

News

DIESEL BACKLASH SEES FIRST **CO<sub>2</sub> RISE** FOR 20 YEARS

# FleetNews

40 YEARS OF HELPING COMPANIES RUN EFFICIENT AND COMPLIANT FLEETS

March 8 – March 21 2018 £4.00



## JAGUAR I-PACE

An electric SUV with  
range of 289 miles

### Women in fleet

Celebrating the  
positive impact  
of women in  
the fleet sector

### Connected fleet

New quarterly  
section spotlights  
next-gen mobility,  
autonomy and  
connectivity

### Grey fleet

Your guide to  
a cost-efficient  
grey fleet policy

### CCIA 2018 launch

The UK's No1  
drive 'n' decide  
event for fleets

### Fleet in focus: Restore Datashred

# GIVE US CLARITY

Fleet investment decisions depend on Government action, says Ian Walsh



# MASSIVE POWER.



**ULTRASAFE® LITHIUM  
JUMP STARTER.**

**GB500 12V/24V**

For **Petrol** & **Diesel** Engines Class 8+/CE  
High-Displacement Vehicles, Equipment and More.

The NOCO Genius BOOST **MAX** is the most powerful, yet compact lithium jump starter in its class. With over **20,000 peak amps** of power, it can safely jump start semi-trucks, construction equipment and much more. And at just under 9 kilograms, it's the ultimate portable jump starter for any fleet manager or maintenance center.

**20,000  
PEAK AMPS**



no.co

**NOCO®**

# CONTENTS

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

The text paper used in this publication is 100% recycled,  
produced from post-consumer waste.

## NEWS

- 4 First emissions reverse in decades
- 7 Fleet rethink as BIK and VED rise
- 8 Hyundai looks to 'take lead' in AFVs
- 11 No piecemeal EV charging approach
- 12 ALD saves £2,000 with PHEV option
- 14 Mazda commits to the future of ICE
- 15 Concern over lack of mobiles policy
- 16 Arval moves into service provision
- 17 Vauxhall will cut rental further

## REGULARS

- 20 Letters and editor's Big Picture
- 23 Opinion: Fleet management/mobiles
- 74 Awards winners: Audi A3/A4
- 82 Last word: Neil Hodson

## CAR/VAN REVIEWS

- 76 Jaguar I-Pace
- 78 Jaguar E-Pace
- 80 Mitsubishi Eclipse
- 81 Long-term reports



63

### Grey Fleet

Our eight-page guide examines how an organisation can construct and implement a successful grey fleet management strategy.

28

### Cover feature

## Fleet in focus: Restore Datashred

Head of fleet Ian Walsh is making key investment decisions but he urges clarity from the Government to enable him to make the right choices



### 32 In the spotlight: Auto Windscreens

Rupert Armitage has been on a steep learning curve at Auto Windscreens but his changes are delivering results

52

### Insight: Women in fleet

In anticipation of International Women's Day we talk to senior women in the fleet sector



41

### Connected Fleet

Innovations and advances fleet decision-makers should be preparing for



# AA

## We'll keep your fleet working for you

Talk to us today about **Business Breakdown Cover**

Call **0800 294 2994** or visit **theAA.com/business**



# Diesel backlash leads to first CO<sub>2</sub> emissions reverse in decades

Drop in demand for small cars also plays a part as more drivers switch to SUVs and crossovers

By Gareth Roberts

**A** backlash against diesel is being blamed for the first rise in average new car CO<sub>2</sub> emissions in 20 years. New data from the Society of Motor Manufacturers and Traders (SMMT) shows that average new car CO<sub>2</sub> emissions were up 0.8% from 120.1g/km to 121g/km.

Fleet registrations fared slightly better, but were still up, increasing 0.7% year-on-year to 119.7g/km, while emissions for private new car registrations rose slightly to 122.7g/km.

That was despite new and updated models in 2017 emitting, on average, 12.6% less CO<sub>2</sub> than those they replaced.

Half of last year's increase, according to the SMMT, was down to a 17.1% decline in diesel car sales. On average, they emit 15-20% less CO<sub>2</sub> than their petrol counterparts.

That decline, it argues, is being driven by anti-diesel measures and messages from Government amid concerns around the fuel's air quality attributes.

This anti-diesel agenda, it says, is "unwelcome" given that the latest diesel vehicles are fitted with "the most advanced technologies to minimise their air quality impact".

In addition, the 5.6% drop in new car registrations will mean more people continuing to drive older vehicles, which is likely to result in an increase in CO<sub>2</sub> emissions for the total car parc. It has already risen for the past three years to 2016, primarily due to a rise in mileage travelled.

## DIESEL TAX RISES FOR FLEETS

In March 2017, the Government announced a review of taxes on new diesel cars to pay for mitigation measures under its air quality plan.

Fleet operators and company car drivers will be hit with a rise in first-year vehicle excise duty (VED) and an increase in benefit-in-kind (BIK) from April 6 (see page 7).

The announcement had an immediate impact on diesel registrations. Diesel's overall market share fell to 42% last year from 47.7% in 2016 and more than 50% in 2014.

However, a changing model mix in 2017 also impacted CO<sub>2</sub> emissions. The demand for small cars such as superminis was down, while SUVs and crossovers saw volumes rise.

The SMMT estimates that the impact of the segment shift accounted for around 55% of the

rise in CO<sub>2</sub>, with the drop in diesels around 45%.

Its data shows that 99.5% of the UK's 2.5 million-strong new car market is still powered, wholly or in part, by petrol or diesel.

More than a fifth of new car models now available are zero emission capable, yet they make up just 5% of sales. For pure battery-powered vehicles, take up is even lower (0.5%).

However, without the increasing shift to alternatively-fuelled vehicles in 2017, the CO<sub>2</sub> figure would have been around 0.4% higher.

Mike Hawes, SMMT chief executive, said: "The anti-diesel agenda has set back progress on climate change, while electric vehicle demand remains disappointingly low amid consumer concerns around charging infrastructure availability and affordability.

"A consistent approach to incentives and tax, and greater investment in charging infrastructure will be critical.

"We need a strategy that allows manufacturers time to invest, innovate and sell competitively, and which gives consumers every incentive to adapt."

CO<sub>2</sub> is an important consideration for the auto industry. The European Commission (EC) has set a target to reduce greenhouse gas emissions by 20% by 2020 (from the 1990 level).

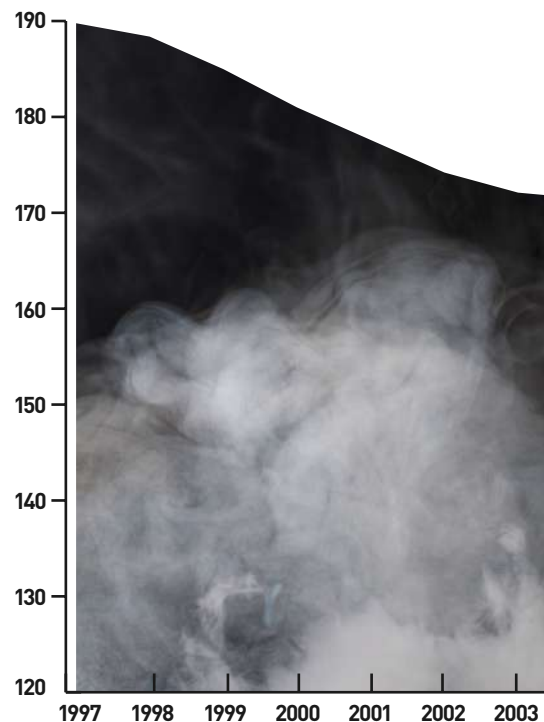


*"The anti-diesel agenda has set back progress on climate change"*

Mike Hawes, SMMT

UK AVERAGE NEW CAR CO<sub>2</sub> EMISSIONS - REGISTRATION WEIGHTED

Source: SMMT



It set a CO<sub>2</sub> tailpipe target for new cars in the EU to emit not more than an average of 130g/km in 2015 – which was met – and 95g/km in 2021 (with a phase-in of 95% of the fleet achieving this target in 2020). There is also a regulation for new vans, which sets out fleet average targets of 175g/km by 2017 and 147g/km by 2020.

Companies that miss their targets face significant penalties. Manufacturers will be fined €95 (£85) per gramme of CO<sub>2</sub> they are over target, multiplied by the number of vehicle registrations.

So, for example, a manufacturer missing its target by 5g/km and selling one million vehicles in a year be hit with a €475 million (£423m) fine.

It leaves manufacturers in a difficult position. There is widespread public support for cleaner air, yet many of those same supporters then go out and buy less efficient SUVs that compound the emissions issue.

## AIR QUALITY UNCERTAINTY

Pressure on diesel will continue to intensify. The Government has been ordered by the High Court for a third time to review its air quality plan (fleetnews.co.uk, February 21).

It must take stronger action to improve air quality in areas not compelled to introduce clean air zones (CAZs) or submit local action plans.

London will introduce its ultra-low emission zone (ULEZ) next year, while five cities – Derby, Leeds, Nottingham, Birmingham and Southampton – have been ordered to introduce clean air zones (CAZs) before 2020.

A further 33 local authorities, where breaches of NO<sub>2</sub> legal limits are expected beyond 2021, are required to set out local action plans.

In a House of Commons debate, environment



## AVERAGE NEW CAR CO<sub>2</sub> EMISSIONS

↑ 0.8%

## AVERAGE FLEET NEW CAR CO<sub>2</sub> EMISSIONS

↑ 0.7%

2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017

### VAN CO<sub>2</sub> EMISSIONS FALL

The average CO<sub>2</sub> emissions of vans in the UK fell 4.8% to 165.4g/km in 2017. This was the largest reduction since 2012 and brought the UK to almost 10g/km below the European target of 175g/km for 2017.

Delivering the 147g/km pan-EU target by 2020 in the UK (which is not mandated), would require a reduction of some 4% per annum.

The improvement in the rate in 2017 was supported by a sharp reduction in registrations of 4x4 utility vehicles, which, while a small proportion of the overall market, have per-vehicle emissions 40-50% above the overall market's CO<sub>2</sub> average.

A cooling of demand for the heaviest 3.5-tonne vans also reduced the overall market average. However, the further reduction in demand for small vans (below two tonnes) and continued low registrations of alternatively-fuelled vans held back an even better rate of reduction in 2017.

Alternatively-fuelled van registrations surpassed the 1,000-unit limit in 2017, growing 23.1% to 1,183 units. This still only represented 0.3% of the total market.

Within the AFV market the battery electric Nissan e-NV200 accounted for 70% of registrations. This share had been reduced since 2016 following strong growth – albeit from a low base – by the Peugeot Partner and Citroën Berlingo battery electric models.

Nissan e-NV200 accounts for 70% of electric van sales



minister Theresa Coffey informed MPs that she had written to the 45 local authorities asking them to attend a meeting to discuss that information and their plans, and whether they could take any additional action to accelerate achieving compliance with legal limits of NO<sub>2</sub> concentrations.

She has since met with representatives of the 33 worst offending councils.

"We will follow that up in March by issuing legally-binding directions that require those

councils to undertake studies to identify any such measures," she said. "As required by the court order, we will publish a supplement to the 2017 plan by October 5, drawing on the outcome of the authorities' feasibility studies and plans."

Later this year, the Government will publish its clean air strategy, which Coffey said will set out "steps to tackle air pollution more broadly".

■ Derby City Council's plans for a non-charging Clean Air Zone – page 24

### FLEET FACTS AND FIGURES

#### OPINION POLL

Sponsored by  **DriveTech**  
Part of the AA

What is the longest time you typically drive without a break?



#### FleetNews view:

Our poll suggests almost two thirds (64.8%) of motorists drive for at least three hours or more without a break, contravening the advice of the Highway Code which recommends at least a 15 minute break after every two hours. Experts also recommend you don't drive a total of more than eight hours in a day. Companies should set out a clear policy in their driver handbook and ensure drivers have read and understood it.

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

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

#### MOST COMMENTED ONLINE

Legislation puts brakes on Audi's Level 3 autonomous technology

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



UK  
AVERAGE  
FUEL  
PRICES

Diesel (ppL) 121.78 ↓  
Unleaded (ppL) 118.58 ↓

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

# FROM DUST TO ROADS



EXPERIENCE THE WINNING  
PEUGEOT SUV RANGE



Discover more at [business.peugeot.co.uk](http://business.peugeot.co.uk) or call  
PEUGEOT Fleetline on 0800 285 1705^



**MOTION & EMOTION**

**PEUGEOT**

**PEUGEOT RECOMMENDS TOTAL** Official Fuel Consumption in MPG (l/100km) and CO<sub>2</sub> emissions (g/km) for the 2008 SUV Range are: Urban 47.1 – 65.7 (6.0 – 4.3), Extra Urban 65.7 – 85.6 (4.3 – 3.3), Combined 57.6 – 76.3 (4.9 – 3.7) and CO<sub>2</sub> 114 – 96 (g/km). For the 3008 SUV Range are: Urban 37.2 – 67.3 (7.6 – 4.2), Extra Urban 55.4 – 80.7 (5.1 – 3.5), Combined 47.1 – 70.6 (6.0 – 4.0), CO<sub>2</sub> 136 – 103 (g/km). For the all-new 5008 SUV Range are: Urban 36.2 – 62.8 (7.8 – 4.5), Extra Urban 53.3 – 72.4 (5.3 – 3.9), Combined 46.3 – 68.9 (6.1 – 4.1) and CO<sub>2</sub> 140 – 106 (g/km). MPG figures are achieved under official EU test conditions, intended as a guide for comparative purposes only and may not reflect actual on-the-road driving conditions.

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 an 0800 number.





# Desire to see RDE2 diesels grows as higher BIK and VED duties loom

Exemption shows Government backs new generation of cleaner diesels

By Tom Seymour

**F**leets are rethinking vehicle choices as a result of an increase in benefit-in-kind (BIK) tax and vehicle excise duty (VED) based on new vehicle engine testing standards.

From April 6, 2018, the BIK diesel supplement increases from 3% to 4% for all diesel cars that are not certified to the Real Driving Emissions Step 2 (RDE2) standard (also known as Euro 6d). The first-year VED rate for diesel cars will also go up by one band.

All new models have undergone an emissions test under real driving conditions (RDE1) from September last year, while all new registrations will have to take it from September.

But the even more stringent RDE2 version of the test will not be implemented until January 2020 and will not be mandatory on all new cars until January 2021.

The British Vehicle Rental and Leasing Association (BVRLA) has said its discussions with vehicle manufacturers show there are unlikely to be RDE2 diesel engines available in new vehicles for the next 12-to-18 months.

While there are currently no RDE2 diesels available on the market, HMRC confirmed to *Fleet News* that when they do go on sale, they will no longer attract the BIK supplement.

The move shows that the Government backs the new generation of cleaner diesel engines.

Caroline Sandall, deputy chair of fleet representative body ACFO, said: "Whether this will speed manufacturers up on delivering RDE2 vehicles or not remains to be seen – let's hope it does. But for now, none of the RDE2 cars are available, so it's not good news yet."

John Pryor, ACFO chairman, said that in the

*"Most will see just a moderate rise of between £15 and £30"*

Ashley Barnett,  
Lex Autolease



meantime fleets are having to look at all available options including shorter contracts and this has left drivers facing an increase in BIK.

Pryor told *Fleet News*: "Fleets are yet again forced to rethink strategy and driver communications in light of the changes pushed through by Government.

"Drivers are becoming more and more aware of the increasing costs here and seeking to find alternatives to limit their BIK exposure. We are seeing greater take up of petrol, hybrid and electric vehicles as a result."

However, while ACFO has expressed frustration on the tax changes, top FN50 leasing company Lex Autolease said it had not seen a rush by customers to bring diesel vehicle orders forward.

Ashley Barnett, head of fleet consultancy at Lex Autolease, said: "Although recent announcements made by the Government around VED and an additional 1% surcharge on diesel vehicles

have resulted in additional costs, there hasn't been a move to bring forward diesel registrations as the impact, in most cases, is minimal."

Barnett said the majority of vehicles in its corporate fleet are below the 114g/km limit. He said that even at 191-225g/km, the largest increase businesses can expect to pay is around £400 a year.

He said: "So while some will see costs towards the higher end, most will see just a moderate rise of between £15 and £30."

Barnett is expecting however, an uplift in vehicle registrations with the March plate change, particularly towards ultra-low emission vehicles (ULEVs).

Gerry Keaney, BVRLA chief executive, said it has seen a gradual shift away from diesel vehicles, which could be attributed to the prospect of higher VED charges.

The BVRLA's own quarterly leasing survey found that between Q3 to Q4 2017 new diesel vehicle registrations dropped from 63% to 59%.

Keaney said: "Fleets will need to carefully balance pulling forward planned purchases versus any costs associated with early termination."

Lex is advising fleet managers to remain focused on choosing the right vehicle for the job. Barnett said there has been a trend for low-mileage fleets to shift towards ULEVs, but despite these new tax changes, diesel is going to remain the most practical high-mileage option for the time being.

He concluded: "Fleet managers are advising drivers not to view April 2018 as a deadline for change, but to make an informed decision about the best car for their needs when their lease is up for renewal."

# Hyundai is looking to 'take a lead' in alternative fuel vehicle supply

New models will strengthen carmaker's credentials in electric and hydrogen

By Andrew Ryan

**H**yundai is well placed to become the market leader of alternative fuel vehicles in the fleet sector, said its new fleet director Martin Stewart.

The company currently has only one electrified vehicle – the Ioniq – but the forthcoming launch of the Kona Electric small SUV and the Nexo hydrogen fuel cell car will push the brand to the forefront, Stewart claimed.

Ioniq, which is available as a hybrid, plug-in hybrid or battery electric vehicle, was last year named best plug-in car (0g/km) at the Fleet News Awards, while Hyundai won the green fleet manufacturer category.

Stewart said: "I think [the alternative fuels sector] is an area for us to take a lead in.

"We have a real opportunity. We have a very real desire and responsibility to talk about some of our new technology which will enable fleets to drive down emissions and meet some of their environmental requirements.

"We already have Ioniq. We bring to market Kona Electric in the summer and then we have Nexo coming at the beginning of next year.

"This will be small volume but it gives us the opportunity to talk about our credentials in that space and then we can introduce the rest of our range and how we have the vehicles to meet the wants, needs and demands of most fleets."

He added: "Ioniq is up for best lower medium car at this year's Fleet News Awards, which I think is a great testament that we now have an alternative fuel vehicle that is actually competing for an award in a traditional segment."

Kona Electric will offer a range of up to 292 miles, while Nexo, which succeeds the ix35 Fuel Cell – the first mass produced hydrogen-powered vehicle – will have a range of 498 miles.

Ioniq is already popular and last year the manufacturer sold 3,733 into the fleet market, helping the brand to a record-breaking year.



Kona Electric is due for launch this summer

Overall in fleet, Hyundai registered 52,570 vehicles (4% market share): year-on-year growth of 9.8% in a sector that shrunk by 4.5%.

Within this, Hyundai's true fleet registrations grew 16%, Motability 14% and bluelight and government 7.7%.

The Tucson SUV was the most popular model with 20,157 registrations, with the i10 the second best-selling fleet car with 9,049 sales, a year-on-year increase of 34%.

Stewart said Hyundai also had its second best year with its contract hire white label product that it runs through Hyundai Capital and ALD.

The brand overall also bucked the UK new car market trend: in 2017 it grew 1.06% to 93,403 in a market which fell 5.7%. This growth gave it a 3.7% market share – its highest yet.

Hyundai wants to achieve a 4% market share this year, and although Stewart would not disclose the specific fleet ambition, he is looking for "sustainable, profitable growth".

He added: "We are not looking for huge



*"I think [the alternative fuels sector] is an area for us to take a lead in"*

Martin Stewart, Hyundai

growth, which is a challenge to manage. It is much more about adjusting the mix slightly and being more mindful about how much goes down the direct channels.

"We do see a growth opportunity in true fleet. I want to see us grow our customer base and speak to more customers directly.

"We also want to improve our relationship with the funders in general. That's not to say we have bad relationships with funders – we don't, but we are a young business, certainly in fleet, so we have some catching up to do.

"There are a lot of opportunities for us to work much more closely with funders of all sizes.

"A big part of this is telling our story and making funders and fleets of all sizes – small, medium and large – aware of what we are capable of, what we have to offer and how any number of those solutions can meet their needs and on, top of that, really take the lead in the alternative fuel space."



Hyundai Nexo is scheduled for early next year



NISSAN INTELLIGENT MOBILITY



Innovation  
that excites

## New Nissan LEAF SIMPLY AMAZING



BIK UP TO 9%\*\*

CO2 FROM 0g/KM

NCAP ★★★★★

INSURANCE GROUP 21

TCO £16,696

NISSAN FLEET. WE MEAN BUSINESS.

### RE-ENERGISE YOUR FLEET

The award-winning New Nissan LEAF – WhatCar? Best Electric Car 2018. Experts in EV since 2011, book your Nissan EV health check today. For more information contact [sales@nissancorporate.co.uk](mailto:sales@nissancorporate.co.uk)

100% Electric

The 100% Electric Nissan LEAF: Fuel consumption figures for Nissan LEAF – CO<sub>2</sub> while driving 0 MPG N/A.

BUSINESS USERS ONLY. Model shown is Nissan Leaf Acenta priced at £24,290. Prices exclusive of VAT unless otherwise indicated. All prices shown are the manufacturer's recommended retail price. \*\*Nissan Motors (GB) Ltd. does not offer tax advice and recommends that all drivers consult their own accountant with regard to their particular tax situation. TCO supplied by cap hpi and correct as of February 2018. For terms and conditions relating to Nissan technologies, please visit [www.nissan.co.uk/techterms](http://www.nissan.co.uk/techterms). Model shots shown are for illustration purposes only. Nissan Motor (GB) Ltd, The Rivers Office Park, Denham Way, Rickmansworth, Hertfordshire WD3 9YS. Authorised and regulated by the Financial Conduct Authority.



[seat.co.uk/fleet/ateca](http://seat.co.uk/fleet/ateca)

# Businesses see great whole life costs. We see the best way forward.

## The Ateca SE Technology.

Book your 4-day Test Drive at  
[seat.co.uk/4daytestdrive](http://seat.co.uk/4daytestdrive) or  
call 0800 464 0405



**SEAT FOR BUSINESS.**

- CO<sub>2</sub> from: 119g/km
- BIK from: 23%
- P11D from: £22,340
- Monthly total cost of ownership from: £519.58\*



Official fuel consumption for the SEAT Ateca SE Technology 1.0 TSI Ecomotive 115PS in mpg (litres per 100km): urban 44.8 (6.3); extra-urban 60.1 (4.7); combined 53.3 (5.3). CO<sub>2</sub> emissions 120g/km. Standard EU Test figures for comparative purposes and may not reflect real driving results. Business users only. \*Source: CAP, November 2017 data for the SEAT Ateca SE Technology 1.0 TSI Ecomotive 115PS on a 36-month/60,000-mile agreement. Excludes fuel costs and metallic paint. T&Cs apply.





# Avoid piecemeal approach to EV charging urges National Grid

Utilities company wants coordinated network aimed at next generation vehicles

By Tom Seymour

**N**ational Grid wants to collaborate with third-party suppliers to create a new motorway network of next generation electric vehicle (EV) charging points, enabling vehicles to be charged in less than 12 minutes.

The electricity and gas utility company is inviting companies to plug a network of 50 350kw charging stations directly into its high-voltage transmission system, rather than local grids.

These super-rapid chargepoints are aimed at those making long journeys up and down motorways such as company car drivers.

A spokesman for National Grid said: "If you overlay the motorway network over the transmission network, there is a synergy.

"The electricity transmission network runs close to the motorway network and is likely to be most efficient connection at many sites."

The super-rapid charging points would be compatible with a future generation of EVs that have large capacity batteries which take more time to charge using current methods.

A spokesman for National Grid told *Fleet News* the project is showing that "infrastructure doesn't need to be a barrier [to EV adoption]".

He said: "Presently, a supplier could come to us and ask to connect their rapid charger to the transmission network, and we would provide this connection.

"However, we don't believe this piecemeal approach is the best way forward. We believe a structured and co-ordinated rollout of rapid chargers is the most efficient way of ensuring the network is fit for the future growth of EVs."

National Grid said these 50 strategic sites would mean the vast majority of drivers (90%) would always be within 50 miles of a rapid

*"We believe a structured and co-ordinated rollout of rapid chargers is the most efficient way of ensuring the network is fit for the future growth of EVs"*

National Grid

charger. There would be 30-50 chargers each with a capacity of 350kw at each station, which would help reduce waiting times.

Chargemaster has confirmed that it is one of several companies pitching to collaborate with National Grid.

National Grid believes the project will cost between £500 million and £1 billion in grid infrastructure, adding that future-proofing for EV growth needs a "do it once, do it right" approach.

Discussions are ongoing with potential charging and motorway service station partners and the timescale is dependent on who is going to pay for it.

The spokesman said: "We're keen to highlight to Government and potential customers what is achievable and that we're happy to discuss options."

David Martell, Chargemaster chief executive, said that while it was good to see National Grid taking a strategic view of what is required to deploy more charging infrastructure across the

UK, the technology it is suggesting is not compatible with the majority of plug-in vehicles available in the market right now.

Martell said: "It is likely that only high-end models will be engineered with higher voltage systems to enable 350kW charging.

"We don't see many manufacturers looking beyond 150kW charging at the moment, which is something Chargemaster will provide."

Martell said it was also important to recognise that while some drivers want to be able to charge up in a few minutes, the reality is that only a small proportion of drivers will actually need super-rapid charging.

He said: "Unlike petrol or diesel, the majority of charging happens – and will continue to happen – at home."

National Grid acknowledges that the motorway network is just one of five important locations where charging will be required in the future.

The others being home, local petrol station equivalents, destination charging (work, super-markets, gyms) and at fleet depots.

The National Grid spokesman said: "In the medium term we are looking at where we can reinforce our network and work collaboratively with the distribution network operators as well."

While no cars are currently able to use 350kW chargers, manufacturers are thinking about the technology. BMW Group, Daimler, Ford and Volkswagen Group have agreed to collaborate on the Ionity project and have already started rolling out a proposed network of 400 350 kW chargers across Europe.

The project has started in Germany, Norway and Austria at intervals of around 75 miles. Through 2018, the network will expand to more than 100 locations, with each capable of charging a number of cars at the same time.

# Every diesel vehicle replaced with PHEV could save £2,000

That's according to data from ALD Automotive's plug-in hybrid and ProFleet telematics trials

By Elizabeth Howlett

**T**he results of a trial carried out by ALD Automotive have shown that fleets could replace their standard internal combustion engine (ICE) cars with plug-in hybrids and make substantial savings on wholelife costs.

In the six-month investigation, ALD business drivers swapped petrol and diesel cars for plug-in hybrids. The results have been released exclusively to *Fleet News*.

The trial found that drivers of a Mercedes-Benz C220d 2.1 Sport Premium Auto (diesel) could make tax savings of around £6,000 in benefit-in-kind (BIK) by switching to the comparable C350e PHEV.

Running these vehicles for 15,000 miles a year for either three or four years, ALD concluded that businesses could save up to £2,000 for every vehicle replaced by the PHEV version.

Matt Dale, head of consultancy at ALD, said: "We went into this trial with a very open mind and decided from the start there would be no preconceptions, but that it would be a factual review of PHEVs to see how they work. The results in certain cases have surprised us."

The PHEV fleet managed an overall average of

54.48mpg which rose to 56.44mpg after the first month. The best recorded mpg was 110.54 by a driver averaging 7,000 miles per annum (mpa) resulting in an annual fleet saving of £200.

The highest mileage recorded was 14,000 mpa, delivering 84.67mpg and resulting in an annual fuel saving of £500.

Across the final 68,000 miles of the 145,000 miles covered during the trial, more than 50% of journeys were found to be completed in 'engine off mode' in which the hybrid's petrol engine was disengaged.

ALD calculated a total reduction in CO<sub>2</sub> emissions of 14.8 tonnes across the PHEV fleet versus the diesel equivalent.

The trial had a mix of high and low mileage drivers, with an even split of perk and job need. However, the higher mileage drivers did not achieve the same fuel economy as the lower mileage ones.

