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**FleetNews** AWARDS **2018**

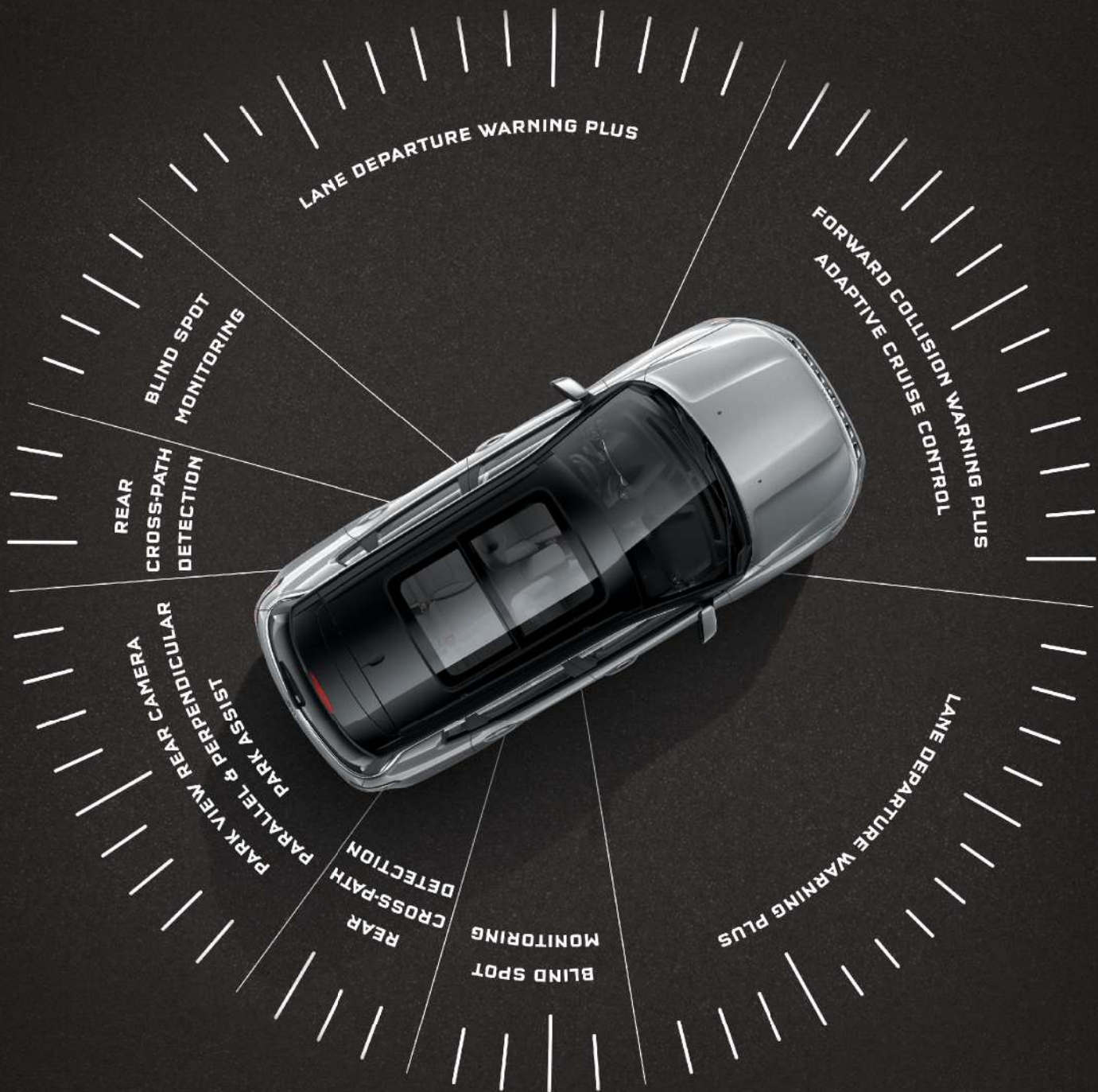
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# FleetNews

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2018

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accordance with the relevant EU directive. Grandland X range fuel consumption figures 51.4 (5.5) – 70.6 (4.0). CO<sub>2</sub> emissions: 128 – 104g/km.

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Models shown are a 2008 SUV Allure 1.2L PureTech 110 S & S, 3008 SUV Allure 1.2L PureTech 130 S & S with optional LED headlights, optional Grip Control, optional Black Diamond Roof and optional Roof Bars. All-new 5008 SUV Allure 1.2L PureTech 130 S & S with optional Black Diamond Roof and optional Grip Control. Award logos relate to the following awards: 2008 SUV won Best Small SUV in the Driver Power 2017 New Car Survey, 3008 SUV won Best SUV in the Carbuyer 2018 awards and the all-new 5008 SUV won Best Large SUV in the What Car? Car of the Year 2018 awards. Information correct at time of going to print. ^Calls are free of charge from all consumer landlines and mobile phones. If you are calling from a business phone, you should check with your provider whether there will be a charge for calling on 0800 number.

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FleetNews



AWARDS  
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**Cover feature**  
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A 50-page special to celebrate the best people,  
services, manufacturers and vehicles in fleet



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During his 26 years as head of British Gas fleet Colin Marriott never had a single driver fatality. It's something the Hall of Fame inductee is especially proud of



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That's the question being asked by Maserati as it balances fleet and retail



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Telematics can transform a fleet's operations, but adding a camera to the mix can add another dimension



# Fears that CO2MPAS figures will adversely impact BIK and NIC

'Real-world' emissions conversion tool increases CO<sub>2</sub> values by 10% or between 10-15g/km on average

By Gareth Roberts

**T**he accuracy of a tool aimed at converting the CO<sub>2</sub> value of a vehicle for tax purposes is being called into question by carmakers.

Figures suggest the programme, known as 'CO2MPAS', is increasing CO<sub>2</sub> values by 10% or between 10-15g/km, on average, leaving fleet operators and company car drivers facing a potential tax increase.

It could also force some cars off choice lists, with new converted CO<sub>2</sub> values potentially resulting in vehicles falling outside existing emission thresholds.

CO2MPAS was developed by the European Commission as a temporary measure to give cars tested under the new drive-cycle – the Worldwide harmonised Light vehicle Test Procedure (WLTP) – a comparable CO<sub>2</sub> value to existing

models tested under the former New European Drive Cycle (NEDC).

The new WLTP test was introduced alongside the Real Driving Emissions (RDE) test to give fleets and consumers emissions and fuel economy data which is much more reflective of real-world driving.

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

For its part, the UK Government has announced that it plans to start using WLTP figures for all vehicle taxation from April 2020. Until then, fleet operators and company car drivers choosing WLTP-tested vehicles will have to rely on a CO<sub>2</sub> value determined by CO2MPAS for tax purposes, which will be published alongside the WLTP value.

Employers pay Vehicle Excise Duty (VED) and



*"The CO<sub>2</sub> figures are higher and the fuel consumption is worse"*

Martin Ward, Cap HPI



## NEW TEST PROVING A CHALLENGE TO MANUFACTURERS

Manufacturers are facing an uphill task to get all new cars approved under the new WLTP test ahead of September, when it will apply to all new cars.

The new drive-cycle, which will replace the NEDC test, is divided into four parts with different average speeds: low, medium, high and extra high. Each part contains a variety of driving phases, stops, acceleration and braking.

Experts estimate the new test cycle takes manufacturers twice as long to complete compared to the NEDC test, plus they will have to test 'worse' and 'best' case scenario vehicles in each trim before using a formula to determine the impact of optional extras.

Furthermore, the WLTP test includes an on-the-road element – the Real Driving Emissions (RDE) test – adding another level of complexity.

An Audi spokesman told *Fleet News* that the risk is "cars won't be cleared in time".

"It won't be whether we can make them or not, it's whether we can approve them or not," he said.

Other manufacturers, including Mercedes-Benz and BMW, have also acknowledged that the new testing regime is a challenge.

Martin Ward, manufacturer relationship manager at Cap HPI, said: "Manufacturers are struggling to get their cars re-homologated with WLTP; I know some manufacturers have had the dates for testing put back by a few weeks."

The Low Carbon Vehicle Partnership (LowCVP) says the challenge is not just the new vehicles people are certifying as product updates, they also have to get every vehicle they are selling – even if it was certified a couple of years ago – re-tested to get WLTP figures.

Andy Eastlake, managing director of the LowCVP, said: "They have a huge task to meet universal WLTP data for September this year and universal RDE data by September 2019."

In terms of test centres across the EU, the WLTP footprint is broadly similar to the NEDC one.

Eastlake said: "I do know, however, that all the UK facilities are fully utilised and booked right through to September so it is probably fair to say that there is a capacity issue."

"Given where we are now, I think it is a genuine concern over whether products can be certified in time."

Class 1A National Insurance Contributions (NIC) on company cars. Both are based on the CO<sub>2</sub> emission figure of a vehicle. Company car drivers are also reliant on the CO<sub>2</sub> value of the vehicle to determine how much benefit-in-kind (BIK) tax they pay.

Martin Ward, manufacturer relationship manager at Cap HPI, told *Fleet News* that the data suggests there is an issue with the tool.

"Generally, the CO<sub>2</sub> figures are higher, and the fuel consumption is worse, for cars when tested under WLTP and then converted back to NEDC," he said. "This will potentially push cars into a higher BIK tax band."

"Furthermore, if a company has an upper limit on CO<sub>2</sub>, cars currently on a choice list may have to be removed as their new NEDC value based on WLTP testing pushes them over the limit. Yet, exactly the same car was ok before."

"Manufacturers are not happy with the CO2MPAS system."

*Fleet News* understands that one manufacturer has even developed its own conversion system and is trying to get it approved, because the converted figures bear no resemblance to its own NEDC figures.

A quick look at some models that have recently been subjected to a facelift, meaning their new NEDC figure is derived from the WLTP test, shows the scale of change.

The 2016 Toyota Prius Business Edition had emissions of 70g/km, the 2018 version has increased to 78g/km ([fleetnews.co.uk](http://fleetnews.co.uk), February 13).

The new Citroën C4 Cactus 1.2 Puretech 110 Flair has CO<sub>2</sub> emissions of 104g/km, compared to the 2017 version, which had an NEDC-tested value of 100g/km. And, it's the same story for the 2018 version of the Mazda 2 SE-L+ 1.5, which has seen an increase of 6g/km to 111g/km, compared to its NEDC-tested predecessor.

The uplift was even greater for the updated BMW X1 16d, which now has a WLTP-derived NEDC value of 118g/km, while the previous model emitted 104g/km – 12% less.

Research from Jato Dynamics also reveals a number of cars that have been re-tested under WLTP are reporting increases in NEDC correlated values, versus those obtained under the actual NEDC test regime. The uplift in emissions ranged from 6% for a Volvo XC60 to 18% for a BMW X6.

The Society of Motor Manufacturers and Traders (SMMT) has welcomed the new testing regime, but admitted there are concerns around CO2MPAS.

Mike Hawes, SMMT chief executive, told *Fleet News*: "The [European] Commission has recognised a need to update the tool and is working with industry to ensure this happens promptly."

The commission would not comment when questioned about the accuracy of CO2MPAS, but *Fleet News* understands it does intervene if the CO<sub>2</sub> converted value is more than 4% higher than the manufacturer-claimed NEDC value.

If the CO<sub>2</sub> value calculated using CO2MPAS is up to 4% higher than the value declared by the

manufacturer, the type approval authority will recognise the manufacturer's figure as the official CO<sub>2</sub> emissions value for the vehicle.

If this is not the case, namely the CO2MPAS result is more than 4% higher than the value declared by the vehicle manufacturer, the manufacturer has the possibility to ask for a physical NEDC test to be carried out.

Differences could be down to tweaks to the NEDC test, such as the way road loads are now determined. However, *Fleet News* understands that the commission's Joint Research Centre is working to ensure CO2MPAS delivers accurate results in line with the agreed procedure. And, as prescribed by EU law, a new version of the tool is expected to be available every year on September 1, until 2020.

In the meantime, the published figures for the latest models suggest an upward trend in emissions that will impact fleets in the short-term and, unless the company car tax system is overhauled come April 2020 when CO<sub>2</sub> will be based on WLTP values, it will result in an even greater tax increase in the future.

Shaun Sadlier, head of consultancy at Arval, said awareness among fleets of WLTP is patchy and some are being slow to recognise the implications of the new test.

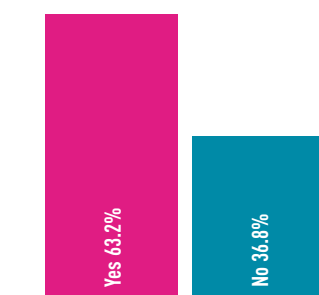
He warned: "While this is more than two years away, it is well within the typical lifecycle of fleet vehicles that you are buying now."

"You need to be thinking about the potential impact."

## FLEET FACTS AND FIGURES

### OPINION POLL

If not fitted as standard, would you choose to have autonomous emergency braking (AEB) as an optional extra on your next car?



### FleetNews view:

Our poll suggests the majority of company car drivers and fleet decision-makers recognise, and would pay extra for, AEB. Our view is the technology should be mandated, if possible, by fleet decision-makers as it has been shown to reduce low-speed crashes by up to 40% by automatically braking to avoid a collision with another car or a pedestrian.

This week's poll: Will you upgrade vehicles to comply with clean air zones or continue to operate more polluting vehicles and pay the fines? [fleetnews.co.uk/polls](http://fleetnews.co.uk/polls)

### MOST COMMENTED ONLINE

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## Government challenged on claim it will electrify 25% of fleet by 2022

MPs also call for an earlier ban on conventional diesel and petrol vehicles

By Gareth Roberts

**M**Ps on four Parliamentary committees have demanded to know how the Government intends to electrify 25% of its departmental car fleet by 2022.

Chancellor of the Exchequer Philip Hammond made the commitment in last November's budget. But, the MPs have questioned the Government's commitment to achieving that step change in a joint report, published last week.

It says: "The Government should set out a procurement route map to show how it will achieve this target in the budget, and extend this commitment to cover the fleets of all departments, agencies and public bodies."

The report, from the environment, food and rural affairs, environmental audit, health and social care, and transport committees, highlighted the scale of the task faced by the Government by singling out fleets operated by the Ministry of Justice (MoJ) and the Department for Environment, Food and Rural Affairs (Defra).

The MoJ has just two electric vehicles (EVs) in its 1,482 vehicle fleet, it said, and Defra operated just two pure electric cars out of 4,000.

"The Government's latest plan does not present an effective response to the scale of the air quality catastrophe in the UK," said Neil Parish, chair of the environment food and rural affairs committee.

"We are concerned that the Government is treating air quality as a box-ticking exercise. Real change will require bold, meaningful action."

Defra fleet chief Dale Eynon made clear his commitment to electrifying the department's car fleet when he spoke to *Fleet News* last year ([fleetnews.co.uk](http://fleetnews.co.uk), October 31, 2017).

He outlined his strategy to ditching diesel and converting the entire fleet of 4,000 cars to petrol-hybrid or pure electric, which had started with a

major policy change for the department. They are now only ordering petrol, petrol-hybrid and electric vehicles. "We have ditched diesel for cars," he said.

The four committees launched their joint inquiry amid concerns over the inadequacy of the Government's plan to improve air quality.

Their report calls on the Government to introduce a new Clean Air Act, a clean air fund financed by the transport industry, a national air quality support programme for councils, and to require manufacturers to end the sale of conventional petrol and diesel cars earlier than the current 2040 target ([fleetnews.co.uk](http://fleetnews.co.uk), March 15).

It said the 2040 target lacked sufficient ambition and the Government should instead "conduct a feasibility assessment to determine the earliest date by which this could be achieved, balancing the health impacts of air pollution, with economic and practical considerations".

The Society of Motor Manufacturers and Traders (SMMT) says an outright ban risks undermining the current market for new cars

and the automotive sector which supports more than 800,000 jobs across the UK.

Furthermore, the SMMT says the burden of improving air quality should not be put solely on the shoulders of the automotive industry. Chief executive Mike Hawes told *Fleet News*: "Other sectors must also play their part in improving air quality."

The report also argues that clean air zones (CAZs) should be introduced where necessary by local authorities, not as a last resort as instructed by the Government.

However, the report recognises the introduction of more CAZs could negatively impact fleet operators, and calls on Defra and the Department for Transport to ensure their CAZ plans include "robust economic impact assessments".

Both departments should also investigate the feasibility of providing small businesses with more time or resources to upgrade their vehicles and ensure they are properly signposted to any funding supporting the switch, it said.

Environment minister Therese Coffey told the joint inquiry that councils will be able to access the £220 million Clean Air Fund to mitigate some of the impacts of new air quality measures on affected businesses.

But the report questions whether the funding, which will not solely be aimed at supporting businesses, will be adequate.

It suggests that Defra should examine additional ways of raising funds for air quality improvements. This should involve establishing a fund for clean air initiatives partially financed by the auto industry and a national scrappage scheme, which was open to fleets.

The SMMT said manufacturers are already funding scrappage schemes themselves to get the older vehicles off the road.

The Government says it will publish its plan later in the year.

*"We are concerned the Government is treating air quality as a box-ticking exercise"*



Neil Parish, environment food and rural affairs committee



# BVRLA guides to clarify what is fair about wear and tear charges

Guides must be easily understood and accessible to non-experts, says ACFO

By Tom Seymour

Improving the communication of contentious fair wear and tear rules between leasing companies and fleet operators was top of the agenda at a recent meeting of industry trade bodies.

The rules aim to provide an industry-wide, accepted standard that defines fair wear and tear when vehicles are returned by fleets to their leasing or rental company.

It also provides advice for best practice in vehicle maintenance and upkeep that will prevent unacceptable wear and tear occurring.

Produced by the British Vehicle Rental and Leasing Association (BVRLA), there are three guides covering cars, light commercial vehicles (LCVs) and heavy goods vehicles (HGVs).

The BVRLA contacted members last August to indicate it was carrying out a review of fair wear and tear guidelines and to understand more about the nature and volume of complaints its members have received.

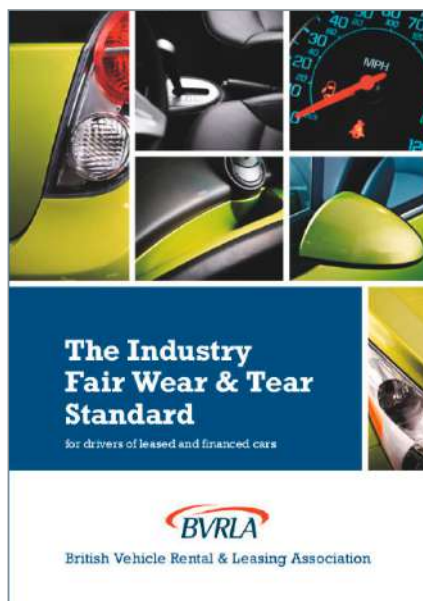
Feedback from a series of roundtables, involving leasing and remarketing companies, as well as fleet representative body ACFO, will help build a picture of what the issues are and what approach can be taken to improve customer service.

Information collected through the BVRLA's conciliation service will also be taken into account.

John Pryor, ACFO chairman, said: "The BVRLA is engaging with all parties to ensure we receive a clear and concise document that takes into account the issues fleets face when returning vehicles."

The BVRLA reviews the fair wear and tear guide every three years. The main change following the last review was the introduction of a new rule that leasing companies have to inform customers of any end-of-contract charges within four weeks of the car being collected.

Following the latest roundtable, Nora Leggett, director of member services at the BVRLA, told *Fleet News* that the group agreed some principles including "the guide must be fair, easily understood and accessible to a non-expert".



Car fair wear and tear guide

She said: "We considered five typical complaints and concluded that improved communication was an important aspect of the recommendations we were likely to issue."

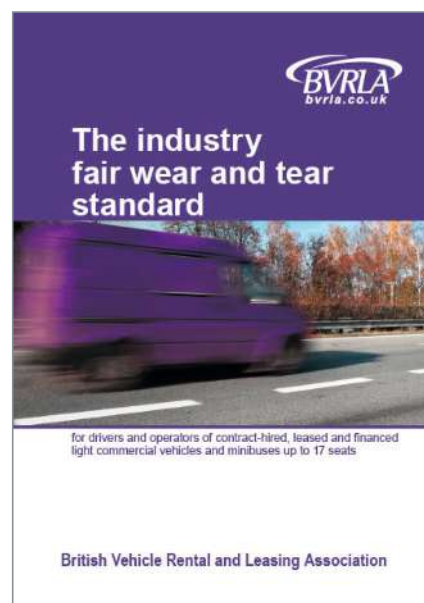
However, she added: "The process is ongoing and there will be more consultation in the coming weeks."

Some leasing companies have long been accused by fleet managers that their interpretation of the BVRLA guide ends up with damage charges being used as a 'profit centre'.

A fleet manager, who preferred not to be named, said he had "many thousands of off-lease invoices on hold", some going back more than two years, for what he described as "unreasonable charges".

He explained: "The BVRLA guide is suited to your typical three-year, 50,000-mile contract for a car or lightly used van, not for many of the industries that work their vehicles hard for a living."

For example, he said: "I have a 63-plate Kangoo going back to a leasing company who



LCV fair wear and tear guide

has asked for more than £3,100 of damage all around the van. I did point out that the van only books at around £1,500 and I wasn't looking to buy it – twice over."

Some leasing companies, like Ogilvie, have a fixed-cost menu of charges set out at the start of the contract.

Other leasing companies do not repair vehicles before sending them out to auction, so do not charge customers for the cost to repair the damage.

Instead, they charge for the loss of value against residual value due to the damage.

The fleet manager said: "End of contract damage charges are not an excuse to raise revenue for off-lease damage that is not repaired anyway. It should be recompense for loss of value of the vehicle at sale due to damage. If some leasing companies can operate this way, why can't others?"

Nick Hardy, Ogilvie Fleet sales and marketing manager, said: "We are very clear with end of contract charges. We operate a standard fixed-cost matrix across all contracts and explain before the start of the contract what the charges will be."

"But it is a point of pain for companies that are using others in the market. Some customers are being hit hard at the end of the contract and some companies are being very aggressive with charges. I think the problem here is that it stems from it being a profit centre."

"If you're treating end of contract charges as a profit centre, you're going to run into problems."



*"Some customers are being hit hard at the end of the contract and some companies are being very aggressive with charges"*

Nick Hardy, Ogilvie Fleet

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C-HR Dynamic 5 door Coupe FWD Hybrid 1.8 VVT-i Auto. Official Fuel Consumption Figures in mpg (l/100km): Urban 80.7 (3.5), Extra Urban 68.9 (4.1), Combined 72.4 (3.9). CO<sub>2</sub> Emissions 87g/km. All mpg and CO<sub>2</sub> figures quoted are sourced from official EU regulated laboratory test results. These are provided to allow comparisons between vehicles and may not reflect your actual driving experience. Model shown is C-HR Dynamic with Leather 5 door Coupe FWD Hybrid 1.8 VVT-i Auto at £29,610. Price excludes metallic paint at £545 or pearlescent paint shown at £250. Prices correct at time of going to print.



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Model shown is for illustrative purposes only. \*Combined cycle MPG and CO<sub>2</sub> emissions quoted are for the New Citroën C4 Cactus Hatch BlueHDi 100 S&S manual Feel. \*BIK figure of 19% quoted for the New C4 Cactus Hatch PureTech 110 S&S manual for 2017-18 tax year. \*Calls are free of charge from all consumer landlines and mobile phones. If you are calling from a business phone, you should check with your provider whether there will be a charge for calling an 0800 number.

# Battle to halt pothole proliferation setback as councils' payouts rise

Industry body says it would take 14 years to return roads to reasonable state

By Gareth Roberts

Compensation paid out by councils for pothole damaged vehicles in England increased by 26% in the past year, according to new data. Local authorities in England, not including London, collectively paid out £6.3 million in 2017/18, up from £5.3m the previous financial year.

However, this is down significantly on 2014-15, when it hit £20 million.

In addition, Wales and London both saw the amount they paid in compensation claims fall, with London reporting a 11.6% decline to £565,000 and Wales a 18.1% drop to £35,200.

Taken together with the cost of processing the claims, vehicle damage caused by poor road maintenance in 2017/18 cost councils £28.3m (England, £19.5m; London, £8.2m; and Wales, £590,000).

Despite the long-term downwards trend in compensation claims, the Annual Local Authority Road Maintenance (ALARM) survey, which is published by the Asphalt Industry Alliance (AIA), paints a picture of a road network in decline.

Rick Green, chairman of the AIA, told *Fleet News*: "One in five of our local roads is now classed as structurally poor – with less than five years' life remaining – compared with one in six reported last year."

Cash-strapped local authorities report that more than 24,400 miles of road are identified as needing essential maintenance in the next year.

If not addressed, that could prove costly to fleets. Inadequate road surfaces can cause axle and suspension issues, with shock absorbers



*"One in five of our local roads is now classed as structurally poor"*

Rick Green, AIA

and springs most commonly damaged. Other parts liable to suffer are steering and braking, often affected by either sudden steering movements or hard braking to avoid potholes, cracks in the road, or a generally uneven surface.

Analysis of Warranty Direct data has shown that one in five (20%) of all claims were for axle and suspension issues ([fleetnews.co.uk](http://fleetnews.co.uk), September 25, 2017).

"Local roads are a vital asset, worth in the region of £400 billion, and they support all aspects of our work and home lives," said Green.

"But funding for their adequate maintenance

has fallen short for so many years that further deterioration is inevitable."

Overall, the total highway maintenance budget across England and Wales has actually increased by around 20% year-on-year to £3.46bn (£2.88bn 2016/17).

Figures from a decade ago, however, reported this annual figure as £2.7bn, highlighting that budgets are barely keeping pace with inflation.

Furthermore, the percentage of the overall budget spent on the carriageway itself (the carriageway maintenance budget) averages 56%, a reduction on 2016/17, as more funds are needed to repair other areas of highway infrastructure such as bridges and street lighting.

"Looking back over the past decade [highway maintenance budgets] have barely kept in line with inflation," said Green.

This year, local authorities in England and Wales report that the gap between the funds they received and the amount they actually needed to keep the carriageway in reasonable order was almost £556m – a shortfall of £3.3m for every authority.

