and walking. I also enjoy building up 'calorie credits' in order to eat and drink well in the evening.**

**First fleet role** My current position is my first in fleet, having moved away from a property-based role with Aviva Europe. I was asked to take on Aviva's global travel and fleet function about five years ago.

**Career goals at Aviva** Risk reduction and cost management. Buy-in from an essential user fleet customer into what we are doing in terms of choice, impact to the environment, cost to company and the individual is essential.

**Biggest achievement in business** Assisting in numerous tenders over the past five years across fleet and travel, culminating in a new global travel management company supplier and renewed lease provider contract.

**Biggest career influence** My late dad. He did not just influence my career, but my whole life. He was the most caring, honest person I've known and instilled behaviours that (I would like to think) are evident in the way I conduct myself both in and out of work; work hard, play hard and care more.

**Biggest mistake in business** Not setting the ground rules early enough, which put me in a position of weakness where others had the perceived higher ground. I also assumed everyone had the same moral compass and drivers as me.

**Leadership style** Empowering and encouraging. Establishing a new team allows both them and me to grow and focus, while developing on areas of expertise.

**If I wasn't in fleet** I always wanted to be an architect – design and function with a splash of emotion. Much like cars really!

**Childhood ambition** I "wanted to be like Mike". I was fascinated by basketball. Never getting above 5'10" meant I would never be the next Michael Jordan, but I played, coached and refereed for the next 30 years.

**Memorable driver moment** I bought my wife an Aston Martin track day. Seeing her face before, during and after was priceless – especially when she forgot to put it in gear and floored the accelerator.



## New Focus, Ford's most innovative mid-size car

Ford has unveiled its most innovative, dynamic and exciting mid-size car ever – the all-new Ford Focus. Ford's designers and engineers started with a clean sheet of paper and ended with a car that sets new standards for technology, comfort and driving experience.

It is the most accomplished and technically competent Focus ever, more spacious and comfortable than before, with new drive modes and advanced suspension technologies.

New driver assistance technologies help drivers make light work of stop-start traffic; see more clearly in the dark; park simply by holding down a button; and avoid accidents.

Connectivity and entertainment options include FordPass Connect onboard modem, turning the vehicle into a mobile WiFi hotspot with connectivity for up to 10 devices, wireless charging, voice-activated SYNC 3 with touchscreen and B&O PLAY audio.

Five-door hatchback and estate models are available in distinctive versions, including the stylish Focus Titanium, sporty Focus ST-Line, upscale Focus Vignale and all-new Focus Active cross-over model.

Advanced driver assistance technologies include: Adaptive Cruise Control, with Stop & Go, Speed Sign Recognition and Lane-Centring; Adaptive Front Lighting System.

Focus is also the first Ford vehicle in Europe to offer a head-up display which helps drivers keep their eyes on the road by projecting useful information into their field of vision.

And Active Park Assist 2 makes parking even easier by controlling forward and reverse gear selection, throttle, braking and steering – and automatically manoeuvring into perpendicular parking spaces and parallel spaces just 1.1 metres longer than the car.

Additional technologies include Pre-Collision Assist with Pedestrian and Cyclist Detection; Evasive Steering Assist; Blind Spot Information System with Cross Traffic Alert; Rear wide-view camera; Wrong Way Alert; and Post-Collision Braking.

### SMOOTHEST RIDE AND GEAR CHANGES ON THE ALL-NEW FORD FOCUS

The all-new Focus has a sophisticated, independent rear suspension system offered for the first time with Continuously Controlled Damping, which every two milliseconds monitors suspension, body, steering and braking inputs, and adjusts suspension responses for the smoothest possible ride.

The technology can also detect

potholes to reduce the impact for passengers. All Focus models also feature drive modes that adjust the car's characteristics to match the driving situation.

Customers can choose from Ford EcoBoost petrol engines with power from 85PS to 182PS and five-door CO<sub>2</sub> emissions from an anticipated 107g/km;

and Ford EcoBlue diesel engines with power from 95PS to 150PS, and five-door CO<sub>2</sub> emissions from an anticipated 91g/km.

There is also a choice between manual six-speed transmissions and a new eight-speed automatic gearbox that adapts to different driving styles to offer the smoothest gear changes.



Go Further

For further information on any Ford Fleet products or services call the Ford Business Centre on 03457 23 23 23, email [flinform@ford.com](mailto:flinform@ford.com), or visit [ford.co.uk/fordfleet](http://ford.co.uk/fordfleet)

Next issue: Paul Taylor, fleet manager, Morgan Sindall



# FleetNews PORTFOLIO

WHAT WE DO IN YOUR INDUSTRY

## Fleet News magazine

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

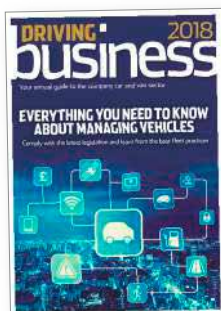
## Commercial Fleet magazine

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



## Fleet events

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



## Driving Business magazine

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

## Websites and newsletters

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

## Fleet Leasing magazine

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

## Bespoke publications

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



# CompanyCar IN ACTION

JUNE 12-13 2018 **MILLBROOK PROVING GROUND**

To find out more about CCIA and register to attend visit:  
[companycarinaction.co.uk](http://companycarinaction.co.uk)

## THE LEARNING EXPERIENCE

### DEBATES

DAY 1 - 10:30-12:00 TUESDAY JUNE 12

■ How fleets can adopt electric vehicles; factors to consider; choosing the correct fuel type; and the practical experiences from fleets that have made the EV investment – help is at hand.

DAY 2 - 10:30-12:00 WEDNESDAY JUNE 13

■ The funding available to fleets looking to invest in electric vehicles, from plug-in grants to charge points plus the wholelife argument, to give the full financial picture.



### EV/HYBRID ZONE

The expanded EV/Hybrid Review Zone will showcase even more of the market's ultra-low emission cars and plug-in technology. In addition to the clean energy models, there will be a number of industry experts available to discuss the vehicles, the technology behind them and the benefits they can bring to your fleet.

Sponsored by



### NEW COURSE FEATURES



motorway driving, you will now be able to test lane-keep assist and adaptive cruise control features.

The City Course has been expanded and now includes new features such as low speed collision mitigation software and automated driving assist testing areas.

On the High Speed Bowl, built for realistic

### GLASS'S VALUATION ZONE



Monitoring and assessing RVs is critical to managing current and future levels of risk. Glass's specialists will provide up-to-date and essential car and CV RV forecast data. Visit the experts on its stand near the information point to make the most of your day at CCIA.

### MORE FLEET EXPERTS ON HAND



so you can make better, more informed business decisions.

This year at CCIA there will be more experts on manufacturer stands ready to answer your questions and help assess your future requirements. Engage in higher value and more insightful discussions about your queries

### CONCIERGE CLUB



co-ordinate your drives and priority seating at the debates.

Do you operate a fleet of more than 700 vehicles? Grab a free upgrade and join the CCIA Concierge Club! You'll get full access to the Concierge Club Lounge with rolling refreshments, a dedicated hostess to

### COURTESY VISITOR TRANSFER



A courtesy visitor transfer service will be available this year from Milton Keynes Station to Millbrook. Register your interest when booking your free place at the event.

### FREE LUNCH



Visitors will receive a £5 voucher to put towards lunch courtesy of manufacturer partners. Collect at registration on arrival and refuel during the day.

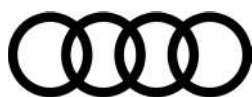


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