"While the trial has proved that the benefits can outweigh that of diesel and petrol vehicles at certain annual mileages, driver suitability remains key," said Dale.

"We found that for drivers doing more than 20,000 miles per annum, the fuel cost benefits begin to diminish due to a lower mpg. At lower



annual mileages the PHEV's mpg was considerably higher when compared to the equivalent petrol and diesel model."

To enhance the results, ALD sampled data randomly pulled from its ProFleet telematics devices amounting to 1,400 days covering a total of 95,000 miles and 2,396 hours of journey time.

The data showed that 77% of daily journeys completed by ALD company car drivers were less than 100 miles a day and 52% were less than 50 miles a day.

Dale said: "More than three-quarters of all journeys in the data we sampled could be completed using purely electric power."

"With range improvements being made with each new model launched, it won't be long before battery electric vehicles (BEVs) can exceed 200 miles. At that point, 94% of journeys could be completed out of an ICE vehicle."

Further analysis of the ProFleet data found that, of the days when the total journey distance exceeded 200 miles, a number of them were not actually business trips but were made when company car drivers were on holiday.

"While this analysis shows that BEVs can viably replace the ICE for many journeys, there's still a perception that it's a big leap to make.



*"The fleets that switch have got to want to switch and buy into it, it can't just be for the tax benefits"*

Matt Dale, head of consultancy at ALD



### PHEV RESULTS

Average fleet mpg  
(145,000 miles):  
**54.48**

Best mpg  
(7,000 miles per annum):  
**110.54**

Most surprising mpg  
(14,000 miles per annum):  
**80**

Total reduction in PHEV  
fleet CO2 emissions vs  
diesel fleet:  
**14.8 tonnes**

PHEVs, on the other hand, are often seen as a stepping stone towards a fully electric vehicle thanks to the back-up petrol engine," said Dale.

Despite common perceptions, Dale reported that the ALD test drivers enjoyed the experience with some going above and beyond to reap the benefits.

He said: "I haven't had a single driver that didn't enjoy the experience. Drivers had to apply via a survey which was about home charging, usage and mileage, and we were oversubscribed which gave us the option to test both high and low mileage.

"Drivers began to share experiences, and taught each other about regenerative braking. There is a real camaraderie among them – they also have brilliant charging etiquette, and unplug each other's cars when fully charged!

"We even had one driver change their electricity supplier so they could get the most out of their PHEV which proves that people will go to

amazing lengths just to make something work properly."

Dale warned that simply adding PHEVs to a fleet is not enough and that new policies must be agreed and put in place.

"Policymakers need to ensure drivers understand that if they take a PHEV there are expectations. The fleets that switch have got to want to switch and buy into it, it can't just be for the tax benefits," he said.

"We understand that drivers are happy to take a PHEV for BIK – but if the business wants to really benefit then there needs to be a flexible policy in place."

Since the trial began, ALD's PHEV fleet has grown to 35 vehicles from different manufacturers, which Dale hopes will serve for further comparison and analysis in the future.

A white paper based on the trial, and a guide for businesses wanting to switch will be released by ALD in the coming months.

### PROFLEET RESULTS

Daily journey mileage	Percentage of journeys made
Less than 50 miles	52%
Less than 100 miles	77%
More than 150 miles	12%
More than 200 miles	Less than 6%

# LOOKING FOR MORE RANGE WITH LESS ANXIETY?

## FREE YOUR FLEET WITH PETROL-ELECTRIC HYBRID

With the widest range of 17 hybrids you can minimise all your drivers' emissions without worrying about EV charge points.

For a test drive or more information visit  
[toyotalexusfleet.co.uk](http://toyotalexusfleet.co.uk) or call 0344 701 6186

 LEXUS

BUSINESS PLUS

Now's your chance to make a difference. Put a cross ☒ in the box next to the fleet you want.

Vote petrol-electric hybrid to reduce anxiety on emissions, whole-life costs and charging angst. ☐

I'm not that bothered about offering my drivers a wide choice or having to charge by the roadside, I'll stick with what I know. ☐

TOYOTA & LEXUS FLEET

BUSINESS PLUS

+ + + + + + + + + Experience Exceptional

# Skyactiv-X sees Mazda commit to future of combustion engine

## Compression ignition petrol engine reduces CO<sub>2</sub> emissions by 30%

By Matt de Prez

**M**azda has invented a new type of petrol engine which, it believes, will offer fleets a better alternative to electric in the mid-term.

It will go on sale in 2019 in the all-new Mazda 3, before being made available across the rest of the carmaker's line-up.

The fuel savings are expected to be at least 20% greater than the brand's current Skyactiv-G petrol engine and more than 30% in certain conditions.

As the engine is still at prototype stage there are no official figures for CO<sub>2</sub> emissions, but Mazda's powertrain manager Keiko Strietzel said the carmaker is expecting a reduction of 30% compared with the existing unit.

The new engine uses compression ignition to achieve the efficiency savings, technology which has only ever been used on diesel vehicles in the past. It allows for a much lower quantity of fuel to be used when compared to a traditional spark plug ignition engine.



Prototype of the next-generation Mazda 3 we tested



*"The purpose of making cars is to have people enjoy their lives"*

Jeffrey Guyton, Mazda Europe

Getting compression ignition to work on a petrol isn't particularly straightforward and Mazda's engineers realised that they would need to retain the spark plug – unlike a diesel – to fully control combustion.

As a result the Skyactiv-X, with its aptly named Spark-Controlled Compression Ignition (SPCCI) uses a new engine management system to constantly monitor and adjust its operation.

We sampled the new unit in a prototype of the next-generation Mazda 3 – which wore the body panels of the existing model – and found it offered a better driving experience compared with a regular petrol car.

It generates strong torque at lower revs like a diesel motor and offers better refinement than a regular petrol at higher revs.

Mazda has attached a supercharger to the engine to give greater control over airflow and final production versions will feature mild-hybrid technology to further enhance efficiency.

The new Mazda 3 is expected to be revealed later this year, with styling similar to the Mazda Kai concept shown at the Geneva motor show.

Skyactiv-X is part of the brand's 'Sustainable Zoom-Zoom' strategy to reduce well-to-wheel emissions by 50% before 2030.

Jeffrey Guyton, president of Mazda Europe, said: "The purpose of making cars is to have people enjoy their lives.

"We also see that they need to exist in a sustainable way with the world. What we are doing now, we believe, is trying to find the right solution to be able to do that.

"What we are interested in is an authentic well-to-wheel view: What are the real-world results of

our cars and how do they compare to other solutions that we could offer like electric and plug-in hybrid?

"The international energy agency says most vehicles will still have a combustion engine as the on-board power supply for at least the next decade. It is essential that we create more efficient ones."

By 2035 Mazda expects most of its models will feature some form of electrification. In 2019 it will launch its first fully-electric car and in 2021 it plans to bring plug-in hybrid technology to its range.

However, the brand isn't giving up on diesel. A new Skyactiv-D unit will be released in 2020.

"If we focus a lot of effort now on finding efficiency for internal combustion engines, by the time we need electric devices to comply with regulation they will be much better than they are today," Guyton said.

He believes electric vehicles are only appropriate to bring into regions that have a sustainable electricity supply, if emissions reduction is the target.

"When there is a breakthrough in battery design and sustainable electricity production, then electric vehicles will make sense," he added.

The average C-segment electric car needs around 23kWh of energy to cover 62 miles. According to Guyton if that energy is produced by carbon means (such as coal) it emits the equivalent of around 200g/km.

Electricity produced with natural gas would be equivalent to around 100g/km.

He said: "We think that Skyactiv-X can match what is the near-term future for the electric grid and be competitive on a well-to-wheel aspect."



# Handhelds cause driver incidents but 20% of fleets have no policy

Almost two-in-five expect drivers to answer calls while on the road, says RAC

By Gareth Roberts

**O**ne in five companies do not have a policy for using mobile phones while driving, according to new research. In addition, 38% of businesses say they expect commercial vehicle drivers to answer calls while on the road.

For larger businesses (500 to 1,000 employees) that figure rises to 49%. However, almost a third (30%) of businesses of all sizes don't provide legally-compliant hands-free kits.

RAC Business, which surveyed 1,000 UK companies, says these findings could be contributory factors behind 15% of fleet operators saying their drivers are 'often involved' in incidents while using a handheld phone, with 5% reporting it happened 'on a regular basis'.

Rod Dennis, from the RAC's Be Phone Smart campaign, which was launched to encourage motorists to pledge not to use their handheld phone or smart device at the wheel, said he



*"Some motorists are still not only putting their own lives at risk, but the lives of others"*

Jesse Norman, DfT

recognised that businesses need to stay in touch with drivers, and commercial vehicle drivers need to stay in touch with customers.

"If employers expect their company drivers and staff to take calls on the road, which 38% admit they do, then they should be providing legally-compliant hands-free kits so they can do

that without breaking the law," explained Dennis.

But, he added: "Just because it's legal, it doesn't mean it's always safe, and it certainly shouldn't be used to have long conference calls or to make lots of calls on a long journey."

The findings come a year after increased penalties were introduced for using handheld phones at the wheel. The penalties for the offence doubled to £200 and six points.

Since then, more than 26,000 motorists have been caught using a handheld mobile phone. Among these were 500 novice drivers who have had their licences revoked for using their phone in their first two years of driving.

Road safety minister Jesse Norman said: "The penalties for holding and using a mobile phone while driving have proven to be a strong deterrent. But some motorists are still not only putting their own lives at risk, but the lives of others."

■ For more on mobile phones, see Fleet Opinion on page 23.

## TIME TO CLEAN UP YOUR ACT?

### MAKE THE RIGHT CHOICE AND BENEFIT TODAY.

Our exceptional choice of world-leading hybrids helps you reduce emissions and save money.

For a test drive or more information call 0344 701 6186 or visit [toyotalexusfleet.co.uk/cleanup](http://toyotalexusfleet.co.uk/cleanup)

 **TOYOTA**  
BUSINESS PLUS

Make your choice count. Put a cross ☒ in the box next to your vote.

No, I've got no time for cutting fleet emissions, saving money and improving my choice lists. ☐

Yes, it's time I reduced my fleet emissions with hybrid vehicles – and cut costs into the bargain. ☐

TOYOTA & LEXUS FLEET

BUSINESS PLUS

+ + + + + + + + + Experience Exceptional

# New products mark Arval's move into service provision

Future is about the needs of individuals not just corporates, says CEO Philippe Bismut

By Stephen Briers

**A**rval is moving into personal leasing and maintenance services, while seizing opportunities in car share and electric vehicles to broaden its appeal to a bigger pool of potential customers.

The leasing giant, number four in the FN50, revealed details of five new products at a press briefing in Paris last month as it extends its focus from serving company cars to targeting the individual.

The new products are Arval For Me, Arval Car Sharing, Arval For Employee, My Arval (Digital Suite) and Arval Electric Vehicle Offer. They are all due to be launched over the next 12 months.

Philippe Bismut, Arval chairman and CEO, said: "Corporates have more employees than company car drivers that have a need for a car. So, our new ambition will be to address the wider population. We are pioneering full service, long-term rental, medium-term rental and new propositions for flexible, sustainable, efficient renting solutions for individuals and corporate companies of all sizes."

## Services for fleets

Three of the new services are targeted at fleet operators, though each has an employee aspect.

Arval Car Sharing minimises the need for a pool fleet or rental service while also addressing the concern that company cars spend more than 80% of their time sitting idle.

Essentially corporate car share, from a few minutes to a few days, Arval's scheme integrates with telematics, helping to control costs. Customers can use the scheme to replace pool and rental cars and, in some case, reduce the size of their company fleet.

The company pays Arval for car sharing on a per car per month basis.

However, employees can also use the cars for private purposes at weekends and evenings. The driver pays Arval directly and, while the price is to be confirmed, the leasing company is confident that its scale means it will be below the market rate for a short-term hire.

It will then share these revenues with the customer. Already available in Italy, Arval Car Sharing will be launched in the UK in the second half of the year.

My Arval is a new digital suite for fleet decision-makers and drivers. For fleets, it is a customised dashboard and reporting solution for both day-to-day operational control and for making strategic decisions.

It includes a new function, called My Integral Fleet, which enables customers using multiple suppliers to aggregate all management data in one place. This includes other leasing compa-



Bismut announced the new services at a Paris press briefing

*"We see ourselves changing from a funding company to service provider that also finds vehicles"*

*Philippe Bismut, Arval*

nies and even information on vehicles the fleet buys itself.

Meanwhile, a new My Arval Community portal allows fleets to share views and best practice.

Drivers can benefit from My Arval via an app that enables them to access a wide range of services, including maintenance bookings, digital fuel card, parking locator, toll and fines management, and vehicle documentation.

Arval believes the time has arrived to get more heavily involved in electric vehicles (EVs) with the launch of Arval Electric Vehicle Offer.

Included within the proposition is a six-month EV trial to help customers decide and an opportunity for drivers to swap for a diesel or petrol car for a few weeks a year for longer journeys, such as holidays.

Arval is partnering with Nissan and Renault for customer advice and expertise, although it will offer a complete range of EVs. It is also working with NewMotion for home/workplace charging points, including an option to have home charging costs automatically reimbursed by the employer, and an electricity payment card.

Arval Electric Vehicle Offer is available now in the UK with the capacity for vehicles to be charged purely with electric from sustainable sources, such as solar and wind.

## Services for the individual

Arval estimates that among its bigger customers, just 10% of employees have a company car. Yet most drive a car. Its solution is Arval For Employee, a service in three parts.

The first option is either personal contract hire with Arval or a salary sacrifice scheme via the employer. Included is a 'leaver offer', enabling the employee to lease or buy the car if they leave or retire from the company.

Should the employee not require full-time use of a car, they could choose option two: access as and when needed via the Arval Car Sharing scheme.

The third element is Arval For Me, a service, maintenance and repair proposition for employees with their own cars. Arval will open up its preferred network of franchised dealers, independents and mobile repairers, and offer additional services such as door-to-door pick up.

Already on trial in Italy, Arval For Me will be piloted in the UK by the end of the year and launched in 2019.

Initial targets will be employees of corporate customers, but the service will be made available to all private individuals with pricing based on 'pay per use' rather than a monthly service plan.

Commenting on the move into personal leasing, Bismut said: "It's a risk but primarily an opportunity because it is a much wider audience. We see ourselves changing from a funding company to a service provider that also finds vehicles."



# 'Conservative' Vauxhall will cut rental further in search of profit

Carmaker to be 'more selective' as it leaves 2017's 'perfect storm' behind

By Stephen Briers

**V**auxhall has laid out plans for a more "conservative" year in 2018 as the market faces challenges over economic uncertainty, Brexit and sustained attacks on diesel by Government and national media. It is also adjusting to life under PSA after the acquisition was completed in November.

Last year, Vauxhall lost its position as the UK's second biggest manufacturer dropping to third in the sales table behind Volkswagen. It's a far cry from the bullish ambitions of former managing director Duncan Aldred, who told the world's media in 2013 that the company intended to "overtake [market leader] Ford by 2016".

James Taylor, Vauxhall fleet sales and remarketing director, who has always taken a more moderate line, described 2017 as a "perfect storm of events", with deterioration in the exchange rate following Brexit, the general

election and Vauxhall's change of ownership.

"Our sales volumes were not where we envisaged them being," he said. "However, two-thirds of our volume reduction in true fleet was a strategic withdrawal from the courtesy car sector. At the current exchange rate it didn't make sense to operate in some of these segments. We changed our offer so it didn't drive volume."

He intends to continue in a similar vein this year. "We are being more selective in where we place our cars and we will take a more conservative approach to the exchange rate. We are putting that into our numbers," Taylor said.

Vauxhall also failed to capitalise on the opportunities offered by Mokka in a growing SUV sector. The positioning was wrong, which affected its fleet sales.

Taylor has made adjustments for 2018, resulting in a sales surge in January, with Mokka fleet registrations up 103% (from 1,457 to 2,963).

Insignia Grand Sport and Corsa had a strong

start to the year, the former helped by the introduction of new trims and the 1.6-litre diesel Tourer estate towards the end of 2017. Crossland X also found an audience with user-choosers.

Consequently, Vauxhall enjoyed an 18% uplift in fleet in January, although this was offset by heavy losses in retail, resulting in a total brand reversal of almost 9%.

However, retail pressures will not force Vauxhall to pump more volume into short-term rental, said Taylor. He removed 12,000 units last year and plans to cut another 10,000 this year.

If he does, Vauxhall will drop behind Ford as the biggest contributor to the rental sector.

"Our focus is on profitable volume which is about improving our mix of business," Taylor said.

"We are forecasting a slight reduction in true fleet with sales down in courtesy cars and public sector – the more competitive, and less profitable, end of the market. But this should be a good year for user-chooser wins and new business wins."

# REDUCED BUDGET GIVING YOU HEADACHES?

## CHOOSE WISELY, AND TAKE AWAY THE PAIN.

Meet your budget by switching to our world-leading hybrids.

See how much you can save by calling 0344 701 6186 or visit [toyotalexusfleet.co.uk/cost](http://toyotalexusfleet.co.uk/cost)

 LEXUS

BUSINESS PLUS

Make your choice count. Put a cross ☒ in the box next to your vote.

No, I'm fine running my traditional fleet. I know the whole-life costs aren't great, I'll just have to make cuts. ☐

Yes, I'm changing to a hybrid fleet that delivers better resale values, lower tax and running costs. ☐

TOYOTA & LEXUS FLEET

BUSINESS PLUS

+ + + + + + + + + Experience Exceptional

# Renault KADJAR

Crossover by Renault

**Panoramic sunroof\***

**Leather upholstery with front heated seats‡**

**Hands free parking with rear parking camera†**

**To book your test drive, call the  
Renault Business Hub on 0800 731 7066**

The official fuel consumption figures in mpg (l/100km) for the Renault KADJAR Signature S Nav emissions are 103g/km. Figures are obtained for comparative purposes in accordance with

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





**RENAULT**  
Passion for life



dCi 110 are: Urban 67.3 (4.2); Extra Urban 74.3 (3.8); Combined 72.4 (3.9). The official CO<sub>2</sub> EU Legislation and may not reflect real life driving results.

Signature S Nav.

# THE BIG PICTURE

By Stephen Briers, editor, *Fleet News*



Connectivity, mobility, autonomy – three terms frequently discussed in fleet but few people have a real grasp about what they are and what they mean to those companies required to move people and goods around the country.

It's time to shed more light on these topics which is why we have introduced a quarterly Connected Fleet section in the magazine (starts page 43). It will probe the latest initiatives, innovations, thoughts and trends you need to be aware of when setting fleet strategies. And, we'll be asking whether they are, in fact, 'Emperor's clothes'.

*"It has challenges – one of which would be the death of the used car market"*

One area that interests me is the mooted move away from car ownership to car usership – i.e. you pay only for the time you use the car (a little like, say, using public transport). This, in theory, improves utilisation because you don't have a vehicle sitting around doing nothing for 80% of the day.

It's a neat idea and one that could find favour with younger people who seem to have less attachment to owning things.

The Government could take matters out of our hands by making car ownership so expensive for private and company drivers, through VED, BIK, etc. that it forces people to consider other usership options.

However, could a 100% usership model work? It has challenges – one of which would be the death of the used car market. If we are paying to use a vehicle, we expect it to be reasonably new, say, less than four years old. So what happens then? No one will be buying used cars, so will they be exported to countries without a usership economy? Will they be scrapped (not very green)?

If a car does not have a residual value, it has to be written-down over four years. Could usership schemes recoup their investment? Also, aftersales and parts profits will be hit; will vehicle prices rise?

New technology and ideas always raise lots of questions; we'll be looking to answer them in Connected Fleet.

## YOUR LETTERS

### COMPANY CAR TAX

## CO<sub>2</sub>-based taxation is being undermined

EDITOR'S PICK



#### Rosco wrote:

Having read 'Company car BIK tax system is unfair and unjust' (fleetnews.co.uk, January 30), this new system has complicated everything far too much. It is difficult to understand, explain, and it penalises company car drivers, who will often be locked into a four-year replacement cycle.

Why would a driver with a cash-for-car option choose a lower emitting vehicle if they will end up paying higher tax anyway? This measure

totally undermines the purpose of the CO<sub>2</sub>-based taxation and encouraging 'green' choices. Total own goal, as many cash-takers will maximise their cash by getting pre-owned vehicles, which don't attract VAT.

The consultants on this project have their fingers in their ears happily humming away.

In the meantime, our fleet departments will be busy trying to explain that the change in pay is not the fault of the company, but of the Government and HMRC. What joy!

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

### COMBUSTION ENGINES

## Develop clean engines to reduce pollution

#### Edward Handley wrote:

Having read 'Drivers still want the internal combustion engine' (fleetnews.co.uk, February 14), it is not just drivers who will want to keep using internal combustion engines well into the future, petrol and diesel engines are also essential to the oil and manufacturing industries.

Oil is not just used as fuel, it is also the source of plastics, bitumin for building

roads, solvents, chemicals, tyres, etc, and without engines to burn them, diesel and petrol will basically be waste by-products.

If they are not sold as road, boat and aeroplane fuel, they will just get burnt in power stations, probably to generate power for electric vehicles.

The key to reducing atmospheric pollution is develop very clean engines, not to move the problem a few miles.



## ROAD NETWORK

# Time to focus on operating costs

### Phil Redman wrote:

Having read 'Can fleets avoid the cost of congestion?' (fleetnews.co.uk, February 22), one other factor to consider is Brexit.

Should the UK find itself disadvantaged from a trading perspective there will be heavy scrutiny on what companies and the country can do to reduce operating costs.

Transportation costs will likely be one of the important areas focused upon so it would be wise to take this into consideration now rather than trying to 'correct' at a later stage.

## ELECTRIC VEHICLES

# Attractive choice for higher mileage drivers

### The Engineer wrote:

Having read 'New Mitsubishi Outlander PHEV to make Geneva debut' (fleetnews.co.uk, February 21), for UK drivers it is a pity the 15% battery increase is unlikely to raise the 'official' 33-mile EV range to 40 which would move it from the 12% to the 8% BIK band for 2020/1. A useful saving.

Another interesting factor is the engine is changing from just under 2.0-litre to 2.4-litre but it is claimed this will give better mpg, so companies paying advisory rates will have to pay considerably more.

The 2.0-litre PHEV needs to achieve about 38mpg on petrol. That's possible but will need some restraint. On the over 2.0-litre rate it will only have to do 25mpg for the driver to break even. That is going to make it very attractive even to higher mileage drivers and reduce the incentive to charge and just run on petrol – not so green.

## ROAD SAFETY

# Enforcement will deter mobile phone use

### Tony Sharpe wrote:

Having read 'UK drivers 'undeterred' by hefty fines for using their phone at the wheel' (fleetnews.co.uk, February 21), you could increase the fine to £1,000 and an automatic driving ban, and thousands of drivers would still use their phone.

The fact is that, without proper enforcement, people will continue to flout the law because they believe they can get away with it. You only have to drive on any motorway in the UK and you will see dozens of drivers breaking the law.

The Government needs to provide more funding so police forces can increase the number of dedicated traffic cops so these people will start getting caught.

Until then, mobile phone use while driving will continue to be a major problem and a threat to road safety.

### Ben Carlisle added:

Using your mobile phone while driving needs to become as unpalatable as drink-driving before the number of people currently prepared to break the law will fall.



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

Fleet News is published 25 times a year by Bauer Consumer Media Ltd, registered address Media House, Peterborough Business Park, Lynch Wood, Peterborough, PE2 6EA. Registered number 01176085. No part of the magazine may be reproduced in any form in whole or in part, without prior permission of the publisher. All material published remains the copyright of Bauer Consumer Media Ltd. We reserve the right to edit letters,

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

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

ISSN 0953-8526.  
Printing: PCP, Telford



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

## Contact us

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

### Burning question: What do you never miss on TV?

#### Editorial

##### Editor-in-chief

Stephen Briers 01733 468024  
[stephen.briers@bauermedia.co.uk](mailto:stephen.briers@bauermedia.co.uk)

**Nothing is unmissable, but I often watch**  
**Have I Got News For You?**

##### Deputy editor

Sarah Tooze 01733 468901  
[sarah.tooze@bauermedia.co.uk](mailto:sarah.tooze@bauermedia.co.uk)

##### Strictly Come Dancing

##### News editor

Gareth Roberts 01733 468314  
[gareth.roberts@bauermedia.co.uk](mailto:gareth.roberts@bauermedia.co.uk)

##### Wales playing rugby

##### Features editor

Andrew Ryan 01733 468308  
[andrew.ryan@bauermedia.co.uk](mailto:andrew.ryan@bauermedia.co.uk)

##### Midsomer Murders

##### Head of digital

Jeremy Bennett 01733 468261  
[jeremy.bennett@bauermedia.co.uk](mailto:jeremy.bennett@bauermedia.co.uk)

**Any programme with old men talking**  
**about WWII**

##### Web producer

Elizabeth Howlett 01733 468655  
[elizabeth.howlett@bauermedia.co.uk](mailto:elizabeth.howlett@bauermedia.co.uk)

**I never miss anything thanks to**  
**catch-up TV**

##### Staff writer

Matt de Prez 01733 468277  
[matt.deprez@bauermedia.co.uk](mailto:matt.deprez@bauermedia.co.uk)

##### The Eurovision Song Contest

**Photos** Chris Lowndes

#### Production

##### Head of publishing

Luke Neal 01733 468262

##### Vera

##### Production editors

David Buckley 01733 468310

**Match of the Day – except when**  
**my favourite team loses**

Finbarr O'Reilly 01733 468267

##### Inside No 9

##### Senior designer

Erika Small 01733 468312

**Masterchef, the Professionals**

#### Advertising

##### Commercial director

Sarah Crown 01733 366466

##### B2B commercial manager

Sheryl Graham 01733 366467

##### Account directors

Sean Hamill 01733 366472

Lisa Turner 01733 366471

Stuart Wakeling 01733 366470

##### Account managers

Liam Sancerster 01733 363219

Karl Houghton 01733 366309

Lucy Herbert 01733 363218

##### Telesales/recruitment

01733 468275/01733 468328

##### Head of project management

Leanne Patterson 01733 468332

##### Project managers

Niamh Walker-Booth 01733 468327

Kerry Unwin 01733 468578

Chelsie Tate 01733 468338

#### Events

##### Event director

Chris Lester

##### Event manager

Sandra Evitt 01733 468123

##### Senior event planner

Kate Howard 01733 468146

#### Publishing

##### Managing director

Tim Lucas 01733 468340

##### Group marketing manager

Bev Mason 01733 468295

##### Office manager

Jane Hill 01733 468319

##### Group managing director

Rob Munro-Hall

##### Chief executive officer

Paul Keenan

##### Subscribe to Fleet News

01635 588495  
[subscriptions@email.fleetnews.co.uk](mailto:subscriptions@email.fleetnews.co.uk)

##### Subscription rates:

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

# Bellissimi

GREAT LOOKING CARS BLESSED WITH

# MORE

BEAUTIFUL FIGURES



CO<sub>2</sub> FROM 89G/KM | BIK FROM 20% | MPG UP TO 76.3

You don't have to spend a lot to get a lot more from the new Fiat Tipo Elite. Spot on whether you're running a fleet or financing one, because your drivers will enjoy getting loads more kit and Italian style as standard. And you'll appreciate low running costs. Now that's bellissimore...

**TIPO**

To find out more and to book a test drive go to [fiat.co.uk/fleet](http://fiat.co.uk/fleet) or call our business centre free on **0808 168 6813**



[fiat.co.uk/fleet](http://fiat.co.uk/fleet)

Fuel consumption figures for the new Fiat Tipo range in mpg (l/100km): Urban 30.7 (9.2) - 70.6 (4.0); Extra Urban 56.5 (5.0) - 94.2 (3.0); Combined 44.8 (6.3) - 83.1 (3.4). CO<sub>2</sub> emissions 147 - 89 g/km. Fuel consumption and CO<sub>2</sub> figures based on standard EU tests for comparative purposes and may not reflect real driving results. **LEASYS**



## FLEET OPINION

## FLEET MANAGEMENT SOLUTIONS

## Misconceptions that need addressing

By Derek Bryan

“Most fleet-based businesses have considered implementing some form of fleet management system whether it be a simple solution or a more comprehensive one. When companies choose to go without a solution, the reasons are often the same – high cost, push-back from staff or it's not a necessity.