And, it would now take 14 years to get local roads back into a reasonable state, if adequate funding and resources were in place, an increase on the 12 years reported in 2016/17.

Green admitted: "There is no magic wand to wave, nor is there a bottomless pot of money to tap into."

"There are difficult choices to be made at both local and national level, but the Government needs to provide adequate funding for a well maintained and safe local road network if it wants to support communities and drive economic growth."

Over the past decade, 179 million potholes have been filled, at a cost of more than £1bn. However, since 2015, when the number of potholes filled reached record levels (2.67 million), resulting in a big reduction in compensation claims, the number filled each year has been steadily declining, hitting 1.5 million this year – equivalent to one pothole being repaired every 21 seconds.

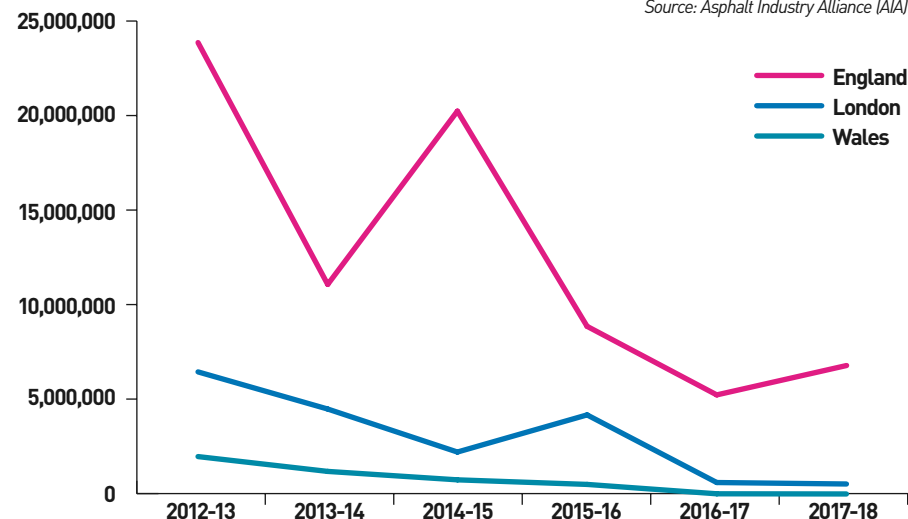
After the UK was subjected to sub-zero temperatures, the RAC is fearful that roads will have suffered further degradation.

Its quarterly Pothole Index, which tracks vehicle breakdowns as a result of damaged shock absorbers, broken suspension springs or distorted wheels, should give an early indication of overall road surface conditions for the first three months of 2018 when it is published in the next few weeks.

RAC spokesman Simon Williams said: "Although this is the season that is supposed to signal the start of better, warmer weather, this year we think it's likely to be the start of even worse road surfaces for motorists to drive on."

## AMOUNT PAID IN ROAD USER COMPENSATION CLAIMS (£s)

Source: Asphalt Industry Alliance (AIA)





# 'Beast from the East' not such an ill wind for insurance companies

Fleets took 'safety first' approach after leasing companies issued weather warning

By Tom Seymour

**T**he winter storms that hit the UK at the start of March has left car insurers facing a collective bill of £35 million, according to estimates from The AA.

The AA attended more than 108,000 drivers who needed roadside assistance or digging out of snowdrifts during the big freeze.

Despite the cost, a spokesperson for The AA said there would be no impact on premiums overall.

"There are bigger influences on insurance premiums than a week of snow," she said.

While it was not possible for The AA to produce specific figures on how many company car drivers were affected, its roadside patrols helped more than 92,000 drivers in total over just six days – a third (33%) more than would be expected on snow-free days. This number jumped to 108,000 by day seven.

Lesley Slater, LeasePlan UK business development and operations director, said: "The fact of the matter is the UK is never truly prepared for snow – despite the improving advance weather warnings – which means that vehicle fleets are inevitably affected when snow falls."

LeasePlan said any impact was limited by issuing winter driver advice to fleet customers, along with a winter checklist infographic to help put fleets on the front foot before the worst of the weather hit.



*"The fact of the matter is the UK is never truly prepared for snow"*

Lesley Slater, LeasePlan



Slater added: "We also ensured that we amplified the risks to drivers via our social channels, specifically around the dangers of driving during Storm Emma and the Beast from the East, and how drivers should prepare."

"Businesses on the whole seemed to respond with a 'safety first' approach with drivers cancelling scheduled maintenance or tyre appointments until it was safer to drive. The focus the following week had therefore been on rescheduling this work to avoid additional downtime."

This sentiment was echoed by Nick Hardy, Ogilvie sales and marketing director, who said the majority of his company's customers advised staff to stay off the road and work remotely if possible.

He said: "People were very sensible. It was the first significantly bad period of weather we've had for a while and there really were no significant problems in terms of what we have heard from clients."

"Anecdotally, would could see calls rates through to accident management going up, but the feedback from clients is that most did what you would hope they would do – they worked remotely and kept off the roads. There was no major hit on fleet downtime."

According to The AA, most calls for cars stuck in snow as well as insurance claims came from the south-east of England and East Anglia.

For cars stuck in snow, the south-west followed, then the Midlands and the north-east – reflecting the weather patterns. However, after the south-east, most collision claims came from the Midlands, then the north-east.

Despite heavy snow across the central belt of

Scotland, fewest calls for help and insurance claims came from north of the border – possibly because the region is used to snow and drivers are better able to deal with the conditions.

Michael Lloyd, The AA insurance director, reassured businesses and drivers that their insurance claims should be met. He said: "Rumours that insurers would deny claims from drivers caught in severe Met Office warning zones was just one journalist's fanciful line that took off on social media – it just isn't true."

By the end of March 4, there had been an estimated national 28,000 incidents (based on The AA's market share, scaled up to the total number of private cars on Britain's roads) that were directly attributable to the snow and ice, with a potential cost of more than £35m.

Over the six days of snow, more than half of all claims were snow- and ice-related. That average peaked at 78% on March 3, although the total number of claims was about average for a snow-free February or March day.

The busiest day was February 28 – the second day of widespread snow – when the total number of claims was about 50% higher than normal, with two-thirds (66%) of claims blamed on the weather. And on March 5, several drivers claimed for damage caused to their cars after having to abandon them.

Lloyd said: "As the week wore on with more and more snow falling across most parts of the UK, many drivers appeared to be staying off the roads. For those who did have to drive, it was more like fairground dodgems with the chances of being involved in a collision much greater than on a normal day."



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\*Standard from Signature Nav. †Standard on Signature S Nav. Part leather, synthetic leather on the sides. ‡Standard on Signature S Nav.



## Authorities 'stalling' on bringing in sophisticated road-user charging

London mayor and TfL also urged to do more to tackle vehicle idling in capital

By Gareth Roberts

**S**ophisticated road-user charging, which takes account of emissions and miles driven, will not be introduced in London any time soon.

That was the message from the mayor of London Sadiq Khan and Mike Brown, London's traffic commissioner, who said technology for the ultra-low emission zone (ULEZ) was their number one priority.

The mayor's transport strategy, published last June, made a commitment for Transport for London (TfL) to investigate proposals for the next generation of road-user charging systems.

However, Khan told the London Assembly: "Our current focus is getting the technology right for the ULEZ."

London's ULEZ will come into force from April 8, 2019. It will replace the Toxicity Charge (T-charge), which was introduced last October.

The ULEZ will operate in the same area as the T-charge, alongside the congestion charge but (unlike the T-charge and congestion charge, which are only in place on weekdays) it will operate 24 hours a day, seven days a week, 365 days a year.

Khan said: "We've got to think about making sure we can set car usage in relation to time of day, the emissions you're churning out from your car and the number of miles you're travelling. We have to think about how we make people pay for what they use."

However, he said, with the ULEZ being launched next year, a more sophisticated road-user charging system for the capital was not their number one priority.

Brown admitted the technology was already available, but said: "What I would like to be in a position to do is have those options (of a more

sophisticated road-user charging system) available within the next few years and then we can consider how they might be applied."

Khan says TfL will work to make London's entire road transport system zero emission by 2050 at the latest. This will be delivered through a phased approach, building on the introduction of the ULEZ and the T-charge.

Central London and individual borough town centre zero emission zones will be introduced from 2025, leading to a zero emission zone in inner London by 2040 and a London-wide zone by 2050.

Considering the change in emissions restrictions this would bring, London deputy mayor for transport Val Shawcross said any system would need to be able to adapt to change.

She explained: "One of the most important things that we've got to do with the next generation of technology is make sure it is future-proof."

However, Green assembly member (AM) Sian Berry claimed the mayor and TfL were stalling on its introduction. She told Khan: "I am worried

you're going to leave this up to your successor and it's going to become a political football."

Khan was facing questions from the London Assembly on his draft transport strategy, where he was also told he and TfL need to do more to discourage vehicle idling in the capital.

Some London boroughs have started fining motorists if they leave their engines running when they park up. 'Air marshals' patrolling Westminster have been able to issue motorists with an £80 penalty charge notice since June. A similar scheme in Camden started this month.

Meanwhile, Vehicle Idling Action, a London-wide campaign involving TfL, was launched in October 2016, to educate motorists by talking to offenders rather than fining them. The campaign is funded by the mayor's air quality fund.

Caroline Pidgeon, Liberal Democrat AM, said: "If every car, van, taxi and lorry driver stopped idling it would not end air pollution in London, but it would certainly make a real difference and a difference that could be quickly and easily made."

"The mayor and TfL need to step up their activities and ensure that idling of vehicles and the unnecessary pollution they create becomes a thing of the past."

She proposed a motion, which was agreed unanimously by the London Assembly, to encourage action to tackle air pollution by reducing the idling of all road vehicle engines – including private cars, taxis, private hire vehicles, public sector vehicles, buses, coaches, vans and lorries.

Tom Copley AM, who seconded the motion said: "I am calling upon the mayor to push TfL to deliver more ambitious and effective policies to reduce engine idling, alongside implementing a more extensive public awareness campaign to dissuade road users from allowing their vehicle to idle and exacerbate London's poor air quality."



Sadiq Khan, mayor of London

*"Our current focus is getting the technology right for the ULEZ"*





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NEWS

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Scenario of motorist and car 'sharing' the driving may soon be here. But who is in charge of the vehicle?

# Progress towards full automation prompts UK driving laws review

## Three-year study may delay driver access to some self-driving features

By Gareth Roberts

**C**riminal responsibility in a crash involving a self-driving vehicle will be among key questions law-makers will consider as part of a review into UK driving laws.

The three-year review, announced by the Department for Transport (DfT) this month, will be conducted by the Law Commission of England and Wales and the Scottish Law Commission.

It aims to answer key questions, such as: who is the 'driver' or responsible person and how should civil and criminal responsibility be allocated where there is some shared control between the driver and the car. It will also assess whether there is a need for any new criminal offences and how other road-users may need to be protected from risk ([fleetnews.co.uk](http://fleetnews.co.uk), March 6).

Scottish Law Commissioner Caroline Drummond explained: "Automated vehicles could have a big impact on the way we live and work so it's important that, UK-wide, we have a legal system which can accommodate them."

However, with manufacturers beginning to offer more advanced autonomous features, a

three-year review could potentially see company car drivers in the UK unable to use the latest technology.

*Fleet News* revealed last month how Audi has had to switch-off 'level 3' self-driving features in the A8 saloon in the UK due to current legislation being unable to accommodate the technology (*Fleet News*, February 8).

The system, named Traffic Jam Pilot, is part of the German manufacturer's new range of artificial intelligence (AI) driving assistance systems. When active, it takes charge of driving in slow-moving traffic, controlling all necessary driving functions, up to a speed of 37mph.

However, the use of this technology is currently prohibited by Regulation 104 of the Road Vehicles (Construction and Use) Regulations 1986, which states: "No person shall drive or cause or permit any other person to drive, a motor vehicle on a road if he is in such a position that he cannot have proper control of the vehicle or have a full view of the road and traffic ahead".

Roads minister Jesse Norman acknowledged: "With driving technology advancing at an unprecedented rate, it is important that our laws and regulations keep pace so the UK can remain one of the world leaders in this field."

Norman announced the review during a visit to the Gateway project in Greenwich, London, which is being led by Transport Research Laboratory (TRL).

The project, jointly funded by Government and industry, is using a fleet of autonomous pods to understand public acceptance of, and attitudes towards, driverless vehicles.

The trials have included automated urban deliveries with Ocado and an automated valet parking trial.

Rob Wallis, CEO of TRL, said: "We are seeing

a global revolution in transport, transforming how we will travel in the future.

"Connectivity, electrification, automation and shared mobility are the four main themes driving this innovation.

"Regulation, safety standards and vehicle insurance models all have a key part to play in enabling change, while giving society confidence that these new products and services can be introduced safely.

"The Gateway project, led by TRL, is providing vital scientific insight to help shape future regulatory standards and to better understand public perceptions associated with these new mobility solutions."

The project is now entering its final phase which will see the fleet of automated pods providing a shuttle service around the Greenwich Peninsula over the next few weeks.

The four driverless pods will be navigating the 2.1-mile route using advanced sensors and autonomy software to detect and avoid obstacles while carrying members of the public participating in the research study.

Developed by British companies Westfield Sportscars and Heathrow Enterprises, the pods have no steering wheels or typical driver controls. Instead, the software combines GPS with radar for long range and Lidar – light in the form of a pulsed laser to measure ranges – for close range to enable the pods to detect and safely negotiate objects in their path. This also allows the pods to operate in adverse weather conditions and even in the dark – a global first for this technology in the UK.

Research findings from the project will guide the wider roll out of autonomous vehicle technologies in all forms of surface transport, including cars, vans and trucks.

*"It is important that our laws and regulations keep pace"*

Jesse Norman, DfT





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Fuel consumption in mpg (l/100km) for the models shown: Electric Mode Only 0–0, Combustion Engine, Minimum Battery Charge 53.3 (5.3)– 67.3 (4.2), Weighted Combined 176.6 (1.6)– 217.3 (1.3), CO2 emissions 37–29g/km.

MPG figures are official EU test figures for comparative purposes and may not reflect real driving results. Models shown: Optima 'PHEV' 2.0 GDI 202bhp 6-speed auto with premium Midnight Black paint at £34,505 P11D, All-New Optima Sportswagon 'PHEV' 2.0 GDI 202bhp 6-speed auto at £35,090 P11D, All-New Niro PHEV '3' 1.6 GDI 139bhp 6-speed auto DCT with Gravity Blue premium paint at £31,005 P11D. Prices and specification correct at time of going to press. For Business Users only. When ordered and registered by 31.03.2018. 7 year / 100,000 mile manufacturer's warranty. For full terms and exclusions visit [www.kia.com/uk](http://www.kia.com/uk).



# THE BIG PICTURE

By Stephen Briers, editor, *Fleet News*



Congratulations to all our Fleet News Awards winners and highly commended companies (details start p35). Commiserations to non-winning finalists, but well done on making it to the shortlist. Many didn't.

Judging the Fleet News Awards is always rewarding as it gives us an insight into new initiatives, outstanding work and excellent practices, whether it's a fleet, supplier or manufacturer entry we are scrutinising.

Among the fleets, we saw great examples of cost savings, risk management and compliance, and a growing appreciation for procurement practices focusing on value for money supplier partnerships.

*"The hot topic for discussion by finalists prior to the awards was electric vehicles"*

However, the hot topic for discussion by finalists when we brought them together prior to the awards was electric vehicles.

Demand is high, for both pure EVs and plug-ins, with some manufacturers unable to fulfil the order books quickly enough.

There was much debate around EV range, with suggestions that 500 miles is less than two years away. Aligned was a decrease in charging times, with 15-20 minutes thought to be on the horizon.

P11D cost remains a hurdle for fleets and drivers, but EV prices will inevitably fall (as will BIK in 2020/21).

The other issue is residual values. They are struggling, especially for mainstream manufacturers, due to a lack of used car demand. We hear that several leasing companies have been hit hard.

This might worsen for the current crop of EVs as longer range models come to market. Why would a second-hand buyer invest in a 150-mile EV when they could have 500 miles within a couple of years?

One solution would be battery upgrades for existing models; swap out the old for the new.

■ Extended version online

## YOUR LETTERS

### ROAD PRICING

## Don't price people off roads indiscriminately

EDITOR'S PICK



#### Bob the Engineer wrote:

Having read 'Road pricing may be way to ease congestion for city motorists' (fleetnews.co.uk, March 2) surely first we have to understand where people are going and why.

The assumption that simply making it more expensive to get there will cut the traffic is absurd. Perhaps people need to get where they are going and do not have a choice; perhaps public

transport is not an option or costs too much.

Road pricing will damage the local and national economy and businesses. Let's face the real reason (especially in the south-east), there are too many people on too little tarmac.

You need to fix one or the other or both, not price poor people to stay at home and give up work or leisure.

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

### EXTREME WEATHER

## No excuse for fuel waxing

#### Edward Handley wrote:

Having read 'Fuel filters blocked on diesel cars due to cold weather' (fleetnews.co.uk, March 5) there is a lot motorists can do to prevent fuel waxing – first and foremost, servicing.

A dirty fuel filter is more vulnerable to waxing than a clean one. Second, there are plenty of diesel additives on the market which will prevent waxing if added to the fuel early.

The major problem with waxing diesel in the 1980s was due to reduced refining standards which meant there was more water in the diesel. No excuse now.

#### Cross Climate added:

I have just driven back from a ski trip to the Alps, where the much-hyped in the UK "Beast from the East" was just seen as a "colder than usual for February", with -18 to -20 during the day and -27 overnight.

Needless to say everything worked absolutely normally in trains and buses. Shops even had bread.

Despite metres of snow, roads, footpaths and lay-bys were clear. Ironic given that winter tyres are a legal requirement from November to April in most countries.

### PLUG-IN VEHICLES

## Fear of the unknown holding back adoption

#### John4870 wrote:

Having read 'Every diesel vehicle replaced with PHEV could save £2,000, ALD trial reveals' (fleetnews.co.uk, March 12), and having used Toyota Prius hybrids and now a plug-in Prius hybrid for 10 years, I wholeheartedly support this.

Taking into account the benefit-in-kind and fuel savings compared with what I would have been driving, using hybrids has been worth more than £35,000 in my pocket, plus, of course, the environmental benefits.

I am convinced that if more folks understood hybrids they would almost all be using them – the greatest challenge is fear of the unknown.

#### Nigel Boyle added:

There will be very few fleet users who do as little as 7,000-15,000 miles a year. The trial does not show users with more usual mileages; our fleet averages 35,000 miles. Talking with others this is a more usual number.

I suspect they have not done the test as moving from a diesel will cost fleets a fortune on this mileage, essentially they are swapping to petrol as the electric part on the journey is insignificant.

I do not want to be a party pooper but plug-in hybrid electric vehicles (PHEVs) are only for very low mileage drivers, no one else. The I-Pace, with a 300-mile range, is the first serious alternative (perhaps wrongly, I tend to disregard Tesla), but the charging infrastructure needs to be greatly improved – I regularly see queues at motorway services for the chargers.



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### EMISSIONS TESTING

## Should I abandon wholelife costs?

#### Sage and Onion wrote:

Having read 'Arval claims fleets are slow to recognise the impact of WLTP' (fleetnews.co.uk, March 7), I am currently reviewing our car policy choice lists, because with all the changes to taxation and now WLTP, the level playing field of a choice list based on wholelife costs appears to be no longer level.

Until WLTP is adopted universally I am considering whether to abandon wholelife costs and base our car policy choice list purely on monthly rentals, with perhaps a cap on P11D value for each grade.

Otherwise new models introduced by manufacturers that use the new WLTP measurements probably won't make it into drivers' available choices, even though they are potentially better equipped, safer, and more fuel efficient (in real world conditions).

### AUTONOMOUS FEATURES

## Make AEB standard on all cars

#### Winston wrote:

Having read 'Manufacturers stall on standard-fit AEB, Thatcham Research data suggests' (fleetnews.co.uk, March 7), well done Land Rover and Volvo for committing to autonomous emergency braking (AEB).

All manufacturers should follow suit now and make AEB standard on all new cars. Forego the fancy alloys or extra speakers if cost is a factor. Getting from A to B safely is more likely with AEB.

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## FLEET OPINION

### ELECTRIC VEHICLES

## Year that electric cars took over

By Erik Fairbairn

The raft of exciting electric vehicle (EV) previews and new launches at the Geneva motor show has led to industry pundits calling it the 'year that electric cars took over'. What an effective riposte for several recent, high-profile reports focusing on perceived barriers or challenges for EVs.

One such high profile report was the Electromobility Platform's analysis on charging infrastructure, along with comments reported in *The Guardian* by co-author Greg Archer, who suggested the car industry was 'deliberately suppressing' the market for EVs by limiting supply of new models, leading to long waiting lists.

While there's certainly some truth in the claim that EV demand is outstripping supply – waiting lists are not uncommon – a quick run-through of new models seen at Geneva shows that many automotive manufacturers are investing hundreds of billions in the development of their EVs.

There was, of course, the show-stopping Jaguar I-Pace, but also the Honda Urban EV and the Hyundai Kona Electric, which, with battery ranges of up to 500kms (300 miles), all commanded attention and heralded huge progress.

Coinciding with the Electromobility Platform's analysis was the SMMT's report on new car emissions, along with a statement by CEO Mike Hawes which cited 'disappointingly low demand for electric vehicles' and the 'demonisation of diesel' as contributing to the first increase in CO<sub>2</sub> from new cars for two decades (*Fleet News*, March 8).

While this temporary blip in emission levels is disappointing, EVs, hand in hand with the continued 'greening' of the grid, are the only viable route to lowering these emissions significantly for the long term.

As lithium ion battery prices plummet, it will soon be cheaper to buy and maintain a 200-plus mile range EV than an equivalent internal combustion engine (ICE) vehicle, which means more fleets can make the transition. And, with charging infrastructure being rapidly rolled out, and Geneva giving us a glimpse of what we can expect in terms of EV choice, the reasons for buying a petrol or diesel vehicle are steadily being eradicated.

*"The reasons for buying a petrol or diesel vehicle are steadily being eradicated"*



Erik Fairbairn, CEO and founder, Pod Point



Craig Smith, research director of transportation security at Rapid7

### SELF-DRIVING CARS

## Hacking fears may prove unfounded

By Craig Smith

This year you're going to see a self-driving vehicle on the road – if you haven't already. You may not be able to take a ride in one yet, but they'll start being tested in a city near you.

As the visibility of, and desire for, autonomous cars grows, so will concerns around malicious hackers.

Cybersecurity researchers have shown they can wirelessly access today's cars, taking over system controls including acceleration, braking and steering. Bluetooth, WiFi, tyre pressure sensors, infotainment units and navigation systems have all been identified as potential entry points.

The automotive industry has improved its cyber-defence capabilities in parallel – and the Government has released guidelines designed to make cybersecurity a priority.

While this may seem counterintuitive, I'm confident autonomous cars are actually less vulnerable to remote hacking than those driven by humans.

Today's connected cars have a few sensors, which perform actions we're all familiar with: a car is parking, the sensor sends a signal when it nears an object and the car stops.

Fully self-driving cars use many different sensors to navigate roads and a range of conditions and objects. This makes them smarter – and also harder to manipulate, with one sensor able to override another if it judges it wrong. This makes 'taking over' the systems of a car much more difficult.

That said, as with any great consumer innovation, periods of growth and development inevitably come with setbacks.

It's traditionally been expensive and time-consuming to identify security flaws, which researchers do by taking apart and testing vehicles, but the tools are evolving.

Popular hacking kits now have the capability to test hardware and today's Internet of Things (IoT) devices, for example, allowing penetration testing to be conducted more efficiently.

Most important of all, however, is collaboration within the industry on developing a standard level of security for all autonomous vehicles. The path to innovation will inevitably have bumps in it, but if the industry works together we can all have confidence in the future of driverless cars.

*"If the industry works together we can all have confidence in the future of driverless cars"*



For more fleet opinion from the industry, visit [fleetnews.co.uk/opinion](http://fleetnews.co.uk/opinion)





# 'WE NEVER HAD A SINGLE DRIVER FATALITY'

Head of the British Gas fleet for 26 years, Hall of Fame inductee Colin Marriott has many reasons to look back on his career with pride. *Andrew Ryan* reports

**C**olin Marriott's career was one full of big numbers: 26 years heading the fleet of Centrica subsidiary, British Gas, a final fleet size of 12,500 vans and 2,200 cars, and business mileage during that time of up to 1.8 billion.

However, it is the smallest figure of all which is one of his proudest career achievements: zero fatal injuries to an at-work driver.

This is a fitting reflection of his commitment to improving safety, a passion instilled in him through early personal experiences.

"Well before I took charge of the fleet we had a much-loved driver who used to drive one of the big British Gas trucks delivering white goods," says Marriott, who opted for early retirement last year at the age of 56.

"He was stood on the back of a flatbed in our yard in Southampton in really heavy rain when he tripped, fell off the trailer, hit his head on the ground and was fatally injured.

"I was one of the first on the scene. It was

a guy I had a lot of respect for and what really left a lasting effect on me was that just falling three feet was enough to kill him.

"I'll never forget it."

This was not his first experience of seeing the risks associated with operating vehicles.

After beginning his career as an engineer at the naval dockyards in Portsmouth, where he was apprentice of the year for consecutive years, Marriott worked at the then Vehicle and Operator Services Agency (VOSA) and vehicle inspectorate.

As part of a specialist team which inspected cars involved in serious or fatal accidents, he did not investigate what caused an incident, more what caused the injury. For example, how deeply was the steering wheel nut buried within the wheel? Was it positioned somewhere where it would cause an injury?

"Through working with the Department for Transport (DfT), the inspectorate was able to start changing legislation and encourage motor manufacturers to pay more attention to the design of cars," says Marriott.

"A lot of the safety features you see in a car now came from the work that was done by

the DfT and the Transport and Road Research Laboratory. The occupant crash safety cell came out of it, front and rear seatbelt usage came out of it, as did airbag technologies.

"It was really interesting stuff and it meant an everyday part of my life was looking at what could happen if things go wrong in a motor vehicle.

"That, coupled with when we lost that driver at British Gas, meant safety became an underlying passion of mine."

His commitment to safety was adhered to by both his employers and his team, and he says he was very fortunate to work for an organisation that "put safety at the heart of everything it did" because it helped win backing for a wide range of initiatives.

In 2006, British Gas became one of the first organisations to roll-out speed limiters across its van fleet, it took the decision to fit winter tyres all year round for safety and operational reasons and it also created a Young Driver Academy to successfully improve driver behaviour in the company's highest risk drivers. All of these



Colin Marriott is enjoying new challenges after taking early retirement from British Gas



## FACTFILE

**Name** Colin Marriott  
**Last fleet role** General manager fleet, British Gas  
**Time in role** 26 years  
**British Gas fleet size (2017)** 12,500 vans, 2,200 cars



contributed to an excellent safety record.

"One of the things I'm most proud of in my time as fleet manager for British Gas is that the fleet probably travelled 1.6bn-1.8bn miles and we never had a single operational driver in a van fatally injured," says Marriott.

"I'm convinced that if we hadn't speed limited our fleet, with the sheer number of miles the fleet was driving, some of our drivers would have been involved in high speed incidents and we might have seen some loss of life."

Marriott also pays tribute to the organisation's willingness to invest in quality vehicles, equipment, racking and safety gear.

"We would physically go to look at every vehicle that had been involved in a serious incident to see if we were adopting the right strategies and, without doubt, some of that kit saved engineers' lives," he adds.

While improving safety was a core focus for Marriott, this had to dovetail with the main aim for any fleet: to ensure that its vehicles were operationally fit for purpose.

"Giving the operation the right tools to do the job has to be the number one priority of any fleet manager, but engineering the safety and other aspects required of a vehicle around that operational performance is critical and that appealed to me," he says.

"I really used to enjoy that side of the job. Often in British Gas there wasn't something you could plug into that someone else had already done. You were often inventing."

"For example, British Gas decided it would have its own people doing loft insulation, cavity wall insulation and things like that."

"The challenge was sent straight into our office to say 'right, we need a vehicle that is going to be able to do this', and that was really good fun."

"It becomes an even greater challenge when you've got a severe payload restriction and, therefore, anything you add to the vehicle impacts on its operational performance."

"Our loft insulation vans were operating right on the maximum gross vehicle mass, so we engineered a vehicle with a purpose-built body on the back that was the lightest vehicle in its class."

"We had meetings with suppliers and motor manufacturers, the racking companies and the leasing or fleet management

*"Often in British Gas there wasn't something you could plug into that someone else had already done. You were often inventing"*

*Colin Marriott, ex-British Gas*

company if we were funding the vehicle through them, and then we had to get the network to maintain them.

"Whatever the requirement it was always really exciting."

"Another fresh challenge came when Centrica bought The AA and we were involved in running that fleet of recovery vehicles for some time. That was exciting as well."

The appetite to innovate was present throughout Marriott's career. As an engineer, this clearly manifested itself in vehicles and technology – for example, British Gas introduced the UK's largest electric van fleet in 2013 – but he was also key to developing British Gas's total cost of ownership model.

Creating this 'zero based budget' – as it was called then – was one of his first challenges when he joined the company in 1986. He had to take the most popular models on the fleet, look at potential repair, service costs etc., to give British Gas insight into vehicle operation and selection.

"That was the birth of total cost of ownership in British Gas, and, 26 years on, all the experience of me, my team in particular, and the fleet management company, have all gone into this TCO model which is the bible now," he says.

"Any new product or any alternative fuel vehicle you want to put on to the road, you bolt it into that model and what pops out at the end of it is the most cost-effective vehicle in that type of application."

British Gas also became one of the first large fleets to go to a fully outsourced service provision in 1995. Before that, the company's

regions had their own workshops and made the bulk of their own procurement decisions.

"We closed all the workshops, outsourced all the maintenance, and engineers became home-based with depots closing, so, over that time, we gained a lot of experience with outsourcing," says Marriott.

"I had the privilege of meeting and working with some great people in the industry and that stems right from motor manufacturers, to commissioning companies, to fit-out companies and racking makers, fleet management and leasing companies – there are some brilliant people in the UK."

"It had been a priority of mine to have relationships with those people where it is not just a customer-supplier relationship. It is worth the effort to deepen the relationship with any of your suppliers, share with them your strategy, what your business is trying to achieve and get them on board with that."

"The response to working with suppliers in that manner was phenomenal. They innovated, they did things to help British Gas all the time and it was a privilege to work with people like that."

"Without those relationships I had in the industry, the team of people I had around me at British Gas and the extended teams in some of our suppliers, we would not have been able to achieve what we did."

Marriott lists his relationship with suppliers as another of his proudest achievements, and the respect was mutual as a surprise at his British Gas leaving 'do' demonstrated.

"I was in a little room with just my team and, all of a sudden, in poured people I worked with from the supply chain," he says.

"There must have been 30 or 40 people representing the companies I had worked with, from motor manufacturers, livery, racking and fleet management companies, to share a sandwich and a cup of tea."

"That was a very proud moment that these people would take time out from their busy lives to come and wish me a warm farewell."

His other, more public, send-off was also a particularly proud moment: his induction into the *Fleet News* Hall of Fame at the Fleet News Awards ceremony last year.

The honour was well deserved, but it came as a complete surprise to Marriott. "I was there without any knowledge that I was going into the hall of fame," he says.

"Some must think I was a bit of a mug not



Colin Marriott (right) was welcomed into the hall of fame by Stuart Thomas, head of fleet services and SME at The AA

realising or not being aware that something was going to happen, but I was invited along under the pretence that I was retiring and wouldn't it be nice to come to such a big, prestigious event and meet everyone."

"When Huw Edwards started reading out the hall of fame nomination he said 'this guy started his career in Portsmouth dockyard' and I turned to the young lady sitting next to me and said 'oh, I might know him', so it was a real surprise."

"I do get embarrassed about these sorts of things, but that was a really nice piece of recognition in front of a lot of people I've worked with, so that was a nice send-off."

Marriott has now been retired for around a

year and is enjoying life away from the stresses of managing one of the country's biggest fleets.

"For some time, I'd decided that as much as I loved my job and the industry, I would retire early," he says.

"There were some personal reasons that encouraged my thinking along the way such as losing family far too young, but we've all got to retire some time and you only get one chance to retire early."

"I think I've been a very motivated fleet manager at work and I'm motivated out of work as well, so to the surprise of one or two who have often rung me up and made the joke, I don't sit in bed waiting for the Jeremy Kyle Show to start."

"I'm an absolute petrolhead, so I've started going to auctions, I've got a classic motorcycle that I play with, and a few other things."

"I love the outdoor living, so my wife and I have some electrically-assisted mountain bikes which we take on holiday with us. When she retires, we will be doing more and more of that."

"I seem to have adapted to retirement quite well!"



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# 'GET THE CAR YOU ALWAYS PROMISED YOURSELF NOW'

Maserati realises its brand is unlikely to be an obvious fit for a company car policy but that doesn't deter corporate sales ambitions. *Matt de Prez* reports

**W**hy not get the car you always promised yourself? That is the question Maserati is posing as it reaches an even split between corporate and retail sales.

The Italian manufacturer has been through a significant change in the past decade. Its best-selling model is a diesel SUV (Levante) – a far cry from the historic racers and supercars for which the brand was once famed.

While Maserati has never been, and probably will never be, a core-fleet brand, it is looking to cash-in on its exclusivity and offer salvation to those who don't wish to drive a car with the same badge as everyone else.

Leading the corporate sales charge is newly appointed national corporate sales

manager Howard Dalziel. His five-point plan has helped the brand boost fleet sales by 10% and he expects to maintain a 50-50 split against retail by focusing on key areas.

First and foremost on his agenda is the contract hire market.

"We've started engagement with the top 15 leasing companies. There is more than one opportunity for us: not least to supply a new car in the first place, but also to engage with the maintenance and repair, then getting the car back into our network and make a used car sale," says Dalziel.

"We are recognising the right opportunities as far as choice lists which is why the leasing company relationships are so important. They are the gatekeepers for larger companies, to get us on their lists."

At the same time, he is chasing deals with vehicle funding brokers. There are currently around 300 brokers registered with the

British Vehicle Rental and Leasing Association (BVRLA) and Maserati supported its Leasing Broker Forum in October.

Dalziel says: "We can get in front of people who can see the opportunity for Maserati within their customer base and can see that going back to one of their customers with a different solution – rather than the stereotypical German or Japanese brands – would have value and would enable them to close a sale."

The third area of focus is corporate entities. Dalziel specifies two types of business that he wants to target: limited liability partnerships, where there is no company car tax to pay, and larger businesses that have an employee base which "lends itself to the prospect of Maserati ownership".

"Our opportunities lie generally within SME businesses on personal contract hire rather than conventional fleet policies," says Dalziel.

He adds: "It was quite clear to me that we could spend a lot of time going down various avenues that would ultimately lead nowhere."

"Maserati is not an obvious fit for a company car policy. As soon as you talk about CO<sub>2</sub> limits or typical BIK (benefit-in-kind) tax then Maserati is a not a fit for the conventional fleet audience."

No matter who the brand chooses to target, residual values will always be crucial to keep its vehicle's hire rates competitive.

That is why the fourth part of Dalziel's plan involves better engagement with residual value setters, such as Cap HPI, KeeResources and Glass's.

"It is something we haven't focused our efforts on over the past few years. They make sense of our vehicle data and get it out into the industry. For me that is key to position our vehicles on leasing company websites. If the data providers don't know the prices of the vehicles, we only have ourselves to blame if that data isn't available in to the industry."

At the end of 2017, Dalziel arranged a trip to Maserati's factory in Modena, giving him the opportunity to demonstrate the latest range of cars and their capabilities to representatives from all the major value setters.

All corporate sales are handled, ultimately, by Maserati's dealer partners, as the brand doesn't supply direct. There are 19 dealers in the UK, although the company is planning to expand its network. The target is to have a dealership within 50 miles of any point in the UK.

"It is really important for us to develop the

right sort of relationships with the people who drive our vehicles, no matter the funding method," Dalziel says.

"We need to make sure Maserati ownership isn't a one-off experience."

A team of four look after the entire corporate sales operation.

Laura Heathcote-Smith takes care of the Southern region, while Louise Kelly is responsible for the North. Alexandra Cooper, based in the Midlands, helps to coordinate the team and manage customer contact, while Dalziel spends his time liaising with leasing companies and looking for new business opportunities.

Dalziel says: "It's a question of uniting the dealers with those opportunities. We have to identify the right audience and invite them to the showrooms. If we can get those people into the showroom, we can talk about the affordability of the brand and that has worked extremely well for us."

"The affordability angle surprises a lot of people. It's a nice problem to have; people think we are more expensive than we are."

"When you talk through the figures, they realise that owning a Maserati can be a realistic proposition."

Last year, Maserati registered 1,701 cars in the UK and 52% of those were to the corporate sector.

Part of the shift has come from the introduction of diesel engines, making the cars more suitable for higher mileage business drivers. The launch of the Levante SUV was another highlight that provided a significant boost in sales.

Dalziel says: "Diesel has been a significant part of our corporate sales. Ghibli, Levante and Quattroporte diesel are the most affordable to buy and run but we aren't beholden to those products to be successful."

"While we have seen all the noise around diesel in the media, more people are going for petrol. Levante S has a new V6 petrol engine and that has taken off extremely well."

"With all the hysteria around diesel and emissions and the suggestion there will be no combustion engine vehicles by 2040, we are asking 'why not get the car you always promised yourself now?'"

Compared to 2016, Maserati sales were up by 18% and the growth is expected to continue this year.

A raft of updates for the model range were announced at the Frankfurt Motor Show in 2017, including a suite of new advanced driver assistance systems (ADAS) for the Ghibli, Quattroporte and Levante.

By switching to electric power steering, the brand now offers lane-keep assist and, when combined with active cruise control, the vehicles can provide level 2 autonomy. Blind spot assist is also available.

"In terms of autonomy we are where we want to be at the moment. We still believe that a Maserati is a car to drive and we don't want to detract from that," Dalziel says.

Further developments are expected to be announced in May when the company outlines its next five-year model strategy, but FCA boss Sergio Marchionne has said that hybrid models are expected by the end of 2019, with the first electric Maserati coming a year later.

## FACTFILE

Company: Maserati  
UK headquarters: Slough  
National corporate sales manager: Howard Dalziel  
Key models: Ghibli, Quattroporte, Levante  
2017 registrations: 1,701  
Corporate sales split: 52%



*"Affordability angle surprises a lot of people. It's a nice problem to have"*

Howard Dalziel, Maserati



# FLEET LIVE

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This showcase of best practice in fleet management will have a radically new approach in 2018, with its programme devised by executives at the sharp end of fleet management. Members of the Fleet Live Visitor Advisory Board are responsible for running fleets of 100 to 10,000-plus vehicles, including household name enterprises such as Royal Mail, Anglian Water, Red Bull and John Lewis.

Together, they have devised a twin-track approach to Fleet Live, focusing on practical answers to immediate challenges facing fleet operators, as well as strategic approaches to longer term concerns.

The result is two distinct programmes in two individual theatres at the NEC. The Fleet Strategy Theatre will host a series of presentations and seminars that address broad, long-term issues. The Fleet Operations Theatre will deliver 'how to' sessions offering practical advice and expert tips on how to tackle fleet issues of today.

Speakers at the seminars will be experts in their fields, either hands-on fleet managers or representatives of specialist industry bodies and organisations. There will be no sales pitches.

In addition, a fleet advice centre will act as a drop-in clinic to guide and advise any decision-maker wrestling with how best to solve problems with their fleet.

The two theatres and advice centre will be supported by exhibitors from all sectors of the fleet industry, including major motor manufacturers, leading leasing companies, specialist IT organisations and key after-market suppliers.

"If a business wants to cut its fleet costs, buy or lease vehicles more effectively, better manage its drivers, reduce risk and improve its green credentials, Fleet Live is the only place to find all the answers under one roof," said Stephen Briers, *Fleet News* editor-in-chief.



## Fleet Operations Theatre

Pick up priceless practical advice on how to buy and run a more efficient fleet in the presentations, seminars and workshops for hands-on fleet managers. The sessions will be targeted at managers from purchasing, operations and HR backgrounds, whether new to the role or experienced executives.

Topics covered will be of immediate relevance to people responsible for their company's car, van and truck fleets, including:

■ **How to improve fleet safety and driver behaviour**  
 Discover initiatives to reduce accident frequency that have worked for other fleets.

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 Find out which smartphone apps other fleet managers are using, and with what degree of success, to ensure drivers carry out a full, daily defect check of their van or truck before driving it.

■ **How to cut end-of-contract charges**  
 Don't suffer a sting in the tail when your vehicles return to leasing companies. Follow these useful approaches to prevent damage in the first place, and to minimise recharges when they do arise.

■ **How to lower your fuel expenditure**  
 Cut back on your fuel spend with these techniques for improving the fuel economy of your vehicles and drivers, and for ensuring accurate, fraud-free mileage reimbursement.

■ **How to buy smartly**  
 Know which key performance indicators (KPIs) and service level agreements (SLAs) to introduce to ensure the best value deal from your suppliers.

■ **Earned Recognition and new safety rules**  
 Find out how fleets can embrace and benefit from the new DVSA programme and what safety features will be necessary to drive trucks in London and other major cities.

## Fleet Strategy Theatre

The daily demands of running a fleet can leave little time for developing long-term strategies for the mobility of staff and the transport of goods. Sessions in this theatre will give progressive fleet managers a headstart in planning for the future.

■ **Travel in urban environments**

Understanding the impact on your fleet strategy of the city-based transport strategies on air quality, congestion and safety. How will you need to adapt your policies?

■ **Adopting a zero emission strategy**

How manufacturers are helping fleets to adopt electric vehicles and how fleets are responding to the challenge.

■ **The connected fleet**

Understanding the impact connected cars will have on fleets, and how vehicle-to-vehicle and vehicle-to-infrastructure connections will tackle congestion, smooth traffic flow and improve route planning.

■ **New testing regime for fuel and CO<sub>2</sub>**

What WLTP and RDE2 are and how they will affect your car policies and your drivers.

■ **The low risk fleet**

The long-term strategies required to underpin a genuine fleet safety strategy, and how fleets can build a business case to introduce them.

■ **Become a mobility manager**

How long before the business card says 'mobility manager' rather than fleet manager? Prepare for a brave new world as the mobility architect of your business, unifying multiple modes of transport into a coherent travel plan for your company's staff, services and goods.

■ **Autonomous vehicles: the zero harm solution**

The roadmap for future technologies and how 'driverless' vehicles will affect fleets, including the impacts for HR and operational policies.

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AWARDS  
2018

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## CHAIRMAN



**Christopher Macgowan OBE**  
former chief executive, SMMT

## WELCOME



Almost 1,400 people attended the Fleet News Awards this year to celebrate the 157 finalists, 29 winners and 24 highly commended companies, people and cars.

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Transparency is important; we take it seriously because the results matter.

The awards evening is the greatest night of the year in the fleet sector, bringing people together to make new acquaintances and meet old friends. It is a wonderful opportunity to celebrate the very best of our industry, but also for networking and socialising. And there was plenty of that!

This year's awards were hosted by the incomparable Huw Edwards, anchor of the BBC's News at 10, who did a fantastic job keeping some of the rowdier sections of the audience in check.

The judges were once again impressed with the finalists' level of innovation and their very real focus on reducing cost, improving safety and the process of continuous improvement.

**Stephen Briers, editor-in-chief, Fleet News**



My role is to provide an independent view of the process adhered to by the judging panels as they consider the sometimes lengthy list of entrants for each of the categories.

I support the chairman, Christopher Macgowan OBE, on points of procedure and to ensure consensus around the table with regard to the final conclusions. What I do not do, however, is vote at any stage in the proceedings.

I ensure that the reasons for non-inclusion are given the same level of importance as the winners and those shortlisted.

Deloitte has always ensured that its representative works within its national automotive group which enables that representative (me this year) to raise relevant questions during the consideration of the entrants and to assist in keeping the debates flowing.

When it comes to the final voting, it is Deloitte which records the voting and advises the panel of the outcome.

**Martin Tooze, Deloitte**

## THE JUDGES



**Stephen Briers**  
Editor-in-chief,  
Fleet News  
Fleet/manufacturer  
categories



**Caroline Sandall**  
ACFO  
Fleet categories



**Jo Hammonds,**  
Mears Group  
Fleet categories



**Peter Eldridge,**  
ICFM  
Fleet categories



**Sarah Tooze**  
Deputy editor,  
Fleet News  
Supplier categories



**David Oliver**  
Procurement manager,  
Red Bull  
Supplier categories



**John Pryor**  
Chairman, ACFO/ fleet  
and travel manager,  
Arcadia  
Supplier categories



**Debbie Floyd**  
Fleet manager,  
Bauer Media  
Supplier/manufacturer  
categories



**Graham Short**  
Zip Water (UK)  
Supplier categories



**Stewart Lightbody**  
Head of fleet services,  
Anglian Water  
Supplier categories



**Ryan Coles,**  
Aviva  
Supplier categories



**Simon Harris**  
Motoring journalist  
Manufacturer categories



**Martin Ward**  
Relationships manager,  
Cap HPI  
Manufacturer categories



**Andy Cutler**  
UK car editor – forecast  
values, Glass's  
Manufacturer categories



**Mark Jowsey**  
Director, manufacturer  
liaison, KeeResources  
Manufacturer categories



**Steve Jones**  
General manager of  
asset risk, LeasePlan  
Manufacturer categories



**Shaun Sadler,**  
Arval  
Manufacturer categories



**Peter Weston,**  
Arcus  
Manufacturer categories

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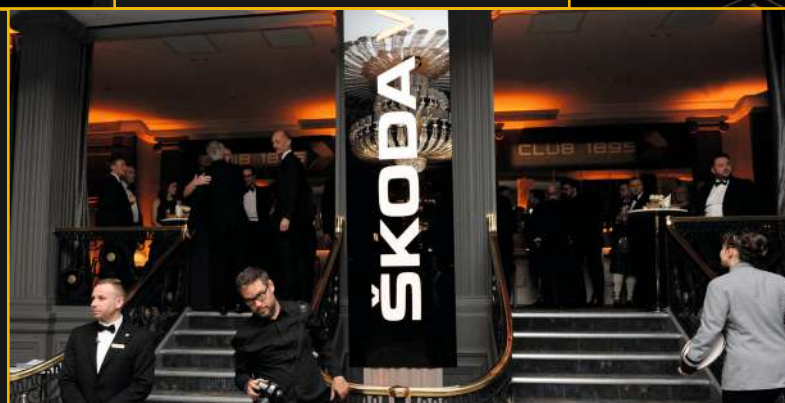


**104**  
photos taken  
in the Fleet Live  
photo booth



**5.30am**  
Time the last member  
of the Fleet News team  
went to bed.

**1,000+**  
bottles of wine drunk  
during the evening



**£12,500**  
money raised for awards  
charity Marie Curie –  
thanks to everyone who  
generously contributed

**366**  
different companies in  
the room, networking,  
socialising and dancing



**3.15am**  
the time the  
final events team  
stragglers called  
it a night



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	<p><b>1</b> guest lost in the lobby before 11pm</p>			<p><b>70</b> moving light fixtures were used during the evening's entertainment</p>	
	<p><b>100s</b> of minds blown by magicians Trixta</p>				<p><b>2</b> Show LED animation cloths totalling just under 100,000 lumens of output were used to display content on the set (a typical home projector is around 2,500 lumens)</p>
					
	<p>The events team has to load in, rehearse, perform the show and derig in</p> <p><b>24h</b> which from the Eclipse Presentations team involved</p> <p><b>59</b> crew over three shifts, not to mention the dedicated team running the non-technical elements and organising the awards.</p>			<p><b>16</b> tons of technical equipment, stage and set were brought in to put on the show, all coming into the great hall in one lift.</p>	

FOR MORE PICTURES VISIT [FLEETNEWS.CO.UK/GALLERIES](http://FLEETNEWS.CO.UK/GALLERIES)

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The Suzuki Vitara	CO <sub>2</sub> 131-106 g/km	MPG (combined) 70.6-49.5	BIK 23%-25%	P11D £15,784-£25,684
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## HEADLINE AWARDS



## FLEET NEWS HALL OF FAME AWARD

Winners: **Phil Clifford/Maurice Elford**

### PICTURE CAPTION

Phil Clifford (centre) and Maurice Elford (left) receive their awards from presenter Stuart Thomas, director of fleet and SME at The AA, which sponsored the Hall of Fame category

This year, *Fleet News* has chosen to recognise two long-standing fleet managers who have recently retired. One comes from the public sector, the other private.

Phil Clifford is a prominent figure among local authority fleets, regularly giving up his time to share his thoughts on efficient fleet management at industry conferences.

He is an outspoken advocate of the professional fleet manager, strongly believing organisations cannot operate large numbers of vehicles and complex assets without one.

Arguably his biggest achievement was setting up and running the Public Authority Transport Network, which enables public sector fleet managers across the UK to share best practice and ideas.

Having completed more than 40 years of public service in local authority fleet management, most recently as fleet and technical manager at Forest Heath District Council and St Edmundsbury Borough Council, he now plans to concentrate fully on this 'second career' of working with public sector fleet professionals.

His aim? "To raise the profile of both the industry and the hard working fleet managers and administrators who deserve recognition," he says.

And, with an eye firmly fixed on the future, Clifford is determined to encourage youngsters to consider fleet management as a career.

Our second Hall of Famer is Maurice Elford.

Winner of the fleet of the year up to 250 vehicles and most improved fleet categories at the awards last year, Elford has enjoyed a 36-year career in fleet.

He began with The Royal Bank of Scotland as fleet administrator and was appointed group fleet manager in 2001, overseeing a fleet of 5,500 vehicles.

He held the position for 13 years, becoming a specialist in salary sacrifice and affinity schemes as well as offshore fleet insurance.

In 2014, he joined London & Quadrant Housing Trust where he had to learn about van management for the first time. He revolutionised the fleet, introducing new policies and making significant improvements, which lead to the award of those two *Fleet News* trophies.

Colleagues describe Maurice as polite, understanding, supportive and highly competent. Always generous with his time, he willingly offers support and assists with the mentoring of other team members.

He demonstrates all the attributes that are required in a strong fleet manager. Fully aware of the legislative provisions from both a fleet and HR perspective, while maintaining an eye on the detail to maximise savings, he has the skill to balance the need for choice to maintain staff motivation with all the other pressures without ruffling feathers.

One colleague summed up his attributes: "A valued and remarkable talent who every day adds value and delivers solutions not problems."

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## FLEET MANUFACTURER OF THE YEAR

Winner: **Mercedes-Benz Cars UK**

### PICTURE CAPTION

Rob East (left), head of fleet at Mercedes-Benz Cars, received the trophy from Denis Keenan, chief executive officer of awards sponsor KeeResources

### FINALISTS

- Audi UK
- BMW (UK)
- Ford Motor Company
- Mercedes-Benz Cars UK
- Skoda
- Volkswagen UK

**M**ercedes-Benz has won the prestigious accolade of Fleet Manufacturer of the Year for the first time, voted for by fleet manager readers of *Fleet News*.

The carmaker set a new strategy a few years ago under the leadership of former head of fleet Nick Andrews, which saw fleet become integral to its plans to become the best-selling premium brand in the UK.

This has been built on by current fleet boss Rob East, resulting in continued growth in the true fleet channel, supported by improved terms for corporate customers as well as incremental improvements through the introduction of new models that appeal to user-choosers.

Mercedes-Benz has managed its growth effectively, maintaining strong residual values through ensuring key option packs are CAP coded and realise their true worth at auction, as well as a new focus on the remarketing process.

Its demonstrator service for fleet and business users has been completely transformed with renewed focus on the handover of the demonstrator.

With branded star drivers, Mercedes-Benz customers experience an in-depth handover and knowledge of the

product they would expect if visiting one of its retail sites.

This significant investment in people and training dedicated to only Mercedes-Benz deliveries has resulted in an increase in end user satisfaction on handovers.

The adoption of on-site loyalty specialists across the retail network is intended to ensure customer satisfaction not only at the point of purchase, but at key times throughout the ownership experience.