The reality is such systems often pay for themselves. Staff like to have a solution to help them improve productivity and safety, and once businesses are able to get visibility into their operations, they often can't imagine how they lived without it.

Many fleet managers believe introducing a GPS solution is equivalent to telling drivers you're no longer willing to take them at their word.

Trust goes both ways so drivers need to understand that a fleet management solution helps make everyone's jobs easier and safer. After all, accidents involving company vehicles are commonplace and costly.

Fleet tracking not only monitors driver behaviour, it's a powerful tool to help drivers work smarter. Tools such as route optimisation help staff reach their destination more quickly, and live traffic alerts mean they can avoid long tail-backs and roadblocks. In addition, near-real-time location data allows businesses to provide customers with estimated time of arrivals and advanced warning of any delays – which can result in more satisfied customers.

Another common misconception is that all fleet management solutions are the same. Some solely track location data and take some back-end knowledge to run reports. Others offer a full 360-degree view of fleets, providing vital information on driver behaviour, fuel efficiency and fleet productivity, while automating processes such as payroll and timesheets.

It's not just about drivers' whereabouts – fleet tracking can extend vehicle life and protect the wellbeing of an entire fleet.

Like most technology, telematics systems evolve and improve over time. If a system is already in place, users may not be utilising all of the features and functionality.

The right system should allow users to automate key processes and help improve the business' safety, security, productivity and efficiency.”

*“Like most technology, telematics systems evolve and improve over time”*



**Derek Bryan**  
vice president EMEA  
at Fleetmatics



**Paul Loughlin**  
motoring law solicitor  
at Stephensons



## MOBILE PHONE USAGE

## More work needed to explain the law

By Paul Loughlin

“News that the number of drivers using mobile phones at the wheel has fallen since the Government introduced new penalties is to be welcomed.

But the figures also highlight the fact that thousands of motorists are continuing to break the law.

The data shows that 30,470 fixed penalty notices were issued to drivers for the offence in 2017, compared with 49,694 the year before. It looks like the new laws have got off to a good start, but it is concerning that so many motorists are continuing to use phones when driving.

Some research suggests taking your eyes off the road for as little as two seconds can double the risk of an accident. Even where an accident does not occur, the potential penalties for the offence are severe.

One in 10 of the drivers surveyed said the law was unclear, while more than a quarter didn't know that using Google Maps on their phone or even just tapping the screen when behind the wheel is illegal.

The offence of 'using a mobile phone while driving' has several ingredients. First, the driver must be driving a motor vehicle on a road. Second, they must be using a hand-held mobile phone or other device – two-way radio apart – which performs an interactive communication function by transmitting and receiving data.

The mobile telephone counts as being used if it is being held by the driver – even if just briefly removed from its cradle or holder – while making or receiving a call or performing any other interactive function, such as texting or any function involving the internet, apps, GPS etc.

A common misconception is that the vehicle has to be in motion. This not the case. The law can apply if the vehicle is stationary in traffic, in a lay-by or at the side of the road.

In fact, the only legal way to use a mobile phone in a vehicle is to park and switch the engine off first.

Even in cases where you are found to be holding the device in your hand but it cannot be proven that it is being 'used' you may still be guilty of a different offence of 'not being in proper control of a vehicle'. This would carry a penalty of three points.”

*“Only legal way to use a mobile phone in a vehicle is to park and switch the engine off first”*

# Derby in no rush to jump on CAZ charging bandwagon

City council feels it can achieve its clean air obligations without resorting to levies

By Stephen Briers

**T**he third air quality debate hosted by the British Vehicle Rental and Leasing Association (BVRLA), ACFO, Energy Saving Trust and *Fleet News* heard a new interpretation of the Government framework for clean air zones.

However, despite the inconsistency it creates with the approach taken by other cities, fleets warmly welcomed this particular deviation.

Derby City Council revealed to delegates that it has no plans to "voluntarily" charge for any vehicles entering the city centre. Unlike Leeds, which wants to introduce a wide charging zone for Class B vehicles (trucks, buses and taxis),

and Nottingham, which is mirroring the Class B proposal over a more compact clean air zone (CAZ), Derby councillors are confident they can meet their air quality obligations through alternative measures, including a proposed scrap-age scheme for the most polluting vehicles.

One of the reasons for this view is their belief that the cost of regularly paying the CAZ charge may be prohibitive for those who cannot afford to upgrade their vehicle to a compliant Euro 6 diesel, Euro 4 petrol or electric/hybrid, either through retrofit or buying a new vehicle. For company employees, the CAZ charge will simply be reclaimed on expenses and might actually be less costly than changing the vehicle.

"We don't think it's necessarily a directly effective measure," said Nigel Brien, head of traffic and transportation at the council.

"It's blunt tool that could have unintended consequences."

Nevertheless, councillor Asaf Afzal, cabinet member for neighbourhoods and public protection, acknowledged the concerns about air pollution and said it was something the council was taking very seriously.

But, he stated: "Charging is not a compulsory part of clean air zones, so a charging scheme will not be voluntarily introduced in this city. We can achieve specific levels through a range of other measures, such as public transport and cleaner vehicles."

However, this decision appeared to be under threat after the Government lost a third case over illegal air pollution to environmental activists ClientEarth in late February.

The Government will now be required by law to draw up new plans after the High Court upheld ClientEarth's claims that the current policy was inadequate.

ClientEarth believes that charging CAZs should be mandatory. However, the High Court did say that the action taken for the five cities required to tackle air pollution, which includes Derby, was "sensible, rational and lawful".

That seems to give Derby City Council the green light to continue pursuing its alternative measures, such as investing £2.5 million from

## POLICY PROPOSALS FROM THE FLEET SECTOR

■ Since one of the biggest contributors to poor air quality is congestion, Derby City Council should encourage fleets to make collections and deliveries outside times of heavy traffic, particularly at night. This proved successful in London during the 2012 Olympics.

■ Vehicles sold at the end of a rental or lease period are typically far cleaner than the average counterparts on UK roads. A scheme could be developed that would

enable BVRLA members to sell vehicles directly to local businesses in Derby via a council-developed and operated website, thereby moving on the greenest vehicles.

■ Provide Mobility Credits, redeemable on public transport, rental, car clubs, or other forms of greener travel, to drivers giving up older, more polluting diesel vehicles. Funding can be provided by the Government's Clean Air Fund, if Derby City Council can support a case.





Fleets welcomed Derby's approach to CAZs during a meeting with councillors

## NIGEL BRIEN, DERBY CITY COUNCIL

Derby City Council believes meeting its air quality targets can be achieved by changing travel behaviour, changing fleets and exploring innovation.

"We need all sectors to be engaged and fleet is a critical element," said head of traffic and transportation Nigel Brien.

"There are two levels – volume and make-up of the fleet. So we need to reduce travel or change to a more sustainable form, or change the vehicles being used to cleaner, low emission ones."

The council is basing its proposals on a number of projects.

- Investment of £1.5 million in cleaner journeys, with measures including cycle infrastructure.
- Investment of £400,000 in a 'try before you buy' scheme to allow local businesses to trial electric vans and also smaller-sized trucks which may be more suitable for their needs. The council will buy the vehicles and lend them to operators via a booking process.
- Investment of £800,000 in new EV charging points for taxis while simultaneously promoting the benefits

*"We need to reduce travel or switch to a more sustainable form, or change the vehicles being used"*

of EVs in terms of fuel savings and lower maintenance costs.

- More EV charging points for the public.
- Fleet reviews, particularly for SMEs.
- Development of a small load consolidation project, such as night-time deliveries or a focus on removing empty-load journeys.

"We continue to lobby Government that this is happening in the real world – we don't want businesses to be disadvantaged," Brien said. "But it's an exciting time; there are opportunities for innovation and new businesses."

the clean bus technology fund to retrofit 150 buses, which will reduce tailpipe emissions "by up to 90%". It also plans to install more electric vehicle charging points and promote a healthier lifestyle through sport and cycling.

Councillors recently met environment minister Therese Coffey to seek support for a scrappage scheme.

Afzal said he was committed to working with partners, businesses and everyone with a stake in the future of the city. "It is good to understand what big business is facing so we can deal with it collectively," he added.

Derby City Council estimates it would cost £5m in public money to establish a charging zone in the inner city, but the Defra modelling on air quality suggests the city could be compliant by 2022/23 regardless of any action.

It has isolated issues on ring roads, with the worst at 43 microgrammes (based on its own measurements) – just above the 40 microgrammes limit. These problems will be resolved through targeted road schemes.

Fleets praised the council's decision. One said: "It is refreshing that you are looking at other options first rather than just ticking the charging box."

One challenge will be to change culture and habits so people are less inclined to drive short distances. Derby is investing in CCTV and lighting to improve safety for walkers, and is considering hire schemes for electric bicycles

plus improved cycle routes.

However, it also pointed to the importance in educating schoolchildren as to the benefits of walking and cycling.

And it recognised that it needs to take action to tackle the grey fleet issue. "We have a car club in Derby which gives people a way to change their habits," said one councillor.

There was universal agreement that Government needs to amend planning laws for new housing estates to encourage installation of EV charging points. Derby wants greater powers to mandate new charging points.

Lorna McAtear, head of supply and internal accounts at Royal Mail, underlined one of the issues for companies that lease their premises: "We have already put six electric vans in Derby. Our wider challenge is planning for charging points when you are not the landlord."

Fleets and leasing companies raised concerns about nervousness in the used market over electric vehicles due to a lack of consumer understanding.

Feedback suggested the market was polarised, with much greater demand over the past 12 months for premium brand EVs, but far less interest in volume marques.

However, there is also an issue over new car supply for those willing to make the investment. In addition, there are few vans on the market with a range of more than 100 miles, although some are being trialled in Europe.

Greater pressure and support needs to be put on manufacturers to provide better, commercially feasible vans and HGVs that can work for fleet operators.

One fleet said: "We are two years away from the major manufacturers producing electric HGVs with any decent payload and range."

On the subject of cars, another added: "The Government is not helping because we don't know the BIK tax after 2020 or the impact of the WLTP (Worldwide harmonised Light vehicle Test Procedure) tests on BIK. The lack of information puts people off."

The WLTP, which measures real-world driving emissions, will be published on all vehicles from September.

However, WLTP only provides emissions measurements on the vehicle as sold – more information is required for modified vehicles, such as those towing a trailer. Delegates also question the emissions from refrigeration units, which are run off separate systems.

They urged the council to push the Government for further details.

Derby City Council will need to make a robust case to justify its decision not to introduce a charging zone, particularly in view of the latest High Court ruling. However, it is yet to formalise its proposals, which have to be presented to Government by the end of March.

Delegates felt councillors needed to act fast in order to meet the deadline.

# FLEET LIVE

New ideas, new features and a new name for the biggest and most invaluable exhibition and conference in fleet

**F**leet Live is open for business. The hall has been booked at the NEC, exhibitors are signing up and, from next week, you can start registering your interest in attending the most important and useful two days of the year for anyone involved in making decisions about their company fleet.

The show, previously known as Fleet Management Live, was renamed following consultation with its visitor advisory board who felt Fleet Live better represented both the broader job functions involved in fleet decisions and the wider responsibilities of fleet departments in travel and mobility.

Visitor advisory board member Lorna McAtear, fleet supply manager at Royal Mail, explained: "FML has grown so successfully, it now encompasses much more than just basic management. It's keeping true to its roots but looks to the future much more – it has a pulse of its own, hence the change in name."

Fleet Live is more than just a new name; this year it will introduce a number of exciting new features.

For the first time, the best practice sessions are being curated by members of the visitor advisory board who are taking the lead on content and speakers. The seminars have been split into strategy sessions, looking at the macro topics that will influence how fleets plan for the future, and operational sessions, providing advice and tips that fleets can introduce immediately into their businesses to make a difference to their efficiency and effectiveness.

We are also planning a CV zone featuring vans and trucks from key manufacturers to allow van and truck fleet operators to compare and contrast the various models.

To date, more than 50 exhibitors have confirmed their place at Fleet Live 2018, including Jaguar Land Rover and Toyota & Lexus, who will be bringing their latest cars.

Meanwhile, members of the visitor advisory board have agreed to reprise their role in the advice centre, which was in great demand after its introduction last year.

This service provides new and inexperienced fleet managers with guidance and information to help them address the challenges they faced in their operations.

Board member Rory Morgan, head of logistics support – Western Europe, Iron Mountain, said the advice centre was a perfect opportunity for those that had fleet thrust upon them to gain from the knowledge of their peers.

"Seminars and presentations are great for getting an overview of ideas and successes, of course, but in my experience people want that closer, more personal, interaction to ask questions as well," he said.

Fleet Live is the ideal opportunity to keep up-to-date with legislation, policy and new technology. Last year's post-show survey revealed that the majority – 72% – of visitors came to the event to grow their knowledge of best practice, fleet policy and regulations, while 66% said they were there to meet fleet suppliers.

Stephen Briers, *Fleet News* editor-in-chief, said: "Fleet Management Live was a huge success and surpassed our target expectations. Changing the name to Fleet Live will give us even greater focus and momentum to ensure we improve and grow this year's show.

"If a business wants to cut costs, improve its green credentials, reduce risk, better manage its drivers, buy or lease vehicles more effectively, Fleet Live is the only place they can find all the answers."

Visitor registration to Fleet Live opens on March 12. Visit the website for more information.



## OCTOBER 9-10, 2018

FOR MORE DETAILS ABOUT FLEET LIVE 2018, GO

### WHAT THE VISITOR ADVISORY BOARD THINKS ABOUT FLEET LIVE:



**"IT'S ABOUT BEST PRACTICE SHARING AND NETWORKING"**

ALISON MORIARTY,  
SKANSKA

**"IF YOU ARE NEW TO FLEET, IT'S A NO-BRAINER – YOU HAVE TO GET ALONG. FOR THOSE MORE EXPERIENCED, THERE'S ALWAYS A NUGGET THAT YOU CAN TAKE AWAY"**

RORY MORGAN, IRON MOUNTAIN



**"WHETHER YOU ARE IN HR OR FINANCE, IF YOU HAVE FLEET RESPONSIBILITY FLEET LIVE WILL HAVE THE CONTENT THAT WILL HELP YOU TO UNDERSTAND THE WORLD OF FLEET BETTER"**

PETER WESTON, ARCUS



## REGISTRATION OPENS MARCH 12



# NEC BIRMINGHAM

TO [WWW.FLEET-LIVE.CO.UK](http://WWW.FLEET-LIVE.CO.UK)

### FLEET LIVE VISITOR ADVISORY BOARD

The Fleet Live visitor advisory board was created to help the show to meet the needs of fleet decision-makers, whether fleet managers, travel/mobility managers, procurement, finance or HR. The panel meets every two months to discuss new ideas and agree on the core content driving the best practice and strategy sessions. Board members manage fleets ranging from fewer than 100 vehicles to more than 10,000.

- Lorna McAtear, fleet supply manager, Royal Mail
- Stewart Lightbody, head of fleet services, Anglian Water
- Alison Moriarty, fleet risk & compliance manager, Skanska
- Rory Morgan, head of logistics support – Western Europe, Iron Mountain
- Dale Eynon, head, Defra Fleet Services
- Peter Weston, fleet manager, Arcus
- David Oliver, procurement manager, Red Bull Company
- Debbie Floyd, fleet & risk manager, Bauer Media
- Paul Taylor, fleet manager, Morgan Sindall
- John Pryor, group fleet & travel manager Arcadia and chairman ACFO
- Caroline Sandall, vice-chair, ACFO
- Jerry Ward, manager, legal operations, John Lewis Partnership

## EXHIBITORS BOOKED SO FAR

ABAX  
 Agility  
 A.I.D Fuels Group  
 Alphabet  
 Arval  
 Ashwoods Lightfoot Limited  
 AssetWorks LLC  
 AutoGlass  
 Axle Weight Technology Ltd  
 Bott Ltd  
 BP Oil UK Ltd  
 Chevin Fleet Solutions  
 Chevronshop  
 DAC Beachcroft LLP  
 DriveTech, part of The AA  
 Enigma Telematics  
 Fleet Operations  
 Free2Move Lease  
 Fuelgenie  
 GEFCO  
 Halfords  
 Intellidrive  
 Interactive Fleet Management  
 Jaama Ltd  
 Jaguar Land Rover  
 Joyce Design  
 Lex AutoLease  
 Licence Bureau  
 Licence Check Ltd  
 Matrix Telematics  
 Mercedes-Benz Financial Services UK Ltd  
 Mileage Count  
 Nexus Vehicle Rental  
 Pertemps  
 REFLEX  
 RingGo Corporate  
 Scorpion Automotive  
 Selsia Vehicle Accident Centre  
 Telogis  
 TCH Leasing  
 TEVO LTD  
 Toyota & Lexus  
 TTC GROUP  
 Venson Automotive Solutions  
 Volkswagen Financial Services  
 V M S Fleet Management Ltd

# 'GIVE US CLARITY TO INVEST IN OUR FLEET'

Ian Walsh is making key investment decisions now but says the Government could do more to support fleets. *Stephen Briers* reports



Concerns over clean air zones (CAZs) in major UK cities and forthcoming safety standards in London are preventing fleets from making confident investment decisions about the types of vehicles they should be buying, particularly when those vehicles are often kept for five years or more.

Some are holding back from ordering new vehicles altogether, which has the double whammy of affecting the health of the industry – and therefore economic success – and extending vehicle age, which hits emissions levels and slows the speed at which the latest safety technology comes to market.

This lack of clarity over future legislation is adding unnecessary challenges to running an efficient and compliant fleet, according to Restore Datashred head of fleet Ian Walsh.

"Our biggest challenge is thinking far enough ahead and ensuring we have the right vehicles on the fleet," he says.

"The Government needs to give us complete clarity about what they are working on, to allow us to make decisions now.

"Consultations do not help us when legisla-

tion is tweaked at the last moment," he adds.

"We have five-to-seven year plans – that's our vehicle operating cycles. So we need to know now how new legislation could affect us in 2025."

The shredding specialist has countered Government prevarication by taking the plunge with electric vehicles, partly with corporate social responsibilities in mind, partly in anticipation of low emission zones and CAZs.

Walsh also considered compressed natural gas and hydrogen, but his modelling showed that electric was the most cost-effective option even though it does require extending the operating cycle to six years.

"The costs are actually not that different to diesel – in fact, overall they could be cheaper to run," Walsh says. "The running cost is up to 80% less than diesel and this offsets the increase in the monthly lease rate.

"If a vehicle is doing 80-100 miles per day, the electric vehicle starts to pay for itself, especially in cities where there are emission charges."

He is in discussions with suppliers and hopes to start taking initial deliveries this summer in London.

"We are also considering using range-

extenders which give greater flexibility and a wider capability," he adds.

"Everything will be done through the fleet renewal programme. In five years' time we will see a substantial change in the fleet make-up across the country."

Walsh didn't leave school aspiring for a career in fleet – in fairness, few fleet managers do. After several years serving in the Royal Navy as a weapons engineer, he began working as a salesman for a small shredding business, Shredaway, in 1995. Within a couple of years he had assumed responsibility for the fleet of six vehicles.

He took on the role understanding that it would be an interesting opportunity.

As a small business, Shredaway provided the ideal environment to learn about how a job-essential fleet plays a fundamental role in a company's success.

"You do every part of the job and adapt and grow as the business changes," says Walsh. "Everything was on-the-job learning, but it was all a natural progression. There was no driver CPC or training so we had to teach ourselves. We are [as an industry] better placed now with all the training opportunities."

Following acquisition by PHS







In the absence of firm Government guidance Ian Walsh has opted to take the Restore Datashred fleet down the EV route

## FACTFILE

**Company** Restore Datashred

**Head of fleet** Ian Walsh

**Time in role** 22 years

**Fleet size** 250+ vehicles – 25 cars, 25 vans, 200+ trucks

**Funding method** Outright purchase and lease with repair and maintenance

**Operating cycle** five-seven years



in 2006, the fleet grew to around 50 vehicles; 10 years later, it was bought by Restore plc, which has since amalgamated several shredding operations to create the current organisation.

Walsh is now responsible for more than 250 vehicles – 25 cars, 25 vans and more than 200 trucks, of which 62 are mobile shredding units and 11 are specialised security collection vehicles. The company, which double shifts its vehicles in certain areas due to customer demand, has more than 300 drivers.

The majority of Walsh's time is spent managing the heavier vehicles, supported by a team of transport managers. This will only increase as Restore Datashred moves away from cars to cash.

"The business prefers to offer cash because of the admin and tax issues and we've had a significant proportion take it up," he says. "A major influence has been the changes to the way the tax is calculated on cars if you also offer a cash option, although it is also down to the increase in benefit-in-kind (BIK) rates."

With a grey fleet identical in size to the car fleet, the business has implemented robust checks to ensure vehicles and drivers are compliant with policy.

"We have the same checks as for a company car driver; it's managed in the same way – it's just a different way of funding the car," Walsh says. "Most vehicles are less than three years old."

With management of the car fleet largely process-driven, Walsh can devote more time to the vans and trucks.

One of his major projects has been to right size the vehicles on the fleet. He removed a

large proportion of the 7.5-to-11-tonne box body trucks, replacing them with five-tonne Iveco chassis. Simultaneously, he reduced many of the 18-tonne bodies to 12 tonnes.

Switching to the Iveco trucks is saving the company £150 per month per vehicle in leasing costs, while the reduction in fuel totals £4,500 per vehicle per year.

"We have improved our mpg by 7% in the past 18 months which, when considering our fuel spend is just short of £2 million a year, is significant," Walsh says.

"We will also save money on parts and tyres, but we've yet to calculate the total cost savings."

With large parts of the fleet operating in city centres, safety and protection of vulnerable road users are priorities. Downsizing to smaller vehicles helps, but Walsh is also equipping vehicles with the latest safety technology.

Sensors and blind spot protection are

*"We keep it (telematics data) sensible – we don't want to overload the driver – but we do want to enhance safety"*

*Ian Walsh, Restore Datashred*

already installed across the fleet, while 360-degree cameras are being fitted together with audible warnings when vehicles are turning left.

The cameras are starting to show a positive impact on driver behaviour but it is still too early to fully assess the benefits. However, drivers have reacted well to the equipment; they understand the reasons why it is fitted.

Restore Datashred also employs telematics across its fleet with reports including driver feedback, tachograph integration, mileage, utilisation and real-time information. It also identifies fault codes and provides overload alerts via the weighing system.

"We work in partnership with our telematics supplier to get the information that is important to us at any one time," Walsh says. "We don't get myriad reports, just the key ones. For example, a dip in the fuel tank triggers an alert, we get geo-fencing reports and it constantly monitors axle weight indicators. We keep it sensible – we don't want to overload the driver – but we do want to enhance safety."

Faced with the impending Direct Vision Standards (DVS) in London – albeit with no confirmation about the actual requirements – Walsh is now looking at the option of passenger door windows that extend down to the footwell.

"We do need to have clarity on the standard – it's a minefield at the moment," he adds.

Risk management is not just about making the vehicles as safe as possible; drivers are also a key consideration.

They have all undergone a series of training sessions including going out on bicycles to understand the cyclist's view of the road. It was, says Walsh, "an eye opener".

He adds: "Vulnerable road users are the biggest risk for any transport operator. Our training raises awareness and we also do online learning through FORS to continually remind them they are professional drivers."

Walsh has been working with Cranfield University since last October on a driver risk metrics programme, which is now nearing completion. The course highlighted the drivers who needed additional interventions.

"Our biggest issue is complacency if drivers are doing regular routes with the same vehicles. The training helps to refocus them," he says.

"It also looks at root causes which has been really worthwhile. It has enabled us to

## OUT OF HOURS BID TO KEEP PARKING CHARGES DOWN

Restore Datashred, like most London operators, has its fair share of parking charge notices (PCNs) from over-zealous parking attendants.

"It is a very difficult place to stop and deliver a service. Loading bays are too small and the only way to deal with it is to engage with clients for out-of-hours operation," says Walsh.

"We also work with our drivers so they understand the issues and in

some cases we re-route the journey."

Most PCNs, if in a restricted area, are appealed; the company has a 20% success rate, which is worth £30,000-40,000 a year. If the driver is at fault, they are charged, although this accounts for less than one in 30 notices.

"We have improved our reporting processes over the past year to reduce the burden of PCNs," Walsh says. "We now gather the data and act on it."





Ian Walsh is able to devote more time to the vans and trucks on his 250-plus vehicle fleet

identify the drivers who drive for excitement, for example, and take action."

Restore Datashred operates a reward scheme based on feedback from clients whereby drivers are awarded vouchers if they receive positive comments.

Those receiving poor feedback are given the opportunity to improve their behaviour through training and performance reviews.

"We educate and correct as part of our

strategy," Walsh says.

The company's focus on safety makes it a prime candidate for the DVSA's new Earned Recognition scheme.

Walsh believes it could be a positive move "if it works as intended". Restore Datashred is working towards it.

"It's a change in how the DVSA is targeting at the roadside," he says. "So we have to educate the drivers and look at the KPIs that

we need to be compliant. We have a final MOT pass rate of 95% and that is improving in partnership with our suppliers. Earned Recognition will further improve it."



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

# 'IF I DON'T KNOW WHAT'S WRONG, HOW CAN I PUT IT RIGHT?'

Rupert Armitage been on a steep learning curve at Auto Windscreens, but his root and branch change is delivering results. *Gareth Roberts* reports

**R**upert Armitage will readily admit glass repair and replacement wasn't on his radar three years ago. "I hadn't even had my windscreen replaced until I came here," he says. Talking to him now, you could be forgiven for thinking it has been his lifelong passion.

The son of a Yorkshire farmer, Armitage chose not to follow in his father's footsteps and a way of life stretching back generations.

Instead, an early interest in the financial markets saw him become a trainee broker with a new firm in London, in the late 1980s.

Twenty-five years later, he was a member of the board and was responsible for the global trading arm of the business.

"I was on first name terms with the likes of (Sir) Terry Leahy (former CEO of Tesco) and (Morrisons chairman) Andy Higginson," Armitage recalls. "It gave me an appreciation of how to run a business and what the mentality was of those people that ran those businesses."

He was happy at Shore Capital, but an

invite to a four-day trip to Las Vegas to mark the 60th birthday of the Queen's personal jeweller in 2015 would lead to Armitage to being appointed managing director of Auto Windscreens in September 2016.

Marketstudy Group, with businesses operating in the insurance market, had acquired the brand name of Auto Windscreens, along with some of the company's assets, including the Chesterfield head office, two freehold sites and 20 leases in 2011 ([fleetnews.co.uk](http://fleetnews.co.uk), March 4, 2011).

Four years later, the CEO and founder of Marketstudy, Kevin Spencer, called Armitage and asked to join him on the trip to Las Vegas. The group had grown substantially since Spencer had established it in 2001 and he wanted Armitage on board.

Las Vegas may not have provided the typical backdrop for a job interview, but a few months later Armitage agreed to join Marketstudy and after two months in post was dispatched to Chesterfield for a fortnight in December 2015 to analyse the Auto Windscreens business.

Days after submitting his report, he was told he was going back to Chesterfield as acting MD. The firm had recently acquired

AA AutoWindshields and had moved to a wholly-mobile service. "It was close to being shut down," admits Armitage.

"The thing with shutting the hubs was they never realised how much hands-on scheduling those hubs did. They knew the technicians, they knew the local area, but all of a sudden you had somebody in a call centre in Preston dealing with a job in London who thought it was a five minute walk between a job in N1 and one in N2. We were constantly letting everybody down."

He wanted to understand the business from the shop floor up. "I knew nothing about glass," he says. "I could have written on a matchstick, let alone on a matchbox, what I knew about glass."

The first thing he did when he went back to Chesterfield was get the two senior trainers to show him how to change a windscreen. "I don't ask anybody to do anything I wouldn't do myself," he says.

"I answer calls from customers and if I'm at home in the evening and somebody puts something on Facebook, I'll answer them directly or give them a call. It's important, because if I don't know what's wrong how can I put it right?"

## ADAS MODEL 'DRIVEN BY SAFETY, NOT PROFIT'

It was perhaps the biggest nettle Armitage had to grasp when he joined Auto Windscreens. How do you deal with the growing prevalence of advanced driver-assistance systems (ADAS) in today's cars?

The company organised a forum at the Birmingham NEC in November 2016, involving manufacturers and insurers. "The overriding message that came out of the forum was you've got to fit an OEM part and you've got to put it back into the network," explains Armitage.

"We agonised about what was going to be the right process, but the more people we spoke to about it, everybody said exactly the same."

Drivers could be left with vehicles that are unsafe if they have their ADAS

recalibrated using a third party aftermarket solution following a windscreen replacement. Other providers have taken a different stance.

"I am not saying I'm right and you're wrong, but, ultimately, I believe the whole industry will end up following the same process that we do," he says. "We're experts in fitting glass; we're not experts in the calibration of vehicles."

A dedicated team of call-handlers deals with ADAS fittings. The team gives the customer the option of either having the glass replaced at home or at a hub, with a follow-up appointment at a franchised dealer for recalibration. Alternatively, the technician will complete the fitting at the dealership where the recalibration will be carried out.

With new research from the Society of Motor Manufacturers and Traders (SMMT) and JATO Dynamics suggesting 66.8% of new cars are offered with at least one self-activating safety system, either as standard or as an optional extra, Armitage insists Auto Windscreens' business model is driven by safety, not profit.

It has signed agreements with all the major manufacturers, negotiated an average discount of 25% on OEM glass and a national recalibration rate of £125.

"This is not a money-making exercise for us; this is not a revenue stream," he says. "I just know that everybody at Auto Windscreens can sleep well at night, because if and when that accident does happen, I'm confident it won't be one of the cars we've worked on."





*"I could have written on a matchstick, let alone on a matchbox, what I knew about glass"*

Rupert Armitage,  
Auto Windscreens

## FACTFILE

**Company:** Auto Windscreens

**Managing director:** Rupert Armitage

**Time in role:** 18 months

**Parent company:** Marketstudy Group

**Technicians:** 325 (290 of which are mobile)

**Fitting hubs:** 42 (four opening soon)

Armitage set about overhauling the business. Poor performing technicians were let go, as were a couple of fleet contracts where he felt they were not delivering the service levels required.

He also turned to one of the company's most experienced hands, appointing James Macbeth, as the new operations director.

The pair set about focusing on lead times and service delivery, and reopening a network of hubs again.

Efficiency levels improved, with technicians almost doubling output from two-and-a-half jobs to four-and-a-half jobs per day within nine months of instigating the changes.

Today, the business has 42 hubs, with a further four in the process of being opened, 325 technicians, 290 of which are mobile, and a new generation of technicians enrolled in its apprenticeship scheme.

It has entered into a new partnership with glass manufacturer Pilkington, which resulted in 98% next day glass availability. It has also improved the online booking process, launched a live chat facility and improvements at the call centre saw its target of 80% of calls answered within 20 seconds, surpassed in 2017, with a rate of 87%.

Furthermore, its investment in technology resulted in the launch of Technician Tracker last year. The online platform keeps customers informed on their scheduled appointments from booking to completion via a text service.

It also announced it was adopting CitNow technology. Every technician is now able to video the vehicle while they are pre-repairing the glass, with footage made available to partners, to enhance and aid transparency.

Two years after joining the firm and 18 months after being appointed MD, Armitage believes Auto Windscreens again has an exciting future.

In the last six months of 2017, it won five manufacturer fleet contracts. It has a growing plant business and is now airside-compliant with teams stationed at both Gatwick and Heathrow airports.

"We're rebuilding the business," he says. "A reputation takes hours to destroy and years to recover. I think we're now at that point where our reputation is far exceeding people's expectations."

FleetNews



AWARDS  
2018

Suzuki was founded in 1909 in Hamamatsu, Japan, producing its first vehicle, the Suzulight minicar, in 1955.

Since then, the company has become renowned as the "small car experts" and has accumulated global car sales of more than 62 million units.

In 1963, Suzuki started selling motorcycles in the UK before later moving on to cars. Today, Suzuki GB PLC is a wholly-owned subsidiary of the Suzuki Motor Corporation and boasts a retail network of 155 showrooms, extending from Exeter in the south to Inverness in the north.

Powered by a suite of fuel-efficient and low-emission petrol engines with hybrid capability, Suzuki's stylish, affordable and well-equipped product line-up spans the practical five-door Celerio city car to the flagship S-Cross crossover. The existing range also counts the ever-popular spacious Vitara compact SUV, the recently unveiled all-new Swift supermini and the IGNIS compact crossover which was launched to acclaim last January.

In 2017, Suzuki enjoyed record-breaking sales of more than 40,300 cars in the UK, equating to a 6% year-on-year rise.

This was mirrored by the vehicle manufacturer's performance in the corporate sector which saw over 9,450 units being sold for the very first time, a notable 107% increase versus 2016.

# Competitive low cost of ownership is the bedrock of Suzuki success

Suzuki's award-winning "Fit for Fleet" model line-up provides today's businesses with a unique formula of great value, exceptional reliability and strong residual values, which all combine to deliver a very competitive low cost of ownership proposition.

Swift and Vitara spearheaded Suzuki business sales success in 2017 and this trend is on track to continue.

Launched last June, Swift has become renowned for being great to drive thanks to its agile handling and fun persona. With a P11D value and BIK tax band starting from only £11,824 and 18% respectively, Swift is powered by the very efficient 1.0 and 1.2-litre petrol Dualjet and turbocharged Boosterjet engines, which return a high level of fuel economy.

This was recently demonstrated in an independent fuel consumption test by Parkers.co.uk whereby the 1.2-litre Dualjet powerplant recorded an average of 81mpg during the evaluation.

Furthermore, Suzuki's hybrid system (available exclusively on the SZ5 grade) produces ultra-low CO<sub>2</sub> emissions of 97g/km and fuel consumption of just more than 8p per mile.

Swift comes complete with a

comprehensive specification, with the very latest technology to help drivers keep in touch. This is DAB radio with hands-free Bluetooth connectivity for smartphones and easy-to-use touchscreen controls.

## Safety considerations

The safety of those driving on business is, of course, paramount and the stylish supermini is equipped with a tyre pressure monitoring system (TPMS), ABS with EBD function and driver and passenger airbags all as standard.

Introduced in 2015, the spacious and well-equipped Vitara compact SUV is Suzuki GB's best-seller and is another compelling formula for business users.

With a P11D starting at only £15,784, and an equivalent BIK of 23% for the entry-level manual SZ4 grade, the frugal 1.6-litre petrol engine is able to achieve a combined fuel economy of up to 70.6mpg coupled with low running costs and emissions of just 123g/km.

Similarly, drivers benefit from an uncompromised on-road performance, and exceptional versatility off-road when using the four-mode ALLGRIP system.

Vitara offers 375 litres of luggage space,



## SPONSOR PROFILE







an elevated driving position for improved visibility and plenty of equipment at no extra cost. Specification highlights include seven airbags, alloy wheels, DAB radio with USB and Bluetooth connectivity, cruise control, air conditioning and front and rear electric windows.

The infotainment system features a three dimensional navigation map to make landmarks easy to distinguish, and equally allows the driver to use certain smartphone applications.

Those opting for the range-topping turbocharged 1.4-litre Vitara S, benefit from added styling cues, namely an interior with red stitching, 17-inch gloss black alloy wheels, a rear upper spoiler and black side body mouldings.

"Our vehicle range has never been more perfect for the fleet sector with IGNIS, the little car that seeks big adventure, the Vitara with its rugged SUV style and our latest model, Swift. There is definitely something for everyone to consider," says Graeme Jenkins, Head of Fleet at Suzuki GB.

**"Our vehicle range has never been more perfect for the fleet sector. There is definitely something for everyone to consider"**

**Graeme Jenkins, Head of Fleet at Suzuki GB**

He adds: "It's not just our product line-up that you can rely on. Our passionate network of 155 dealers are spread across the country to support you from home or work, plus our dedicated in-house Business team will be on hand to help."

#### **Suzuki Business Charter**

Every Suzuki Business customer has the peace of mind that any model bought is backed by the Suzuki Business Charter, which was introduced last year to ensure the seamless and efficient operation of any size of Suzuki fleet. Corporate users have access to a dedicated in-house team at Suzuki which boasts a number of experts who bring a wealth of experience of the

fleet sector. Just as importantly, they understand the individual and diverse needs of corporate users. They will always respond to an e-mail within an hour and answer the phone at any time during the working week.

The next 12 months is set to be an exciting time for Suzuki and its customers, with the arrival of the third-generation Swift Sport supermini in June and the all-new Jimny 4x4 in early 2019. The former will supply hot hatch performance courtesy of a 1.4-litre Boosterjet powerplant, and a kerb weight of only 970kg, which is an impressive 80kg less than its predecessor.

Suzuki GB PLC is a Platinum Sponsor of Fleet News Awards 2018.

**For more information on the Suzuki "Fit for Fleet" product line-up and its Business Charter, please e-mail [businesscars@suzuki.co.uk](mailto:businesscars@suzuki.co.uk) call 01908 336130 or visit [cars.suzuki.co.uk/business](http://cars.suzuki.co.uk/business)**

# Compa

JUNE 12-13

## Register now for CCIA 2018

There's no bigger – or better –  
chance to test a variety of cars  
in one place and at one time

**T**he fleet industry's biggest multi-brand driving event is back and promises to be bigger and better than ever. Fleet decision-makers can go online now to register their interest in attending the event which takes place on June 12-13 at Millbrook, Bedfordshire.

More than 300 models are expected to be available to drive, unaccompanied, on Millbrook's extensive testing ground.

There will be four courses available, including an off-road section and a new extended city course.

Cars can be put through their paces on Millbrook's famous Alpine test circuit and experienced on its high-speed bowl.

A number of model debuts will take place, including the all-new Jaguar I-Pace which will be publicly displayed at an event of this type in the UK for the first time.

Similarly, visitors will get their first chance to see the all-new Volvo V60 in the UK for the first time.

There will also be plenty going on away from the tracks with the latest topical debates, opportunities to meet and network with manufacturers and the chance to discuss your requirements with relevant suppliers, including free advice on residual values from the experts at Glass's.

Two interactive debates will take place offering insight on how to run a low-emission fleet and how to benefit from the financial support available to switch to electric vehicles.

An EV and Hybrid Zone will showcase the latest electrified models with experts on hand to talk about the shift to alternative fuels and provide advice on charging points.



# anyCar IN ACTION

2018 MILLBROOK  
PROVING GROUND

## DRIVE:

More than 300 cars unaccompanied

## LEARN:

About new technologies

## COMPARE:

Latest models back-to-back

## MEET:

Key fleet manufacturer contacts

To find out more about CCIA and register to attend visit:

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

TURN OVER FOR OUR GUIDE TO KEY NEW MODELS AT CCIA





FCA | FLEET & BUSINESS



Go Further



# 16 CAR BRANDS ALREADY



## JAGUAR

Be among the first to see the all-new fully electric Jaguar I-Pace, which will debut alongside the new E-Pace and XF Sportbrake.



## JEEP

The Jeep Compass will be the star of the Jeep stand this year, having recently been launched in the UK.



## FIAT

The latest Fiat and Abarth models will be available to test with the Fullback, Tipo and 124 Spider already confirmed.



## LAND ROVER

The Range Rover Velar will be available to drive at the Land Rover stand, along with a new plug-in hybrid Range Rover. The Discovery and Discovery Sport will also be available to test.



## SEAT

Seat will have a range of Ateca models including the new FR trim available for on- and off-road testing. The new Ibiza, new Arona and Leon will also be at the show.



## TOYOTA & LEXUS

A full range of Toyota and Lexus hybrid models will be available to test at Millbrook, including its Mirai hydrogen fuel cell vehicle. There will also be the Rav4 hybrid and Land Cruiser.

# The Great Debate

## DAY ONE: RUNNING A LOW-EMISSION FLEET – THE OPTIONS

This session will look at how fleets can adopt electric vehicles; the factors they need to consider; which fuels are right for which type of journey; and the practical experiences from fleets that have made the investment. It will also look at the range of vehicles on the market, from hybrid to plug-in hybrid to full electric to hydrogen fuel cell, and provide the link between theory and practice by plugging the vehicles available to drive on the steering pad.

## DAY TWO: EV INVESTMENT – HELP IS AT HAND

Considering the grants available to fleets looking to invest in electric vehicles, this session will cover all the financial support offered to fleets looking to add EVs to their operations, from plug-in grants to charge points, and will also cover the benefits in BIK to drivers and NIC to fleets, plus the wholelife cost argument to give the full financial picture.







# CONFIRMED FOR CCIA 2018



## ALFA ROMEO

Visitors can experience the new Alfa Romeo Stelvio on track at CCIA, alongside the Giulia saloon.



## VOLVO

Volvo will debut the new V60 at this year's CCIA, along with driving opportunities for the new XC40 compact SUV.



## KIA

As Kia's fleet sales continue to surge, this year the brand will showcase its new Stonic SUV and the new Stinger sports saloon.



## SUZUKI

Suzuki will be bringing a full complement of vehicles this year, allowing people to get to know its Fit for Fleet range: Ignis, Swift and Vitara as well as Celerio, Baleno and S-Cross.



## BMW

BMW and Mini will have a wide range of vehicles available to drive at this year's event, including their low-emission plug-in hybrids alongside their most popular fleet models.



## FORD

A range of the latest Ford Fiesta models plus the range-topping eight/nine-seat Ford Tourneo Custom – the largest in a renewed line-up of people movers – will be among the Ford range.



*"If there is any event you're going to attend, make sure it's CCIA. It's a great opportunity to test drive new and existing products while getting to meet the manufacturer teams to build those relationships"*

*Damion Bennett, company car compliance manager, GE*

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



THE NEW  
**GRANDLAND X**

**SMALL ON BiK.  
BIG ON SUV.**



**NEW GRANDLAND X TECH LINE NAV**  
**BiK FROM 22% | P11D FROM £22,295**  
**CO<sub>2</sub> FROM 104G/KM | UP TO 70.6MPG**

With its low running costs, New Grandland X is ideal for company car drivers. CO<sub>2</sub> and BiK are on the small side. Safety features and infotainment options definitely aren't. From premium design to spacious interior, every journey is just a little more... grand.

**3**

**FREE 3 DAY  
TEST DRIVE**

Pre-book your Grandland X 3 Day Test Drive today.  
Visit [threedaytestdrive.co.uk](http://threedaytestdrive.co.uk)



**VAUXHALL**

Fuel consumption information is official government environmental data, tested in accordance with the relevant EU directive. Grandland X range fuel consumption figures mpg (litres/100km): Urban: 44.1 (6.4) – 60.1 (4.7), Extra-urban: 57.6 (4.9) – 80.7 (3.5), Combined: 51.4 (5.5) – 70.6 (4.0). CO<sub>2</sub> emissions: 128 – 104g/km.

Official EU-regulated test data are provided for comparison purposes and actual performance will depend on driving style, road conditions and other non-technical factors. 2017/18 tax year. Vauxhall Motors Limited does not offer tax advice and recommends that all Company Car Drivers consult their own accountant with regards to their own tax position. Grandland X Elite Nav 1.2 (130PS) Turbo Start/Stop model illustrated (P11D of £26,645) features Topaz Blue two-coat metallic paint (£565), silver-effect roof rails (£150), Premium LED Adaptive Forward Lighting Pack (£1,100) and black roof and door mirrors (£320), optional at extra cost. 3 Day Test Drive terms and conditions apply and vehicles are subject to availability. Please call 0330 587 8221 for full details. All figures quoted correct at time of going to press (March 2018).



A hand in a dark suit points upwards at a glowing white car icon. Above the car is a Wi-Fi signal icon. Further up are several small white icons: a padlock, a parking 'P' sign, a fuel pump, a network of three nodes, a wrench, and a gear. The background is dark blue with bokeh light effects.

# CONNECTED FLEET

The world of fleet is evolving. In this new quarterly section, we look at how the latest developments in connectivity, autonomy and mobility technology are changing the face of fleet management

## INSIDE

### 42 | Connected evolution shows no signs of let-up

From designing your own interior to influences from space exploration

### 44 | From fleet operator to mobility manager

MaaS is gathering momentum, putting a question mark over company cars

### 47 | Common crisis with a variety of solutions

Cities around Europe are implementing different strategies to beat dirty exhausts

### 48 | V2G could turn fleets into cash generators

Soon vehicles will be in a position to return used battery power back to national grid

### 49 | Thinking beyond the simple pool car

Car-sharing plans allow fleet to derive revenue during vehicle downtimes

Sponsored by



**ARVAL**  
BNP PARIBAS GROUP

# THE FAST-PACED CONNECTED EVOLUTION SHOWS NO LET-UP

A look at the world of mobility solutions innovations. *Jonathan Manning* reports

## Design your own interior to be trialled at Olympics

Forget specifying colours and trim... the day is fast approaching when fleets will be able to customise every single interior element of their vehicles.

Toyota's concept e-Palette is the vehicle equivalent of a blank canvas. Its flat, barrier-free interior with a low floor can be fitted out with purpose-built interiors to suit fleet needs, such as parcel delivery, ride sharing, or even as a pizza van.

Got an early-start morning meeting? The e-Palette could even be equipped as a mobile hotel room, which drives guests through the night while they sleep!

The vehicle is fully autonomous and battery-powered, which is scalable to different sizes to suit customer requirements in the field of Mobility as a Service (MaaS). Trial use is pencilled for the Tokyo Olympics in 2020.



## Insurance by the trip

Insurance companies are developing app-based policies that will allow passengers in self-driving taxis to pay for cover by the journey.

Experts forecast the opportunity to hail an autonomous, ride-sharing car will challenge the desire to own vehicles, especially in urban areas.

This would undermine the need for a traditional, annual motor insurance policy, and open the door to pay-on-use insurance schemes.

Trov, a specialist in on-demand insurance, has formed a partnership with Waymo, the self-driving technology unit of Google parent Alphabet, to offer trip-based insurance that includes protections for lost property, trip interruption benefits, as well as medical expense reimbursement.

Trov chief executive Scott Walchek feels the futures of transportation and insurance are converging, saying: "Waymo is making personal transportation more effortless, and so it follows that all associated aspects of a journey – including insurance – should be equally painless."

Behind the scenes, however, the introduction of autonomous vehicles is taxing minds at insurers. Determining liability for a crash when there's no driver is virgin territory for the industry.

In its submission to a House of Lords Select Committee, the Association of British Insurers suggests: "Insurers should have a new legal right to recovery, allowing them to get costs back from motor manufacturers, software companies or other parties in cases where the vehicle or technology was found to have been at fault."

## SIV to replace SUV

Move over traditional, heavy, thirsty SUVs – a new zero-emission SIV, made by Byton, is heading our way.

SIV stands for Smart Intuitive Vehicle, encompassing both the zero-emission electric power train and the car's hi-tech connectivity.

The Byton is a SUV made in China that will go on sale there towards the end of 2019.

It is expected to arrive in Europe and the USA in 2020, with a guide starting price of \$45,000 (£32,000).

The manufacturer says the vehicle will have an attention-grabbing range of 323 miles on a single charge, will incorporate intelligent voice control (via Amazon Alexa), and use a facial recognition camera to recognise the driver or passenger to unlock the door.

## 1,000 company car drivers trial connected vehicles in France

A fleet of 1,000 Renault Méganes is involved in a huge trial of vehicle-to-vehicle and vehicle-to-everything (V2X) connectivity on the roads of France.

Codenamed Scoop, the EU-funded trial is introducing Renault's fleet customers in France to the advantages of the next generation of connected cars.

The trial vehicles will all have company car drivers, but will also be equipped with sensors and computers to gather and analyse vehicle data.

Real-time information such as speed, the angle of the steering wheel, weather-related tyre-grip issues, windscreen wiper operation and airbag deployment will all be recorded.

If a Scoop-equipped Mégane detects a problem, the car's on-board computer will automatically send a warning message to all the other Scoop-enabled vehicles as well as to units positioned along motorways. The units then notify emergency services if they detect a major incident.

Christine Tissot, Renault Scoop project manager, said: "Our main goal is to offer fleet customers cars that are safer on the roads and improve the flow of traffic. These vehicles 'talk' to each other and warn each other in real time of any hazards, slow traffic or accidents on the road ahead. Infrastructure firms like French motorway operator Sanef also sends information to compatible cars about traffic, roadworks, speed limits, accidents and upcoming hazards."





## Technology used to guide interplanetary rovers could soon be applied to cars on Earth



**Maarten Sierhuis,**  
director of  
the Nissan  
Research  
Centre

NASA has revealed that it wants to expand the commercial applications of the technology it has developed during space missions to accelerate the development of autonomous mobility closer to home.

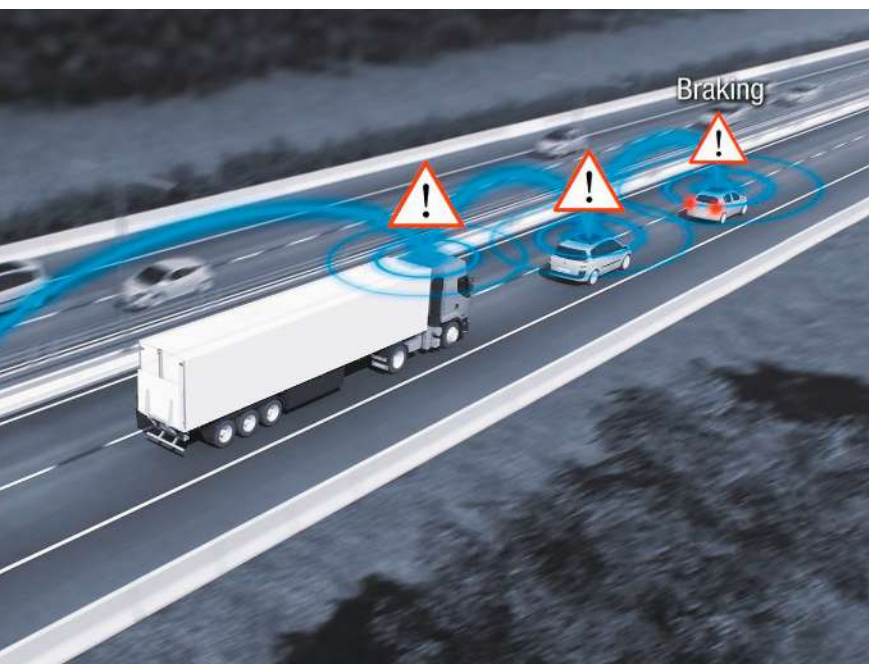
Eugene Tu, center director of NASA Ames Research Center in California's Silicon Valley, said: "Using NASA's work in robotics to

accelerate the deployment of autonomous mobility services is a perfect example of how the considerable work required to advance space exploration can also pioneer advances here on Earth."

Nissan has already developed its Seamless Autonomous Mobility (SAM) platform for managing fleets of autonomous vehicles using NASA technology, and earlier this year signed a five-year partnership with NASA Ames to collaborate on the autonomous mobility technology.

"We built SAM from technology NASA developed for managing interplanetary rovers as they move around unpredictable landscapes," said Maarten Sierhuis, director of the Nissan Research Centre. "Our goal is to deploy SAM to help third-party organisations safely integrate a fleet of autonomous vehicles in unpredictable urban environments, for example ride-hailing services, public transportation or logistics and delivery services."

A view from  
space –  
Nissan is  
using NASA  
technology  
to guide its  
autonomous  
cars



## SPONSOR'S COMMENT

By Shaun Sadlier, Arval Head of Consultancy



It's an exciting period of change for the fleet industry and it's never been more important for us to support and guide our customers.

At the same time, we're also evolving to reflect new regulation, changing market conditions, advances in technology and the opportunities they create.

In practical terms this includes revising the way we calculate wholelife costs, testing hydrogen vehicles, and working on new alternatives like vehicle sharing and our brand new electric vehicle product.

Thanks to our team of industry-leading consultants, our customers are well placed.

For example, we recently created a white paper for them called: "Clearing the air around diesel". It is designed to give fleets practical guidance to help decision-makers formulate their future policies. It covers areas like the regulatory framework, manufacturer strategies and general fleet approaches.

During the second half of last year, diesel became perhaps the most discussed topic for our customers, which is why we're committed to breaking down this complex subject.

Our stance at that point was that a lot of what was being reported was spurious and the correct thing to do was to be considered in our thought processes and take a position we believed was correct and sustainable. This measured thinking forms the basis of our white paper.

Certainly, our view continues to be that the fleets of the future will use a mix of all available fuels and that diesel will continue to be a viable and important element. Arguably, the difficult part will be making the right fuel choices for the right applications, and helping fleets make these decisions is a key part of our consultancy offering.

You can access this and other white papers by visiting [arval.co.uk/fleet-research/futurefleet](http://arval.co.uk/fleet-research/futurefleet)

**Contact us to find out more:**

**Tel:** 0370 419 2818

**Email:** [Corporatesales@arval.co.uk](mailto:Corporatesales@arval.co.uk)

**Visit:** [arval.co.uk/fleet-research/futurefleet](http://arval.co.uk/fleet-research/futurefleet)



**ARVAL**  
BNP PARIBAS GROUP

# FLEET OPERATOR TO MOBILITY MANAGER

The company car is losing its status as the default means of transport for employees while MaaS gathers momentum. *Jonathan Manning* reports

**P**erk car or mobility package? The day is rapidly approaching when employees will have a viable choice between spending their company car allowance on a new lease vehicle or a comprehensive travel plan.

Under the umbrella of 'Mobility as a Service' (MaaS), public sector organisations and private sector start-ups are racing to deliver a seamless transport experience for personal and business travel.

Definitions of MaaS vary widely and change constantly, but the industry consensus is that it should involve multiple modes of transport, be app based, operate on real time information and include ticket transactions and payments.

Naturally, this is fraught with difficulties. Transport operators appear reluctant to share route and customer data; through-ticketing between different companies is fiendishly complicated to deliver; and discounts for advance tickets are hard to factor into an on-demand travel solution.

The result, according to the Deloitte consultancy, is a compromise that fails to deliver the essential ease of a genuine MaaS solution.

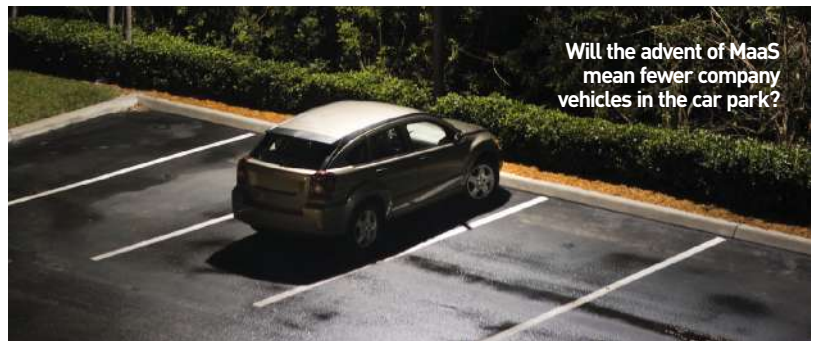
"Consumers can use journey-planner apps (e.g. Citymapper) to identify and even arrange some mobility options into a trip chain, but they must click through to each mode of transit's app and make payment for each leg on an 'à la carte' basis, and not as a single payment. The result is a collection of different interfaces, customer service levels, and terms of use," it said.

The potential win, however, is so great that the British Government identified 'The Future of Mobility' as one of its four Grand Challenges in the Industrial Strategy announced last year. This prompted the Department for Transport (DfT) to launch an inquiry last November to explore the potential for MaaS and the obstacles that stand in its way.

Lilian Greenwood, chair of the Transport Select Committee, said: "Integrating urban transport modes into a single, integrated MaaS app represents a really exciting opportunity to transform how we get around in cities.

"An integrated MaaS app can create a single, seamless journey, cutting out the hassle of separate ticketing for different legs of a journey. The app can plan and book your whole journey from door to door in the most efficient way possible, using real-time service data across all the transport modes in the city.

"This could substantially reduce reliance on the private car, ease congestion, increase productivity and lead to more pleasant, healthier cities with better air quality."



The first genuine MaaS experiment in the UK, called Whim, is already in beta testing in the West Midlands, offering travel by bus, Metro or taxi.