Toward the end of 2017, Mercedes-Benz introduced a national test drive experience aimed at drivers who miss out on the chance to drive products due to remote working. The focus on local customers saw the national programme invest only in fleet and business customers for the first time.

There will be further initiatives during 2018, aimed at delivering further improvement in customer experience with vehicles and working with the brand.

Mercedes-Benz has long been aware of how its products connect with the driver and deliver on an emotional level.

But now fleet customers are becoming more aware of the work Mercedes-Benz is putting into nurturing existing relationships, making customer satisfaction sustainable, and delivering greater loyalty to the brand.

### JUDGES' COMMENTS

Mercedes-Benz has completely reviewed the fleet customer journey, which has improved its services to the corporate and SME sector. It has engaged the retailer network in the process and introduced new initiatives that meet fleets' needs and match the quality of its outstanding model line-up. Fleets are more satisfied with the service, and the result has been growth in true fleet sales.

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## HEADLINE AWARDS



## FLEET MANAGER OF THE YEAR

Winner: **Julie Madoui, Skanska UK**

**PICTURE CAPTION**  
Julie Madoui, head of fleet and transport at Skanska UK, picked up the award from Francis Bleasdale, fleet and remarketing director of Fiat Chrysler Automotive

- FINALISTS**
- David Fisher, Rexel UK
  - Gary McRae, Dundee City Council
  - Julie Madoui, Skanska UK
  - Paul Brown, Freedom Group of Companies

- HIGHLY COMMENDED**
- Gary McRae, Dundee City Council

Skanska has been a regular recipient of Fleet News and Commercial Fleet Awards trophies, primarily through its outstanding work on safety and risk management.

Now its head of fleet and transport Julie Madoui has followed up her own success at the Commercial Fleet Awards, where she was named fleet manager of the year, by receiving the same accolade at the Fleet News Awards.

Madoui is an unassuming fleet manager who doesn't self-promote. Indeed her entry into this category was put forward by her fleet risk and compliance manager Alison Moriarty. She quietly goes about her business with a thoroughness and level of knowledge few can match.

Madoui takes an inclusive approach to fleet management. She involves all key stakeholders, from senior managers to drivers to suppliers, ensuring their ideas are heard and that they buy-in to and engage with new initiatives.

But she goes one step further by actively seeking

to share her company's ideas, particularly on safety, with other organisations.

As she says, "there's no competition when it comes to improving road safety".

Skanska plays an active role on the FORS and FTA governance groups, as well as CLOCS and CILT, the Zurich best practice group and as a corporate sponsor of road safety charity Brake. Madoui also set up and heads Skanska's own fleet risk steering group.

But Madoui has been named fleet manager of the year for more than simply being a safety evangelist.

She has invested in a number of electric vans and will shortly take on its second hydrogen fuel cell van as part of a project to reduce Skanska's impact on the environment. She has also rolled out telematics across the commercial vehicle fleet and provides line managers with monthly KPI reports.

Madoui's policies don't simply extend to the car, van and HGV fleet: she applies them equally to the employees who have taken a cash allowance and use their own car for business.

### JUDGES' COMMENTS

Julie shows outstanding control over her fleet, from safety to cost to the environment. She integrates all aspects of fleet management with equal importance and has implemented new systems to manage the fleet more effectively and efficiently. The fleet is fully embedded within Skanska's business, supporting the bid process and its safety objectives. Julie has a calm and reassured approach to fleet management.





# New Company Car: BMW 5 Series



## RANGE COSTS

P11D price £35,620 - £51,640  
CO<sub>2</sub> emissions (g/km) 46 - 164  
Annual BIK tax 9% - 31%  
Running costs (ppm) 42.43 - 63.72

## FLEET PICK SPEC

520d SE Efficient Dynamics

P11D price £38,700

Running costs (ppm) 44.29

CO<sub>2</sub> emissions (g/km) 102

Mpg 72.4

Annual BIK £1,858

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

## Fleet News says:

*"The latest 5 Series is bigger, roomier, lighter, more efficient, more technologically advanced and better to drive than the previous model. It provides stiff competition to its executive sector rivals"*

Fleet News First Drive, February 2017

## Carmaker's comments

The BMW 5 Series stands in a class of its own. Combining elegance with exceptional driving dynamics, it makes every journey unforgettable. Delivering impressive efficiency alongside standard features such as BMW Navigation with real-time traffic information, this award-winner makes travelling for business and leisure a truly effortless experience.

The BMW 5 Series Saloon range also includes a plug-in hybrid model, which achieves CO<sub>2</sub> emissions from just 46g/km and boasts an electric range of up to 29 miles. Automatically balancing petrol and electric power, this economic model achieves optimum fuel efficiency and driving pleasure.



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[corporatesupport@bmwgroup.co.uk](mailto:corporatesupport@bmwgroup.co.uk)



# NEW COMPANY CAR OF THE YEAR

Winner: **BMW 5 Series**

## PICTURE CAPTION

Steve Oliver, general manager, corporate sales, BMW Group UK (centre), received the award from Fleet News editor-in-chief Stephen Briers (right) and awards host Huw Edwards

## FINALISTS

- Audi A5 Sportback
- BMW 5 Series
- Ford Fiesta
- Jaguar XF Sportbrake
- Skoda Octavia (facelift)
- Vauxhall Insignia
- Volkswagen Golf (facelift)
- Volvo XC60

## JUDGES' COMMENTS

The new company car of the year offers the best driving experience money can buy at this level. Packed with safety technology and innovative infotainment, it has a range of refined engines, which combine power with efficiency. High residuals result in low cost of ownership.

The new BMW 5 Series has proven its fleet credentials by winning the coveted title of New Company Car of the Year.

The award – voted for exclusively by fleet decision-makers – shows BMW has got all the ingredients of the new model right for the corporate market in its first year on sale.

Customers can choose from a range of petrol and diesel engines, with the new four-cylinder 525d offering the same power output as the six-cylinder 530d of a few years ago, but with much better fuel economy and CO<sub>2</sub> emissions.

Improved aerodynamics, as well as greater efficiency in engines and gearboxes, have helped reduce fuel consumption over its predecessor, while the popular 520d EfficientDynamics saloon offers a class-benchmark Cd figure of 0.22.

For user choosers seeking to minimise their benefit-in-kind tax liability, BMW also offers a plug-in hybrid 5 Series in the 530e, with a pure electric range of up to 29 miles, helping bring down official CO<sub>2</sub> emission figures to 46g/km.

The 5 Series is roomier than before, while the Touring variant adds style with practicality.

Both saloon and Touring are also available in a number of all-wheel drive xDrive versions to improve traction in poor road conditions.

Standard equipment for the 5 Series includes a collision warning system and pedestrian warning with city braking function, as well as cruise control that can apply the brakes if necessary.

Optional adaptive cruise control with Stop & Go function can be used at speeds from zero to 130mph. It can brake the vehicle to a standstill and allow it to move off again automatically after a pause of up to 30 seconds. The result is much less stressful driving, particularly on motorways.

The line-up is completed by systems that keep the driver better informed when manoeuvring and provide warning of hazardous driving situations.

These include parking sensors, rear-view camera and 'surround view' that shows a 3D image of the vehicle and its surroundings from various angles on the dashboard display.





# FLEET SUPPLIER OF THE YEAR

Winner: **The AA**

## PICTURE CAPTION

Stuart Thomas, director of fleet and SME services at The AA (left), picks up the award from Michael Stewart, director of fleet at sponsor Hyundai Motor UK

## FINALISTS

- Aston Barclay
- BT Fleet Solutions
- FleetEurope
- Licence Bureau
- The AA
- TMC

## HIGHLY COMMENDED

- BT Fleet Solutions

## JUDGES' COMMENTS

The AA is "strong in all areas" and is much more than a breakdown provider. It is helping customers to transition to electric vehicles and is investing in technology. It has formed key industry partnerships and campaigns on important fleet issues. "You cannot get a better all-round fleet supplier," the judges said.

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# FLEET OF THE YEAR 1,001-PLUS VEHICLES

Winner: **Royal Mail**

## PICTURE CAPTION

Paul Gatti, director of fleet, Royal Mail, picked up the trophy from Caroline Sandall, awards judge and deputy chairman of ACFO

## FINALISTS

- Computacenter
- Police Scotland
- Rexel UK
- Royal Mail
- Scottish Water
- Siemens

## HIGHLY COMMENDED

- Police Scotland

## JUDGES' COMMENTS

Royal Mail faces a unique set of challenges and has developed a range of initiatives that tackle and improve every area of its fleet. It recognises that, as a commercial operation, it now needs to take a commercial approach with its workshops and empty legs programmes, but this is within a wider future strategy that is focused on finding the best solutions to every challenge. An amazing fleet, said the judges.

The UK's biggest fleet operator becomes the fleet of the year after developing a number of initiatives to improve cost efficiencies, safety and its impact on the environment.

Royal Mail has a unique set of challenges. As the UK's primary provider of mail and parcel services, it visits 115,000 post boxes six days a week and delivers to 29 million addresses.

Its fleet of 39,000 vans, 1,600 cars and 7,000 trucks is Europe's largest which requires a progressive approach to maintenance and driver training. Royal Mail's pre-emptive maintenance programme is a previous winner of cost initiative of the year, and it has taken steps to deliver a change of culture and mindset among its 90,000-plus drivers via a transformation programme.

Another example of its proactive attitude is its recognition of its environmental responsibilities – it simply can't wait for others to plough the furrow. Consequently, Royal Mail is embarking on one of the largest trials of electric vehicles in the country.

This year, its fleet will include 100 electric Peugeot

Partners and, via collaborative partner Arrival, three 3.5-tonne vans, three six-tonne trucks and three 7.5-tonne commercial vehicles. It is "just the start".

It has also undertaken successful trials of CNG trucks with Scania, which showed projected savings of £60,000 in fuel over an eight-year operating cycle.

Royal Mail has taken steps to address the industry-wide issue of empty running. It launched an 'empty legs' pilot last year to sell unused capacity in its trucks to other companies. This has generated revenue, maximised fleet efficiency and reduced carbon output for its partners.

The fleet has also replaced some single-deck trailers with double-decks to increase load capacity without increasing road footprint. It has saved fuel and CO<sub>2</sub> emissions as a result. Further savings will come from reducing fleet movements through efficient route planning and the use of larger vehicles.

Royal Mail is constantly innovating with new ideas that tackle safety, environment concerns, efficiencies and cost, but it doesn't forget that fundamental to a successful fleet operation is doing the basics right.





## FLEET OF THE YEAR – UP TO 1,000 VEHICLES

Winner: **Freedom Group of Companies**

### PICTURE CAPTION

Paul Brown, head of group fleet at the Freedom Group of Companies, received the award from Caroline Sandall, judge and deputy chairman of ACFD

### FINALISTS

- Dundee City Council
- Eric Wright Group
- Freedom Group of Companies
- Gateshead Council
- Lyreco
- Momentum Instore

### HIGHLY COMMENDED

- Dundee City Council
- Gateshead Council

### JUDGES' COMMENTS

The judges were impressed by the way Freedom Group has taken a unique approach to its business solutions on vans. It has moved flexi-hire into a contract hire product and is reshaping the way fleets should consider running their van operations. Freedom is also strong in all other areas of its fleet policy with numerous initiatives to improve its operational efficiencies.

Company vehicles are taken seriously and not treated as “tool boxes on wheels” at Freedom Group, according to its head of group fleet Paul Brown.

The company picked up Fleet of the Year 251-1,000 vehicles at last year's Fleet News Awards and has triumphed in this year's new category, Fleet of the Year up to 1,000 vehicles, following continual improvements in cost, risk and environmental performance.

It is in the process of moving all of its van fleet to flexi rental with Northgate, giving it the flexibility to return vehicles early without penalty or swap vehicle type.

But it is cultural change which Brown believes is the biggest achievement in the past year.

Telematics and a department review have transformed the way teams interact with the fleet department and “the way our drivers drive for us”, he says.

“Prior to telematics some drivers were fairly

disengaged,” he says. “But we have changed the way the fleet is run so that there is an emphasis placed on customer service and safety.”

Weekly driver league tables have generated friendly rivalry between drivers and work units and helped improve performance.

Drivers are now driving more efficiently and safely, generating financial savings for the business and a reduced carbon footprint.

The data generated by telematics has enabled the company to more accurately measure its fleet's CO<sub>2</sub> emissions, helping it towards its goal of exceeding a 7% reduction in real terms in gross operational carbon by 2020 from a 2015 baseline.

Telematics has also helped the company to achieve Carbon Emission Measurement and Reduction Scheme (CEMARS) accreditation, along with a number of environmental awards.

There have been more widespread benefits too, with drivers applying what they have learnt in their vans to driving in their personal lives.



## SAFE FLEET AWARD

Winner: **Skanska UK**

### PICTURE CAPTION

Alison Moriarty, fleet risk and compliance manager of Skanska UK, received the award from Davis Licence Check MD Richard Brown

### FINALISTS

- Addison Lee Group
- Gateshead Council
- Royal Mail
- Scottish Water
- Skanska UK

### HIGHLY COMMENDED

- Scottish Water

### JUDGES' COMMENTS

Skanska is still setting the benchmark that others should aspire to – it is simply in a league of its own. The company has comprehensive policies and solutions with a major focus on preventative measures and it is actively leading in the wider commercial world by sharing its safety messages and ideas with other businesses.

Skanska leaves no stone unturned when it comes to keeping its fleet, its drivers and other road-users safe from harm. It is constantly striving to improve and innovate; employing a number of initiatives with the aim of taking it beyond compliance into excellence, and an exemplar to others in the industry.

It has invested in a new risk assessment process, which enables every driver to receive some training, rather than simply addressing high risk drivers.

Driver behaviour and observation are measured via a new online driving simulation, which helps identify potential root causes of poor driving and gives targeted training before an incident can occur.

Skanska's drivers are assigned a risk rate based on data which is updated daily. Every morning an automated report is sent to identify those drivers most at risk, enabling early investigation to discover the cause.

An automated report is also delivered to identify drivers who are nearing a possible ban. All commercial drivers have their licences checked every three months and all company car drivers every six months (three if they have six points or more). No mean feat for a fleet with more than 700 vans and 2,000-plus company cars.

Work-related road safety has been enhanced by extending CLOCS (Construction Logistics Community Safety) LGV vulnerable road-user training to include all drivers on its van fleet. It is also being rolled out to all company car drivers in 2018.

Meanwhile, every month risk dashboards are delivered to managers and the health and safety team to highlight areas of risk on their particular contract. This includes accident information, driver's risk ratings, fines and any outstanding risk assessments or training.

It enables managers to see the data without having to log into various systems and means that issues are dealt with in a timely fashion.

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## MOST IMPROVED FLEET OF THE YEAR

Winner: **Rexel UK**

### PICTURE CAPTION

David Fisher, fleet manager of Rexel UK (right), collected the award from Reflex Vans head of sales Lisa Spong and awards host Huw Edwards

**R**exel has overhauled almost every area of its fleet policy resulting in significant cost savings and efficiency improvements.

It has achieved a 35% year-on-year cost reduction through changing its short-term hire providers, setting up new internal processes and challenging its maintenance and accident management providers.

Savings have also been achieved by relaunching its mileage capture system, validating data held on the Transport for London and Dart Charge sites, changing to a new fuel card provider with Platts, and pricing and switching from effective rental to wholelife cost modelling for vans and HGVs.

Rexel fleet manager David Fisher, who took responsibility for the fleet of 1,200-plus vehicles two years ago, has also revised the company car choice list, adding hybrids, plug-in hybrid electric vehicles (PHEVs) and pure electric vehicles (EVs) to reduce the carbon footprint of the business.

He plans to renew the list annually to ensure vehicles are more efficient and economical.

Rexel is arranging for a staff deal for the purchase of charging points at their homes to help promote the use of PHEVs and EVs for business and private cars.

Fisher has also rewritten the company car and commercial driver handbooks and grey fleet policy.

Together with Rexel's insurance provider, he has introduced a new risk management programme, including driving licence checks, online risk assessments and a driver training programme based on level of risk.

All vans are fitted with tracking units while driver behaviour technology from five different providers has been trialled in company cars to help improve fuel economy and reduce road risk through better behaviour behind the wheel.

Fisher says senior leadership team support for the changes has been based not only on cost savings but employee experience and service.

### FINALISTS

- Freedom Group of Companies
- Rexel UK
- Scottish Water

### JUDGES' COMMENTS

Rexel has undergone a comprehensive restructure of its fleet with new initiatives and developments in its policy that have led to clearly defined cost savings. Just about everything has changed, with new controls, new MI, updated policy documents and redesigned relationships with suppliers. A worthy winner.

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## OUTSTANDING COST CONTROL

Winner: **Police Scotland**

### PICTURE CAPTION

Stewart Taylor, fleet manager, Police Scotland (centre), picked up the trophy from Zenith managing director Ian Hughes (right) and awards host Huw Edwards

### FINALISTS

- Dundee City Council
- Police Scotland
- Rexel UK
- Royal Mail
- Siemens

### JUDGES' COMMENTS

Within the tight boundaries of public sector budgetary framework, Police Scotland is delivering excellent initiatives to ensure its costs are well managed. It is changing the face of its fleet with the miles driven, management of pool cars, reduction in workshops and standardisation of vehicles. It has introduced new dynamics and a fresh way of tackling cost issues.

A robust fleet policy has enabled Police Scotland to make significant savings and improve vehicle utilisation, with current and future initiatives set to save up to 30% of its existing budget.

Police Scotland operates 2,400 cars, 800 vans and 100 motorcycles, maintained through its nine workshops.

A project to identify under-used vehicles resulted in the removal of 108, saving the fleet £1.5 million.

Previously, nine separate fleet departments managed the fleet. Consolidating them into one has saved more than £2.5m over three years.

Fleet manager Stewart Taylor identified that vehicle age had a direct correlation with running costs and implemented a fixed time-based replacement schedule.

Marked vehicles are replaced every four years, as in-depth analysis of the fleet's service, maintenance and repair costs showed a significant increase in year five.

Unmarked cars showed little impact in costs in

their fifth year as they cover fewer miles. They are kept for longer with some specialist vehicles retained for up to 10 years.

Fuel spend was reduced by £100,000 last year following the introduction of chip and pin fuel cards which encourages the use of supermarket and discounted fuel sites.

Further savings of £200,000 are expected this year with the implementation of cards that only work at these sites.

The fleet selects cars based on their low emissions and has a strategy to reduce vehicle and engine size further with a £6m investment in vehicle replacement this year.

An auditable approval system for hire car bookings resulted in additional savings by restricting car choice to the cheapest grade and opting out of delivery services. The policy halved the number of large vehicles rented.

To minimise grey fleet costs a car club trial was started. It used two vehicles over a six-month period, saving £6,000.

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## ECO FLEET AWARD

### Winner: Farmdrop

#### PICTURE CAPTION

Farmdrop head of growth Mike Pearson (centre) and driver trainer Dino Taylor (right) collected the award from Steve Oliver, general manager, corporate sales, BMW Group UK

#### FINALISTS

- Dundee City Council
- Edinburgh College
- Farmdrop
- University of Birmingham
- University of Cambridge
- Z-Tech Control Systems

#### HIGHLY COMMENDED

- University of Cambridge

#### JUDGES' COMMENTS

Farmdrop took a brave approach at launch – to go for an electric vehicle-only strategy when it could have easily gone for diesel. The company has identified electric as being core to its business strategy. This total commitment sets a benchmark for larger fleets and proves that electric vehicles – including light commercial vehicles – are viable for delivery-type operations.

**F**armdrop's mantra is go green and go efficient, with deliveries being made by a fleet of Nissan e-NV200s in London and Bristol.

It says its mission is to fix the food chain and protect the planet by employing a pure electric fleet.

The deployment of vehicles powered purely by electricity is possible thanks to delivery routes, on average, being 60 miles, with each van covering, on average, 1.42 routes per day.

However, Farmdrop has had to overcome multiple challenges running an electric fleet: the lack of a market-ready refrigerated electric van, the size and range of the e-NV200 and problems with the public charging infrastructure.

It uses thermal packaging as a refrigerated electric vehicle would take up too much energy, and therefore reduce the vehicle's range, as well as taking up precious space in the vehicle.

In addition, its pure electric vans are charged overnight. Farmdrop had to upgrade its elec-

trical infrastructure once it had more than 10 vans so it was able to charge all simultaneously.

It also uses route-planning software, which enables it to set maximum mileage and ensure the vans do not go beyond their range.

Farmdrop estimates that a traditional diesel van would be burning 1.5 gallons of fuel per day, per van. Based on a fleet of 20 vans operating 363 days, it has therefore removed the need to use a little less than 11,000 gallons of fuel.

Collectively covering more than 60,000 miles a year, the food delivery firm estimates that, based on industry standard CO<sub>2</sub> data, it will have stopped about 24,000 kgs of CO<sub>2</sub> being emitted between 2016-17.

More recently, the firm has expanded its fleet of Nissan EVs from seven to 20, further bolstering its environmental credentials.

All new drivers, who the firm calls Farmdrop-pers, have a test run in a van during the recruitment process so the company is confident they are happy driving an EV.

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Advertisement feature

## Customer Service Award: FMG



**FMG**  
THINKING AHEAD



FMG chief executive Mark Chessman holds the award flanked by senior members of his team



#### Supplier's comments

FMG is delighted to be judged the winner of the Fleet News Outstanding Customer Service Award for 2018. This award is testament to the value we place on long-lasting customer relationships and our enormous effort in ensuring we deliver an unrivalled experience with every customer transaction. Every aspect of our business strategy, from our significant investment in cutting-edge technology to our commitment to staff engagement and training, is underpinned by the fact that we genuinely care about the difference we make to our customers' businesses.

#### Customer testimonial:

*"We're delighted to be working with FMG. Part of our promise is to provide customers with a simple solution to an often complicated challenge and FMG helps us to consistently deliver this promise. It's clear that our two businesses share the same passion for delighting customers with an outstanding customer experience."*

Gavin Jones – Tusker head of account development

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## SUPPLIER AWARDS



# BEST RENTAL COMPANY OF THE YEAR

Winner: **Enterprise Rent-A-Car**

### PICTURE CAPTION

Jo Vickers, head of sales – fleet, leasing and accident management at Enterprise Rent-A-Car, picked up the trophy from Andy Reed, operations director of Interactive Fleet Management which sponsored the award

### FINALISTS

- County Car and Van Rental
- Enterprise Rent-A-Car
- Europcar
- Hertz UK
- Reflex Vans
- Thrifty Car & Van Rental

### JUDGES' COMMENTS

Last year's winner, Enterprise Rent-A-Car continues to impress with its coverage, ability to help customers cut costs, and its simple and easy-to-use tool for assessing vehicle damage. It is supporting a joined-up approach to travel through a new partnership to provide car club vehicles at small city train stations.

**E**nterprise Rent-a-Car has held on to the title of Rental Company of the Year for the second year running. It retained more than 90% of its customers last year while expanding its services even further.

Corporate customers made up almost half of its business in 2017 and a newly introduced account support team allows the business to keep on top of day-to-day enquiries.

Enterprise aims to provide any type of vehicle over any time period – through its fleet of more than 97,000 vehicles – and puts business mobility at the heart of its strategy.

Enterprise operates 450 standalone branches, with locations in 18 of the UK's largest airports. It also has a further 50 rental desks at hotels, body-shops and fleets across the UK.

Customers can access all of its services through one online booking platform, be it car, van or HGV. Intelligent decision systems assist employees in making the right travel choice for each journey.

The company also works collaboratively with

businesses to help them move way from unmanaged grey fleets with pool fleet utilisation improvements of up to 40%.

Its Joined Up Travel initiative, in partnership with Virgin Trains East Coast, sees Car Club vehicles conveniently located at four major train stations – with more to come – making it easier for business travellers to continue their onward journey.

Enterprise has also launched its own accident management service to assist companies with the efficient processing of claims and repairs. The technology allows for information to be easily shared between insurers, repairers and vehicle providers.

Further integrating its rental branch network with its Car Club fleet means businesses have more access to round-the-clock mobility. Car Club is now available in 25 major cities; more than 1,500 cars are ready to be booked for immediate use via web or app.

Due to its extensive network, Enterprise is able to offer fixed price delivery and collection or a free pick up service which helps reduce CO<sub>2</sub> emissions and is often vital for last-minute rentals.

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SUPPLIER AWARDS



## FLEET DEALER OF THE YEAR

Winner: **TrustFord**

### PICTURE CAPTION

TrustFord chairman and chief executive Stuart Foulds (left) receives the award from Rob Gale, director of contract hire at Santander Consumer UK

### FINALISTS

- Johnsons Fleet Services
- Norton Way Corporate
- Pendragon National Fleet Solutions
- TrustFord

### HIGHLY COMMENDED

- Johnsons Fleet Services
- Norton Way Corporate

Trust is crucial in the relationship between an end-user fleet and supplier; for its growing number of customers, TrustFord is aptly named.

As one fleet manager put in a testimonial for this winning business: "Trusting the dealer is vital, not only trusting the vehicles will be delivered on time and to specification, but trusting a dealer to always be there no matter what the issue or location of the vehicle."

This confidence led TrustFord to win an additional 5,000 unit orders from new customers in 2017, taking its total number of fleet contracts to around 500. Of these, 80% are from direct relationships with end users, with 20% coming from leasing company partners.

The dedicated fleet team sold more than 36,000 vehicles last year and more than 7,000 new and used commercial vehicles to business customers.

TrustFord operates 60 dealership sites in the UK, with nine dedicated business centres and compound and preparation centres. It has the scale and volume, but, while being a large business, it achieves levels of service more akin to smaller, locally focused operations.

A core part of TrustFord's focus is on achieving bespoke customer service. It writes bespoke service level agreements (SLAs) and contracts for its major fleet customers, covering each aspect of the business for them, from ordering to aftersales management – and centralised billing. In one case, it offered one of its new fleet customers free centralised national billing for the whole Ford network, not just TrustFord sites.

As part of its service charter, the aftersales development manager maps a vehicle's location, sending the information to the most appropriate aftersales department to make ensure management is aware of the SLA.