Whim is the idea of Maas Global, a Finnish firm which has launched a version in Helsinki. The app-based service offers three options: pay-on-use and two different levels of subscription, covering public transport, taxi rides of up to 5km and Sixt hire cars.

The higher priced service costs €499 (£440) per month, roughly the price of a BMW 320d on a three year/30,000 mile personal lease in the UK, and provides unlimited public transport, unlimited taxi rides and unlimited car hire.

It doesn't take a giant leap of imagination to see a London-based perk car driver mull this type of arrangement as a more attractive alternative to the company car.

In its submission to the DfT's MaaS inquiry, fleet association ACFO said: "MaaS should be imperative for companies to assist travel, in both business and as part of a benefit package solution."

ACFO forecasts the evolution of the company car for perk fleets moving into the MaaS arena, and said some companies are already looking to incorporate their fleet and travel in a wider ranging position with the creation of a 'mobility manager' who has the responsibility for ground transportation within a business.

"Ground transportation in a company can cover everything from rail, company and private/grey car usage, taxi, mini cab, car hire, car share, tube, bus, coach, cycle, and even short-haul flights," it said.

Underlining the benefits of MaaS, ACFO added: "MaaS should be at the forefront of how businesses should be travelling to ensure they are using the best options for the journey, for environment, cost, safety and employee reasons."



**The Whim app will coordinate travel by bus, Metro or taxi (shown here)**

## HOW MaaS CHALLENGES THE ATTRACTIVENESS OF A COMPANY CAR TO DRIVERS IN HELSINKI

	Whim To Go	Whim Urban	Whim Unlimited	Company car price comparison
Monthly payment	Free	€49 (£43)	€499 (£440)	VW Golf 1.6Tdi €500 (£441) per month (3yr/60,000km)
Local public transport	Pay per ride	Unlimited single tickets	Unlimited single tickets	
Taxi (5km radius)	Pay per ride	€10 (£9) per ride	Unlimited	
Car	Pay per ride	€49 (£43) per day	Unlimited	

\* Subscribers can make additional payments to extend the range of their public transport journeys





**ARVAL**  
BNP PARIBAS GROUP

FutureFleet

## Is your fleet ready for the future?

With Arval FutureFleet, it's our ambition to ensure that your fleet is ready for 2018 and beyond.

We have now issued our first Arval whitepaper of 2018. The subject is the much talked about diesel debate and can be found online at [arval.co.uk/fleet-research/futurefleet](http://arval.co.uk/fleet-research/futurefleet).

Vehicle leasing and fleet management is evolving. A modern and efficient fleet has to keep up, so let us help you.

---

To ensure your fleet is future fit, speak to our team today:

☎ 0370 419 2818

@ corporatesales@arval.co.uk

🌐 [arval.co.uk/fleet-research/futurefleet](http://arval.co.uk/fleet-research/futurefleet)

---

# LEADING THE WAY

What our customers say: ★★★★★  TRUSTPILOT

Arval UK Limited is authorised and regulated by the Financial Conduct Authority. Arval UK Ltd, Whitehill House, Windmill Hill, Swindon, SN5 6PE. Registration number 1073098. VAT number GB202144176. All products and services are subject to terms and conditions.

# All-new DS 7 CROSSBACK throws down the gauntlet

SUV flagship sets the standard for design, safety and technology

**D**S Automobiles leads the way for quality and innovation in its models and the new DS 7 CROSSBACK SUV flagship is taking the brand to new heights.

The all-new model sets the standard for design, safety and technology, which will appeal to both fleet decision-makers and user-choosers alike.

From the first look, DS 7 CROSSBACK throws down the gauntlet to premium rivals, with an exceptional design that surrounds a class-leading interior packed with the latest equipment to enhance safety and offer unparalleled levels of driver comfort.

The sharp lines and sculpted looks of the exterior include the signature DS Wings, which blend the hexagonal rim of the grille with the ground-breaking headlights.

DS Active LED Vision adapts the vehicle's lighting to the road conditions, by guiding the beam from side to side and even up and down.

DS 7 CROSSBACK can see hazards ahead, and alert the driver thanks to DS Night Vision, an infrared camera that can pinpoint dangers up to 100 metres away and relay images onto the driver's digital instrument display.

The new model also reads the road ahead, with DS Active Scan Suspension analysing the surface and automatically adjusting the SUV's suspension to maintain ride comfort, with each wheel governed independently.

DS 7 CROSSBACK is also the first model in the C-SUV segment to offer semi-autonomous driving through DS Connected Pilot, so it can respond to traffic, coming to a complete stop if necessary and setting off



again independently, up to the speed set by the driver, to ensure safer, less stressful journeys.

In addition, lane-keeping assist minimises steering inputs, while DS Driver Attention Monitoring can warn of any drops in driver concentration.

## Comfort

DS 7 CROSSBACK offers an exceptional automotive experience for drivers and passengers, with unique interior styling and the highest quality materials.

The interior is based on four themes, called DS Inspirations – Bastille, Performance Line, Rivoli and Opera – with each offering different levels of opulence, from colours to materials, while DS Sensorial Drive enhances the experience with eight colours of PolyAmbient lighting across the door panels.

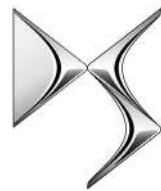
The central touchscreen provides a hub for interaction with the wealth of technology on board, such as the five massage modes available on the optional heated, ventilated front seats.

In the back, there are reclining rear seats, while the boot offers the largest space in its class at 555 litres, a flat floor and electric tailgate.

## Efficiency

DS 7 CROSSBACK is available with a choice of powerful and efficient petrol and diesel engines, with CO<sub>2</sub> emissions between 107-134g/km and fuel economy of up to 68.9mpg.

Petrol and diesel versions are offered with a new eight-speed automatic gearbox that delivers seamless gearshifts and a smooth driving experience. All engines feature Stop & Start technology.



DS AUTOMOBILES

To discover more details about why DS 7 CROSSBACK is suitable for your fleet or to experience it for yourself contact the DS Fleet team on 0800 291 0355 or visit [www.DSautomobiles.com/Fleet](http://www.DSautomobiles.com/Fleet)





# A COMMON CRISIS WITH A VARIETY OF SOLUTIONS

City authorities around Europe are implementing different strategies to combat dirty vehicle exhausts.

*Jonathan Manning* reports

**I**f there's consensus between national governments, local officials and vehicle manufacturers on the scale of urban air quality issues, their proposed solutions vary widely in the face of ever-increasing traffic volumes.

Across the continent, city authorities are wrestling with the same problems of air pollution and congestion. In London, for example, Brixton Road had exceeded its annual limits of nitrogen dioxide for 2018 by 31 January.

For manufacturers, the answer lies in cleaner vehicle technology, initially Euro 6 emission systems for internal combustion diesel engines, followed by zero emission electric vehicles. For legislators, however, the problem lies not with future vehicles but with an ageing vehicle parc and immediate public health dangers.

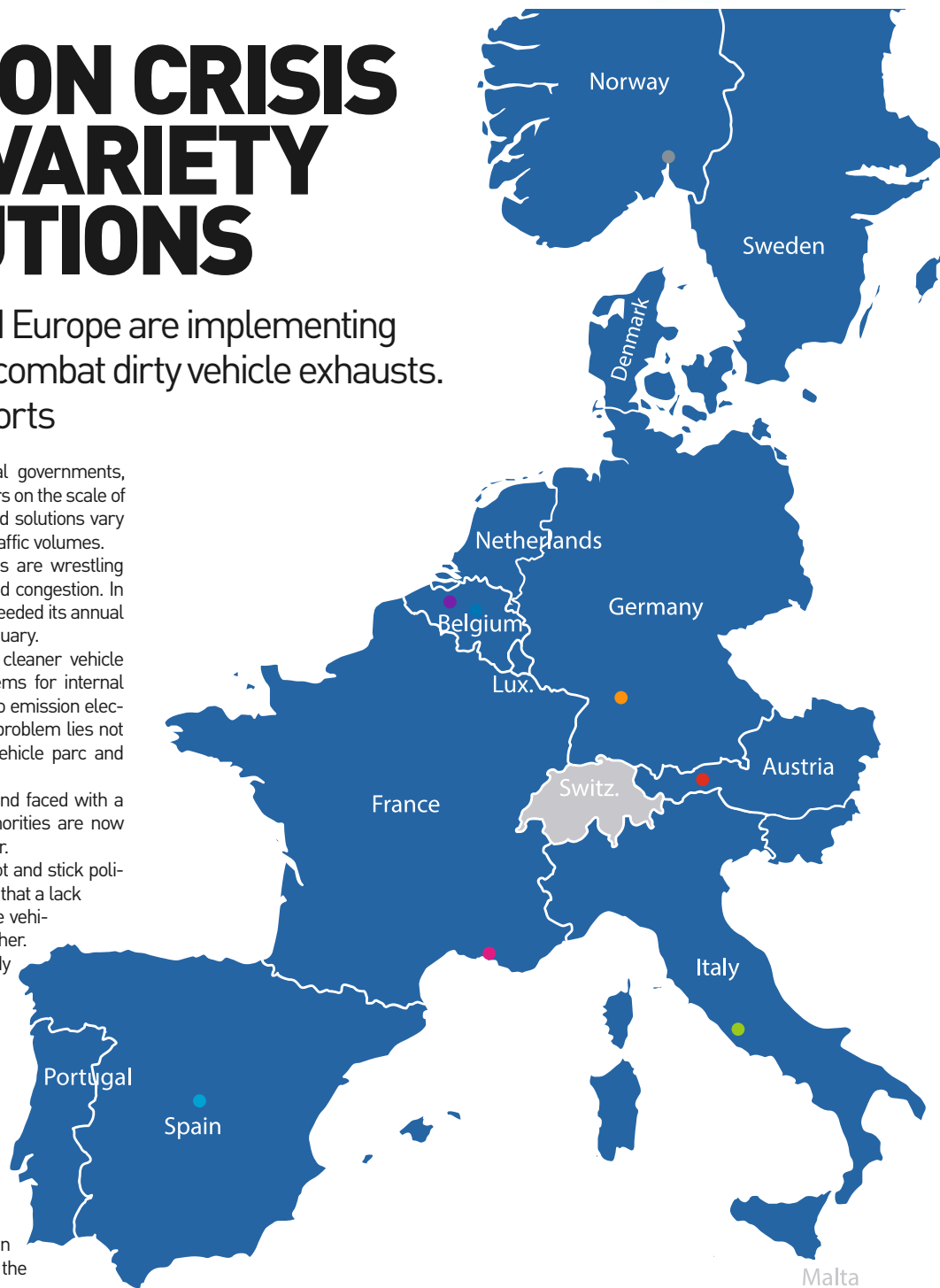
Emboldened by the dieselgate scandal and faced with a legal requirement to tackle pollution, authorities are now proposing a raft of initiatives to clean city air.

The ramifications for fleets of these carrot and stick policies are significant, with the added concern that a lack of consistency in approach could see some vehicles accepted in one city but barred in another.

Vehicle access restrictions are already taking different forms, from congestion charges to low emission zones, parking incentives and even blocking vehicle entry to certain streets dependent on air quality.

At a series of roundtables in cities earmarked for Clean Air Zones (CAZs), fleet operators have voiced fears that local authorities will go their own ways.

"We need consistency between CAZs throughout the country," said one operator. "Signage, charges and system operations should all be common between CAZ cities in order to reduce disruption and confusion on the part of fleet operators."



## WHAT DIFFERENT EUROPEAN CITIES ARE DOING

### Brussels, Belgium

A low emission zone started on January 1 at the heart of the European Union, and will ratchet up over the next seven years. This year, only Euro 2 diesel cars are caught in its crosshairs, but by 2025 Euro 6 diesel and Euro 3 petrol will be barred.

### Gent, Belgium

A series of car-free areas, traffic bans on some streets and the conversion of streets to one-way traffic have been introduced to stop

through traffic. Authorities want motorists to use the city ring road.

### Stuttgart, Germany

Winter 'smog alarms' trigger incentives for cheaper cleaner travel, including cut-price public transport and discounted electric hire car bookings via Moovel app.

### Tirol, Austria

Not a city but the A12 route through the mountains, which at times of pollution has the flexibility to introduce air quality-based speed

limits, a ban on overtaking, a night driving ban and a night speed limit

### Marseilles, France

Cars that want to enter the port city during a period of smog will be controlled by Crit'Air stickers which rank vehicles by their Euro ratings.

### Rome, Italy

Vehicle restrictions tighten rapidly in periods of high pollution. If air pollution limits are exceeded for three consecutive days, vehicles must meet Euro 3 standards to

drive between 07:30 and 20:30. If pollution levels remain high for five days, only Euro 4 diesel and Euro 3 petrol can drive from 07:30-10:30 and 16:30-20:30. And if for eight days, only diesels that meet Euro 6 standards will be allowed in.

### Madrid, Spain

The low emission zone, 'zona de bajas emisiones', includes a policy that increases parking charges dependent on how centrally drivers want to park and the emissions of their cars.

### Oslo, Norway

At the vanguard of the move to electric vehicles, the Norwegian capital also has a series of disincentives for the drivers of internal combustion engines, including a congestion charge determined by a vehicle's Euro standard and fuel type, as well as the time of day and distance driven. The charge is waived for electric cars.

■ For more details, see [urbanaccessregulations.eu](http://urbanaccessregulations.eu)



## NEW SOLUTIONS

**Free public transport**

Germany is planning a bold trial to meet EU air quality targets by making public transport free in five cities, among them Bonn, Essen and Mannheim. A report by Agence France Presse said the country's Environment Minister, Barbara Hendricks, had written to EU Environment Commissioner Karmenu Vella, saying: "We are considering public transport free of charge in order to reduce the number of private cars."

**Sweden's driverless buses**

Self-driving shuttle buses have started to carry passengers for free in the business district of Stockholm, the Swedish capital. The autonomous vehicles are capable of carrying 11 people, and are sharing the road with other vehicles, cyclists and pedestrians. Partners in the trial include tech giant Ericsson.

**Drones and droids**

The London Assembly Transport Committee has called on the city's mayor, Sadiq Khan, to prepare London for freight delivery by drones (airborne) and droids (ground-based). The committee also wants to see dockless cycle hire and on-demand buses summoned by an app.

**Hedging bets**

A screen of ivy grown along the perimeter of a primary school playground in the London Borough of Enfield Green cut nitrogen dioxide levels by 22% for the school children. Unfortunately, NOx levels were still above target levels in the playground.

# V2G COULD TURN FLEETS INTO REVENUE GENERATORS

Two-way batteries on electric vehicles open up the possibility of fleets selling power back to the grid. *Jonathan Manning* reports

**A**t the start of this year, the Government awarded £30 million to fund 21 different schemes that could transform company vehicles into revenue-generating assets. The investment in Vehicle-to-Grid (V2G) projects aims to capitalise on the power storage capacity of batteries in electric vehicles.

Jesse Norman, Transport Minister, said: "As the number of electric vehicles grows and their battery capabilities increase, there is a huge opportunity for them to make a significant contribution to a smart grid. They could revolutionise the ways in which we store and manage electricity."

By recharging vehicles at cheap, off-peak times, fleets could potentially sell surplus stored electricity back into the grid at peak times, generating a profit.

The opportunity to store electricity will also help to balance the national grid and deliver a shot in the arm for renewable power sources, such as wind and solar, which currently require the back-up of conventional power stations to generate electricity overnight and when there's no breeze.

Among the 21 projects is a plan by Nissan and power firm Enel to run a V2G scheme with 100 Leaf and e-NV200 electric vans. The two companies said V2G technology could help overcome the drain on the grid caused by the ever-growing number of electric vehicles.

The National Grid's Future Energy team predicts there could be up to 700,000 electric vehicles in 2020 requiring an extra 500MW of energy.

Steven Holliday, non-executive director, National Grid, says: "The rapid uptake of electric vehicles is certainly positive. Yet it could also be challenging if we don't plan ahead to understand precisely what effect this new technology will have on the electricity system. That's why we support innovative technologies and pioneering projects such as this one that have the potential to make a real difference to the way we manage energy supply and demand."

Paul Willcox, chairman of Nissan Europe, described Nissan's EVs as "the mobile energy hubs of the future, pioneering a self-sustaining energy infrastructure that will help solve the capacity issues of the future".

V2G systems depend on faster chargepoints than the trickle chargers at domestic addresses, and operate both ways. Their 'intelligence' arises from their ability to charge batteries at times of low demand, take electricity from vehicle batteries at peak times, and still ensure there is sufficient power left for the driver's needs.

Ian Cameron, head of innovation at UK Power Networks, one of the partners in another V2G project, says: "Electric vehicles are, effectively, energy sources on wheels. There are tremendous opportunities to explore how electricity networks can use any spare capacity in those batteries to benefit our customers."

"In the future you could use your car battery to power your house or earn money by selling its spare energy back into the network at peak times, and all of this while ensuring you have enough energy for your next day's commute."

V2G technology needs charging points with greater sophistication than domestic trickle chargers





# THINKING BEYOND POOL CARS

New car-sharing platforms allow fleets to generate revenue during vehicle downtime

**N**ew models of vehicle ownership that tap into the sharing economy are giving fleets the opportunity to profit from their vehicles rather than suffer unproductive downtime.

Peer-to-peer car-sharing enables owners to make cars available for hire when they are not required.

Drivy is Europe's largest peer-to-peer car sharing platform with 1.5 million members and 50,000 cars for hire throughout France, Germany, Spain, Austria and Belgium.

It began in London last November and will expand throughout the UK this year. Since its launch in 2010, Drivy has achieved year-on-year growth in excess of 100%.

The platform appears easy to use: there are no fees or subscription charges for either owner or hirer, only the rental costs. As soon as a rental starts, Drivy's insurance (provided by Allianz) overrides the owner's policy. Cars can be unlocked and started via a keyless entry system, and each hire is backed by 24/7 breakdown cover.

In the longer term, the platform will build trust in a similar way to other online peer-to-peer networks, such as eBay and Airbnb, via peer reviews.

What's in it for vehicle owners? No less than 70% of the total rental price.

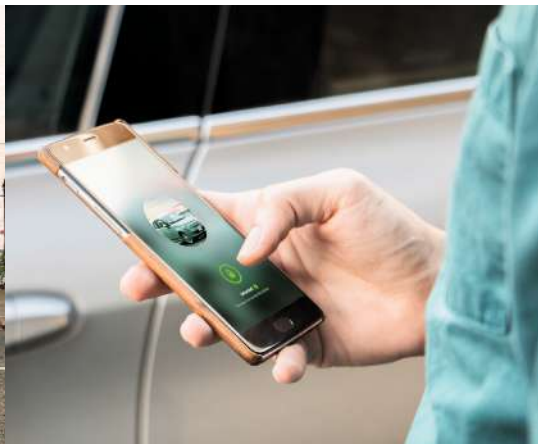
Paulin Dementhon, founder and CEO of Drivy, said: "The average car stands idle 95% of the time, resulting in massive under-utilisation of this expensive asset. While many of today's highly mobile, city-dwellers have renounced car ownership for a variety of reasons, the proliferation of platforms like Uber, Lyft and BlaBlaCar suggests the car is still embedded in our daily lives."

"We've sought to bring car owners and carless urban dwellers together with a 'win-win' solution for both: a convenient and affordable car rental solution for consumers and a simple and secure way for car owners to earn money from their vehicle."

Tapping into the same sharing economy, Europcar has also developed a peer-to-peer car sharing service called Drive & Share, working in partnership with car pooling platforms such as GoMore in France and SnappCar in Denmark and Germany. With neat circularity, Europcar provides a car on a long-term hire agreement, ranging from three-to-12 months, and its customer then sub-hires the vehicle to others using the car pooling platforms.



Adding the Drivy livery to a car is optional



## TRY THESE APPS



### Waze

Brilliantly combining live traffic reports with navigation services, this app shares the data from drivers who have logged on to deliver real-time traffic information. Alerts flag up jams, hazards and accidents, giving drivers the chance to plot an alternative route.

### Freedrive

Fleet managers can leverage greater control to stop drivers using a smartphone behind the wheel with this fleet-focused app. It activates automatically when the engine starts, has the capacity to block apps that are considered distracting to drivers and delivers a journey-by-journey compliance report to both driver and fleet manager.



### Moovit

Tapping into the concept of multi-modal mobility, this app contains a comprehensive guide to public transport times, stations and routes in more than 1,200 of the world's cities. It can plot the swiftest routes, so users can walk, bike, drive, catch a bus, drive, or mix and match.

## Bye bye postcode-style addresses, hello three words



A smart new app could transform the efficiency of delivery drivers, service engineers and travelling sales representatives by revolutionising the way addresses are communicated.

What3words has divided the planet into 3 metre x 3 metre squares (57 trillion in total) and used an algorithm to convert the GPS coordinates of each square into a unique, three-word address.

The company claims the address is easier to remember and more accurate to pass on than those with postcodes. It works offline, without the need for a data connection, and the app to find a three-word address is free.

Logistics companies and despatch software systems are already integrating what3words to save time and money by delivering not simply to the correct address, but by immediately going to the right door of the right building.

FleetNews

AWARDS  
2018

FCA Fleet & Business is delighted to continue its sponsorship of the Fleet Manager of the Year Award. FCA Fleet & Business understands the challenges of running any fleet, regardless of size.

As well as the day-to-day pressures of maximising efficiencies and keeping costs down, complying with legislation and keeping the fleet on the road, creating a choice list that keeps stakeholders happy is perhaps one of the toughest challenges.

Fiat Chrysler Automobiles (FCA) offers an holistic solution to running a fleet through its six UK brands: Jeep, Fiat, Alfa Romeo, Abarth, Fiat Professional and its aftersales brand, MOPAR. FCA's mission is to offer practical solutions as well as great cars to help you deliver your objectives.

Its models, such as the iconic city car Fiat 500, the luxurious, yet rugged, Jeep Grand Cherokee, the award-winning Alfa Romeo Giulia or the track-ready Abarth 124 spider, as well as a full range of commercial vehicles, highlight the range's versatility. To support great products, its comprehensive aftersales network has full UK coverage, and FCA offers financial solutions via Leasys.

FCA was voted 'Most Improved Fleet Manufacturer' at the awards in 2017. To find out why please contact our business centre on 0808 168 4095.

# Wide choice of models makes FCA confident of a good 2018

Last year was another successful one for FCA Fleet & Business which saw us build on the first full year of sales of the Fiat Tipo, Fiat Professional Fullback and Talento, Abarth 124 spider and the award-winning Alfa Romeo Giulia.

These models, which launched in 2016, have opened our multi-brand offering up to larger fleets and our products are now firmly established on a growing number of choice lists.

Last October we launched the Alfa Romeo Stelvio, and the interest in FCA brands continues to grow.

We are confident we will maintain this growth throughout 2018 with the first full year of Stelvio.

Alfa Romeo's first, award-winning SUV delivers on every front, thanks to its distinctive Italian design, leaving the impression of sophisticated simplicity both inside and out.

On the road, drivers are promised an exhilarating experience thanks to the Stelvio's exclusive AlfaLink™ suspension, perfect weight distribution and an outstanding power-to-weight ratio.

The Stelvio benefits from groundbreaking technical solutions, including Torque Vectoring technology, for the utmost control of traction, and the

Integrated Brake System, which significantly reduces braking distance on any road surface.

Stelvio will appeal to budgets as well as hearts. Its lightweight structure and sophisticated engines deliver excellent fuel economy and reduced CO<sub>2</sub> emissions.

The 2.2 Turbo Diesel, available with 180hp and 210hp, is the first all-aluminium diesel among the new generation of engines from Alfa Romeo. It features the latest-generation Multijet II injection system with Injection Rate Shaping (IRS).

The electrically-operated variable geometry turbocharger offers state-of-the-art mechanics and minimises response times while at the same time guaranteeing efficiency benefits.

Based on the strong residual values (RVs) seen for the Alfa Romeo Giulia and the initial strong demand for Stelvio, we anticipate Stelvio RVs will be among the strongest in its class, leading to affordable running costs.

Aside from that, the Stelvio must be driven to be fully appreciated.

Another opportunity in 2018 will come from the introduction of the all-new Jeep Compass, a key addition to the Jeep portfolio and to our range. Combining unparalleled 4x4 off-road capability with

## SPONSOR PROFILE



FCA | FLEET &amp; BUSINESS







contemporary and authentic Jeep design, excellent on-road refinement and industry-leading safety systems, the Jeep Compass will be enough for even the most discerning fleet customer.

In order to meet all customer needs and preferences, the Jeep Compass offers six powertrain combinations, including two petrol, three diesel engine options and two gearboxes – the nine-speed automatic and the six-speed manual.

Best-in-class off-road capability comes courtesy of two intelligent 4x4 systems: Jeep Active Drive and Jeep Active Drive Low, for the best four-wheel-drive performance on any surface, on or off-road, and in any weather conditions.

Driver and passenger safety were also of paramount importance in the development of the all-new Compass, which offers more than 70 available active and passive safety and security features including electric roll mitigation, forward collision warning plus, lane departure warning plus, hill hold and a premium security alarm. Together, these resulted in the Compass being awarded a five-star Euro NCAP safety rating.

High definition touchscreen and hands-free Uconnect technology integrates your smart phone when you're behind the wheel. With TomTom Live delivering real-



time information, eco:drive will also provide feedback on your driving style to help reduce fuel consumption.

We're confident the all-new Jeep Compass will provide customers with a safe, comfortable and connected everyday driving experience, offering a full array of advanced user-friendly connectivity.

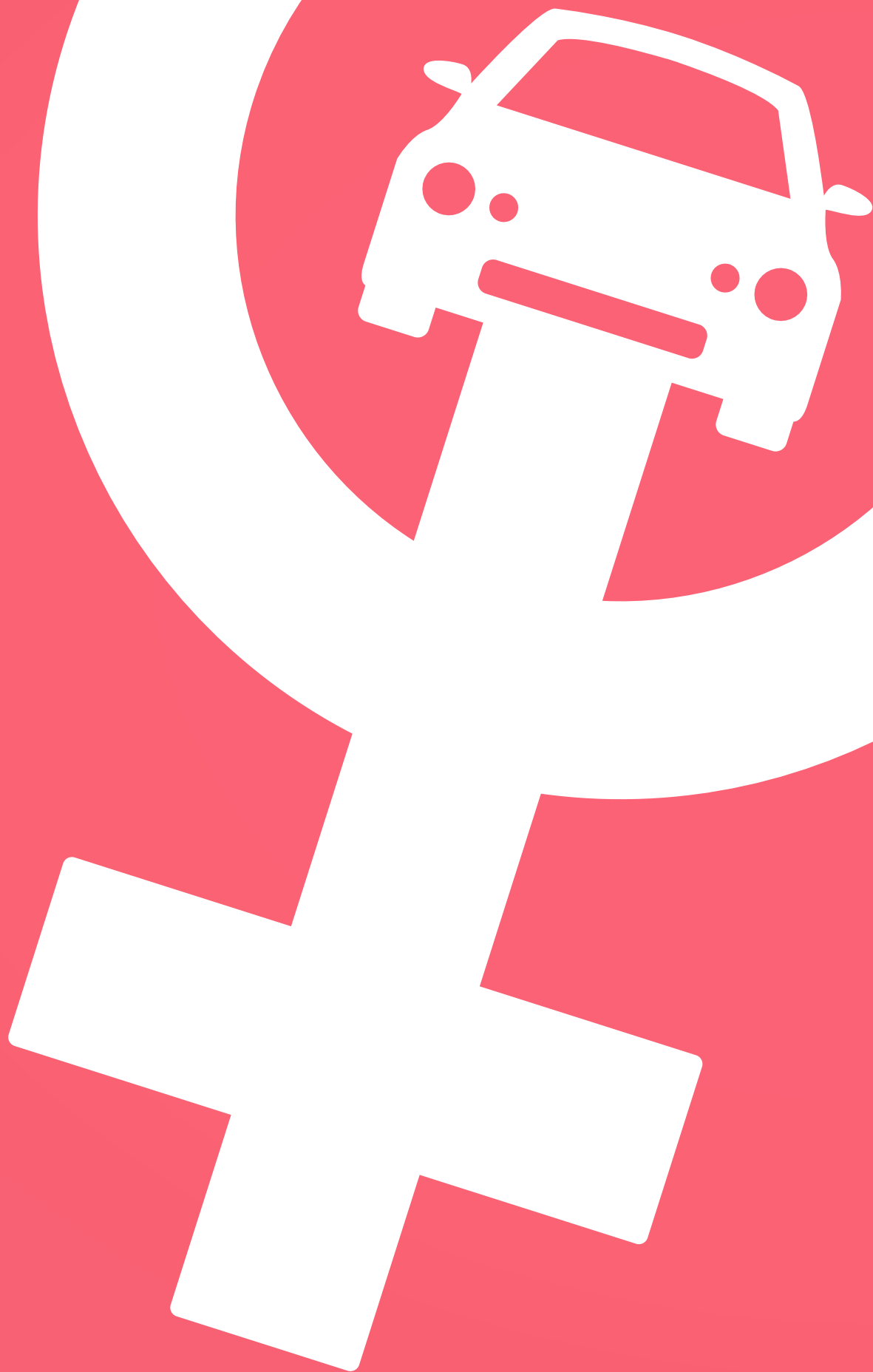
With a starting P11D price of just £22,780 OTR, CO<sub>2</sub> starting from 117g/km BIK from 25% and up to 70.6mpg, the new Jeep Compass represents outstanding value.