TrustFord also has SLAs with all its leasing company clients. It means it has exacting measures to reach, but these ensure TrustFord keeps satisfaction levels at a maximum. Its customer retention is 99% year-on-year, alongside the continued growth in its fleet portfolio.

All sites are scored monthly by a central hub on quality of information provided, response times, customer satisfaction on delivery and communication.

The minimum acceptable performance is 94% – TrustFord sites regularly score 98-100%.

### JUDGES' COMMENTS

TrustFord impressed the judges with its mobile and twilight servicing – many dealers could offer this but don't. Its virtual handover is also "a big bonus for time poor managers and fleet drivers". It has made significant investment in fleet, including expanding its central leasing hub and central logistics team and it offers bespoke SLAs and contracts, covering every aspect from ordering to aftersales management and centralised billing.

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# Fleet Dealer of the Year: TrustFord



TrustFord



TrustFord chairman and chief executive Stuart Foulds (holding award), operations director John Leeman (next to Stuart's upraised arm), and fleet & commercial director Mark Wilkie (back row, far right) celebrate with other members of the team



## Supplier's comment

To be awarded Best Fleet Dealer by industry experts is a fantastic result for TrustFord.

"The award encompasses all aspects of our fleet and CV business. It is testament to the team's hard work to provide great service to our customers at all stages of the sales and aftersales process.

"It also reflects our focus on investment in the sector, having opened a new Fleet Distribution Centre in Long Marston last year.

"We'll continue to build on this success to ensure we're always driving the standard in customer care."

## Customer testimonial:

*"Sky recently placed its first order for more than 1,000 Connect and Fiesta vans and we've been hugely impressed by the commitment and flexibility of the TrustFord Epsom team to meet our demanding delivery schedule. Helen and the team have worked closely with our fleet management team, funder and convertor, ensuring a smooth conversion and delivery process and maintaining excellent communication with us throughout"*

Jo Hillyer – Sky senior procurement manager

Contact: Mark Wilkie, Fleet & CV Director [Mark.wilkie@trustford.co.uk](mailto:Mark.wilkie@trustford.co.uk)



# LEASING COMPANY OF THE YEAR MORE THAN 20,000 VEHICLES

Winner: **Alphabet (GB)**

## PICTURE CAPTION

Nick Brownrigg, Alphabet (GB) chief executive (centre), collected the award from Jon Wackett, fleet and business general manager of Jaguar Land Rover (right) and awards host Huw Edwards

## FINALISTS

- Alphabet (GB)
- Arnold Clark Vehicle Management
- Arval
- LeasePlan UK
- Zenith

## JUDGES' COMMENTS

Alphabet has been "brutally honest" about the areas it needed to improve and taken action, resulting in high praise from customers, the judges said. It continues to push the uptake of ultra-low emission vehicles and take the lead on mobility services. An initiative to generate employee-led ideas also impressed.

Alphabet took a strategic decision to reduce the size of its funded fleet last year, contrary to the actions of many rivals, to focus on the quality of its business and the service delivered.

The company says the intention is to "get match-fit for the future" and says the move has already resulted in increased customer satisfaction, a better risk profile and balanced portfolio, and stronger relationships with fleets, which has seen greater uptake of service, maintenance and repair and other ancillary services.

New customers have been secured in the corporate and SME sectors. The former have been attracted by the integration of rental and car share services into Alphabet's central offering. The company has also renewed its focus on service via a new service management team which takes a customer-centric approach to process improvements and root cause analysis of service issues; the latter through Alphabet's Partner broker channel and its business partnership programme with retailers.

Among new products and services launched last

year was an online tyre replacement booking service complemented by a new AlphaGuide app to make it easier for drivers to book services.

Alphabet has also invested in customer experience training for staff – Perfecting the Alphabet Customer Experience (PACE) – and introduced a new project to review business processes and improve customer communications.

The initiatives sit alongside existing products, such as AlphaElectric, which encourages fleets to invest in electric and ultra-low emission vehicles, and AlphaCity, the connected car sharing technology.

AlphaCity now sits within a reshaped rental services solution, which brings the daily rental and extended rental offers into one simplified customer journey intended to deliver both financial and time savings.

Under the leadership of chief executive Nick Brownrigg, who joined in July 2016, the company has put the emphasis on long-term relationships.

"We're not just here for the here and now. We work with customers to create mutually-beneficial, long-lasting, sustainable relationships," it says.

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FINALIST: MOST INNOVATIVE USE OF TECHNOLOGY

## Happy Drivers app aiming to be motorists' ultimate companion

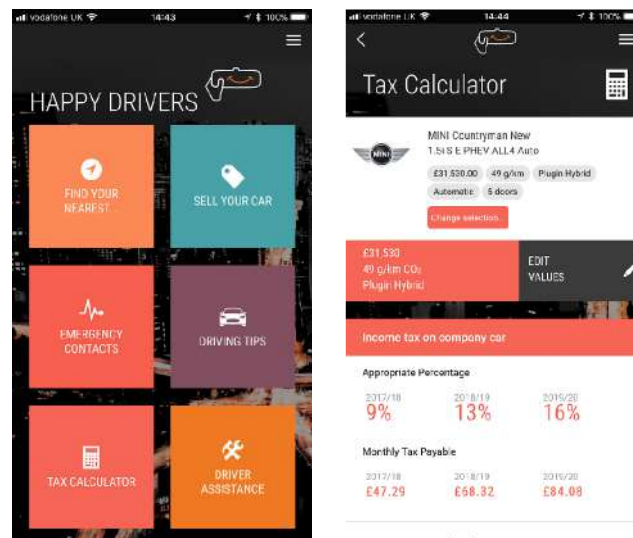
Winner of two awards and a finalist this year, the Happy Drivers app isn't just for Ogilvie Fleet drivers, it's for those of any vehicle. Our aim is to develop the ultimate companion that will help, guide and support drivers on the road. Happy Drivers is designed to be a truly free-for-all app that benefits all drivers and fleet managers. The app is a source of information and driving aid that is not available elsewhere without charge or advertising.

We have developed the app with speed and innovation following feedback from the industry and will continue to do so. Many of the new features we have added are not available on any other apps. This comes from Ogilvie's ethos of consistent investment in innovative technology.

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FLEET

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## Advertisement feature



FINALIST: LEASING COMPANY OF THE YEAR UP TO 20,000 VEHICLES

## Ogilvie Fleet client retention is close to perfect at 99.6%

Everything Ogilvie Fleet does is governed by our desire to be the very best provider of customer service in our industry.

Our commitment is underpinned by six customer service awards from the annual FleetEye CSI survey.

Ogilvie Fleet measures retention levels at both client and contract level. By measuring these statistics, along with monitoring company growth – both fleet size and number of customers – the company can be sure that it derives business-based benefits from its customer service commitment. In the last year, Ogilvie has maintained a client retention rate of 99.6%.

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## LEASING COMPANY OF THE YEAR UP TO 20,000 VEHICLES

Winner: **Marshall Leasing**

## PICTURE CAPTION

Peter Cakebread, managing director Marshall Leasing (centre) picked up the award from Jon Wackett, fleet and business general manager, Jaguar Land Rover (right) and awards host Huw Edwards

## FINALISTS

- Grosvenor Leasing
- Marshall Leasing
- Ogilvie Fleet
- Pendragon Vehicle Management
- Tusker

## HIGHLY COMMENDED

- Grosvenor Leasing
- Tusker

## JUDGES' COMMENTS

Last year's runner-up, Marshall Leasing is consistently strong in a closely fought category. The judges praised its customer-focused approach and the improvements it has made to its technology. It has achieved growth through multi- and sole-supply relationships and by expanding its leasing offering, entering the minibus market.

Technology is becoming an increasingly important part of a leasing company's offering as more fleets look to data to drive efficiencies.

Marshall Leasing recognised shortfalls in its telematics offering and set about overhauling it to better meet customers' needs. It recognised that for many of its customers fleet is an additional task to their role within HR or procurement and they may not require as much functionality as transport/logistics managers.

Its new implementation process is to understand the customer's exact requirements and the reason for considering telematics and identify which specific areas of functionality meet their needs. Marshall Leasing then assists the customer with communicating the introduction of telematics to drivers.

It has enhanced its systems familiarisation training, offering customers remote training, one-to-one training or on-site group training sessions.

The telematics device links to an incident camera which upon detecting a crash will lock away a 20-second clip of the incident. This is uploaded to the portal and a link to the video is emailed to a distribution list of recipients.

Marshall Leasing has also introduced a new fleet management customer portal which provides customers with live access to key information about their fleet such as P11D reporting, servicing/MOT, mileage profiles, current orders and daily rental vehicles.

Marshall Leasing says it generally wins business on service rather than price and last year it achieved growth through both multi- and sole-supply relationships and through its new minibus leasing operation, which it launched in 2016.

It believes its recent acquisition by the Bank of Ireland ([fleetnews.co.uk](http://fleetnews.co.uk), September 21, 2017) will bolster its capabilities and strengthen its business in areas where it has identified the need for investment.

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# Most Innovative use of Technology: VisionTrack



VISIONTRACK



It's 'V' for victory! VisionTrack managing director Simon Marsh (seated, middle) celebrates the win with members of his team



## Supplier's comments

We're a leading supplier of in-vehicle camera telematics technology. We aim to help fleets prevent incidents, reduce fraudulent claims, cut insurance premiums and save thousands in proven liability cases. Our innovative cameras run on our Microsoft Azure cloud 'IoT' platform which was developed alongside the world's leading in-vehicle CCTV manufacturers. Keeping development and product costs low, we have built a device agnostic bespoke cloud-based Internet of Things 'IoT' platform that has become a hub for any connected technology.

## Customer testimonial:

*"At Elddis Transport we have had in-cab camera technology in our vehicles for almost six years now. We recently moved to VisionTrack on the basis of the improvement in technology, visibility and the support we get from the company. Before we installed VisionTrack, there was a process in place whereby we had to reroute vehicles and drivers back to our depot to get the camera footage downloaded within a specific timeframe. There was a risk of losing footage if the driving time exceeded the recording time or the capacity of the camera card and we've now eliminated that risk"*

Richard Toner – commercial director, Elddis Transport

Tel: 01246 225745 Website: [www.visiontrack.com](http://www.visiontrack.com)



# MOST INNOVATIVE USE OF TECHNOLOGY

Winner: **VisionTrack**

## PICTURE CAPTION

VisionTrack managing director Simon Marsh (centre) and commercial director Richard Lane (left) picked up the award from Iker Lazzari, Nissan Motor GB fleet director

## FINALISTS

- FleetCheck
- Innovation Financial Consultancy
- JCT600 Vehicle Leasing Solutions
- Ogilvie Fleet
- VisionTrack

**A** combined in-vehicle camera and telematics system helped VisionTrack to secure this year's product award for Most Innovative Use of Technology. The company has a clear objective to help fleets prevent incidents, reduce fraudulent claims, cut insurance premiums and, ultimately, save money.

VisionTrack's advanced system uses artificial intelligence and machine learning to provide a high level of driver assistance and support behaviour training. It can recognise and alert the driver to potential hazards such as impending collision plus identify and record potentially dangerous behaviour such as mobile phone use, tailgating and late braking.

In the event of an incident, the system will automatically record and send footage to the fleet operator for review. Additionally, the driver can activate a panic function which will open a live feed to the operator if they are in danger.

By using the latest cloud-based technology, the user platform is easily upgraded and can be

customised to a specific operator's needs.

An innovative data compression function means video clips can be sent almost instantly with very little data use, even from areas with poor network coverage.

Near real-time video transfer means fleet operators can take immediate action following a collision, which enables insurance claims and settlements to generally happen much quicker with less risk of dispute.

It also supports a reduction in non-fault and fraudulent claims.

The combined system costs operators less to install and operate than existing separate camera and telematics systems and fleets also benefit from reduced insurance premiums, less vehicle wear and less fuel use.

VisionTrack has already picked up a number of awards including the Connected Award for Best Telematics-based Project of the Year and the Celent Model Insurer 2017 Innovation & Emerging Technologies award for reducing fraud.

## JUDGES' COMMENTS

VisionTrack is using artificial intelligence to develop its solution and incorporate cameras that recognise and alert hazardous driving behaviour such as mobile phone use or falling asleep at the wheel. It has taken the complexity and potential higher costs away from fleets by combining telematics with a vehicle camera. The judges were impressed by its customer testimonials which demonstrated big improvements to fleet safety.

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SUPPLIER AWARDS



## CUSTOMER SERVICE AWARD

Winner: **FMG**

### PICTURE CAPTION

Mark Chessman, FMG chief executive officer (left), picked up the award from Skoda head of fleet Henry Williams

### FINALISTS

- Alphabet (GB)
- Arval
- FleetEurope
- FMG
- Norton Way Corporate
- The AA

### HIGHLY COMMENDED

- FleetEurope

A customer-centric, proactive approach delivered by a dedicated team of employees helped FMG win this year's Outstanding Customer Service Award. The incident management and roadside services company is constantly looking to enhance operational processes to deliver improvements in the quality and speed of service to fleets.

It utilises the latest technology to support drivers and drive risk or cost reduction initiatives, while using the data at its disposal to measure industry trends and benchmark customer performance.

To FMG, outstanding customer service requires an open, honest and transparent approach at all times. It views customers as strategic partners and works in collaboration to achieve the best results and deliver the optimum service to their fleet, their drivers and all stakeholders.

Regular, open, constructive and structured dialogue between key personnel within FMG

and their counterparts within its customer's business is vital to ensuring the success of this partnership approach.

Customer-centric teams operate as the voice of their customer within FMG, challenging processes, sharing feedback and viewing the service provided through the eyes of the customer.

Meanwhile, continuous investment in employee development ensures FMG people are able to manage services to the highest standards.

They pride themselves on going the extra mile to deliver excellence to drivers and customers. They also have a detailed knowledge of their customers' needs, are quality-checked weekly and supported by ISO-accredited processes.

Claims are followed-up by a courtesy call to drivers to ensure expectations have been met for the service and the repairs to their vehicle. FMG then sends electronic satisfaction surveys to multiple contacts within the customer's business, including the driver, fleet manager, procurement team and key decision-makers.

### JUDGES' COMMENTS

FMG's strength is in delivering a great service when a customer is at their most vulnerable. It demonstrated a personalised approach, has excellent customer retention and a wide range of professional standards.

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## Advertisement feature



FINALIST: MOST INNOVATIVE USE OF TECHNOLOGY

# Recognition for app that puts 'your vehicle in your pocket'

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## MANUFACTURER AWARDS



# GREEN FLEET MANUFACTURER OF THE YEAR

Winner: **Toyota (GB)**

### PICTURE CAPTION

Neil Broad (left), general manager, Toyota & Lexus Fleet Services, Toyota (GB), collected the award from judges' chairman Christopher Macgowan OBE

With the drive toward lower emission vehicles in recent years, it isn't difficult for a mainstream car manufacturer to claim it has reduced its impact on the environment.

But Toyota has been delivering on this commitment for more than two decades, and it permeates through everything the company does.

It introduced its first hybrid vehicle in the UK 18 years ago, and now 43% of all vehicles sold are hybrids. It is also one of the pioneers in delivering production hydrogen fuel cell vehicles to customers in the UK.

Beyond that, Toyota has set further targets to cut CO<sub>2</sub> emissions from its vehicles by 90% over the next 32 years.

It is working on more environmentally-friendly designs that use lower carbon raw materials and fewer parts, enable greater use of biomaterials from renewable sources and make vehicles easier to dismantle and recycle.

The same goes for its plants, with a strategy for achieving zero CO<sub>2</sub> emissions focusing on improving

the technologies used and switching to alternative power sources.

The company is rationalising its manufacturing processes, making them shorter so less CO<sub>2</sub> is produced. It is also making its facilities more energy-efficient and adopting renewable energy sources, such as solar, wind and low-carbon hydrogen energy.

Toyota is beginning to collect rainwater at its manufacturing sites to reduce the amount its factories take from groundwater and their piped supplies.

It has developed purification processes so the water it uses can be used again, or returned safely into the local supply network. As the water environment differs greatly across the regions in the world where Toyota operates, it also takes care to introduce measures that are sensitive to local needs.

With diesel in headlines for the wrong reasons in recent times, Toyota also points to the fact that just 7% of its cars are diesel, while diesel engines are not offered in Lexus models, should fleets be sensitive to the impact of even the low levels of NO<sub>x</sub> and particulates from modern diesel vehicles.

### FINALISTS

- BMW (UK)
- Hyundai UK
- Mercedes-Benz Cars UK
- Nissan Motor (GB)
- Toyota (GB)

### JUDGES' COMMENTS

Toyota's commitment to environmental issues has been frequently dismissed over the years but the company was brave and stuck to its guns. It was the right thing to do. The environment is ingrained within the company – it's part of its ethos. Toyota's holistic approach covers every part of its business as it relentlessly seeks to drive down CO<sub>2</sub>, NO<sub>x</sub> and particulate emissions. True substance over style, said the judges.

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# Most Improved Fleet Manufacturer of the Year: SEAT



Peter McDonald (seated in middle of three award holders) celebrates with members of the SEAT team



## Manufacturer comment

SEAT has emerged as one of the most successful fleet manufacturers, boasting an expanded catalogue of outstanding new vehicles.

However, its delivery of new initiatives like the four-day test drive scheme, new fleet website with TOO comparator and Fleet Excellence dealer programme means the brand is gaining recognition for its pioneering attitude towards fleet service.

New additions to the range and an innovative approach to the customer journey have propelled SEAT to the top of fleet lists; so much so that true fleet sales grew by over 50% in 2017.

The catalogue can only be as successful as the infrastructure around it. Adding valuable experience to the fleet team, alongside initiatives including the four-day test drive scheme and the Fleet Excellence programme, has ensured SEAT is among the very best in the industry.

## Judges' comments:

*"SEAT's engagement with fleets and leasing companies has greatly improved. It's been helped by the launch of some excellent new models but it has also restructured its account management team and introduced new initiatives. SEAT wants to listen, learn and improve its service and it has worked hard to ensure it offers the right terms to fleets."*



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Email: [support@gfbcseat.co.uk](mailto:support@gfbcseat.co.uk). Tel: 0800 975 7844



# MOST IMPROVED FLEET MANUFACTURER OF THE YEAR

Winner: **SEAT UK**

## PICTURE CAPTION

Peter McDonald, head of fleet, Seat (left), collected the award from chairman of the judging panel Christopher Macgowan OBE

## FINALISTS

- BMW (UK)
- Mercedes-Benz Cars UK
- Honda UK
- Nissan Motor (GB)
- Seat UK
- Škoda UK

## HIGHLY COMMENDED

- Škoda UK

Many car manufacturers implement new initiatives and activities to appear more attractive to fleet customers, but it's far less common in practice to see these deliver consistent and sustained growth.

Five consecutive years of growth in true fleet, resulting in a doubling of volume in that channel since 2013, shows that Seat is becoming a high achiever in the fleet sector and punching above its weight.

Seat also points to a new four-day test drive programme for corporate customers, delivering an additional 1,500 test drives for customers, that helped generate new sales last year.

The programme also led to two contract hire customers adding the facility to their systems so their clients could book a four-day Seat test drive directly.

Seat has launched a Fleet Excellence programme, increasing investment support to the major fleet dealerships that have significant relationships with fleets of 40 or more vehicles.

Dealerships have to meet standards to ensure fleet customers are receiving an agreed level of service,

including accurate vehicle forecasting and lead times, transaction accuracy, and an excellent company car handover experience.

The programme financially aids dealer's investment in the resources, systems and people necessary to provide better service to major fleet customers.

Seat's Local Business Development Manager (LBDM) programme has grown in the past year from 20 to 25 dealers, increasing resources focused on managing sub-40 fleet customers. These dealers are carefully selected to cover 85% of the UK business population within a 30-minute drive time.

Improvements in specification that make its cars more attractive in the used market and a reduction in short cycle business, as well as new, desirable products, such as the Ateca and Arona, has given the brand a stronger proposition for running costs.

Testimonials from contract hire companies, end-user fleets and residual value forecasters talk of an organisation that's eager to create the conditions for smooth business relationships and ensures they have access to the information they need.

## JUDGES' COMMENTS

Seat's engagement with fleets and leasing companies has greatly improved. It's been helped by the launch of some excellent new models but it has also restructured its account management team and introduced new initiatives. Seat wants to listen, learn and improve its service and it has worked hard to ensure it offers the right terms to fleets.



# Best Executive Car: BMW 5 Series



**RANGE COSTS**  
**P11D price** £35,620 - £51,640  
**CO<sub>2</sub> emissions (g/km)** 46 - 164  
**Annual BIK tax** 9% - 31%  
**Running costs (ppm)** 42.43 - 63.72

**FLEET PICK SPEC**  
**520d SE Efficient Dynamics**  
**P11D price** £38,700  
**Running costs (ppm)** 44.29  
**CO<sub>2</sub> emissions (g/km)** 102  
**Mpg** 72.4  
**Annual BIK** £1,858

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

*Fleet News says:*

*"Its sporty driving experience doesn't come at the expense of refinement. Ride comfort is excellent, while engine and wind noise are almost absent"*

*Fleet News First Drive, February 2017*

## Carmaker's comments

Its mission statement: setting new standards. The BMW 5 Series is the embodiment of the modern business saloon. Thanks to its dynamic and elegant appearance, it convincingly meets the expectations placed on a vehicle of its class: aesthetic athleticism and driving pleasure with state-of-the-art technology. A wealth of cutting-edge equipment, such as remote control parking from the touchscreen display key and intelligent driver assistance systems, set a new benchmark for safety and comfort. Drivers can also sync their calendar, phone book and emails with the car's infotainment system, ensuring they stay in touch and in control while at the wheel.



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## FINALISTS

- BMW 5 Series
- Jaguar XF
- Mercedes-Benz E-Class
- Volvo S90/V90

# BEST EXECUTIVE CAR

**Winner: BMW 5 Series**

**A** new BMW 5 Series is always going to be a force in the executive car sector and the latest models, introduced in 2017, are supremely impressive. A technological tour de force, the new 5 Series offers a laudable combination of comfort, refinement and driver appeal.

The new range of turbocharged engines provide impressive performance gains, but also show major advances in reducing fuel consumption and emissions.

A suite of driver-assistance technologies including lane keeping assistance and new Lane Change Assistant mean that not only does the new BMW 5 Series reduce the driver's workload like never before, it also takes a step toward fully autonomous driving.

As standard on the BMW 5 Series, the latest generation Professional Navigation system has a faster start-up, faster route calculation and more realistic 3D graphics in cities.

Running costs are also impressively low.

## PICTURE CAPTION

Steve Oliver, general manager, corporate sales, BMW Group UK (left), collected the award from chairman of the judging panel Christopher Macgowan OBE



## JUDGES' COMMENTS

This was a unanimous decision by the judges – the 5 Series is back to its best. Great styling and drive, comfortable, a strong range of engines and drivetrain, low CO<sub>2</sub> emissions for the size of car and packed with technology, it's as close to faultless as any car has come in this category.



# BEST PEOPLE CARRIER

**Winner: Ford S-Max**

**A** previous winner of this category, the S-Max's enduring appeal comes from its ability to offer the practicality of a good seven-seater with the driver appeal of a saloon.

The S-Max is stylish and offers driving pleasure with premium car features. Both petrol and diesel engines are offered, with a range of power outputs, manual and automatic transmissions and an all-wheel drive option.

The line-up has been boosted since its launch with the addition of sportier ST-Line and plusher Vignale variants, while its high-riding cabin gives excellent visibility and comfort over long journeys.

Long service intervals help minimise SMR costs, while residual value projections are testament to the S-Max's appeal as a used car. Adding automatic transmission or all-wheel drive doesn't come with a big penalty on CO<sub>2</sub> emissions or fuel economy either.



## FINALISTS

- BMW 2 Series Gran Tourer
- Citroën Grand C4 Picasso
- Ford S-Max
- Renault Grand Scenic
- Vauxhall Zafira Tourer
- Volkswagen Touran

## HIGHLY COMMENDED

- BMW 2 Series Gran Tourer

## PICTURE CAPTION

Owen Gregory, director, fleet operations, Ford Motor Company Limited (left), picked up the award from Christopher Macgowan OBE, chairman of the judges



## JUDGES' COMMENTS

The S-Max combines driver appeal and practicality. It is car-like to drive and is just as comfortable as an upper-medium hatch as it is ferrying seven people around. Spacious inside and with ample boot capacity, it has strong residual values and competitive costs.



# Best Zero Emission Car: BMW i3



**RANGE COSTS**  
**P11D price** £34,015 - £38,925  
**CO2 emissions (g/km)** 0  
**Annual BIK tax** 9%  
**Running costs (ppm)**  
 35.68 - 43.04

**FLEET PICK SPEC**  
**i3 eDrive Auto**  
**P11D price** £34,020  
**Running costs (ppm)** 35.68  
**CO2 emissions (g/km)** 0g  
**Mpg** n/a  
**Annual BIK** £612

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

*Fleet News says:*

*"The i3 remains one of the most desirable electric vehicles on sale, and the extra range of the latest model will bring using an EV within reach of more people"*

*Fleet News First Drive, November 2016*

## Carmaker's comments

With sustainability at the core of everything that BMW i represents, the BMW i3 was designed purely around electric power. Every element has been carefully considered to achieve a combination of lightweight engineering and premium quality, from the modular LifeDrive architecture to the carbon fibre-reinforced bodywork.

With its high capacity battery, coupled with a small petrol-powered generator, the BMW i3 with Range Extender can take you up to 206 miles on one charge. What's more, it can repower to 80% capacity in as little as 40 minutes thanks to DC Rapid Charge, which is offered as standard.



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## FINALISTS

- Ford Mondeo
- Kia Optima
- Mazda 6
- Škoda Superb
- Vauxhall Insignia
- Volkswagen Passat

## HIGHLY COMMENDED

- Vauxhall Insignia

## PICTURE CAPTION

Henry Williams, Škoda head of fleet (left), collected the award from Christopher Macgowan OBE, chairman of the judging panel

# BEST UPPER MEDIUM CAR

Winner: **Škoda Superb**

Competition might have strengthened, but the Škoda Superb takes the title of Best Upper Medium Car for the third consecutive year. With executive car levels of style, comfort and quality, the Superb also offers exceptional value in the family car sector with more car per pound than any other model.

Its limousine-like interior space and perfect fit and finish make the Škoda feel like a car from a class or two above.

Low-CO2 Greenline models minimise benefit-in-kind tax liability, while fleet-targeting equipment grades include all the kit a fleet operator would expect.

The estate has a cavernous load area, making it a go-to model for any role that requires carrying work-related cargo.

Residual values are impressive while servicing costs are modest, and fuel efficiency is competitive.

Although it was run closer for the win in 2018 than in previous years, the Škoda Superb is still the best fleet choice in the upper medium sector.



## JUDGES' COMMENTS

The Superb offers fantastic value for money and remains the car to beat. Spacious, well equipped and competitive on price and running costs, the Superb has plenty of driver and fleet appeal and is the main reason behind the growing strength of the Škoda brand. A classy car.



# BEST ZERO EMISSION CAR

Winner: **BMW i3**



The BMW i3 can reach up to 195 miles on the official test cycle, and has played its part in the past few years in drawing greater attention to EVs and making them desirable and aspirational. But, with strong residual values, the i3 is no more expensive to run than similar priced rivals from mainstream brands.

Still the most powerful compact EV on sale with 170PS, and using carbonfibre construction to minimise weight, the rear-wheel drive i3 has been very much the driving enthusiasts' choice among plug-in cars.

The combination of low weight – at 1,245kg, it's more than 200kg lighter than a Renault Zoe – and powerful motor gives it a surprising turn of speed, especially with maximum torque of 250Nm available instantaneously.

With good levels of equipment as standard and a range of options, the i3 still has enough to draw attention to itself, despite the introduction of new EVs last year.

## FINALISTS

- BMW i3
- Hyundai Ioniq
- Kia Soul EV
- Nissan Leaf (2017 MY)
- Renault Zoe
- Volkswagen eGolf

## HIGHLY COMMENDED

- Hyundai Ioniq

## PICTURE CAPTION

Steve Oliver, general manager, corporate sales, BMW Group UK (left), received the award from Christopher Macgowan OBE, chairman of the judges



## JUDGES' COMMENTS

The updated BMW i3 has excellent extended range, which has increased its appeal in the used market, resulting in strong residual values. Fun to drive with standout looks, this electric car is suitable for most types of company car driver.



# Best compact premium car: Audi A3



The Audi A3



## RANGE COSTS

P11D £20,170 - £36,400

CO<sub>2</sub> emissions (g/km) 38 - 134

Annual BIK tax 9% - 28%

Running costs (4ppm) 27.87 - 46.87

## FLEET PICK SPEC

A3 Sportback 1.6 TDI SE Technik

P11D price £23,860

Running cost (4yr/80k) 32.47ppm

CO<sub>2</sub> emissions (g/km) 106

Mpg (combined) 70.6

Annual BIK tax (20%) £1,098

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

## Fleet News says:

*"The A3 Sportback is practical, stylish and offers competitive wholelife costs. Its strong residuals and excellent motorway manners make it an ideal fleet choice."*

Fleet News First Drive, July 2016

## Carmaker's comments

The style and versatility of the Audi A3 make it ideal for business. Essentials like MMI Navigation and Smartphone Interface are standard, and advanced technologies like Matrix LED headlights, the Virtual Cockpit and a host of intelligent driver assistance features are also available. SE Technik, S line and Black Edition models are business favourites particularly in conjunction with the three new tax-efficient engines added in 2017, which include a 1.5 TFSI variant offering 150PS, CO<sub>2</sub> emissions from 110g/km and fuel-efficient Cylinder-on-Demand technology. Combine all these advantages with the build quality and refinement of an Audi and the A3 is the perfect addition to your fleet.

The A3 Sportback S line has a higher level of standard spec



The interior of the A3

Audi Fleet Sales Team, Audi UK

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## FINALISTS

- Citroën C3
- Ford Fiesta
- Kia Rio
- Nissan Micra
- Seat Ibiza
- Volkswagen Polo

## HIGHLY COMMENDED

- Nissan Micra
- Seat Ibiza

## PICTURE CAPTION

Owen Gregory, director, fleet operations, Ford Motor Company (left), collected the award from Christopher Macgowan OBE, chairman of the judges

# BEST SMALL CAR

## Winner: Ford Fiesta

Completely revamped in 2017, the new Fiesta improved on a car that was still a competent fleet performer at the end of its model life.

The new Fiesta gets classier styling, improved comfort, new technology, more advanced safety features, and it still offers the best combination of a smooth ride and sharp handling in its class.

It was the first Ford to offer an enhanced version of pre-collision assist with pedestrian detection that can detect people who are in or near the road ahead, or who may cross the vehicle's path, using light from its headlights at night.

The most popular Zetec, chosen by more than half of Fiesta customers, comes with 15-inch alloy wheels, Quickclear heated windscreen and Ford's Sync 3 DAB radio with a 6.5-inch touchscreen. Emergency assistance, Apple CarPlay and Android Auto are also standard.

The Fiesta remains competitively priced, retains fuel-efficient engines and offers low operating costs.



## JUDGES' COMMENTS

The Fiesta is a big step forward for an already excellent car. It has a broad range of models that are suitable for all fleet applications with value for money derivatives and equipment levels. Wholelife costs are very competitive, CO<sub>2</sub> levels are low and the car appeals to drivers.



# BEST COMPACT PREMIUM CAR

## Winner: Audi A3

The car that created the compact premium segment more than 20 years ago is still the class benchmark for corporate customers.

The A3 combines style, practicality and breadth of range with a premium feel that still isn't quite matched by its rivals.

Good standard equipment levels make it more appealing, while customers can choose a saloon as an alternative to a three-door hatchback or five-door Sportback.

The A3 offers a range of petrol and diesel engine options, all with good fuel efficiency for their power outputs, and helping contribute to the car's low running costs, while customers can also choose quattro four-wheel drive on some models.

For businesses re-evaluating their fuel choices, there is depth to the A3's range of petrol engines, with cylinder deactivation technology on the 1.5 TSI, and it also offers the option of a plug-in hybrid version, with the capability of running on electric for up to 30 miles.



## FINALISTS

- Audi A3
- BMW 1 Series
- Lexus CT200h
- Mercedes-Benz A-Class
- Mini Clubman

## HIGHLY COMMENDED

- BMW 1 Series

## PICTURE CAPTION

Tom Brennan, head of fleet, Audi UK (left), collected the award from Christopher Macgowan OBE, chairman of the judges

## JUDGES' COMMENTS

The A3 has a wide range of engines and derivative options, including the e-tron. It is competitive on costs, so makes sense for fleets, and is highly desirable for drivers. With high trim levels and a simplified range, it becomes the perfect all-rounder.





# Best premium car: Audi A4



Enhancements to the A4 have increased its popularity with business drivers

**RANGE COSTS**  
**P11D** £27,595 - £46,040  
**CO2 emissions (g/km)** 99 - 146  
**Annual BIK tax** 21% - 30%  
**Running costs (ppm)** 39.41 - 60.35

**FLEET PICK SPEC**  
**A4 2.0TDI ultra 150 SE**  
**P11D price** £30,845  
**Running cost (4yr/80k)** 41.19  
**CO2 emissions (g/km)** 99  
**Mpg (combined)** 74.3  
**Annual BIK tax (20%)** £1,295

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

## Fleet News says:

*"Interior quality is the new class benchmark, while refinement and noise suppression are excellent. The Audi A4 is perhaps the most competitive it has ever been"*

Fleet News First Drive, September 2015

## Carmaker's comments

The Audi A4 saw many enhancements in 2017 that pushed it to the top of many business drivers' wish lists. Rear parking sensors and cruise control became standard features across all models; twin-leather upholstery boosted the appeal of the Sport variant and the distinctive new Black Edition impressed with stand-out features like 19-inch matt titanium alloys. Under the bonnet, the A4 continues to offer a broad line-up of fleet-friendly engines low in CO2 and high in mpg. From the frugal 2.0l TDI ultra that offers 150PS and 99g/km, to the powerful 3.0 V6 TDI with 281PS and 119g/km, there's an Audi A4 that will appeal to every business driver.



The A4 offers many great interior features as standard



The head-turning S line quattro

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## FINALISTS

- Ford Focus
- Hyundai Ioniq
- Seat Leon
- Škoda Octavia
- Vauxhall Astra
- Volkswagen Golf

## HIGHLY COMMENDED

- Hyundai Ioniq
- Vauxhall Astra

## PICTURE CAPTION

Claire English, national contract hire and leasing manager, Volkswagen UK, picked up the award from chairman of the judges Christopher Macgowan OBE

# BEST LOWER MEDIUM CAR

## Winner: Volkswagen Golf

A mid-life update in 2017 made the Volkswagen Golf increasingly desirable, with subtle styling changes hiding a raft of improvements under the skin.

Bigger touchscreens, improved functionality, power boosts for some engines, and new technology make the package more appealing, and some models have seen significant reductions in P11D values, reducing the tax burden on drivers compared with the previous model.

It has a range of assistance systems available, including Traffic Jam Assist, the new Pedestrian Monitoring for Front Assist with City Emergency Braking, Trailer Assist, which is the first time ever that a trailer manoeuvring system has been available in its class, and Emergency Assist.

With a range of three-door, five-door, estate and added off-road ability in Alltrack versions, as well as covering petrol, diesel and plug-in hybrid, the Golf is available in a version for almost every company car role, with low running costs that remain the benchmark for many other car manufacturers.



## JUDGES' COMMENTS

The Golf is a car for everyone – it has a huge range of models, engines and powertrains, including plug-in hybrid, that suit every fleet and company car driver need. It bridges the gap between job-need and user-chooser and remains the benchmark in this category.



# BEST PREMIUM CAR

## Winner: Audi A4

The A4 proves an appealing choice for both fleet operators and drivers, with a model to align with almost every business need.

With saloon and estate bodystyles, as well as the off-road capable Allroad, the A4's balanced style, driver appeal, technology, quality and running costs were better than any other model range in this sector last year.

With diesel versions offering CO2 emissions below 100g/km, or six-cylinder refinement and performance, the petrol models could be tempting for lower-mileage drivers, offering a number of fuel-saving technologies, whether choosing manual or automatic transmission.

Audi has also taken steps to improve fuel economy on quattro models with the current A4.

Standard equipment on the A4 range is impressive, while the A4 also has strong performance in overall running costs.

Competition is fierce between the main premium brands in this category, and the A4 was strong enough to retain its title.



## FINALISTS

- Alfa Romeo Giulia
- Audi A4
- Audi A5
- BMW 3 Series
- Jaguar XE
- Mercedes-Benz C-Class

## PICTURE CAPTION

Tom Brennan, head of fleet, Audi UK (left), collected the award from chairman of the judges Christopher Macgowan OBE

## JUDGES' COMMENTS

Excellent build quality, sector-leading ride and handling, low emissions and competition wholelife costs makes the A4 a winner. It appeals to fleets and drivers with its broad range and efficient petrol and diesel engines.





## FINALISTS

- Audi Q2
- Citroën C3 Aircross
- Ford Ecosport
- Hyundai Kona
- Kia Stonic
- Seat Arona
- Volkswagen T-Roc

HIGHLY  
COMMENDED

- Seat Arona
- Citroën C3 Aircross

## PICTURE CAPTION

Claire English, national contract hire and leasing manager, Volkswagen UK, collected the award from Christopher Macgowan OBE, chairman of the judging panel

## BEST COMPACT SUV

## Winner: Volkswagen T-Roc

Volkswagen's first attempt at a compact SUV won over the Fleet News Awards judges as the best in class for corporate customers.

With technology and equipment in common with the latest Polo, the T-Roc is closer to the Golf in size. Standard-fit items include electronic climate control, Composition Media infotainment system with eight-inch colour touchscreen, Bluetooth telephone and audio connection, digital radio, USB connectivity and charging, six speakers, alloy wheels and extensive passive and active safety equipment.

Standard safety features include automatic post-collision braking, active lane keeping, 'front assist' area monitoring system with pedestrian monitoring and city emergency braking.

Best-in-class residual values combined with fuel-efficient engine choices help minimise running costs, while the Design equipment grade adds a dash of style to the interior.

Unlike some compact SUVs, the T-Roc is available with all-wheel drive, as well as front-wheel drive.



## JUDGES' COMMENTS

The T-Roc is a good all-round car, offering high build quality, plenty of space and strong driver appeal. It has excellent petrol and diesel engines and is competitive on costs. Its stylish look makes a real statement in this sector.



## BEST MID-SIZE SUV

## Winner: Škoda Karoq



Škoda's new medium SUV, launched late in 2017, ditches some of the Yeti's quirkiness for more mainstream appeal. The Karoq makes its presence felt in a crowded and talented sector that includes the Nissan Qashqai, which can lay claim to inventing it, and the popular Kia Sportage. It is also similar to Seat's Ateca.

But the Karoq is exceptionally well equipped with essentially a mid-grade model as the entry point.

The long wheelbase for its size of 2,638mm ensures there's plenty of room inside, and luggage capacity ranging from 521-to-1,630 litres is also good.

And it's practical, with Varioflex seating, standard on SE-L and Edition variants, allowing three individual rear seats to be removed as an alternative to being folded, expanding the total luggage volume to 1,810 litres.

With competitive running costs too, the Karoq is not only a convincing SUV, it is also an appealing family car.

## FINALISTS

- BMW X1
- Kia Niro
- Kia Sportage
- Peugeot 3008
- Seat Ateca
- Škoda Karoq
- Toyota CH-R
- Volkswagen Tiguan

## PICTURE CAPTION

Henry Williams, Škoda head of fleet (left), collected the award from Christopher Macgowan OBE, chairman of the judging panel

## JUDGES' COMMENTS

The Karoq is good value and highly equipped with strong petrol and diesel engines. It is an excellent family car, stylish and competitive on costs. It does everything a mid-size SUV should do.



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# PICTURE PERFECT

Telematics can transform a fleet's operations, but combining the technology with cameras adds another dimension. *Catherine Chetwynd* reports

**T**elematics technology has transformed the way many organisations manage their fleets. The ability to monitor driver behaviour has allowed companies to cut incident rates, slash fuel costs and plan more efficient delivery routes.

However, while the data the technology produces has proved invaluable to many organisations, it doesn't always explain why a driver may be driving the way they do.

"Cameras complete the picture," says Steve Thomas, managing director (sales and marketing) at Ctrack.

"Telematics gives you all the information, when the vehicle is used, its speed etc, but not footage of an event. Putting cameras into a vehicle gives the last piece of the jigsaw."

This is important because while a 'black box' telematics system can provide a fleet manager with details of incidents such as harsh acceleration, braking and speeding, it doesn't provide the context.

For this, a fleet decision-maker would usually have to debrief the driver to find out what caused the incidents: often a time-consuming process.

However, video evidence provides accurate context. What might appear to be unnecessarily sharp braking may have been in response to a child stepping out into the road.

"It gives a different aspect to the thinking," says Andrew Tillman, marketing director at Trakm8.

Gaining this greater understanding of what was happening

on the road was a major reason why convenience foods company Greencore fitted 3G vehicle cameras to its fleet of temperature-controlled vans.

These vehicles are in its Direct to Store operation, which handles more than 7,500 daily deliveries of chilled prepared food to convenience stores nationwide.

Footage of near misses, collisions and harsh driving events are shared across a network of 17 distribution sites, which are used by each depot management team to engage directly with drivers during debriefs and performance reviews.

"The system allows us to effectively target road safety improvements through enhanced driver engagement, education and training," says Ben Martin, head of transport and network optimisation at Greencore.

As part of its Fit for the Future programme, which is designed to further improve health and safety, sustainability and duty of care, Greencore is setting up an in-house training operation which will use the video and supporting data to support driver education initiatives and targeted coaching.

Its system uses forward-facing cameras, which are usually either installed on the front windscreen or dashboard and see what the driver is seeing.

However, some systems also use cameras which face the rear while others can look internally at what the driver is doing.





CASE STUDY:  
DOWNWELL  
GROUP

Downwell Group has reduced its insurance premiums by 20% and seen its incident rate fall after adopting a connected vehicle camera solution.

The provider of demolition, asbestos removal and scaffolding services had used vehicle tracking for a number of years, primarily as an insurance provision. It installed the camera system after negotiating an additional premium reduction by adopting the technology.

It installed the Intelligent Telematics IT1000 and IT2000 single- and dual-camera devices across its mixed fleet of more than 50 cars and vans last year.

Both devices use a front-facing camera mounted on the windscreen, while the IT2000 uses a second camera to capture video from inside the vehicle.

"We now have access to footage within moments of any incident, so we know exactly what has occurred, how it has happened and can positively identify who is at fault," says Steven Padmore, operations director of Downwell Group.

"We can quickly respond to any situation and pass the necessary information straight to our insurance company, potentially avoiding spurious claims."

All collisions, near miss and harsh driving events are automatically recorded and uploaded to a secure server network, with serious incidents triggering a text or email alert.

Downwell Group is then able to view the footage of before, during and after the accident.

This information is used to analyse driver behaviour and encourage improved driving practices by supporting targeted training, better engaging with drivers and implementing an incentive scheme.

The company hopes this will improve safety and

contribute to reduced wear and tear on vehicles, lower fuel consumption and a positive brand perception.

"The vehicle cameras are already impacting driver behaviour and helping positively influence the mindset of our workforce when they are out on the road," says Padmore.

"It is also providing added protection and support to drivers who now know that emergency services can be contacted as soon as an incident has occurred and that the video can be used to validate their version of the story."



These can be particularly useful as it can let the fleet manager see if their driver was on a mobile phone, eating, or distracted in some other way while behind the wheel.

Showing drivers videos of their driving is a highly effective corrective. Iceland – a client of Trakm8 – educated their drivers by showing them footage from vehicles.

"Over about six months, the number of accidents in the business was reduced by well in excess of 30% because drivers weren't thinking 'I'm being watched', they were shown poor driving behaviour and made to understand the consequences," says Tillman.

Iceland also saw a substantial reduction in tyre usage and maintenance.

Textiles supplier Berendsen has gone a step further with its telematics camera coverage: its fleet of 720 commercial vehicles are fitted with cameras which provide 360-degree coverage.

"There are no blind spots anywhere around the vehicle," says group transport compliance and optimisations manager Peter Kelly.

"We can either take the video away or dial into a camera, which gives an added benefit in the case of an accident, when we need to understand what position the vehicle is in and what has happened – we have not had to do that yet."

In addition, "the best fleet drivers are the ones that understand the bad habits of other motorists and make allowances for them", says Paul Singh, founder of SmartWitness.

"Watching and analysing past incidents often highlights these bad behaviours and how to avoid them, thereby providing the best educational aids for all staff, not just the driver involved."

When SmartWitness launched its live video telematics service, it was trialled by three UK fleets, which saw reductions in accidents of 68%, 78% and 100% over six months.

Persistent errant behaviour can lead to training. Although some fleet managers may want to train all drivers regularly, "it's the old adage, you don't want to be worried about the 80% that is doing everything right but to focus on the 20% that needs driver training and spend financial resources in the right places", says Beverley Wise, sales director at TomTom.

Singh adds: "The most important benefit is safety, but others are lower insurance premiums, speedy claims procedure, eradication of bogus third-party disputes and fuel efficiency benefits."

A gentle right foot and avoiding harsh events can also improve fuel consumption dramatically – often by as much as 30% with a corresponding reduction in emissions.

When Kelly put the proposals for the camera telematics

system to the Berendsen board, he said it would probably make between a 5% and 6% improvement in fuel economy: it is currently around 12%.

Ctrack says that any savings in fuel that a company makes through improved driver behaviour can be used to further incentivise improvements.

Scores from telematics systems can be combined with league tables to promote competition among drivers.

Ctrack has customers who provide cash bonuses to the best drivers. "The schemes are self-funded, so if the company saves £100,000 a year on fuel because of good driving technique, it might divert £50,000 into driver bonuses," says Thomas.

Proof of the success of telematics and cameras comes in the form of a driver working for a client of Ctrack.

He did not want the device telling him how to drive, but six months later, in the client company newsletter, he wrote that his wife and children had noticed he was a better driver and felt safer in a vehicle with him, and that he supported telematics.

Telematics and cameras also protect drivers from the vagaries of other road users' behaviour and from false accusations because the cameras pick up the whole story.

They also validate who was driving at any given moment, superseding ID cards which can be given to someone else.

All of these things not only look after the driver, but protect the reputation of the company.

"The main benefit is instant notification, which leads nicely into first notification of loss (FNOL)," says Phil Powell, sales director of Matrix Telematics.

"In the event of a collision, we need to gather as much relevant information as quickly as we can.

"We get a full report from the telematics box and that is fully backed up by camera footage.

"We expect to receive a 20-second clip of footage – 15 seconds before the event and five seconds afterwards – and that allows us to ascertain whether it is a serious collision and whether further action is needed.

"That information can be passed on to the insurance company and, if more information is required, the 20 seconds can be supplemented by minute-by-minute chunks downloaded via the same portal."

It also reduces the number of 50:50 settlements, he says.

Speed of FNOL is increasingly important. "The average time in the UK for a claim to be processed is 29 days," says Wise. "After an incident has been reported, the insurance company has to complete around 34 questions for the claim and that depends on how quickly they can get hold of the driver."



*"Watching and analysing past incidents often highlights these bad behaviours and how to avoid them, thereby providing the best educational aids for all staff, not just the driver involved."*

*Paul Singh, SmartWitness*

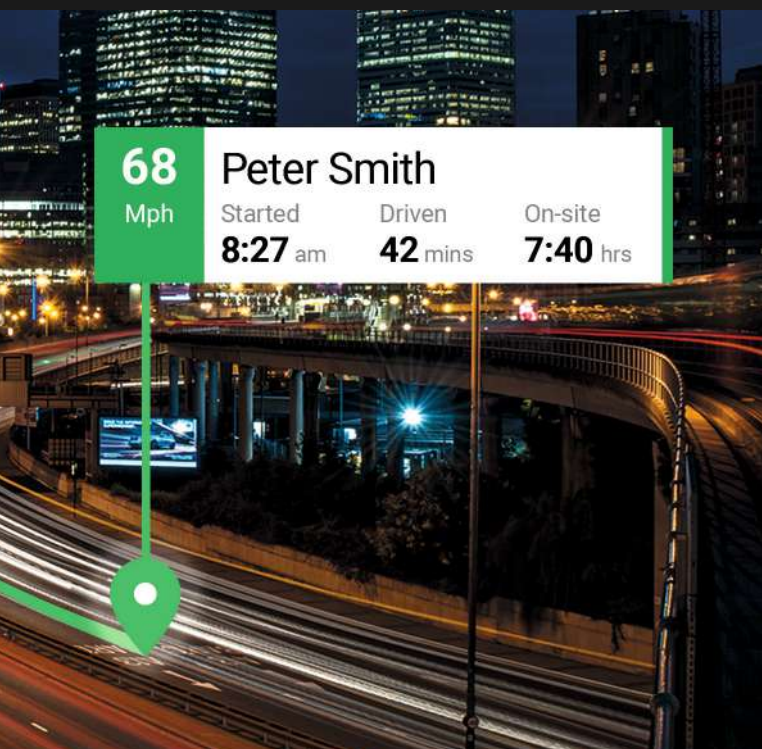


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INSIGHT: TELEMATICS



"We are able to send footage and first notification of loss by email within one minute 45 seconds, allowing the insurance company and broker to complete the questions with the driver quickly, so the claim can start to be processed within three or four days."

Video footage also obviates false claims. They were costing SmartWitness client CRH Transport Training £1,600 per week, but camera telematics cut this by 90%.

Using back-up from a live video telematics system, CRH Transport Training can check whether its driver was at fault and provide court-admissible evidence.

"In many cases they were small claims, mainly broken door mirrors, but on modern cars that would be £300-£400 each time and we had no defence against them," says Chris Hetherington, managing director at CRH Transport Training.

"It was cheaper to pay them ourselves than to go through our insurance company but now, when we mention that we

**ABOVE: cameras which face the driver can be particularly useful as it can let the fleet manager see if their driver was on a mobile phone, eating, or distracted in some other way while behind the wheel.**

can check the video evidence for the exact time and place they are claiming for, it is amazing how these allegations disappear."

The benefits of a combined telematics and camera system seem clear, but Wise warns that just fitting the technology is not enough.

"These technologies are great but they need managing, you can't just put them in and expect everything to change," she says.

"Companies that act on the data that is generated through the combined systems will ensure that employees become better drivers."

"Some of this is about how you communicate with your drivers; if you convey the starting position and advances they have made, significant improvements should be seen because they realise the benefits, then the organisation's insurance claims will potentially be reduced, giving the best return on investment."

### WHAT TECHNOLOGY IS AVAILABLE?

SD card cameras have a memory stick, which has to be physically retrieved in the event of an accident or sent by the driver to the fleet manager.

This is troublesome if a driver is involved in an incident hundreds of miles from base.

3G cameras use a sim card that allows data to be relayed immediately to a fleet manager and insurance company in the event of an incident.

However, it is possible to integrate SD cameras into a telematics device, so the data is forwarded by the unit.

Intelligent Telematics has a two-camera 3G system with a second piece of equipment either in the cab or at the rear of the vehicle,

linked to a monitor to act as a reversing aid and provide additional data in the event of an accident. A four-camera system follows in April, allowing a camera on all vehicle sides, providing 360-degree coverage.

Matrix Telematics recently upgraded the 3G HD33 to the MTC33 IncidentCam, which gives the option of a second internal camera.

"We have also set up a call centre, Drive with Matrix, to look at camera footage and hold an intervention direct with the driver at a pre-determined time when a collision has occurred," says managing director Colin Hartley.

TomTom works with two SD camera providers to cover the range of client

requirements. Both integrate into the company's Webfleet software, allowing users to retrieve data from its platform.

In October 2017, Trakm8 launched the fully integrated RH600 4G telematics camera, with single or dual cameras.

It has since added advanced driver assistance systems (ADAS), which identify risks such as using a mobile while driving, micro-sleeping or drifting between lanes, and uses algorithms to recognise patterns and sound an alarm to preclude the event.

Trakm8 will add this information to its driver behaviour scores. Intelligent Telematics is also introducing a 4G compatible device later this year.