Feedback from the industry is already

strong with the residual value forecasts putting Compass among the market-leading premium brands.

FCA Fleet & Business has been specifically designed to bring the all-new Alfa Romeo Stelvio and Jeep Compass, together with our existing models, under one umbrella to make things simpler for businesses. Our customers appreciate the value of a multi-brand solution – and it's a portfolio we're incredibly proud of. We're setting a new standard in fleet provision and we expect great things for 2018.

**For more information about the FCA Fleet & Business offering or to book a test drive, please contact our business centre on 0808 168 4095 or visit: [Alfaromeo.co.uk/fleet](http://Alfaromeo.co.uk/fleet) [Jeep.co.uk/fleet](http://Jeep.co.uk/fleet) [Fiat.co.uk/fleet](http://Fiat.co.uk/fleet) [Fiatprofessional.co.uk](http://Fiatprofessional.co.uk) [Abarthcars.co.uk](http://Abarthcars.co.uk)**





# WOMEN IN FLEET

As we celebrate International Women's Day on March 8, *Sarah Tooze* looks at how female representation is changing in the fleet sector and how more women (and men) can progress their careers

**L**et me tell you about my introduction to fleet. It was 10 years ago – March 10, 2008 to be precise – when I attended my first Fleet News Awards before I joined the magazine as features writer.

A group of men on my table were laughing and swearing and one of them turned to me and said: "You do realise it's a man's world, don't you?"

Before I could reply, the winner for fleet manager of the year 101-400 vehicles was announced: Marie Jarrold of BCA.

As she went on stage to collect her trophy the man looked at me sheepishly and said: "You know I was saying it's a man's world..."

Jarrold, now a member of the ICFM board, alongside her day job running the BCA fleet, is just one of a number of successful women in an industry where female representation has been steadily growing.

Back in 2014, the percentage of women subscribing to *Fleet News* was just less than a quarter (23%). Now it's nearly a third (30%).

In 2016, for the first time in its history, the ICFM trained more women than men.

The six-strong board of fleet decision-makers' organisation ACFO has been evenly split between men and women since 2014.

John Pryor, chairman of ACFO, believes it's a reflection of the changing nature of fleet management.

"It's not now the 'tyre kickers,'" he says. "It's people who can manage contracts and processes and operations and understand complexities."

How many women choose fleet as a career and how many simply 'inherit' the fleet because it gets added to their existing role in HR, finance or procurement is debatable. But for some women it turns into a career for life.

Both *Fleet News* Hall of Fame members Val South, fleet manager at Xerox, and Julie Jenner, the first female chairman of ACFO (2006-2013),

were 'handed' the role when working as secretaries. For South that was 39 years ago at Xerox while for Jenner it was 27 years ago when she was working in personnel at Homepride.

Jenner recalls: "The personnel director, who had responsibility for fleet said, 'this is going to be part of your job as well'. I was like 'really? I'm not that interested in cars' but it just grows on you and I do believe to this day that fleet is like Marmite – you either love it or hate it and people who go into fleet either get out very quickly or they stay in it for years and years."

Julie Madoui, head of fleet and transport at Skanska and fleet manager of the year at the 2017 Commercial Fleet Awards, agrees.

"When I interview people, particularly if they've not worked in the field before, I normally say, you will either love this or you will hate it'. It's very reactive, it's very fast-paced and you just don't know what is coming next and some people can't cope with that," she says.

"It could be an urgent breakdown that goes completely wrong and it's a vehicle that is

required for an emergency job and then you have to go to find something else quickly. It could be reacting to legislation changes, there are lots we're having to incorporate into policies and procedures, so it comes from all directions."

Madoui has been involved in the fleet sector for a little more than 20 years and felt the need to "prove herself" and "earn people's trust" earlier in her career in what was then "a very male-dominated career path".

How did she overcome that?

"If you say you're going to do something you need to do it and you need to do it well," she says.

"If people also see you're prepared to muck in that earns you respect. In my earlier days I was perhaps doing an audit and I'd be in and out the back of the van just like any of them would."

Jenner believes it was more difficult to be a woman in the fleet industry 20-25 years ago.

"You would go to a event and it would just be a sea of dark suits – all men – and you would see an occasional flash of colour where a woman was there wearing something slightly different whereas now there are so many more women," she says.

"I do believe I had to work harder for credibility because cars, not necessarily fleet, just cars in general, tend to be a male-dominated environment. I had to make sure that everything I was saying was accurate so nobody could say, 'typical girl, she doesn't know what she's talking about'."

Jenner went on to manage Nokia's fleet (900 cars at its height) for 10 years until 2004 when she switched to the supplier side as key solutions manager at GE Capital Fleet Services (now Arval).

Her current role, as international business manager at Arval, sees her responsible for a portfolio of clients across Europe who have EMEA fleet policies. It involves everything from ensuring the right OEM terms are shared



*"I do believe I had to work harder for credibility because cars tend to be a male-dominated environment"*

*Julie Jenner, former ACFO chairman*





across the countries when they have negotiated deals at EMEA level to understanding how taxation works in different countries, to helping clients develop their fleet strategy.

"I get to see some very nice places – and a lot of airports!" she laughs.

For both Jenner and Madoui, it's the diversity of fleet that appeals to them.

Madoui says: "You have to get involved in so many things – leasing, finance, HR, operations, environment, health and safety – and you've got to juggle all of these different things together. In my career pattern I've done transport, I've done plant, I've done plant and transport. As I've taken on more over the years I'm really now focusing on the strategy and the service level and what's the right model for the operations we're supplying to. It's so multi-disciplined which, I think, makes it really enjoyable because you're not just doing one aspect of it."

Madoui's colleague Alison Moriarty, fleet risk and compliance manager at Skanska for the past four years, got into fleet at a previous company when she had what she describes as her "light bulb moment" and has never looked back.

"I was the group health and safety manager at a large UK company and I happened one day to sit down and start talking to the fleet manager and couldn't believe the amount of incidents we were having," she says. "We had a really good safety record in terms of general health and safety but no one was really looking at the safety element of fleet. I then became very interested in that, realising how dangerous having vehicles is and the amount of risk, not just for our drivers but everyone else who uses the road, and we'd got a large fleet. So I moved into road risk rather than general health and safety for that reason."



*"If I'm good enough to do the job, whether I'm male or female, I'm good enough to do the job"*

Julie Summerall, TR Fleet

Madoui and Moriarty sit on a number of external road safety and governance groups, including Construction Logistics and Community Safety (CLOCS), the Fleet Operator Recognition Scheme (FORS) and the Freight Transport Association's Van Excellence scheme.

"It is great for networking but it's also good to be regarded as an influencer. Given we are active in the things we're involved with we both feel like we make a difference," Moriarty says.

She believes women have moved from administrative roles in fleet to more senior positions. Skanska now has three female managers within its seven-strong fleet team, for example.

There are also signs of change within the leasing sector. The UK's biggest leasing company, Lex Autolease, has an equal male-to-female ratio on its board and there are women at director level at LeasePlan and Zenith, for example. In the past 12 months twice as many women received promotions as men at Zenith.

More than half (58%) of the British Vehicle

Rental and Leasing Association (BVRLA)'s workforce is female.

Its chief executive Gerry Keaney says: "We are starting to see more women in the fleet industry, which is a positive thing, although there is clearly still an issue of under-representation. A diverse workforce brings a wider range of thinking and that is what is needed for businesses to innovate and deliver the best service to meet the needs of an increasingly broad customer base."

Yet there is still only one female MD/CEO in the FN50 (Samantha Roff of Venson Automotive Solutions) and, while there are women at board level in car manufacturers and also within the fleet teams, there are currently no female fleet directors or heads of fleet.

How to get more women into senior positions in fleet is open for debate.

Many women are against the idea of businesses having a gender quota because they fear it has negative implications – it could lead to suggestions they have been given a role to meet a target and not because they were the best person for the job. However, others believe quotas are needed to measure progress and to help prevent unconscious bias and raise awareness of the need for diversity.

Lex Autolease and the VW Group both have quotas for management positions, while Zenith has one for its apprentice and graduate intake.

# 7 STEPS TO SUCCESS

## 1 HAVE A MENTOR

Many women in senior fleet positions have had the right mentor.

Sarah Gilding, head of vehicle fleet management at South Yorkshire Police, says: "My boss Nigel Hiller, the director of finance, has been very supportive and has believed in me and my ability. That has really helped. Throughout the police service the head of fleet tends to have a technical engineering background, but Nigel saw fleet management as being more than that."

Lorna McAtear, who has worked in fleet at E.On and now Royal Mail, says she has been "lucky" to have the right support in both companies. She says: "There has always been someone who believes in me more than I do and picks me up when I fall down."

Julie Summerell of TR Fleet adds: "If you've got a good mentor, whether that be female or male, who says, 'come on, you can do this' it gives you confidence. Don't wait to be offered a mentor, go and ask."

Julie Jenner says she had a "brilliant mentor" when she first took on fleet. "He looked after the global fleet for the company and was very experienced and I just used to ask him questions all the time. He was a member of ACFO and he said, 'go and join'."

## 2 NETWORK

Joining industry bodies such as ACFO, ICFM, the British Vehicle Rental and Leasing Association (BVRLA), the Freight Transport Association (FTA) and Fleet Industry Advisory Group (FIAG) and attending industry events helps to build knowledge and contacts.

Both Caroline Sandall, deputy chairman of ACFO, and Sarah Easton of ESE UK Consulting believe maintaining and investing time in their contacts has helped to develop their careers.

Consider wider automotive groups too, such as Deloitte's Women at the Wheel, which launched last year with the aim of getting more women into senior positions in the automotive industry, and Cox Automotive's Women

with Drive programme (both welcome men to attend), which champions equality or the broader Everywoman, which holds annual awards with the FTA.

## 3 GET THE RIGHT TRAINING

Industry-specific training courses can give 'credibility' as well as develop knowledge and skills.

Skanska's Alison Moriarty says: "When I moved into fleet for me it was important to get qualifications as background knowledge but also you have that gravitas that people know what you're talking about. That's why I did my International Transport Manager CPC and Julie (Madoui) encouraged me to do that."

Madoui did her CPC training at the beginning of her career and more recently the Chartered Institute of Procurement & Supply (CIPS) training as procurement is a big part of fleet.

For Gilding, doing the ICFM's training and presenting on her fleet gave her confidence that she was "not totally out of step" with what other





fleet professionals were doing and gave her "another perspective" outside the police.

Internal courses can be beneficial, too.

Jenner did internal development courses around negotiation when she was a fleet manager because "you've got a whole variety of people you have to work with".

For Summerell being selected for the Goldman Sachs 10,000 Small Businesses programme, which is "like a mini MBA" was a real boost and has given her "the encouragement to make difficult decisions".

Samantha Roff of Venson credits a retail management scheme she did instead of going to university as an important part of her development.

4

#### LEARN TO LISTEN

Sandall, Easton and Jenner all highlight listening as a key skill.

Jenner says: "One real turning point for me was when I was at Nokia. My line manager at the time, HR director Trisha Robinson, said to me, 'when you're in a meeting you're keen and excitable but sometimes it is better, rather than trying to speak all the time, to sit back, let everybody else say their piece, jot your notes down

for the comments they are making, and then when it's quiet step in and make your points'. I get more out of

listening to clients and then working on what I've heard rather than being so excitable and wanting to get my point across right from the start."

5

#### BE DETERMINED

For Moriarty "dogged determination" has helped her progress.

"You've got to accept that there might be knockbacks some times and you've got to let them ride over you and carry on," she says.

Val South of Xerox agrees: "I think you've got to be pretty hard-nosed. Not everybody likes decisions that companies make about cars and they don't like the tax they're paying so they can be pretty vocal. You have to learn not to take it personally."

6

#### FIND THE RIGHT COMPANY

Sometimes it's necessary to change jobs to progress.

In her 40 years in fleet, Summerell has "probably touched every element of the fleet

Roff suggests businesses must look at why they are not attracting women to senior positions and work to address those factors. That might mean introducing flexible working or mentoring schemes but they should be applied equally.

"The danger when you have 'women-friendly policies' is that you end up segregating women again," Roff says. "If you keep making women a 'special case' they could end up feeling like a 'special case'."

Julie Summerell, managing director of TR Fleet, agrees: "I hate the whole 'women thing' if I'm honest. If I'm good enough to do the job, whether I'm male or female, I'm good enough to do the job."

TR Fleet supports staff – male and female – through an 'all about you day' where Summerell invites a member of staff to take part in an activity of their choice so they have her undivided attention. "It gives me time to understand the members of staff – what their career aspirations are – and that really does help," she says.

There is still a need to change perceptions about the fleet sector and raise awareness of the different roles available.

Sally Warren, head of fleet maintenance at Royal Mail, says that businesses need to "educate people that it's not the 'greasy, dirty environment' that many still think it is".

Time will tell which women (and men) become the next heads of fleet, managing directors and Fleet News Awards winners. And in 10 years time, if predictions about the advance of electric, autonomous cars and the shift to Mobility-as-a-Service are correct, the fleet sector will have evolved again, attracting new people with new skillsets.

One day we might even look back and wonder why we had a conversation about women in fleet.

supply chain" from rental to leasing to dealers, and been in charge of a 1,200 vehicle fleet for a merchant bank. She puts that down to there being "no clear path" to board level roles. But she has always made sure that "every time I moved, I moved upwards".

Eventually she felt the only way to become an MD was to set up her own company.

Working for a company with the right values and culture is key. Madoui says one of Skanska's values is diversity.

"You need to have a diverse team because having all one sex or one race doesn't give you that balanced input," she says. "It doesn't give you the challenge across the team and having a mixture allows people to put forward different ideas and they should be listened to. There is a lot of training of managers in this organisation in terms of the benefits of diversity and what a good team mix can add to the business."

7

#### BE PASSIONATE

Having passion for what you do is fundamental, according to South and Madoui. Madoui believes what has "pushed her on" is the fact she "really enjoys" her job and the industry.

She says: "You get up in the morning and you can't wait to get on and make a difference."

# FleetNews PORTFOLIO

WHAT WE DO IN YOUR INDUSTRY

## Fleet News magazine

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

## Commercial Fleet magazine

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



## Fleet events

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



## Driving Business magazine

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

## Websites and newsletters

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

## Fleet Leasing magazine

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

## Bespoke publications

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





SPECIAL REPORT

# MINI IN GREAT SHAPE FOR INCREASED CORPORATE SALES

Comprehensive model line-up expected to attract  
attention of user-choosers and fleet operators

In association with







# Refreshed model line-up puts MINI firmly on corporate radar

Last year presented many challenges, but the offering for 2018 should form a stronger connection with user-choosers and fleet operators

**M**INI is aiming to reach new heights in 2018 with renewed appeal for corporate customers, thanks to one of the freshest ranges of cars on the market.

An updated MINI Hatch line-up for 2018 joins a Clubman range completed in 2016, as well as the new the MINI Countryman Plug-In Hybrid introduced in 2017.

While MINI might traditionally be seen as more of a retail choice, it has long had a presence in the corporate sector and is backed up by the multi-award-winning BMW team.

Steve Oliver, BMW Group UK General Manager, Corporate Sales, believes MINI's current line-up will forge a stronger connection with user-choosers and fleet operators, with potential to increase its share of the fleet market in 2018.

He says: "Last year MINI achieved around 370,000 global sales, and around 68,000 registrations in the UK, which is tremendous.

"But, from a corporate point of view, people perhaps don't fully understand our current range and how our latest models fit into different parts of the car market."

Many of the reasons that make cars appealing to retail buyers can also make them strong contenders with corporate customers, particularly with a company such as BMW behind it.

Appealingly low personal contract purchase (PCP) rates and affordable servicing and maintenance, are based on strong residual values, and low SMR rates, while fuel costs are also among the best in class.

MINI posted an increase in private sales in 2017, in what was a particularly challenging year for new car sales compared with the recent past. It registered slightly fewer cars in true fleet compared with 2016, but Oliver believes that its revamped line-up in 2018 has all the substance that will appeal to rational fleet operators, to back up the style and fun-to-drive characteristics that will appeal to user-choosers.

The MINI Hatch has built on the success of the iconic original Mini, and remains the most popular model in the range, offering a choice of a compact three-door and a longer, more spacious five-door. It sets the benchmark for premium small cars that other manufacturers have sought to follow.

The MINI Convertible is based on the Hatch, and offers the same style and fun with a folding fabric roof.

For its second generation, the MINI Clubman has moved up a class, growing in size and competing with popular lower-medium hatchbacks.

The MINI Countryman is a fully-fledged compact SUV – competing in a sector that has strong appeal for user-choosers – with a choice of front-wheel drive or four-wheel drive, and has a unique in-sector offering with a plug-in hybrid version.

Oliver adds: "We cover so much more of the market now compared with when we introduced the MINI Hatch in 2001. From a business-user point of view the cars make much more sense."

He is excited about the updated MINI Hatch, available from March, with new features that will be an added draw for corporate customers.

He says: "With revisions for 2018, the cars look fresh, with LED lighting front and rear, key connected services, with one of the standout items for business drivers being the availability of real-time traffic information in the navigation system (the system isn't standard on MINI Hatch and convertible).

"This enables drivers to greatly reduce the time they might be stuck in traffic, and real-time connectivity allows drivers to plot their way around delays on the roads, making more efficient use of their time.

"MINI can be a great corporate choice. But while some of our retail customers have appreciated and enjoyed some of the more eye-catching colour schemes and accessories, they are not to everyone's tastes.

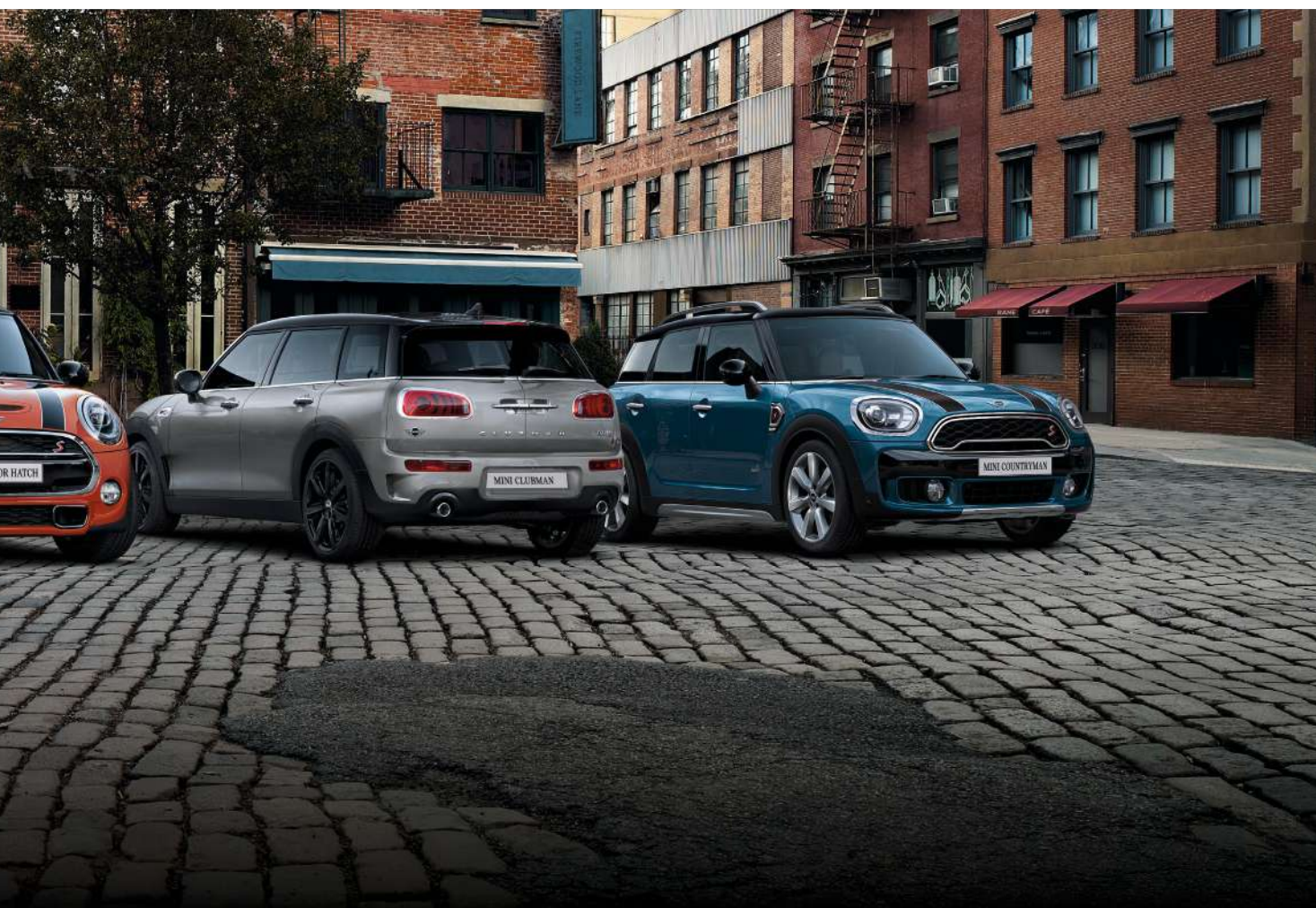
"But we encourage businesses to look again at our configurators because we have introduced some more subtle colours for 2018 that are better suited to the corporate market."

But MINI's sense of fun is still present, and, of course, it's still seen as a British brand. For 2018, the LED light signature in the rear lamps is in the design of the Union Flag.

The small car sector is important as the biggest sector in Europe, but MINI's other models compete in equally important market segments and can appeal to customers who like what the brand stands for, but for whom the MINI Hatch isn't suitable.

The lower-medium sector is still one of the most important market segments in Europe and key to corporate sales in the UK.





And as the SUV segment continues to grow, the most cost-effective and efficient models are gaining the strongest foothold in the market.

Oliver says: "The Clubman and Countryman are signs of the brand's maturity. They are cars that always offer style and sophistication, and from an urban mobility point of view they are a real 'business class' proposition, and we think this will lead to more success with fleets."

"We now have the Countryman Plug-in Hybrid, which we introduced in the middle of last year. We sold 1,000 in the second half of 2017, but would have been able to do more if we could."

"We were very restricted in our supply, but have secured more for 2018. With our BMW hybrids, around 90% of registrations are corporate sales, so we have potential to expand our corporate share with the plug-in hybrid."

While 2017 had its challenges for new car registrations in the UK, Oliver is optimistic for 2018, with lessons learned from last year feeding into future strategies. He believes MINI could be better protected from some of the quirks that have contributed to a decline in overall new car sales in the UK.

He says: "Although 2017 was a challenging year for the car industry, it was still one of the best years on record, and there was some growth in premium car sales."

"We've really got our head around some of those challenges of 2017 and the market dynamics, so we feel confident about 2018. We've had a great deal of interest in the 2018 models so far as well as online enquiries."

*"We cover so much more of the market now compared with when we introduced MINI Hatch in 2001"*

*Steve Oliver, BMW UK General Manager, Corporate Sales*



While new diesel car sales are currently undergoing a decline, prompted by uncertainty over future tax treatment and confusion over some of the harmful exhaust emissions, Oliver says that diesel has traditionally had a lower share of MINI sales in the UK than for some other brands.

"MINI isn't a big player in diesel, with a share of around 25% of Countryman and Clubman sales, and we have a very high petrol share in our other models," he says.

"And, of course, the plug-in hybrid gives customers a further alternative to diesel."

With CO<sub>2</sub> emissions of 55g/km and a plug-in range of up to 25 miles, Oliver believes the introduction of the MINI Countryman Plug-In Hybrid has been well timed.

Oliver also points to changes in how it enables its retail network to do business with corporate customers that should make the brand easier for them to work with.

He is certain these changes will enable MINI to improve its share of the fleet sector in 2018.

He says: "We've undergone a process of simplifying the way we work with retailers, ensuring they are much more focused on corporate customers and that those customers' needs are met in sales and servicing."

"We've made improvements in availability of demonstrators to retailers for corporate customers, and ensure they are experienced in dealing with business customers."

"Our whole team is enthusiastic about the months ahead."



# MINI RANGE



The new MINI 5-Door Hatch

## The new MINI 5-Door and 3-Door Hatch

With a heritage that can be traced back almost 60 years – and freshly updated for 2018 – the new MINI Hatch combines the classic style of the original with cutting-edge features.

Offering an all-turbo line-up of petrol or diesel engines, as well as a choice of compact 3-door or more spacious 5-door variants, the MINI Hatch offers fuel efficiency and small car running costs alongside premium car residual values.

A raft of updates for 2018 make the new MINI Hatch more appealing, with new LED front and rear lights, with first-in-class optional matrix automatically adjustable high-beam, and all versions get a 6.5-inch full colour dashboard display, with the option to upgrade to MINI Navigation with touchscreen and Apple CarPlay functionality.

There is a simplified infotainment system available for 2018 with one new Navigation Plus package, which includes a new 8.8-inch touchscreen display, wireless phone charging, MINI Connected services including real-time traffic information, improved voice recognition software, MINI Concierge Service, online services and Apple CarPlay.

For 2018, MINI has introduced new options and enhanced the equipment offered in the popular Pepper and Chili packs.

Pepper Pack adds 15-inch alloy wheels, MINI Excitement Pack, leather steering wheel, rain sensor with automatic headlight activation and

automatic air conditioning. A new addition to the Pepper Pack for 2018 is rear park distance control.

Chili Pack, building on the Pepper Pack, adds 17-inch alloy wheels, cloth and leather upholstery, a sport steering wheel and a sport button to further enhance the driving experience.

The MINI Excitement Package, which is included in the Pepper and Chili packs, now includes MINI logo projection on the driver's side. When the vehicle door is opened and closed, the new MINI logo is projected onto the ground in front of the door from a light source in the exterior mirror and can be seen there for 20 seconds, or permanently if the door is left open.

A seven-speed dual-clutch automatic transmission is available as an option, delivering exceptional fuel economy – in some cases better than the manual – and rapid, yet smooth, gearshifts.

The petrol engine line-up includes the 102PS One, the 136PS Cooper, the 192PS Cooper S and the 231PS John Cooper Works (three-door only), with diesels including the 95PS One D, the 116PS Cooper D and the 170PS Cooper S D.

CO<sub>2</sub> emissions start from 99g/km for the One D, with fuel consumption of 78.5mpg on the combined cycle, and 111g/km and 57.6mpg for the One.

## The new MINI Convertible

The new MINI Convertible benefits from the same updates at the MINI Hatch for 2018, and offers the convenience of an electrically retractable roof to transform into an open car in 18 seconds.

The all-petrol engine line-up is designed to reflect customer demand, in Cooper, Cooper S, and John Cooper Works grades.

The manual versions of the MINI Cooper Convertible have CO<sub>2</sub> emissions of 115g/km and fuel consumption of 56.5mpg on the combined cycle, with 118g/km and 54.3mpg for the Cooper S Convertible, and 150g/km and 49.6mpg for the John Cooper Works.



The Convertible's retractable roof can be opened in 18 seconds





Twin rear doors are a feature of the MINI Clubman

## The MINI Clubman

A standout alternative to a conventional lower-medium hatchback, the MINI Clubman has no 'entry-level' variant, with the line-up starting with Cooper and Cooper D variants.