# Air quality dominates show

Manufacturers are still keen to talk up diesel, but there is no doubt that more vehicles are being developed with clean air in mind. *Simon Harris* and *Stephen Briers* report

**A**mong the avalanche of new SUVs and cross-overs at the 2018 Geneva Motor Show was clear evidence that EU air quality rules are taking effect. There was an abundance of electric and alternative fuel cars that will be of interest to fleet operators, many of which feature over the next seven pages, while the Renault and

Nissan alliance partners went a step further with their future of mobility models showcasing both electric and autonomous systems. It's still a little futuristic, but coming closer with trials planned this year in closed environments in France. Renault optimistically predicts a fleet of 'robo-vehicles' on ride hailing services will be operating in European cities by 2022.

Geneva wasn't all electric though – far from it. Manufacturers were keen to talk up diesel in the face of media and Government backlash. Jaguar Land Rover's Jeremy Hicks said petrol and diesel both have "a long way to go" and called for an independent body to give a view on emissions, similar to NCAP on safety. Meanwhile, Hyundai UK president

Tony Whitehorn said it was "naïve to say that diesel is bad" and suggested the Government still didn't understand the implications of air quality versus global warming in the CO<sub>2</sub> and NO<sub>x</sub> debate. Stars of the show? Toss up between Mazda's Kai concept (design cues for the next 3) and the Toyota Auris, with an outside shout for the Citroën Berlingo Multispace.

## MEDIUM CARS

### MERCEDES-BENZ A-CLASS

**On sale:** now, deliveries May  
**Price:** £25,800  
**Key fleet engine:** 1.5-litre diesel

The all-new Mercedes-Benz A-Class is now on sale, with prices starting from £25,800 for the A 180 d SE.

Available in three trims, SE, Sport and AMG Line, and three engines options, all with a seven-speed automatic gearbox, every model comes packed with a high specification as standard.

The entry-level SE features twin seven-inch displays including a central touchscreen with MBUX multimedia system with 'Hey Mercedes' voice activation, lane-keeping assist and speed limit assist.

The 180 d uses a 1.5-litre 116PS diesel engine, which produces 260 Nm of torque. It delivers up to



68.9mpg, with a top speed of 125mph. The A 200 is powered by a 1.4-litre petrol engine, which offers up to 51.4mpg.

There are a number of options available. They include the Executive package (£1,395) which upgrades the standard seven-inch touchscreen to a 10.25-inch unit,

and adds active parking assist with Parktronic, heated front seats and Mirror package.

The £2,395 Premium line adds a 10.25-inch cockpit display to create a widescreen effect, Keyless-Go and upgraded sound system.

The £495 Advanced Navigation package (available with Executive,

Premium or Premium Plus) introduces augmented reality into the sat-nav.

Using a camera located at the top of the windscreen, the infotainment screen overlays the navigation display with the actual road ahead, making for clearer, more obvious navigation.

### MERCEDES-BENZ C-CLASS

**On sale:** August **Price:** n/a **Key fleet engine:** 2.0 diesel

Mercedes-Benz intends to introduce its diesel plug-in hybrid technology to the revised C-Class featuring four-cylinder diesel, 90kW electric motor and 13.5kWh battery. The result is an efficient car which offers an electric-only range of up to 50km (31 miles).

The new-look car has a redesigned front bumper with either a silver or chrome trim strip dependent on model grade. Halogen headlamps incorporate LED running lights as standard. Multibeam LED lights, which comprise 84 individual LEDs for maximum visibility, are available as an option and incorporate junction light, roundabout light, city light and bad-weather light.

The new C-Class is able to drive semi-autonomously in certain situations. Improved camera and radar systems allow it to see up to 500 metres ahead while its surroundings are scanned by radar.



### MAZDA 3 (KAI CONCEPT)

**On sale:** 2019. **Price:** From £18,000 (est)  
**Key fleet engine:** 2.0-litre SCCI petrol

Mazda has described its Kai concept as a compact hatchback that "showcases what's to come" for the Mazda brand – a clear indication, given Mazda's track record of turning concept cars into production models, that this will be the next 3.

It features Mazda's new 2.0-litre spark-controlled compression ignition (SCCI) petrol engine SkyActiv-X, which promises the efficiency and torque benefits of diesel. Fuel economy is expected to be 20-30% higher than the current SkyActiv engine.

Mazda claims that the Kai, which means pioneer and forward thinking, represents a "major leap forward in refinement and dynamic performance". It's certainly a leap forward in design with fewer creases and smoother body texture creating a dramatic look particularly to the rear.

At 4,420mm long, 1,855mm wide and 1,375mm tall, the car is slightly wider but shorter and lower than the current Mazda 3. However, its wheelbase is 50mm longer, giving the greater interior space demanded by customers in small family cars.

If it goes into production, the dimensions are likely to change, with smaller wheels (the Kai is on 20-inch alloys) and greater height.

The concept is a four-seater, but would grow to five seats for the Mazda 3 hatchback, which is expected to go on sale in 2019.



### KIA CEED

**On sale:** end of Q2 **Price:** from £16,000 (est)  
**Key fleet engine:** 1.6 136PS diesel

Kia has dispensed with the grammatical foibles of the Ceed (formerly cee'd) to mark an evolution in quality and performance of the C-segment car over the outgoing model.

It has taken that car's strengths and improved upon them, according to UK president and CEO Paul Philpott.

That means more space, improved interior quality and better powertrains.

"It's an evolution which focuses on value, quality, design and the [seven-year] warranty," he said.

Ceed is the first Kia to offer level two autonomy with lane following assist, which controls acceleration, braking and steering to keep a safe distance from the car in front. It operates up to 80mph.

New engines for the five-door hatch and Sportswagon estate (with boot capacity of 600 litres – more than a Ford Mondeo) include a 1.4-litre 140PS turbo petrol, which replaces the 1.6 GDI, and a 1.6-litre diesel (in 115PS and 136PS), which Kia claims goes beyond the stricter Euro 6d Temp emission standard.

It believes CO<sub>2</sub> emissions for the diesel will be below 110g/km on the WLTP when converted to NEDC.

A Drive Mode Select system will enable owners to tailor their driving experience, with Normal and Sport modes varying throttle response and steering weight.

### TOYOTA AURIS

**On sale:** Early 2019  
**Price:** From £18,000 (est)  
**Key fleet engine:** 1.8-litre hybrid

An early view of the 2019 Toyota Auris at Geneva heralds a future of cars without diesel engines.

Toyota will retain diesel power for its large 4x4s and Hilux pick-ups, but the engines will disappear from its mainstream car range, with Avensis production ceasing in 2018, and diesel removed from others.

The new Auris, which will be produced in the UK, will be offered with Toyota's three-cylinder 1.2-litre turbocharged petrol, as well as two petrol-electric hybrid variants for the first time.

The 1.8 Hybrid will use the 120PS powertrain from the latest Prius, as well as a new 178PS unit using a new 2.0-litre hybrid system.



The new option should broaden the appeal of the Auris to user-choosers, offering lower benefit-in-kind tax liability than equivalent petrol and diesel rivals.

The Auris appeared alongside a

revised Aygo city car, which has a new look, tweaked handling and a slightly more powerful 1.0-litre engine, although fuel economy and CO<sub>2</sub> emissions are improved over the outgoing model.

Refinement should also be better than before with improved sound insulation features over the outgoing model. Full specification will be revealed closer to the car's launch later this year.



## ELECTRIC AND ALTERNATIVE CARS

## AUDI E-TRON

**On sale:** Late 2018  
**Price:** £60,000 (est)  
**Key fleet engine:** e-tron

Audi's sense of theatre was in overdrive at Geneva, with a new electric model that remained covered in its corner of the stand for most of the day.

Few visitors to the press days would have been able to time their busy schedules with the brief glimpses, and they even eluded the official photographer for the UK media's automotive news release site.

Audi's faux coyness about the vehicle will come to an end in August when the production version of the car will be revealed at the Brussels motor show, although perhaps an unusual decision to reveal it ahead of October's much larger Paris show.

The electric powertrain is thought to produce close to 500PS, and is likely to be priced from around £60,000, close to its rival Jaguar I-Pace.



## HYUNDAI KONA ELECTRIC

**On sale:** June **Price:** £25,000 (est)  
**Key fleet engine:** 64kWh battery electric

Hyundai has already received substantial interest from fleets in the new Kona Electric, its fully electric SUV.

Kona Electric, available from June, offers range of almost 300 miles (on the new WLTP; 339 on the old NEDC) with the 64kWh battery, making it suitable as the main household car.

It will also come as a shorter-range 186-mile 39.2kWh version.

Quick off the line thanks to the 395 Nm of instant torque, Kona Electric accelerates to 62 mph in only 7.6 seconds (64kWh model).

Hyundai hopes to sell 1,000 this year, dependent on securing sufficient volume, although president and CEO Tony Whitehorn believes he could "probably sell double that".



The compact crossover, which seats five, also features some autonomous technology, including lane-keep assist and emergency braking with pedestrian detection,

plus smart adaptive speed which accelerates and brakes to keep the car a safe distance from the vehicle in front. Other safety features include blind spot

detection with rear cross traffic alert and driver attention warning. Using a fast 50kW charger, the Kona Electric will get to 80% in just under an hour.

## MITSUBISHI OUTLANDER PHEV

**On sale:** Summer **Prices:** From £36,000 (est, before plug-in grant)  
**Key fleet engine:** PHEV

The car that irreversibly raised the profile of plug-in hybrids in the UK when it was launched in 2014 will undergo a second facelift this year.

A revised version of the Mitsubishi Outlander PHEV was revealed at Geneva, with styling cues from the new Eclipse Sport and forthcoming Shogun Sport. The 2018 Outlander PHEV comes with a new 2.4-litre lean-burn Atkinson cycle petrol engine (similar technology to Toyota, Hyundai and Kia hybrids), replacing the previous 2.0-litre motor, and improving fuel efficiency when running on petrol.

Mitsubishi is also including improved battery technology and higher output electric motors, which should mean a longer zero-emissions range than the current version. But for now, Mitsubishi is remaining tight-lipped about the powertrain's capability in the Outlander, with no revised CO2 emissions and range data yet available.

Sport modes and snow modes for the drive system, in addition to the default setting and the 4WD lock, offer greater control on- or off-road compared with the current version of the car.



## SSANGYONG E-SIV

**On sale:** Production version in 2020 **Price:** £25,000-£30,000 (est)  
**Key fleet engine:** battery electric

The SsangYong e-SIV signals the company's intent to add electrified models to its range in future, and its plans to move further into the mainstream.

As a styling concept, the e-SIV hints at the next generation Korando, its C-segment SUV similar in size to the Nissan Qashqai, due for replacement in 2019.

However, the SUV specialist company has also confirmed there would be an electric vehicle based on that car in 2020.

Connectivity features in the concept include charging the car's battery remotely by monitoring progress through a smartphone app based on wireless communication.

In addition, it manages charging station information in real time, predicts driving range based on the amount of charge in the battery, and selects the optimal driving route accordingly.

A telematics service enables a number of functions to be controlled remotely, while an infotainment service tailors features to meet individual convenience through voice recognition.



## PEUGEOT RIFTER/CITROËN BERLINGO/VAUXHALL COMBO

**On sale:** Summer  
**Price:** From £18,000 (est)  
**Key fleet engine:** 1.5 Blue HDi

A new family of van-derived MPVs spanning three brands will go on sale this summer, launched by Peugeot, Citroën and Vauxhall.

The replacement for the Peugeot Partner Tepee will be called the

Rifter, while the Berlingo Multispace name remains for the third-generation Citroën model (left).

The new Vauxhall Combo – with the company now part of the PSA group – will be based on the same platform, and bring a passenger version of the vehicle to the UK, called the Combo Life.

Of the four PSA car brands, only

Peugeot and Citroën were present at the Geneva motor show in 2018, but both the Rifter and the Berlingo Multispace have styling that better differentiates them from each other than the previous versions of the vehicle, both appearing related to other models in their respective car ranges.

The Combo Life, which was

revealed in February at the same time as the Berlingo Multispace, has a family resemblance with other Vauxhalls.

All three models promise more sophistication than their predecessors, using a platform that spans the latest Peugeot 308 and Citroën C4 Picasso, as well as the SUVs and large people carriers.

They will be available in two body lengths, with the longer variants offering up to seven-seats.

A number of petrol and diesel choices will be available, including a three-cylinder 110PS 1.2 PureTech petrol engine with six-speed manual gearbox, as well as a four-cylinder 130PS 1.5 BlueHDi diesel, with a six-speed manual or eight-speed

automatic gearbox.

Safety features available include adaptive cruise control, lane departure warning system, blind spot monitoring system and a rear-view camera for reversing.

There are two sliding rear passenger doors and the vehicle will have an overhead storage compartment for smaller items.



## SUVs AND CROSSOVERS

## LEXUS UX CONCEPT

Lexus plans to introduce a compact crossover based on the UX revealed at the show.

Likely to appear in 2019, the production version of the UX will be offered with a choice of a 2.0-litre petrol engine or a new 2.0-litre hybrid, the latter with a power output of around 178PS.



## SSANGYONG MUSSO

SsangYong's next-generation Musso pick-up will target business users and owner-drivers when it arrives this summer, with an offer that provides the key elements of capability with unrivalled value.

The new Musso will be powered by a 2.2-litre 181PS diesel engine and will carry more than a tonne.



## FORD EDGE

A revised Ford Edge SUV will arrive later this year, with new driver assistance technologies including adaptive cruise control with a traffic jam assistant, which helps the vehicle maintain a safe distance from vehicles ahead, and lane-keeping assistance.

The new 238PS bi-turbo 2.0-litre EcoBlue diesel engine is combined with a new eight-speed automatic transmission.



## ŠKODA VISION X

**On sale:** Production version – 2019  
**Price:** n/a **Key fleet engine:** TBC

Škoda will add to its growing line-up of SUVs with a production car based on the Vision X concept.

Likely to be mechanically similar to models such as the Volkswagen T-Roc, Audi Q2 and, especially, the Seat Arona, the compact model will join the larger Karoq and Kodiaq in the Škoda range.

The concept car was shown with a bi-fuel CNG/petrol-electric hybrid to deliver CO<sub>2</sub> emissions of 89g/km, although the production version is expected to have a more conventional line-up of small turbocharged petrol and diesel engine options.

The Vision X also showcased the latest connectivity technology that is likely to make its way into Škoda models in future, including digital services such as Smart Parking,

HoppyGo, TwoGo and CareDriver. These technologies direct the driver to available parking spaces, offer the car for rental when it is not needed, offer car-sharing opportunities, or, for example, ensure children are picked up from nursery if their parent or guardian is unable to get there in time.

The production car based on the Vision X is likely to be revealed later this year, with sales beginning in 2019.



## HYUNDAI SANTA FE

**On sale:** June/July **Price:** n/a  
**Key fleet engine:** 2.0-litre diesel

Fleets will account for 60% of the 2,000 Santa Fe SUVs Hyundai hopes to sell this year.

The new car uses better quality materials and has more safety equipment, including SmartSense active safety and driving assistance features. These include rear cross traffic alert, forward collision warning, lane keep assist and a

new feature called Safety Exit Assist, which temporarily locks the doors when it senses a vehicle approaching from behind to remove the chance of a passenger opening the door into the path of a passing car.

Meanwhile, Rear Occupant Alert warns the driver that passengers are still in the back before locking and leaving the vehicle – ideal for forgetful families.

The new Santa Fe is slightly longer, wider and taller, giving it a strong stance and greater interior

space – Hyundai claims it will be class-leading in the seven-seat SUV segment.

External styling cues have been taken from the Kona, with large grille and slim headlights.

"The car will be more expensive but it has better technology and more premium-ness," said Tony Whitehorn, Hyundai UK president and CEO. "We also expect a residual value uplift so contract rates will be at least as good as, if not better than, the outgoing model."

## BMW X4

**On sale:** now **Price:** From £42,900  
**Key fleet engine:** 2.0-litre diesel

The X4 is the latest 'X' revision to the BMW portfolio, slotting in between the X3 and X5.

As with the outgoing X4, the car will be based on the X3 and is set to go head-to-head with Jaguar's F-Pace and Mercedes-Benz GLC.

Slightly lower but wider and longer than the old model, the X4 combines greater interior space

(more rear legroom and 525-litre boot) with a sleeker look that merges SUV with coupé.

Powered by a 192PS diesel engine, it accelerates to 62mph in 8.0 seconds and returns 52.3mpg with CO<sub>2</sub> emissions of 142g/km.

The X4 is equipped as standard with cruise control with braking function as well as collision and pedestrian warning with city collision mitigation. The optional semi-autonomous active cruise control is capable of braking the

vehicle to a halt and setting off again automatically.

The Driving Assistant Plus safety package adds steering and lane control at speeds up to 130mph, lane-keeping assist and crossing traffic warning.

Another new feature, parking assistant plus, helps drivers select and manoeuvre into parallel and perpendicular parking spaces, with a bird's eye 360-degree image of the vehicle and the surrounding area.



## HONDA CR-V

**On sale:** Petrol – autumn 2018; hybrid – early 2019  
**Price:** £28,000 (est)  
**Key fleet engine:** 2.0-litre hybrid

The production version of the new Honda CR-V was revealed for the first time in public.

Both petrol and hybrid variants will have front-wheel drive as standard, with four-wheel drive available as an option.

Narrower A-pillars, sculpted

front and rear bumpers, and under-engine and under-floor covers help make the new CR-V one of the most aerodynamically efficient vehicles in its class, according to Honda. It also incorporates Honda's Active Shutter Grille system, to further improve fuel efficiency.

The dashboard features two seven-inch displays, with a simpler layout for other controls.

The longer wheelbase and wider stance enable a significantly roomier interior, while petrol

versions will also be available with seven seats.

Honda is claiming best-in-class fuel efficiency for the 1.5-litre turbocharged petrol engine, while the hybrid ought to be competitive with diesel rivals, although emissions figures will be revealed closer to the launch.

As well as an all-wheel drive option, the new CR-V's off-road credentials have been boosted by increased ground clearance – up 38mm compared with its predecessor, at 208mm.



## SMALL CARS

## FORD KA+ ACTIVE

The Ka+ Active features ride height raised by 23mm and unique styling changes and roof rails for carrying bikes and sports equipment.

Further exclusive specification includes unique 15-inch alloy wheels, while the model will be offered with a choice of petrol and diesel engines.



## HONDA URBAN EV

Honda has confirmed that a production version of its Urban EV Concept will be available to order in 2019.

It is built on a new platform and sets the direction for the technology and design that will appear on a future electric Honda model.

Inside there is space for four, across two bench seats, and a panoramic digital dashboard.



## ŠKODA FABIA

An updated Škoda Fabia will include new engine variants, each with three cylinders and a capacity of 1.0-litre.

The MPI engines feature indirect injection and produce outputs of 60PS and 75PS respectively. The two TSI drivetrains generate 95PS and 110PS. New technology offered includes a blindspot alert, a warning about traffic approaching from the rear, and auto-dipping main beam.





## LARGE CARS

## MAZDA 6 TOURER

**On sale:** summer **Price:** £19,000 (est)  
**Key fleet engine:** 2.2-litre diesel

Although only a mid-term update, the revised Mazda 6 Tourer has a number of enhancements, including improved powertrain, better efficiency, less noise intrusion, more safety features and new seats.

Exterior tweaks are minimal, but include new mesh grille and air vent design, LED lights at the rear and some chrome detailing around the front headlamps.

Inside is a new dashboard design, switchgear and seats, with a new eight-inch touchscreen.

The chassis has been revised with a new suspension set-up for improved comfort and agility. The brand's i-Activsense safety tech includes a 360-degree top-down camera.

The range of engines hasn't changed beyond slight power boosts for the 2.0-litre petrol and 2.2-litre diesel, with Skyactiv-X compression ignition technology due next year.



## AUDI A6

**On sale:** summer **Price:** From £42,000 (est)  
**Key fleet engine:** 3.0 V6 TDI

Fleets will have to wait a little longer for four-cylinder versions of the new Audi A6 to arrive, as the model will launch with six-cylinder petrol and diesel engines when it arrives in the UK in summer.

Inspired by the latest Audi A8, as well as being a hi-tech addition to the range the new A6 will also seek to lure driving enthusiasts away from the BMW 5 Series.

A choice of four suspension set-ups will be offered, while a new progressive steering system, which becomes more direct as vehicle speed increases, will be standard on all models.

All versions will be equipped exclusively with automatic transmissions and, while the 3.0 TDI will have CO<sub>2</sub> emissions from 142g/km, it is expected that many customers in the corporate sector will be awaiting the arrival of four-cylinder diesel versions before ordering.



## PEUGEOT 508

**On sale:** Late 2018  
**Price:** From £27,000 (est)  
**Key fleet engines:** 1.5 BlueHDi; 2.0 BlueHDi

The Peugeot 508 will undergo a radical revamp for its second generation later this year, with a low, coupé-like silhouette and a five-door fastback body.

The new model will be the first 508 to adopt Peugeot's i-Cockpit

interior, comprising a raised, fully digital instrument panel and lowered, elliptical steering wheel.

Peugeot's coupé redefinition is emphasised by the frameless windows on the passenger doors, attempting to position the 508 closer to models such as the Audi A5 Sportback, BMW 4 Series Gran Coupé and Volkswagen Arteon.

Power will come from a choice of six petrol and diesel engines, with diesel options expected to be a 130PS 1.5 BlueHDi, a 150PS 2.0

BlueHDi, and a 180PS 2.0 Blue HDi. The range is also likely to offer a 130PS 1.2-litre turbocharged three-cylinder petrol engine, as well as a range-topping 225PS 1.6-litre turbo.

The new model is equipped with class-leading levels of advanced driver assistance systems, including a night vision system, which is new to the segment and uses an infrared camera with the ability to detect pedestrians at night and in cases of reduced visibility.



## KIA OPTIMA

Revised Optima, on sale in Q3, will feature two new powertrain options: Kia's new 1.6-litre CRDi diesel and the 1.6-litre turbo petrol. Exterior tweaks include a revised front bumper, new LED rear lights and a revised design for the head and fog lamps. Inside is a redesigned steering wheel, satin-chrome trim on the centre console and new ambient lighting. Improved safety features include Driver Attention Warning, which combats distracted or drowsy driving by monitoring the vehicle and driver, and Lane Keeping Assist. It is also available with new high-resolution Around View Monitor parking camera.

KEEPING VEHICLES  
AND DRIVERS ON THE ROAD  
FOR LONGERLeading the way in  
Outsourced Fleet Solutions

The i247 Group already a leading provider of outsourced, fully managed solutions for driver support, fleet administration and managed services are embracing the challenges of the Automotive industry by developing new intelligent solutions that digitise driver support and advance mobility services.

**B**ased on the sunny south coast of Poole and operational 24/7 365 days a year, the i247 Group are a leading Fleet Service Provider that specialise in providing Outsourced Fleet Solutions for call management, driver support, fleet administration, managed services and connected car.

The i247 Group's extensive portfolio of fully managed services, products & online solutions are all focused on improving driver mobility, keeping their customers' vehicles & drivers on the road for longer. Ultimately this saves customers time and money whilst providing them with total peace of mind.

But to the i247 Group it's much more than just being a supplier, it's about being seen as an extension of their customers' organisation. They achieve this by taking ownership, managing the activity as if it was their own and by delivering a flexible, easy to manage solution that consistently delivers the highest SLA's, they exceed their customers' expectations.

With over 30 years of Automotive experience partnering with some of the largest manufacturers, leasing and fleet management companies in the UK, the i247 Group have successfully forged a reputation for innovation, delivery and thought leadership. Testament to this their services are now utilised by some of the largest FN50 organisations and support more than 1 million vehicles across the UK.

Whilst contact centre services will always underpin their service offering, the i247 Group recognise the industry is transforming. With fleet managers & driver's expectations growing, imminent GDPR legislation changes coupled with developments in connected car, MaaS and the digitisation of

services, the fleet market is faced with a number of exciting yet complex challenges.

To support, the i247 Group have invested significantly back into their business, they have grown their team of IT developers, improved their infrastructure and have expanded their focus to deliver "digital solutions to support a transforming industry". 2018 will see the group continue to digitise driver services and deliver solutions that advance mobility services.

Steve Thornton, Head of Group Sales says: "We understand at the heart of our solutions we represent customers at key moments and they rely on us to deliver exceptional, differentiating value. Being able to react quickly keeping up with customers and their clients ever changing needs requires flexibility and the right partner to deliver."

"Here at the i247 Group we have embraced technology and have leveraged vehicle, manufacturer and third supplier data to devise new flexible, game changing online solutions that will enhance services for our customers' and their drivers."



Steve Thornton, Head of Group Sales, i247 Group

The i247 Groups strong foundations and commitment to remain at the forefront of intelligent services ensures they are ready for the next chapter of fleet requirements. Why not get in touch to find out more?

For more information, visit [www.i247group.com](http://www.i247group.com) or email [sales@i247group.com](mailto:sales@i247group.com) or speak to a member of their friendly team on 01202 628 282.



FIRST DELIVERIES: SEPTEMBER

## VOLVO V60

Swedish carmaker returns to old favourite and gives it up-to-date restyling

By Christopher Smith

**V**olvo has become rather good at SUVs in recent years, with the XC90, XC60 and XC40 all launching to good responses – but now the brand returns to the familiar territory of the estate car.

The Swedish manufacturer believes there is still a high demand for lower vehicles, despite the growth of SUVs, and with 'station wagons' forming a key part of its range for decades past, it looks to build on that tradition.

Continuing the range renewal programme is the new V60 mid-size estate, replacing the current model dating from 2010. It extends the brand's current design style, adapted for the smaller vehicle.

The V60 takes the vast majority of the functionality and design appeal of larger vehicles in Volvo's range, and packages it in a smaller, more agile footprint, which the brand hopes will help it compete more closely in the segment against BMW, Audi and Mercedes-Benz.

Entry level pricing starts from £31,810, with the first customer deliveries expected in September.

*"The V60 takes the vast majority of the functionality and design appeal of larger vehicles in Volvo's range"*

## ENGINES AND EMISSIONS

At launch, the V60 will be powered by 2.0-litre four-cylinder D3 (150PS) and D4 (190PS) diesel engines, in front-wheel drive guise, with either manual or eight-speed automatic transmissions.