The MINI Clubman has four doors to access the cabin, as well as its characteristic twin rear doors for the luggage compartment.

Accommodating five adults is no problem and the premium interior is focused around a full-colour 6.5- or 8.8-inch screen. The screens serve as a display for infotainment, phone and navigation functions, and have an LED ring surround, which can optionally respond to road situations and to specific operating procedures by means of an interactive lighting display.

Alloy wheels, MINI Navigation, MINI Excitement Pack, interior lights pack, and stop/start button with keyless entry are all standard, as is a six-speed manual transmission. There is an eight-speed automatic option.

MINI's ALL4 all-wheel drive is available as an option, delivering the security of improved traction in poor weather and road conditions.

The MINI Clubman is available with a 136PS engine in the Cooper, a 192PS engine in the Cooper S, and a 231PS output in the John Cooper Works, with diesel options including the 150PS Cooper D and the 190PS Cooper S D. CO<sub>2</sub> emissions are from 119g/km in the Clubman Cooper D.



The MINI Countryman is a spacious contender in the increasingly popular SUV market

## The MINI Countryman

The MINI Countryman offers the characteristics associated with MINI, but in a versatile and family-friendly SUV package.

The most spacious model in the MINI line-up, the MINI Countryman provides customers with higher ground clearance than a traditional hatchback, as well as the option of ALL4 four-wheel drive traction for improved off-road capability.

The MINI Countryman is also the first MINI to be offered with an electrified powertrain in the MINI Countryman Plug-in Hybrid, helping company car drivers minimise their benefit-in-kind tax liability, and offering greatly reduced fuel costs when running on electric.

The engine line-up is similar to the MINI Clubman, with a choice of a 136PS petrol engine in the Cooper, and a 192PS unit in the Cooper S, with a 150PS diesel in the Cooper D and a 190PS Cooper S D.

ALL4 is available on certain engine variants. This latest version of the system not only reacts quickly and precisely to changing situations, it is also compact and offers a high level of internal efficiency.

The standard collision warning with city braking function can be extended to include the Driving Assistant system with camera-based active cruise control, pedestrian warning with initial brake function, high beam assistant and road sign detection. In addition to this, Park Distance Control, rear view camera, Parking Assistant and Head-Up-Display are also available as options.

The Countryman Plug-in Hybrid draws on the expertise in this area

from across the BMW Group, including the range of BMW iPerformance vehicles.

A three-cylinder turbocharged petrol engine with MINI TwinPower technology, producing 136PS and 162lb-ft of torque, powers the front wheels. This engine is combined with a six-speed Steptronic transmission. The rear wheels are powered by an electric motor housed under the floor of the luggage compartment. This motor offers 88PS and 122lb-ft of torque, with all of the torque available from zero rpm.

A total system output of 224PS and a combined torque of 284lb-ft are available, enabling 0-62 mph in just 6.9 seconds. Fuel consumption and CO<sub>2</sub> emissions are very low, with 134.5mpg on the combined cycle and 55 g/km respectively, and it can travel up to 25 miles on electric power alone.

MINI has significantly raised the level of standard equipment offered on the new Countryman, introduced in 2017, with many features previously included in a pack on the predecessor now fitted as standard. Highlights include 16-inch alloy wheels on Cooper and Cooper D models, rear parking sensors (PDC), MINI Connected and Bluetooth connectivity. MINI Cooper S and Cooper S D Countryman models add 17-inch alloy wheels and cloth/leather upholstery. All models in the MINI Countryman range now benefit from satellite navigation as standard.

Diesel CO<sub>2</sub> emissions start at 113g/km, with petrol engine CO<sub>2</sub> emissions from 126g/km.





The MINI Countryman plug-in hybrid. Next year a fully-electric MINI Hatch will be introduced



# MINI steps up green offering with fleet sector in mind

Desire of corporates to reduce their environmental footprint has meant increased interest in the fully electric model due next year

**C**orporate sales could be a major driver in establishing MINI's low- and zero-emission credentials in the near future with new electrified models.

According to Steve Roberts, head of corporate and used cars at MINI, the new MINI Countryman Plug-in Hybrid is set for a sales boost in 2018, and a new fully-electric model arriving in 2019 is also generating interest.

He says: "We launched the MINI Countryman Plug-in Hybrid in the middle of 2017, and registered our allocation of 1,000 cars.

"We could have done with more of them in 2017 had that been possible. Demand had been somewhat underestimated, but we have been successful in ensuring an improved supply for 2018. We hope to double the available volume across a full year instead of 2017's second-half availability.

"We already have improved supply for Q1 this year, and production has been ramped up for Q2. We're trying our best to fulfil customer demand."

Roberts says anyone choosing the hybrid will not notice any difference in the practicality or versatility compared with a petrol or diesel version.

"The MINI Hybrid is still an SUV that can seat four or five adults, and there has been no compromise on interior space or luggage volume from accommodating the battery.

"It still has a full-size boot, and feedback from customers has been really positive. We have had large fleet of demonstrators since day one and they have proved very successful with our fleet

customers as they've had the chance to get a good impression of how it feels living with a plug-in hybrid."

The range of electrified models will be expanded in 2019 with a new model built in the UK at MINI's Plant Oxford.

Although technical specifications have not yet been published, Roberts says there has already been significant interest from customers.

"At the end of last year we announced there would be an electric MINI Hatch in 2019," he says, "And what's really surprising is the amount of interest that has generated among our existing customers already on our database, as well as opening the door to other customers we haven't done business with before."

According to Roberts, having a fully electric drive system has been recognised by potential customers.

He says: "A lot of people are now reviewing their fleet policies and looking ahead to what's coming in the near future. Many are looking at how they could deploy fully electric cars within their businesses.

"We have already set up a working group to develop the launch strategy for that car and

particularly with the fleet sector in mind."

As businesses continue to review and adopt practices and strategies that confirm their 'green' credentials, Roberts believes this will strengthen the opportunity for the new electric MINI.

"There are a lot of companies out there who not only have environmental guidelines, but also need to be seen to be green, too," he says.

Although we don't yet know details of the car's performance and range, Roberts says it will be absolutely competitive with other electric vehicles on the market.

While the new model will be the first electric MINI, Roberts says the company has a great deal of expertise in the technology, beginning with the pioneering MINI E-Trial that began in 2009, as well as introducing electrified production cars elsewhere in the BMW line-up.

Roberts says: "It's surprising how many people remember the MINI E-Trial we did. And it did give us a great deal of electric vehicle learning and expertise that we can now offer in the BMW i range, the BMW plug-in hybrids, our own MINI Countryman Plug-in Hybrid and now the new electric MINI."

*"What's really surprising is the amount of interest that has generated among our existing customers"*

*Steve Roberts, MINI head of corporate and used cars*





# GREY FLEET

Our eight-page guide looks at how your organisation can implement a successful grey fleet management strategy

## INSIDE



### **64 | Control risks and costs with robust policy**

Allowing employees to drive own cars on business has implications

### **66 | Seven ways you can improve your grey fleet**

Grey fleet mileage can be hard to avoid. There are ways to adapt

### **70 | Duty of care tops grey fleet concerns in survey**

We examine trends and initiatives being introduced by organisations



# CONTROL RISKS AND COSTS WITH A ROBUST POLICY

**Andrew Ryan** looks at how an organisation might set about developing successful approaches to grey fleet management

**A**llowing employees to drive their private cars on business can have consequences for an organisation. The British Vehicle Rental and Leasing Association (BVRLA) *Getting to Grips With Grey Fleet* report found that employees travel 12 billion miles a year in 14 million grey fleet vehicles, costing employers around £5.5 billion.

It also has duty of care implications, as the vehicles used by grey fleet drivers are often not as new or well maintained as company vehicles.

"Organisations should take a proactive approach to road safety for moral, financial, environmental and legal reasons, but many employers apply less stringent regulations to grey fleet vehicles, failing to manage the safety of these vehicles or the safety standards of their drivers," says road safety charity Brake, which has produced a *Managing the Grey Fleet* guide.

However, costs and risks can be controlled and reduced by implementing a grey fleet policy, covering drivers and vehicles, as well as providing staff with alternatives for business travel.

## Measure grey fleet use

The first step towards developing a grey fleet policy should be to establish how and why employees use their own cars for business.

Sometimes it may simply be for convenience, or it could be that the employee doesn't know any better, says Chris Endacott, owner of sustainable travel consultancy Gfleet.

"Getting quality data is a critical first step. You are not going to be able to control the grey fleet until you understand what the journeys are, so you cannot then put alternatives in place," he says.

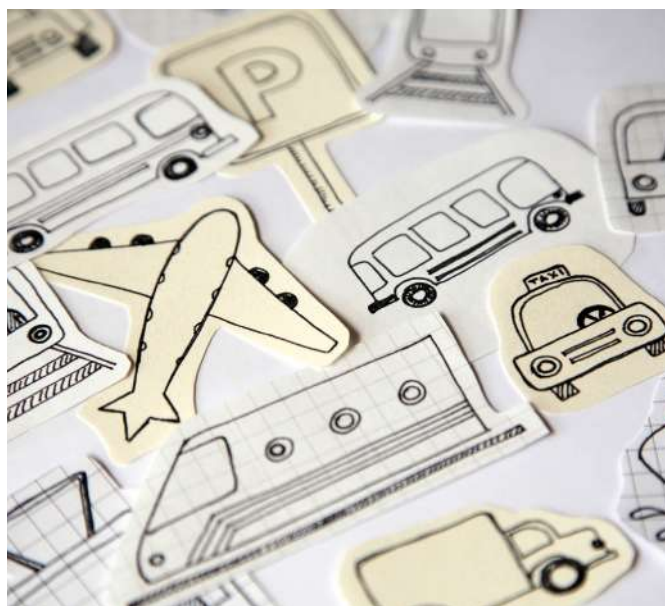
"Robust data gathering is vital and one of the key steps towards confirming grey fleet mileage is to have a mileage claims system that records every trip."

Journey patterns and mileage can also be collected automatically by using telematics or a mobile phone app.

"Often when we do a grey fleet analysis, the kind of reports we see are 'Joe Bloggs, April-May, 237 miles,'" says Endacott.

"You are left thinking 'was that a very long single trip, or 10 trips of 20 miles, or 100 trips of two miles?'. You have no idea."

"There is no information there that enables you to ask 'what are you making these trips for?'."



## Travel hierarchy

Once the type and length of journeys have been determined, an organisation can then put in place appropriate alternative measures, such as pool cars, car clubs or daily rental vehicles.

Brake recommends that employees should avoid unnecessary travel and, instead, transfer essential travel to more sustainable modes of transport other than driving, such as public transport, walking or cycling.

"Managers should consider applications to work at home, and encourage use of video- or audio-conferencing, telephone or email instead of travelling for meetings," it adds.

"All travel should be approved in advance by the appropriate manager, who will check whether travel by grey fleet is the best option or not."

"It is important that staff are made aware of alternative transport schemes such as cycle-to-work initiatives and car clubs, and can access them wherever possible."

Sussex Community NHS Foundation Trust launched a travel bureau in 2012 which is essentially "a one-stop shop for staff and managers to review their travel", says Jim Thomas, head of logistics at the organisation.

Employees are able to contact the bureau by phone or email, where they will be given access to a range of initiatives, such as a pool car fleet of 28 low-emission vehicles spread throughout the organisation's 65 sites, information on and booking of public transport and route planning.

"It's working really well for us," says Thomas.

The initiative has helped the trust reduce its grey fleet mileage from six million miles to around 4.2m – a fall of 30%.

Norfolk Community Health and Care NHS Trust (NCH&C) operates a travel hierarchy which is based on travel requirements and puts grey fleet as a last resort while promoting pool bikes, pool/hire cars and public transport.







## Vehicles

Employee-owned vehicles are often much older than company cars, which means they may lack modern safety equipment as well as being less fuel efficient. The BVRLA found that the average age of a grey fleet vehicle is 8.2 years.

However, for those occasions when a grey fleet vehicle has to be utilised, a robust policy should clearly set out what can be used.

"A grey fleet policy should outline the minimum vehicle standards that employee-owned cars must meet for the following: minimum Euro NCAP safety ratings, vehicle age, emission levels, required safety features and essential breakdown cover," says Brake.

Freedom Group, for example, has set a five-year age limit on its cash allowance cars, compared to the four-year cycle employed on company cars. The additional year helps employees offset extra costs such as insurance, says head of group fleet Paul Brown.

The policy should also state that the employee is responsible for ensuring their vehicle complies with laws on roadworthiness, is being serviced in line with manufacturer guidelines and has the appropriate level of insurance and breakdown assistance cover, and that the employer will require paperwork to prove this, says Brake.

It can also outline the need for drivers to check fuel, lights, oil, rust, water, electrics, indicators, windscreen (including wipers), mirrors and tyres at the start of each journey.



## Drivers

Drivers should receive the same scrutiny as employees with company-owned vehicles, says Brake.

"Each driver should provide evidence of a valid and clean driving licence, as well as details of insurance and breakdown assistance cover," it adds.

"Each driver should be properly inducted into the fleet safety policies and practices of the organisation, and their risk level assessed and managed.

"Their incident record should be stored alongside information about the vehicle they drive, so that trends can be spotted and rectified as they occur.

"Employers should remember that anything they do for staff using company-owned or leased vehicles must be done for grey fleet drivers, for example, practical driving tests, eyesight tests, vehicle check walk-throughs and an explanation of how to report vehicle defects and crash procedures."

Documents should be checked regularly, with the frequency tailored to an individual's circumstances.

For example, Speedy Services carries out driver licence checks on a weekly, monthly, three-monthly or six-monthly basis dependent on the number of points they have and their risk profile.

## Communication

Once the grey fleet policy has been formulated, Brake recommends it should be communicated to employees at all levels.

NCH&C, in partnership with its fleet management partner GMP Drivercare, holds regular 'Travelling in the Right Direction' roadshows to inform staff of existing practices and promote new facilities and technologies which help reduce and manage risk, cost, carbon and the incorrect application of the expenses policy.



## Enforcement

Speedy Services stores all grey fleet driver and vehicle documents on its fleet management software system, which allows it to easily identify employees whose documents are out of date or are about to expire.

"Before this we used an Excel document, split between transport and HR, so it was never really fully up to date and you couldn't edit it if someone else was in it," says Mark Woodworth, head of transport and logistics at Speedy Services.

"It was an admin nightmare so to move to a system that everyone can view or edit at the same time was brilliant."

The software system prompts the driver and transport team if documents are about to expire.

"HR then tries to contact them through their line manager and if we still don't get the

documents, we cancel their cash allowance, although we haven't had to cancel any yet," says Woodworth.

"We are a very safe business and we pride ourselves on that, so we need to go out there and be safe.

"If we can't be safe, then our employees can't have the benefit of the cash allowance."

Some organisations are set up so the fleet team is responsible for triggering mileage expenses authorisation. This means that they can withhold payment until all relevant documents are up to date.



# 7 WAYS TO IMPROVE YOUR GREY FLEET

While grey fleet mileage is often unavoidable, there are many ways a company can



## ACTIVE TRAVEL

# 1

For short journeys, and particularly in urban areas where traffic and parking could be an issue, employees can be encouraged to walk or cycle instead of using a grey fleet vehicle.

This also promotes health and well-being to staff, contributes to air quality by reducing vehicle emissions and congestion, and cuts costs involved in travel and parking.

Gateshead Council promotes walking as an ideal form of travel between council facilities.

It provides information to employees outlining the mental health and wellbeing benefits of walking, as well as promoting the fact that walking is a cost- and carbon-neutral activity.

The council also encourages employees to use an app that enables them to plan their walking route between two destinations, and gives information on journey time, calorie burn, step count and carbon saving.

Employees can also book pool bikes – including two electric bicycles – for appropriate distance journeys.

"The increasing availability of e-bikes (electric bicycles) makes cycling a more feasible mode of transport for many people, and a number of businesses now supply serviced fleets of e-bikes," says road safety charity Brake.

## CAR CLUB/CORPORATE CAR SHARING

# 2

Car clubs and corporate car-sharing schemes offer immediate access to a vehicle for any period of time from an hour to a whole day.

In a car club, vehicles are typically parked in designated areas and are available for use by both the public and organisations. Corporate car sharing sees a dedicated fleet of cars or vans installed by a rental company on an organisation's car park for the shared use of employees.

Under both schemes, employees can book the vehicles at any time using a number of different channels such as phone, internet or apps.

The vehicles are normally accessed either by entering a code on a windscreen keypad or by using a swipe card.

Salford City Council introduced a Co-Wheels car club as part of a green travel plan a little more than two years ago and this has helped it cut

grey fleet mileage by 95% and save £400,000. Co-Wheels provides a fleet of 39 cars at 13 sites across the city, including eight electric vehicles.

"They are used by council staff during the day for business travel and are then available for residents to hire during evenings and weekends," says John Ferguson, lead member for workforce and industrial relations at Salford City Council.

"We have also trialled eight pool bikes for staff who want to cycle to meetings which may become permanent and staff can get pre-paid bus tickets for business travel.

"When we launched the plan, staff were travelling 1.7 million miles a year on business – that's the equivalent of 40 times round the earth every year.

"We've cut business miles travelled by car, saved more than £150,000 a year and 478 tonnes of carbon every year."



**T**he best way to tackle the risk and cost implications of grey fleet mileage is to eliminate it altogether.

Many organisations are investing in video- and tele-conferencing facilities, which means employees often do not need to travel.

However, there are still many occasions when an employee who does not have a company vehicle does need to make a business journey.

"I don't think you will ever eliminate all grey fleet mileage," says Chris Endacott, owner of sustainable transport consultancy Gfleet.

"For example, you may have an employee who takes their car a couple of miles to the railway station at 5am to catch a train to attend a meeting.

"You wouldn't want them taking a pool car home in the evening to do that, because that pool car will sit at the station all day, so there will always be a role for the grey fleet.

"It is just a question of finding the best alternative for the job to keep grey fleet mileage to a minimum."

Here we look at seven ways a company can improve its grey fleet operation.

reduce its risk and cost. *Andrew Ryan* reports

## PUBLIC TRANSPORT

3

Public transport can be a viable alternative to grey fleet where good transport links exist, but bus and train services vary considerably by geographic area.

This tends to favour organisations in urban centres: staff travel surveys carried out by Aylesbury Vale District

Council found the most common reason staff didn't use public transport for their journeys was because there was no train station available near their destination.

However, where public transport links are suitable, many organisations develop partnerships with train or bus companies to offer discounted tickets to encourage their staff to use public transport.

For example, the London Borough of Croydon has implemented corporate Oyster cards for staff, while Aviva has a train ticket machine on site. "We work actively with Trainline and some of the train operating companies to make it easy for staff," says Ryan Coles, group travel and fleet manager at Aviva.

## POOL CARS

4

Introducing a pool car fleet – typically owned or leased cars based on an organisation's sites for use by employees – played a critical role in Sussex NHS Foundation Trust cutting its grey fleet mileage by 30%.

When the organisation started tracking grey fleet mileage in 2012/13, it found it amounted to six million miles a year at a cost of £3 million. To address this it created a travel bureau, promoting it as a one-stop shop for anyone who does business mileage and wanted to change the way they travelled.

A key part of this was the introduction of a pool car fleet. "We managed to knock a million miles off our business mileage from one year to the next – a 16% reduction at the time," says Jim Thomas, head of transport and logistics at Sussex NHS Foundation Trust.

The pool car fleet has grown in response to demand: two years ago the Trust operated 16 pool cars, now it has 28 low emission vehicles, including an electric car, spread throughout its 65 sites.



## SALARY SACRIFICE

5

Offering a car salary sacrifice scheme to staff can form part of a grey fleet management strategy by giving employees access to a new, low emission, fully insured and maintained car.

The schemes work by allowing employees to sacrifice a proportion of their pre-tax salary in return for a car.

Newcastle Upon Tyne Hospitals NHS Foundation Trust introduced a salary sacrifice scheme through Tusker.

"As well as being a benefit to our staff, it also meant that if staff were taking on those cars, then those cars come fully serviced and maintained and with business insurance as well, so we were getting a better quality of car coming on site with lower CO<sub>2</sub> emissions," says David Malone, Newcastle Hospitals' green transport and staff benefits advisor. "There are lots of benefits around that."

"Knowing that our staff are in a salary sacrifice car gives us a lot more confidence about their safety."

The trust's salary sacrifice scheme is open to all of its 15,000 staff, with around 1,300 currently taking part in the initiative.

The organisation also has a business lease car scheme through Tusker, which staff who do more than 3,500 business miles a year have to go in. It currently has 200 people in this scheme.



## COMPANY CARS

6

A company or lease car becomes a cost-effective option for high-mileage grey fleet users, particularly those who travel more than 10,000 miles per year.

Low emission cars will minimise company car tax exposure for the employee and be a cost-effective and fuel-efficient alternative for the employer.

Other benefits for the employer are fixed vehicle costs for the term of the lease, particularly if a maintenance package is included, and reduced vehicle administration.

As the company car will typically be newer than the grey fleet vehicle it replaces, it should also be safer and have lower CO<sub>2</sub> emissions.

Any employee at Computacenter who is reimbursed for more than 8,000 grey fleet miles in a year will trigger a car eligibility review.

"It's very much based on economics," says Keith Cook, deputy financial controller at Computacenter. "If you are doing 8,000 miles on AMAP rates, it is much cheaper for us, as an organisation, to put somebody into a business car."

"Crossing the 8,000 miles doesn't necessarily trigger permanent eligibility, but it might mean we put the driver into a short-term contract or a year's mini-lease."

"Also, once an employee is doing 8,000-10,000 miles they have got higher exposure to being involved in an accident. Therefore we would like to put them into a car we have greater control of."

However, before moving a grey fleet driver into a company car scheme, the organisation should research lease rates and use wholelife cost calculations to ensure the switch is cost-efficient.



## DAILY RENTAL

7

Used appropriately, daily rental can offer reliability, flexibility and convenience in meeting staff transport needs.

Certain grey fleet journey profiles fit very well with daily rental. However, management is required and suppliers will work with clients to agree the most appropriate solution.

Chris Endacott, owner of sustainable travel consultancy Gfleet, says: "Certainly most local authorities and the NHS have access to fairly cost-effective daily rental rates, specifically around £18 to £20 a day for a Ford Fiesta-sized car."

"If you take the 45p per mile (ppm) AMAP rate you would be paying for an employee taking a grey fleet car and you take off the amount it costs you to fuel the rental car, you are probably left with a 30-33ppm saving. If you divide that into the cost of the car for a day that will give you your breakeven point."

"For many organisations that could be between 50 to 70 miles a day, so the first rule should be that for any journey over that threshold, take a hire car."

Daily rental cars are invariably modern and well-maintained and are usually more fuel-efficient with lower CO<sub>2</sub> emissions than grey fleet cars.

For organisations which also use either a car club or pool car fleet, ensuring that an employee takes a daily rental car for an all-day appointment rather than one of the other vehicles ensures the car club or pool vehicle is still available for use by other members of staff.

Computacenter uses a guide that shows its drivers where the crossover point is in terms of cost to use their own car versus a hire car.

"Where it is cheaper, we encourage them to use a hire car," says Keith Cook, deputy financial controller at Computacenter.

"Where I would put a question mark is that I am taking them out of a car they are very comfortable driving every single day, and they know where all the controls are, and into a car which may have more distractions such as a sat-nav and that they are a lot less familiar with."



# DISCOVER THE NEW FLEET MANAGEMENT. INSPIRED BY OUR CUSTOMERS. MADE REAL BY TOMTOM.

See your fleet and your business as you have always dreamed. The New WEBFLEET® is your window into easy-to-use, smart fleet management. Help your drivers reach your customers quicker and get more done. Increase your productivity by getting the right data when you most need it. Equipped with the latest technology. Trusted by more than 49.000 customers worldwide. **Open your eyes to fleet management like you've never seen it before.**

For more information visit  
**[telematics.tomtom.com](http://telematics.tomtom.com)**  
 or call **0208 822 3605**



# DUTY OF CARE TOPS GREY FLEET CONCERNS

That was the main finding in the *Fleet News* grey fleet survey, which also looked at trends and initiatives being introduced by organisations. *Andrew Ryan* reports

THE BIGGEST CHALLENGE	COST	DUTY OF CARE	EMISSIONS	OTHER
	PRIVATE SECTOR 6%	PRIVATE SECTOR 78%	PRIVATE SECTOR 6%	PRIVATE SECTOR 10%
	PUBLIC SECTOR 28%	PUBLIC SECTOR 56%	PUBLIC SECTOR 11%	PUBLIC SECTOR 5%

**D**uty of care is overwhelmingly the biggest concern fleet decision-makers have over managing their grey fleet.

In the *Fleet News* grey fleet survey, 73% of all respondents identified it as their main issue, more than six times the amount of people who nominated another area (cost: 11%).

"Organisations have a responsibility to manage their grey fleet as diligently as they manage company-owned or leased vehicles," says road safety charity Brake.

"In the UK, an organisation can be prosecuted for corporate manslaughter if an employee is involved in a fatal crash while driving his or her vehicle for work.

"If action is not taken to improve grey fleet standards and reduce organisations' reliance on privately-owned vehicles, there could be serious financial, environmental and health-based consequences."

However, far from reducing reliance, many companies look set to increase their grey fleets (graph, right), especially in the private sector. Changes to tax treatment on cars and cash alternatives could persuade staff to opt for cash. Meanwhile, other companies are happy to have a grey fleet because they have robust checks and controls in place.

Fleets' second biggest area of concern was cost. This was weighted heavily towards public sector organisations: more than a quarter (28%) said it was their biggest concern, compared to just 6% of private sector respondents.

This reflects research carried out by the Taxpayers' Alliance in November last year, which found that in 2016-17, more than one-third (38%) of councils in England, Scotland and Wales paid more than the Government-approved mileage allowance payments (AMAP) rates for grey fleet drivers.

Chris Endacott, owner of sustainable transport consultancy Gfleet, says this may partly be down to HR elements of implementing change.

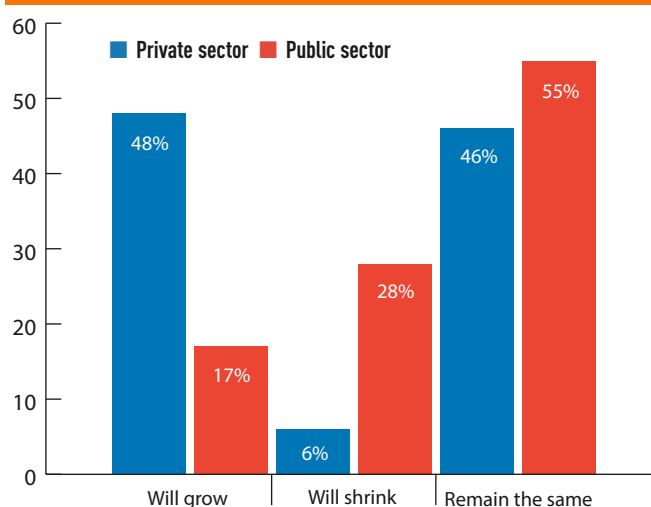
"There is sensitivity around the fact staff have been under salary pressures for some time and there is a general recognition that people see the mileage reimbursement as part of their income stream," he says. "This is particularly true if they are a regular user of the grey fleet, doing several hundred miles every month.

"Saying to them 'you can't do that any more' seems to be quite a thing to take on."

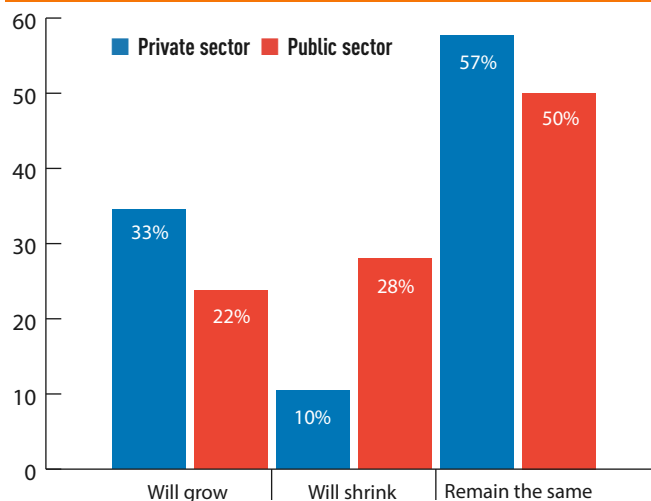
■ 81 fleet operators completed the grey fleet survey with a 75/25 split between private and public sector. Grey fleet sizes ranged from 50 to 4,000 drivers, with total annual grey fleet mileage ranging from 50,000 to 5.5 million.