The manual D3 records CO<sub>2</sub> emissions from 114g/km under the NEDC cycle – achieving emissions from 136g/km on the new WLTP cycle as it is gradually introduced.

Automatic vehicles achieve from 117g/km on NEDC, but perform slightly better than their manual counterparts under WLTP – emitting from 135g/km.

T5 and T6 petrol variants, and a new, lower-output 345PS T6 plug-in hybrid (branded Twin Engine) will be available later this year.

Volvo bosses said, in response to consumer demand for electrification, that new petrol mild hybrids would be introduced as part of the line-up before 2021, to reduce emissions and improve economy.

"We aren't disqualifying diesel, but our future lies in full electrification," Henrik Green, senior vice president for Volvo R&D told *Fleet News*.

## CHASSIS

Much of the work on the V60 has been made possible by building the car on Volvo's own Scalable Product Architecture (SPA) platform, in line with the XC60 and 90 series vehicles, building in the safety technology and Volvo's new engine line-up from the start.

An S60 saloon version will be revealed in the summer, while full pricing and specification for the V60 will come nearer to the vehicle's official launch.

## SAFETY

Volvo's City Safety system is installed as standard, and has been upgraded to include Onward Collision Mitigation, engaging auto braking to help avoid head-on collisions.

A reversing mitigation system has also been added, to apply braking when sensing a potential collision while leaving a parking space, new for the V60.

In addition, the Pilot Assist driving package has also been substantially upgraded. The third-generation system has improving steering response and makes steering support more natural.



Well made materials and plenty of space in the V60's interior

## SPACE AND INTERIOR

The interior of the V60 is reminiscent of the XC60 and larger 90 series vehicles, with quality, well made materials and plenty of space.

The dash features a vertical nine-inch Sensus touchscreen with few buttons, and a digital instrument binnacle. While much of the vehicle's design language has been seen before on the larger vehicles, the V60 brings this to the smaller segment.

Inscription trims also offer Driftwood detailing, which looks particularly tasteful with the blond leather option – lightening what could be quite a dark interior if specified without the optional panoramic sunroof.

Carplay and Android Auto integration is on offer, along with a wireless hotspot facility. Drivers can also opt to add Bowers & Wilkins high-end audio systems.

The new car is 13cm longer than its predecessor, though marginally narrower. Maximum rear legroom has also been improved, up from 85 to 89cm.

Boot space with the seats up is marginally larger than the Audi A4 Avant, BMW 3 Series Touring and the Mercedes-Benz C-Class, at 529 litres – up from 430 litres on its predecessor.

The V60 offers a square, easily accessible load bay, with no load lip.

## THINKING CAP



By Martin Ward, manufacturer relationships manager

cap hpi

**Tuesday** Over to Geneva for the day, for the 88th motor show. Those who have been to this small and compact show will know just how easy it is to get there. Fly into Geneva airport and just a short 15-minute stroll to the exhibition halls.

This year, plenty of new cars, concepts and technology were on view. Volkswagen showed not one, but four concepts, that may, or may not, one day be in our showrooms. Even if one makes it, it will shake up the future design of cars.

Škoda showed its Vision X, a mix between a small SUV and a hatch, but I guess the finished car will be around 15-20% different to the show car, based on past concepts.

*"The car that had me wondering about the future was the PAL-V flying car"*

Star of the show seemed to be the Jaguar I-Pace, a great-looking SUV that's electric-powered with a range of around 300 miles. Hyundai showed the new Santa Fe, BMW had the new, re-styled X4, Toyota had the all-new much improved Auris.

The all-new Kia Ceed hatch and wagon broke cover. When it goes on sale in late summer it will have new engines and a much improved interior.

The new Audi A6 was there and, although you instinctively know it is an A6, the lines are crisp and bold and the new grille makes the car very distinctive.

Lexus showed us the UX. It was difficult to gauge its dimensions, as you couldn't get near it on the turntable, but it did look good, and very modern.

But the vehicle that had me wondering about the future was the PAL-V flying car, yes, a full production car that flies. The cost is around €500,000 (£450,000), but I was told this will drop to €300,000 (£268,000) in time. You need 40 hours' tuition, it uses standard petrol and has a range of 800 miles on the road and 250 miles in the air. Could we be headed from congested roads to the congested skies? Probably not at that money. But a nice, if not scary, thought.





With its lowered roof and sleek styling the Velar is the most car-like SUV Land Rover has made

D240 HSE

## RANGE ROVER VELAR

Sporty and comfortable Velar brings luxury to the crossover segment

By Matt de Prez

**T**he dilemma of what to choose if you want a Range Rover but an Evoque is too small and a Sport is too expensive may be solved.

Land Rover launched the Velar to fill that exact gap, and, while it is effectively based on a Jaguar F-Pace, it manages to exude the same sense of opulence you get from a full-size Range Rover.

Perhaps that is why prices start at £44,800, around £10,000 more than an F-Pace.

With its lowered roof and sleek styling, the Velar is the most car-like SUV Land Rover has ever made. Its aluminium body and Jaguar XE and XF underpinnings help it become the most dynamic-driving product from the brand.

Inside there is a distinct lack of knobs and levers to prod and pull when the going gets tough, but the Velar does have all-wheel drive and Land Rover's terrain response system.

It does not feature air suspension as standard, yet the ride is still sublime and makes the Velar both sporty and comfortable – even if it lacks the ability to increase its ride height for off-road excursions.

A commanding driving position gives good visibility, although the Velar belies its mid-size SUV label and feels every bit as big as a Range Rover Sport to drive – probably because it's only 40mm narrower.

The interior showcases a new suite of technology for Land Rover; there's a high-definition infotainment screen that features the familiar Incontrol Pro, plus a new second touch-screen display in place of the climate control and other switchgear.

There are eight trims to choose from, with prices peaking at £83,350 for the fully-loaded First Edition.

R-Dynamic models (available in S, SE and HSE) feature more aggressive bumpers and larger alloy wheels. The base model is simply 'Velar' with S, SE and HSE, again, adding more spec the higher you go.

All models get LED headlights, heated seats and keyless entry with motorised flush-fitted door handles.

### COSTS

<b>P11D price</b>	£57,105
<b>BIK tax band (2017/18)</b>	32%
<b>Annual BIK tax (40%)</b>	£7,309
<b>Class 1A NIC</b>	£2,522
<b>Annual VED</b>	£500 then £450
<b>RV (4yr/80k)</b>	£22,275
<b>Fuel cost (ppm)</b>	11.46
<b>AFR (ppm)</b>	11
<b>Running cost (4yr/80k)</b>	61.11ppm

### SPEC

<b>Power (PS)/torque (Nm)</b>	240/500
<b>CO<sub>2</sub> emissions (g/km)</b>	154g/km
<b>Top speed (mph)</b>	135
<b>0-62mph (sec)</b>	6.8
<b>Fuel efficiency (mpg)</b>	48.7
<b>Real-world mpg</b>	35.4

### KEY RIVAL

<b>BMW X5 xDrive25i M Sport</b>
<b>P11D price:</b> £55,285
<b>BIK tax band (2017/18)</b> 31%
<b>Annual BIK tax (40%)</b> £6,855
<b>Class 1A NIC</b> £2,365
<b>Annual VED</b> £200 then £450
<b>RV (4yr/80k)</b> £20,125
<b>Fuel cost (ppm)</b> 11.07
<b>AFR (ppm)</b> 11
<b>Running cost (4yr/80k)</b> 62ppm

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



Interior is clean and uncluttered

You need at least an S grade, at £50,420, to get leather trim, powered tailgate and reversing camera – although the majority of customers are expected to opt for top-spec HSE which comes packed with ventilated/massage seats, adaptive cruise control and a high-end Meridian audio system.

The engine line-up kicks off with a D180 2.0-litre diesel that emits 142g/km of CO<sub>2</sub>. It's good for 0-62mph in 8.2 seconds and, with 52mpg, it should be more than adequate for most company car drivers.

We tested the more potent D240. It pumps out 154g/km with the promise of 48mpg and gives much better performance with a 0-62 time of just 6.8 seconds.

There is also a V6 diesel (D300) with emissions of 167g/km and three higher-emitting petrols.

Our experience of the D240 was positive. We managed to eke out 44mpg on a run, but would expect 35-38mpg as a realistic average. The engine is fairly quiet unless you need to press on, at which point the eight-speed automatic gearbox has a tendency to keep it revving high, detracting from the refinement.

While the F-Pace and Discovery Sport are more cost-effective fleet models, the Velar does bring 'proper' Range Rover luxury to the crossover segment.

# INTERVENE. IMPROVE.

## INTERVENE AND IMPROVE YOUR FLEET RISK PROFILE

**T**he advancement of telematics and the boom in the presence of vehicle CCTV has taken the industry by storm in recent years. Data is more insightful and displayed on ever more intuitive dashboards and apps, whilst HD camera footage is no longer stored on antiquated SD cards but delivered to fleet managers as they sip their morning coffee. All this technology alone however, is no silver bullet.

Having analysed the industry for well over a decade, it is patently obvious to us that those charged with looking after commercial fleets simply do not have the time to interpret the endless streams of reports and deliver meaningful feedback to drivers needing the most attention. Without engaging every single driver in meaningful and regular driving appraisals, safety will not improve and achieving the associated ROIs will be almost impossible.

DRiIVE offers a world first in providing a remote driver behaviour interpretation and intervention solution, all underpinned by industry leading telematics and camera technology from Matrix Telematics.

The DRiIVE Triage Centre ensures that data is thoroughly analysed and interpreted by an experienced team of Fleet and Data Analysts before being delivered back to drivers on a one to one basis.

Our overriding principle is that of saving lives and reducing your overall Operational Road Risk profile, together with the liability and culpability of supervisors, managers and board directors. By ensuring your vehicles and their drivers are always fully compliant and that driving standards are raised and consistently maintained, there is a secondary element which quickly becomes apparent – your fleet becomes more efficient and far more cost effective to operate.

This fresh approach begins with a detailed driver onboarding assessment along with driving licence checks to first of all assess suitability. Our advanced interpretation and intervention methodology means that we act rapidly where we identify behavioural issues that cause us concern.

Using telemetry feeds from pre-existing onboard technology combined with our unique mobile app and a robust driver and compliance package, we make the most out of what you already have to improve fleet operations.

DRiIVE Managing Director Colin Hartley had this to say "Our prime objective is to save lives. The affect that a serious or fatal road collision could have on your business and the people within business could be catastrophic. The affect that it has on the family lasts a lifetime. The question should not be can we afford this solution - rather can we afford not to have this solution."

It's time for action, it's time to #ThinkOnYourFleet.



For More Information please email at [drive@matrixtelematics.com](mailto:drive@matrixtelematics.com) or Visit [www.drive.co.uk](http://www.drive.co.uk)



## VAUXHALL INSIGNIA GRAND SPORT SRI VX LINE NAV



There are so many new cars launched each year that it's impossible, even for someone whose job often involves evaluating the latest vehicles, to try every one in timely fashion.

So I was happy to finally get behind the wheel of the latest Vauxhall Insignia this month, and put around 700 miles on it.

While the Grand Sport name is a bit of a daft alternative to hatchback, the car is, for the most part, very impressive.

I was surprised that our SRI model was priced at just under £23,000 (of course, most large end-user fleets will pay much less) and by the value of some of the options fitted.

For example, the head-up display is priced at £290. These displays can give cars a real premium feel. This one shows speed, traffic sign and navigation information so drivers can see the figures without taking their eyes off the road. Compare this with a premium alternative such as a BMW 3 Series, which would set you back £825.

The Insignia's sophisticated, automatically adjustable LED headlights at £1,010 are a bit steep, but priced in line with rivals, although we'd probably leave those well alone.

It's also disappointing to see car manufacturers making money out of flat paint finishes. It used to be that metallic paint, or black paint commanded a premium.

On the Insignia, only Aegean blue is described as 'solid'. Non-metallic summit white, and lava red (as on our test car), are listed in brochures as 'brilliant' (no more brilliant than other solid paint), and command a premium of £285.

Someone please put a stop to this.

Simon Harris



Positively cavernous – the Octavia boot helped in house move

## ŠKODA OCTAVIA

1.0 TSI SE TECHNOLOGY

Using the Octavia boot space was moving experience

### COSTS

P11D price	£18,805
BIK tax band	21%
Annual BIK tax (20%)	£790
Class 1A NIC	£545
Annual VED	£140
RV (4yr/80k)	£4,950
Fuel cost (ppm)	9.31
AFR (ppm)	11
Running cost (ppm)	29.37

### SPEC

Engine (cc)	999
Power (PS)	115
Torque (Nm)	200
CO <sub>2</sub> emissions (g/km)	110
Manufacturer mpg	58.9
Real-world mpg*	44.7
Test mpg	47.5
Max speed (mph)	126
0-62mph (sec)	9.9
Current mileage	3,317

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

### TEST TIMELINE

Start ————— End

By Sarah Tooze

One of the Octavia's strengths is its generous boot space (590 litres with the rear seats up, 1,580 with them folded) and it proved particularly useful when I moved house recently.

Although we used a removal company we still had to spring clean our previous rental property and needed to move a number of items afterwards.

The Octavia had no trouble accommodating a step ladder, upright vacuum cleaner, mop and bucket, telescopic window cleaner and various other cleaning products. We could even fit in a large rug with ease.

Our Octavia comes with handy features, such as a double-sided boot floor (carpet on one side and a washable rubber surface on the other) and a media holder, which are both available as part of a 'simply clever' pack for £90. I've also found the ticket holder clip on the windscreen useful, although I have yet to take advantage of Škoda's other standard fit 'simply clever'

features such as the ice scraper in the petrol cap as I'm used to carrying one in the door pocket.

On the road, the average fuel economy is still close to 50mpg (currently 47.5mpg) based on short journeys. That's 3mpg higher than the 44.7 real-world driving figure provided by the Equa Index (see the tools section of the *Fleet News* website).

Our car's fuel economy did drop a few mpg when fully loaded and after I had to leave the engine running while stuck in heavy snow when the 'Beast from the East' hit. I eventually got towed up a hill by a police car and count myself lucky – others on the A1 were left set for the night.



Ice scraper

*"I eventually got towed up a hill by a police car and count myself lucky. Others on the A1 were left set for the night"*

## JAGUAR XF

2.0D 180 PORTFOLIO

Fuel efficiency measures up well against competitors



Jaguar XF will not disappoint

### COSTS

P11D price	£37,295
BIK tax band	24%
Annual BIK tax (40%)	£3,580
Class 1A NIC	£1,235
Annual VED	£160 then £140
RV (4yr/80k)	£11,525
Fuel cost (ppm)	8.49
AFR (ppm)	11
Running cost (ppm)	46.95

### SPEC

Engine (cc)	1,999
Power (PS)	180
Torque (Nm)	430
CO <sub>2</sub> emissions (g/km)	114
Manufacturer mpg	65.7
Real-world mpg*	45.7
Test mpg	50.2
Max speed (mph)	136
0-62mph (sec)	8.0
Current mileage	10,648

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

By Andrew Ryan

The executive sector is a fiercely competitive one, with little to separate the main challengers.

Over the 10,648 miles we've driven our long-term Jaguar XF, it has proved to be an excellent vehicle and has demonstrated why it was named the best executive car in the 2016 Fleet News Awards.

However, the strength of the sector meant that the following year the honour went to the Mercedes-Benz E-Class, with the BMW 5 Series last week taking the crown for 2018.

In our time with the XF, one of its strengths has been its efficiency: it is currently averaging between 50mpg and 52mpg per tankful, which is significantly higher than the Equa Index real-world figure of 45.7mpg. The official combined fuel economy is 65.7mpg.

This puts it between the BMW 520d 190 SE (62.8mpg) and Mercedes-Benz E220 194 SE (72.4mpg). Equa figures are not available for the BMW or Mercedes-Benz.

The Jaguar also sits between the two German cars for employee benefit-in-kind (BIK) tax. Its CO<sub>2</sub> emissions of 114g/km puts it in the 24% BIK tax band which, coupled with its £37,295 P11D price, means a 40% taxpayer faces an annual bill of £3,580.

The BMW (119g/km and £37,515) attracts a BIK bill of £3,752 and the Mercedes-Benz (102g/km and £37,205), £3,283.

However, the Jaguar does trail its rivals when overall running costs are considered. According to data from KeeResources, the XF will cost 46.95ppm over a four-year/80,000-mile cycle. The 520d will cost 44.34ppm and the E220 44.77ppm.

Part of this is down to the difference in residual values and SMR costs.

The XF will be worth £11,525 at the end of the cycle, with SMR of 6.25ppm. The 520d is valued at £12,700 with SMR of 4.42ppm and the E220 is £12,350 and 5.68ppm.

But the differences are small, and any driver picking any of these cars should not be disappointed.

### TEST TIMELINE

Start ————— End

AT A GLANCE – THE REST OF OUR FLEET (REVIEWS ONLINE)



Mazda 6



Renault Koleos



Volvo S90

## SEAT IBIZA FR 1.0 TSI 115 DSG



When *Fleet News* was given an early look at the fifth generation Ibiza in June, Seat was clear in its intention to be a match in the B-segment for new market heavyweights, the Nissan Micra, Ford Fiesta, Volkswagen Polo and Kia Rio.

There are signs things are going the Ibiza's way.

Two months in and the Society of Motor Manufacturer and Traders (SMMT) figures reveal the Ibiza's segment share is up year-to-date from 4.7% to 5.1%, sitting at seventh above the Micra (12th) and Rio (15th).

Fiesta's B-segment share, while still massive, is down from 30.5% to 29.4% and Polo's is down, too.

*"Ibiza stands tall when judged by fundamental measures"*

Ibiza is well on the way to achieving the brand's aspiration to be one of the best cars in its class.

But how does it compare to competitors when considering key issues such as CO<sub>2</sub> emissions, VED rate, mpg and monthly tax liability?

I used KeeResources' Kwikview platform to crunch the data, choosing to look in depth at the Fiesta 1.0T EcoBoost Zetec Auto and Polo 1.0TSI 115 DSG.

Where the Ibiza wins: the monthly liability for a basic rate taxpayer is currently £3 lower than the Fiesta and £5 less than the Polo; its combined mpg rate is 60.1, compared to the Fiesta's 54.3mpg and Polo's 58.9mpg. Its CO<sub>2</sub> emissions, at 108g/km, win over the Polo (109) and Fiesta (118). The Ibiza and Polo's VED rates are £140 compared to the Fiesta's £160.

So, while in a narrow competitor field, the Ibiza stands tall when judged by these fundamental measures.

Jeremy Bennett



## JAMES WALLER

HEAD OF FLEET - SELECT PLANT HIRE

Waller loves the pace at which car technology is developing and his preferences suggest that he likes speedy vehicles. But he becomes decidedly risk averse in relation to his family

**My first memory associated with a car was sitting on a beanbag in the boot of my parents' Volvo 240 estate looking out of the rear window – something I would never let my children do now.**

**The three vehicles I would like in my garage are an Audi RS6 for every day, a Lotus Exige Cup for trackdays and if I could find one, a TVR Sagaris for the sheer scare factor.**

**My favourite film is *Star Wars: The Last Jedi*. I'm not a huge fan of *Star Wars* but I always think "The Force" is like the power that leadership brings within business. Some use it for good and some don't.**

**A book I recommend others read is *Legacy* by James Kerr, because it is a must read.**

**My pet hate is discourteous and oblivious drivers – among others.**

**The advice I would give to my 18-year-old self would be to take a year out and travel as much as possible, before deciding what you want to do with your life.**

**If I was Prime Minister for the day I would definitely create more public holidays and spread them out through the year.**

**The pivotal moment in my life was becoming a father, although it has made me quite risk averse. My wife has to tell me to "stop wrapping them in cotton wool and let them be kids!"**

**My hobbies and interests involve any form of motorsport.**

**I want to be remembered as a decent chap.**

**First fleet role** When I left school at 18, a friend's father owned a Ford dealership and gave me a summer job. I worked there for a further four years having worked through various roles. The main reason for staying within fleet is my love of car technology as it moves so quickly and fleet is always at the forefront.

**Career goals at Select Plant Hire** To provide a sustainable, safe, cost-effective and fit-for-purpose vehicle fleet to support our business.

**Biggest achievement in business** Negotiating, procuring and operating all areas of our 2,500-strong vehicle fleet through multiple suppliers, while keeping utilisation above 95% with a team of just five.

**Biggest career influence** My then managing director who saw my potential and called me into his office out-of-the-blue to offer me the opportunity to become fleet manager. You could walk into his office at any point and he would always make time for you and on the rare occasion that he was wrong, he would make a point of admitting it. He taught me that you grow the most through adversity.

**Biggest mistake in business** Not trusting my gut instinct. If something doesn't feel right, it usually isn't.

**Leadership style** Relaxed, and when required – firm, but fair. I trust my team and like to give people autonomy to carry out their role effectively.

**If I wasn't in fleet** I would love to be an airline pilot.

**Childhood ambition** From a very early age I wanted to be a mechanic. I'm pretty good at taking things apart, but not so good at putting them back together!

**Most memorable driver moment** A few years ago I was lucky enough to drive an Audi R8 Spyder to Le Mans to watch the 24-hour race.

**Next issue:** Lisa Spong, sales director, Reflex

Advertisement feature

Transit Connect's powertrains provide enhanced fuel efficiency

# SMR costs 'significantly lower' than competition

**T**he new Transit Custom, Transit Connect and Transit Courier bring enhanced fuel efficiency, new features and even greater refinement to Ford's commercial vehicle (CV) range for 2018.

They offer bold new front-end designs, new interior features and technology including available SYNC 3 communications and entertainment system. Transit Custom is the first CV to include Intelligent Speed Assist, and is the first Ford van in Europe to offer its Blind Spot Information System with Cross Traffic Alert.

Re-engineering of the Transit Custom includes a new ECOnetic variant of the Dagenham-built Ford EcoBlue 2.0-litre

diesel engine, available for the 300 LI van, delivering up to 49.6mpg and 148 g/km CO2 emissions.

The Transit Custom line-up includes two roof heights, two wheelbase options, a GVM range from 2.6-3.4 tonnes for payloads up to 1,450kg, and bodystyles including van, kombi and double-cab-in-van.

Transit Connect's powertrains provide enhanced fuel efficiency, while achieving Euro 6.2 emissions. Ford's all-new 1.5-litre EcoBlue diesel engine combines the latest fuel injection, turbocharging and emission-control technologies.

An advanced new version of the 1.0-litre EcoBoost petrol engine features signifi-

cant changes for further fuel-efficiency.

Service intervals have been extended on both diesel and petrol variants, with manual diesel vehicles offering variable intervals of up to two years/25,000 miles, contributing to scheduled maintenance and non-scheduled repair costs significantly lower than primary competition, according to Ford analysis.

Short- and long-wheelbase options of Transit Connect provide load volumes up to 3.6 cu m (VDA), payloads of 579-865kg, and bodystyles including van and double-cab-in-van. New Transit Courier offers payloads up to 600kg, load volumes up to 2.4 cu m (VDA), and a choice of van and kombi bodystyles.

## MAJOR PRESENCE AT APRIL'S COMMERCIAL VEHICLE SHOW

New Transit Custom, new Transit Connect and new Transit Courier will be among 15 vehicles exhibited by Ford at the Commercial Vehicle Show at the NEC, Birmingham, on 24-26 April, on stand 5G10/5G20 in Hall 5.

The line-up will include a special edition of the Ford Ranger, in addition



to the Transit Custom Plug-in Hybrid Electric Vehicle (PHEV) and the company's latest innovations in the world of smart mobility.

Ford vehicles on other companies' stands will include a British Gas Transit Custom PHEV shown by Bri-Stor Systems.



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)



# KUGA

TOGETHER WE GO FURTHER



MOVING YOUR FLEET FORWARD

P11D

£35,840-£22,340

BIK

33%-25%

CO<sub>2</sub>

173-115g/km

COMBINED MPG

37.7-64.2



Official fuel consumption figures in mpg (l/100km) for the Ford Kuga range: urban 30.1-58.9 (9.4-4.8), extra urban 44.8-67.3 (6.3-4.2), combined 37.7-64.2 (7.5-4.4). Official CO<sub>2</sub> emissions 173-115g/km.

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



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Choose from the engine and drivetrain combinations available with the All-New Jeep® Compass, with a selection of a 1.4-litre MultiAir II Turbo petrol and a 1.6 or 2.0 MultiJet diesel engine. Also available is the class-leading nine-speed automatic transmission designed to give both power and efficiency when it's needed most.

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The centre stack bezel puts everything at your control, whilst the leather-wrapped steering wheel controls position both Uconnect™ multimedia system and TFT driver display at your fingertips. The interactive system comes with an HD touch screen of up to 8.4". It works with Apple CarPlay and Android Auto,™ with full access via touch controls or Siri voice command.



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Not every path is easy, but with a 5 star Euro NCAP safety rating, lane departure and forward collision warning, the new Jeep® Compass lets you navigate in safety and style. Strategically placed cameras and radars notify both audibly and visually. If the driver doesn't react in time the system will automatically brake to avoid or mitigate the impact.

**Jeep**<sup>®</sup>



# ALL-NEW JEEP® COMPASS



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MODEL SHOWN: ALL-NEW JEEP® COMPASS 1.4 LIMITED MULTIAIR II 140 HP 4X2 6 SPEED MANUAL INCLUDING VOCAL WHITE BICOLOUR PAINT AT £29,095 OTR. OFFICIAL FUEL CONSUMPTION FIGURES FOR JEEP RANGE MPG (L/100KM): EXTRA URBAN 47.9 (5.9) – 70.6 (4.0), URBAN 32.5 (8.7) – 54.3 (5.2), COMBINED 40.9 (6.9) – 64.2 (4.4), CO<sub>2</sub> EMISSIONS: 160 – 117 G/KM. Fuel consumption and CO<sub>2</sub> values are obtained for comparative purposes in accordance with EC directives/regulations and may not be representative of real life driving conditions. Factors such as driving style, weather and road conditions may also have a significant effect on fuel consumption. Jeep® is a registered trademark of FCA US LLC.