*"Car club is proving extremely successful and this is being rolled out to other sites. We are able to ensure we maximise vehicle usage through car club"*

## GREY FLEET SIZE IN 2018



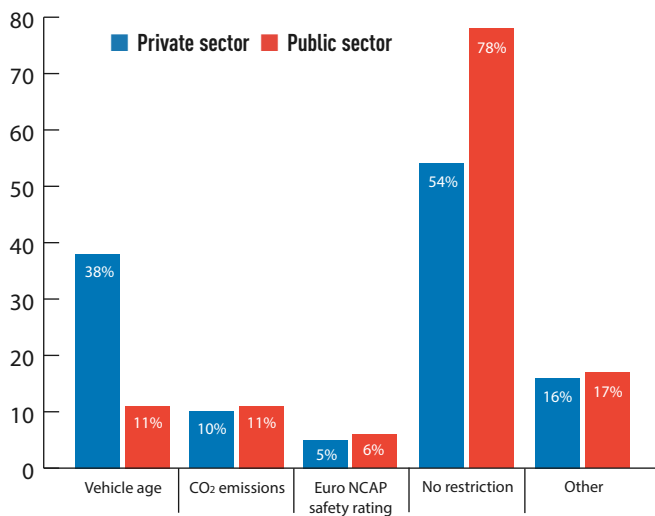
## GREY FLEET MILEAGE IN 2018



Private sector and public sector respondents were split on the future size and mileage of their grey fleet. Almost half (48%) of private sector organisations expect their grey fleet to grow – one respondent said “we are closing our company car scheme, so our grey fleet will double” – but only 17% of public sector respondents expected growth. Instead, 28% thought their grey fleet would shrink. More than half of all respondents expected their grey fleet mileage to remain the same, although the breakdown between private and public sector fleets unsurprisingly reflected the grey fleet size findings: 33% of private sector thought mileage would grow, with 28% of public sector saying it would shrink.



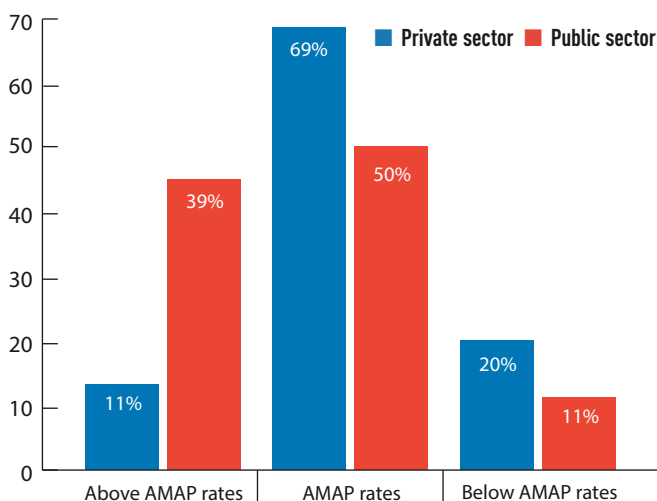
## HOW DO YOU RESTRICT THE VEHICLES YOUR GREY FLEET IS ABLE TO USE?



The majority of organisations do not place any restrictions on the grey fleet vehicles their employees are able to use for business journeys, with the proportion higher among public sector organisations (78%) than their private sector counterparts (54%). Among the restrictions placed, vehicle age was the most common among private sector companies (38%), with CO<sub>2</sub> emissions and vehicle age (both 11%) the most popular in the public sector.

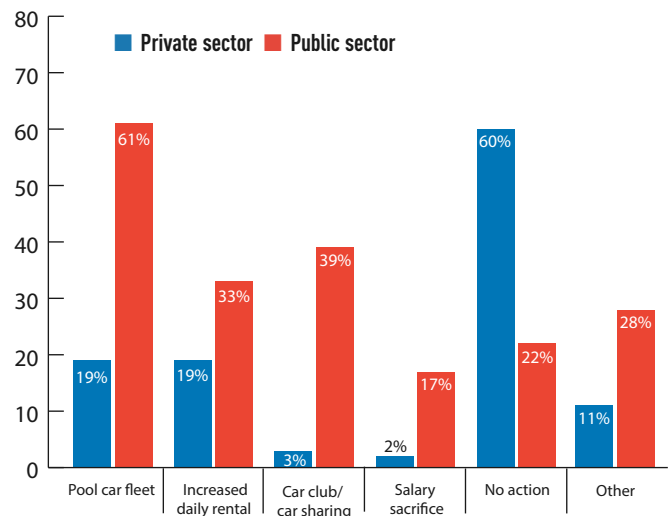
*“Banning the use of private vehicles for business mileage completely has removed a lot of tedious compliance checking which, as a small business, frees up a great deal of valuable time for other more profitable matters”*

## HOW MUCH DO YOU REIMBURSE EMPLOYEES FOR GREY FLEET USE?

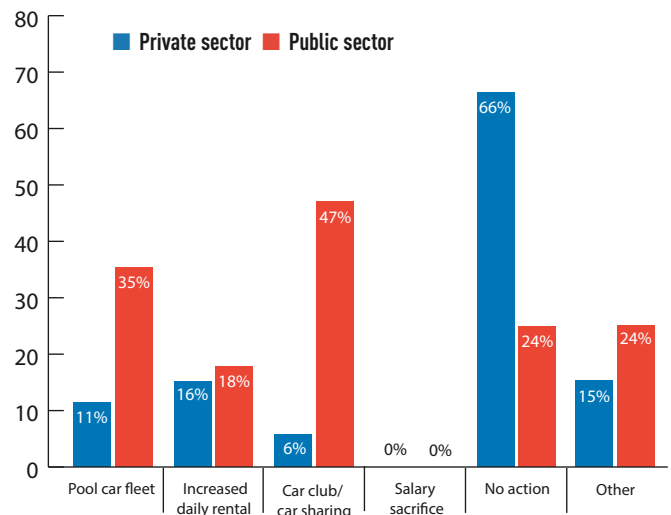


The Government-approved mileage allowance payments (AMAP) for cars and vans is 45p per mile for the first 10,000 miles and 25p thereafter. Employers can choose to pay above the approved rate, but they must add this amount to employee's pay, and deduct and pay tax as normal. Paying above AMAP rates was more common in the public sector, with 39% of respondents saying this was their policy. Paying below AMAP rates can be a disincentive for employees to use their own cars for business, although they can claim tax relief on the unpaid balance.

## WHAT INITIATIVES HAVE YOU INTRODUCED TO REDUCE GREY FLEET SIZE OR MILEAGE?



## WHAT INITIATIVES ARE YOU PLANNING TO INTRODUCE IN THE NEXT 12 MONTHS?



Again, grey fleet seems to be a bigger issue for public sector organisations, with just 22% saying they had taken no action to reduce the size or mileage of their grey fleet, compared to 60% of private sector organisations.

Some private sector organisations said they will be carrying out a review this year of their grey fleet, but getting buy-in from the board can be problematic.

“No initiatives have been introduced as senior management do not see grey fleet as an issue,” said one respondent.

Other initiatives introduced include inter-site shuttle buses, video conferencing for meetings and trying to make the company car policy more attractive.

The difference in public and private sector attitudes continued when asked what initiatives they were planning to introduce in the next 12 months: 66% of private sector respondents were planning to take no action, a view shared by just 24% of public sector organisations.

*“The use of pool cars has improved duty of care responsibilities. Staff are using vehicles less than three years old, more reliable, maintained by the organisation. Hire cars give greater flexibility”*

# Gearing up for the shift to contract hire

Our research tells us that customer behaviour continues to evolve and a key trend we have identified and tracked is the shift towards vehicle usage rather than vehicle ownership. It was insights from this research that drove us to develop and launch our Contract Hire proposition two years ago.

## From a standing start

We have come a long way from a standing start and are firmly on track in our drive to become a leading Contract Hire provider in the UK. The proposition is simple. We work alongside our dealers and manufacturer partners offering Business Contract Hire and Personal Contract Hire to ensure they can provide the widest and most flexible portfolio of products to business and personal customers.

Our business and operations expand into multi-franchised Fleet departments and brokers so that they can quote for business, offering either our exclusive manufacturer discounts or their own discounts on top of our highly competitive solutions.

A key milestone was the introduction of an expert field sales force in January 2017 to provide enhanced support; this has delivered significant growth and it demonstrates our commitment to ongoing investment for success.

The industry reaction has been overwhelmingly positive and we are building on that by increasing the investment to meet the growing demand by appointing more Regional Managers to deepen our national coverage.

## Winning business

In October 2017 we saw Volvo's Contract Hire business move to Santander Consumer Finance adding to our existing partnership with Mazda Contract Hire.

Winning the Volvo tender is a massive accolade for Santander as a relatively new entrant in the fleet sector and highlights our commitment to growth and our ambition for our business and partners.

Within the new arrangement, Volvo is offering branded Business and Personal Contract Hire products under the current Volvo Car Financial Services brand. The partnership enables Santander Consumer Finance and Volvo to work at a strategic and tactical level across all segments of the market including retail and fleet with our field force adding national coverage.

We continue to gain support from other groups and our Broker partners as we expand the business and there will be more to come.

---

We continue to gain support from other groups and our Broker partners as we expand the business and there will be more to come.

---





## Track record of success

A major factor in securing the support of Volvo was our existing track record in delivering results with them in the retail arena and we are transferring our expertise and experience from the personal market to the fleet market.

That means constantly developing and innovating as we invest in additional solutions and digital platforms. Our Santander i-click platform is being rolled out across our dealer network offering a

state-of-the-art solution for digital document signature in the latest development. It has been designed to be simple and easy to use while also ensuring that the appropriate 'know your customer' checks are carried out in a secure fashion.

There is more to come from our multi-million-pound investment plans aimed at supporting dealers in expanding their businesses by significantly growing customer retention rates.

Our free Customers for Life programme delivers enhanced lead management systems and training for sales staff and senior management building on our successful Gateway technology platform which is used by more than 750 dealers nationwide and is delivering increases in renewal rates of up to three times the industry standard.

---

There is more to come from our multi-million-pound investment plans aimed at supporting dealers in expanding their businesses by significantly growing customer retention rates.

---

## A simple product, a strong proposition

From a customer point of view Contract Hire is a relatively straightforward and easy to understand product. Our research informs us that this is an important part of its attraction.

We've made it straightforward for dealers and brokers too, with our brand new quote management system which is easily accessed via Santander Online. We offer competitive pricing and we've worked hard to ensure that our underwriting decisions and payout times are among the fastest available. Of course the proposition will evolve, and we will continue to invest in digital technology to ensure a world-class customer experience for dealers and customers alike.

## The road ahead

We have seen a significant amount of Personal Contract Hire business as customers move from more traditional finance solutions towards a focus on vehicle usage, and we expect the market will continue to expand to the benefit of our dealers and manufacturer partners as more employers offer cash for car schemes.

The future is bright for the Contract Hire market and for Santander Consumer Finance as we look to expand with more partners with the focus firmly on longevity rather than quick wins so we can deliver our ambition for the long-term.



**Santander**  
CONSUMER FINANCE



*"Corporate is under pressure; you look at the leasing company volume and volume in corporate is declining"*

Tom Brennan, head of Audi UK fleet sales

WINNERS: **AUDI A3/AUDI A4**

# Solid mix of retail and true fleet puts Audi in good shape

As corporate market faces further challenges, Audi UK aims to have the right product in the right sales channels

By Gareth Roberts

**A**lmost a year after taking the helm of Audi UK's fleet sales division, Tom Brennan is determined to secure the brand's strength in the true fleet market.

The manufacturer's former national contract hire and leasing manager replaced James Douglas, who was appointed head of sales for Volkswagen Commercial Vehicles, last spring.

Since 2000, Audi UK has posted 13 annual sales records, with fleet sales playing its part, and celebrated a hat-trick of success at last year's Fleet News Awards.

It was named fleet manufacturer of the year, the A3 was voted best compact premium and, for the second successive year, the A4 was crowned best premium car. "It's been a good year," says head of fleet sales, Brennan.

Overall, sales were fairly static last year, with 174,982 units registered, 2,322 fewer than were registered in 2016. However, it increased its share of the true fleet market, from 9.3% to 9.7%, despite a fall in volume, from 69,663 units to 68,591. It also reported a fall of almost 41% (2,859 units) in Motability, while rental was also down, by 886 units (-14.3%).

"Almost 80% of our sales come from retail and true fleet," says Brennan. "If you compare that to elsewhere, that's really very good. And, while our volume is slightly down year-on-year, which was planned, the introduction of Q2 and [other] models means we will be able to take the pressure off A3, A4 and A6."

Responsible volumes have been key and Audi has kept downward pressure on rental and Motability registrations for the past two or three years.

"The past year is testament to that again, because we've got such a strong mix of retail and true fleet," he says. "We look and we plan to make sure we've got the right cars for the right customers."

The fleet market faces a number of challenges, whether from mounting air quality concerns or from tax changes.

**Fleet News:** In terms of air quality, have you seen a shift in demand from diesel to petrol?

**Tom Brennan:** From a fleet point of view, diesel is still attractive. You look at the whole-life costs, it still works. For now, it's fine. It's different in the retail space, but in the fleet market, diesel is still strong.

**FN:** A8, Q5 and A5 were among some of the new cars launched in 2017. This year, new arrivals will include A1, A6, Q3, Q8 and an all-electric SUV. What will appeal to the fleet market?

**TB:** We've got new A6 and we've just had a great year with A4 in true fleet. A3 is still our biggest car, but with A6 it's a whole new car, taking styling from the A8.

A1 and Q3 are huge in fleet and we've had a great year in the sector with Q5. I also think Q7 provides us with a great opportunity. A lot of directors and small business owners really like that car.

**FN:** Have you had much fleet success with hybrids, the A3 E-tron and the Q7 E-tron?

**TB:** From a fleet perspective they've done fantastically well. We've got some customers with huge order banks for those cars and they've been strong for us since their inception.

**FN:** How do you rate the health of the company car market?

**TB:** We're in a strong position, but the market is changing massively. Corporate is under pressure; you look at the leasing company volume and volume in corporate is declining. The growth is coming from SME, retail, contract hire, brokers and personal contract hire. In the past two or three years, it has really changed.

Going forward, with increases in BIK (benefit-in-kind tax), there will be further pressure on the sector.

**FN:** How are you adapting your product line-up to meet the changes in company car taxation?

**TB:** We've got new E-tron coming at the end of 2018, and then in 2019 into 2020, you'll see more electric vehicles, more hybrids, which will mean when we get to 2020, when the changes [in BIK] really kick-in, we will be ready and will have the cars for our customers.

The BIK won't be punitive, which means customers won't have to think 'do I take the cash, because I can't afford to





Audi UK team members proudly display the trophies they picked up at last year's Fleet News Awards

be in the [company car] scheme'. By then, they will have a car from a BIK viewpoint that will meet their needs.

**FN:** Has the availability of hybrids such as the BMW 330e and the Mercedes-Benz C350e against A4, for example, put you at a disadvantage now?

**TB:** We've outperformed the competitors within that model [sector] in true fleet, which is great news for us. But, did it have an effect? Of course it does. However, over time, with product such as E-tron coming through, we will win back some of those orders.

**FN:** Do you think when WLTP replaces the NEDC value for company car tax in 2020, that could impact the fleet market?

**TB:** It's the million-dollar question. I can't answer that with any certainty right now. Our main focus over the past six months has been ensuring that we've got the right systems in place to manage the data through to the providers. As a group, we're in a really good place.

**F**ollowing a 12-month consultation with its dealer network, leasing partners and corporate customers, Audi UK has decided to adopt an agency model for its fleet sales.

It will bring the manufacturer in line with many other manufacturers, including other brands within the Volkswagen Group.

Brennan explains: "We currently give our network a volume and we give them a margin, and they have control over the routes to market.

"From April 1, we will take control of the routes to market, we will take control of the margins and we will pay dealers a handling fee for giving great customer service to our customers. They become our agents."

Audi believes it makes sense to adopt this model when

leasing companies and end-user fleets are already employing it with other manufacturers.

Furthermore, says Brennan, when Audi is almost the only manufacturer not using that model, it can cause complexity.

"If you look at the market and how it's changing, there is more pressure on the fleet market, which means when you have dealers in control they have to compete against each other," he explains.

"Competing against each other puts pressure on them, it puts pressure on their margin. This way, they will no longer be competing with each other, because we control the market and make sure from the network's perspective that they're in a really sustainable place going forward."

In terms of a fleet focus in its dealer network, Audi has 150 business sales specialists across 116 sites. Keeping them invested, if corporate sales continue to come under pressure, is key, according to Brennan, especially with a growing SME market.

"We want these guys on the ground to go out into their local community and generate those sales, because that's where the opportunity exists," he says.

"By going to an agency model, it keeps them focused on the areas of fleet we really want them to focus on and, as importantly, it allows us to give better service to our leasing company partners and our end-user fleets."

He continues: "We need them to be invested; we need those people on the ground. They will be the people delivering great customer service to our drivers."

Transitioning to an agency model for fleet sales was among the first jobs for Brennan to get his teeth stuck into when he took the top job.

"It was a daunting task, because it's a big change for the business," he says. "It's probably the biggest change we will have ever made."

## FACTFILE

**Organisation** Audi UK

**Head of fleet sales** Tom Brennan

**True fleet sales** 68,591

**True fleet market share** 9.7%

**Key fleet models** A1, A3, A4, A5, Q3 and Q5

## JUDGES' COMMENTS

**Spacious, with a wide range of engine and trim options and best-in-class residuals, the A3 offers low overheads for fleets and low benefit-in-kind tax for drivers. It does everything well, so it's no surprise that company car drivers tend to be repeat purchasers.**

**The Audi A4 is well equipped with a broad range of engines. Running costs are very competitive, while the quality of the build and the interior are class leading. Overall, the A4 has the most driver appeal of any car in this category.**

# JAGUAR I-PACE

Newcomer's innovations helped by being designed as electric from outset

By Matt de Prez

**J**oining Jaguar's ever-expanding SUV range this year is the all-electric I-Pace. It's the first electric car to be sold by Jaguar Land Rover and promises a dynamic and luxurious driving experience with the benefit of zero-emissions.

Order books are now open and prices start at £63,495.

Jaguar believes the five-seat I-Pace will be a popular choice for companies seeking to reduce their carbon footprint and fleet costs.

The model range will consist of S, SE and HSE derivatives alongside a First Edition, all inspired by the design of the original concept.

Having been designed from the ground up to be an electric vehicle, the I-Pace benefits from a number of technical innovations to boost range and driveability.

"We set out with a clean sheet approach to harness new battery electric technology with an architecture engineered from the outset to optimise performance, aerodynamics and interior space," said Ian Hoban, vehicle line director, Jaguar I-Pace. "The result is the I-Pace – a true Jaguar and truly driver-focused EV."

It has a range of almost 300 miles and supercar-like performance, yet can be recharged in as little as 45 minutes.

## EXTERIOR

Styling remains almost unchanged from the I-Pace Concept which debuted more than a year ago.

Its muscular stance is complemented by 22-inch alloy wheels and Jaguar's new matrix LED lights which feature the brand's signature Double-J indicators.

Production models have a similar footprint to a Jaguar XE saloon yet enjoy a far more striking appearance thanks to its electric drivetrain, which enables the bonnet to be lower and shorter than a regular SUV.

Its coupé-like silhouette benefits aerodynamics, which is key to boosting range – even the bonnet scoop helps reduce drag by channeling air over the roof.

The flush door handles emerge when touched and retract back into the doors while driving to make the car as slippery as possible.

Models equipped with optional air suspension can increase aerodynamics further by automatically lowering the car by 10mm at speeds above 65mph.



Positioning of the battery helps to reduce body roll

## DRIVEABILITY

Jaguar developed the I-Pace to be a high-performance electric vehicle from the outset with a focus on providing engaging driving dynamics alongside everyday usability and comfort.

"The I-Pace is a true Jaguar, delivering driver-focused dynamics with exceptional ride, handling and refinement," said Mike Cross, Jaguar chief engineer. "With all-wheel drive technology and 400PS, our first electric vehicle delivers instantaneous acceleration on all road surfaces and in all conditions."

By placing the battery as low as possible and between the axles, the car has a low centre of gravity, which helps to reduce body roll, and a 50:50 weight distribution to optimise grip.

To minimise weight, the body is made from aluminium, boosting both performance and efficiency.

Adjustable levels of regenerative braking allow the driver to experience 'single-pedal driving' as the car can decelerate quickly when lifting off the accelerator, reducing reliance on the brakes to slow down.





The I-Pace has no conventional switches

## INTERIOR

Low slung seats give the I-Pace a sporty feel and plenty of head room, despite the sloping roofline.

Passengers can enjoy a spacious cabin which offers 890mm of legroom in the rear and a 10.5-litre storage box between the front seats.

A floating dashboard houses two high-definition touchscreen displays – debuting Jaguar’s Touch Pro Duo infotainment system.

There are no conventional switches; everything is controlled through one of the screens or the touch-sensitive buttons.

Further storage is available under the rear seats, while the boot has a capacity of 656 litres – larger than most medium-sized SUVs – increasing to 1,453 litres with the seats folded flat.

An optional panoramic roof provides a greater sense of space and features glass that can absorb infrared light, removing the need for blinds.

The slimline sports-style seats can be upholstered in leather or a sustainable premium textile alternative.

## TECHNOLOGY

Jaguar has developed a new EV Navigation system for the I-Pace to support drivers with the challenges of driving an electric car. It can factor in hills and considers driving style to provide a more accurate range.

It can suggest the nearest available parking space in networked car parks or direct the driver to the closest charging point at the end of a journey.

Key information is projected onto the windscreen and the I-Pace also features a fully digital instrument panel.

Over time the car learns from its driver, allowing it to customise climate and infotainment settings. It can also activate the heated seats and steering wheel in anticipation of a particular journey.

Jaguar’s InControl Remote smartphone app gives access to remote services such as range display and activation of the heating or cooling system.

Software updates can be applied wirelessly and there is 4G, Wi-Fi and USB charging points for all occupants.

## POWERTRAIN

The zero-emission I-Pace can cover 298 miles between charges thanks to a 90kWh battery pack integrated into the car’s chassis.

It provides power to two electric motors, built into the front and rear axles – giving all-wheel drive and instant acceleration.

Total system output is 400PS, with almost 700Nm of torque – enough for a 0-60mph in just 4.5 seconds and a 124mph top speed.

Jaguar claims the car’s battery can be charged to 80% in just 45 minutes using a DC Rapid Charger, although these are only just being introduced in the UK.

Expect an 85-minute charge time using a current rapid charger or around 10 hours from a domestic wall box.

## THINKING CAP



By Martin Ward, manufacturer relationships manager

cap hpi

**Monday** To Kettering for an Audi range test drive day. What took my fancy out of the line-up was the all-new A8. Oh, what a car to drive and sit in. It comes with a standard wheelbase or the 13cm longer LWB.

The A8 has the new Audi Space Frame body shell that improves torsional rigidity by 24%, contributing to more precise handling. But, more importantly, it improves the cabin acoustics making the car even quieter.

The A8 is launched with either a 3.0V6 TDI 286PS, or a 3.0 TFSI petrol – very nice. It has a mild hybrid system to help reduce CO<sub>2</sub> and improve mpg. The A8 oozes quality, comfort, and new technology. Prices start from £69,100. But it doesn’t stop with the A8, the Q8 and the electric-powered e-tron quattro are just around the corner.

**Tuesday** down to *Fleet News* offices in Peterborough for the awards judging day. This doesn’t get any easier. In fact it gets more difficult each year. More to follow on this, the 14th of March, to be precise.

*“Sat on the plane waiting to leave Heathrow I asked myself what was I doing”*

**Thursday** To Rome and back in the day to drive the recent addition to the Honda Civic range, the diesel. Sat on the plane waiting to leave Heathrow I asked myself what was I doing? Going to Italy for the day to drive a C-sector hatch diesel when we all know this is a dying breed. Let me off, I said.

Honda doesn’t expect diesel sales to be more than 30% of Civics. We drove the diesel on a variety of roads, and I have to say it was extremely quiet and that engine is so refined. The Civic is well put together, is comfortable and well equipped, and interior space is good.

Also there to drive was the minor-facelift Jazz fitted with the brilliant 1.5-litre petrol engine. Jazz is a competent small hatch that doesn’t get the attention it deserves.

Got back to Heathrow late, but decided it had all been worth it.

# JAGUAR E-PACE

Newcomer looks to make bigger inroads into the growing SUV market



The E-Pace comes with two body designs

By Simon Harris

Jaguar has fleets firmly in its sights with its latest generation of products. The carmaker is very aware the corporate sector represents a big opportunity for growth.

Jaguar sales haven't followed the same path as its sister brand Land Rover in recent years, despite improvements to its models.

However, the F-Pace, the brand's first SUV launched in 2016, appears to have provided a breakthrough.

The F-Pace was partly responsible for a 20% increase in global sales for Jaguar in 2017, and SUVs, in general, have experienced strong growth in both retail and fleet sectors.

So the company is hoping for continued sales success in 2017 with a smaller SUV – the E-Pace. On sale now and with customer deliveries expected in the next few weeks, it is a rival for the BMW X1, Audi Q3 and Volvo XC40.

The range is made up of four-cylinder petrol and diesel models, with lowest CO<sub>2</sub> emissions on the entry-level front-wheel drive D150 of 124g/km (on 17-inch wheels). The more powerful D180 comes only with four-wheel drive, while more powerful diesel and petrol variants come with all-wheel drive and automatic transmission.

Only the high-end D240 and P300 were available to drive on the media launch, but the range is structured so the front-wheel drive D150 has a P11D value starting at just over £28,000.

There are two body designs: the standard E-Pace and the R-Dynamic, the latter with a more aggressive appearance, unique wheel design and some additional interior features.

There are three equipment grades above the entry-level car, S, SE and HSE available on the standard model or the R-Dynamic.

There is also a First Edition available for the first model year, offered on either the D180 or P250 engines.

All entry versions come with push button start, 10-inch Touch Pro dashboard screen, five-inch driver info display, 125W audio system with DAB, Bluetooth and voice control,

## COSTS

<b>P11D price</b>	£42,545
<b>BIK tax band (2016/17)</b>	34%
<b>Annual BIK tax (20%)</b>	£2,893/£5,786
<b>Class 1A NIC</b>	£1,996
<b>Annual VED</b>	£500 then £450
<b>RV (4yr/80k)</b>	£15,300/36%
<b>Fuel cost (ppm)</b>	12.3
<b>AFR (ppm)</b>	11
<b>Running cost (4yr/80k)</b>	52.15ppm

## SPEC

<b>Power (PS)/torque (Nm)</b>	240/369
<b>CO<sub>2</sub> emissions (g/km)</b>	162
<b>Top speed (mph)</b>	139
<b>0-62mph (sec)</b>	7.4
<b>Fuel efficiency (mpg)</b>	45.6

## KEY RIVAL

<b>BMW X1 xDrive25s X Line Nav Plus auto</b>	
<b>P11D price:</b>	£38,895
<b>BIK tax band (2016/17)</b>	28%
<b>Annual BIK tax (20%)</b>	£2,178/£4,356
<b>Class 1A NIC</b>	£1,503
<b>Annual VED</b>	£200 then £140
<b>RV (4yr/80k)</b>	£12,600/32%
<b>Fuel cost (ppm)</b>	9.92
<b>AFR (ppm)</b>	11
<b>Running cost (4yr/80k)</b>	48.54ppm

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



The entry level E-Pace has cloth seats and a leather steering wheel

four 12V power and two USB data and charge and eco driving style assistant.

Safety features include autonomous emergency braking, six interior airbags, passenger airbag, cruise control with speed limiter, driver condition monitor, lane keeping assistance, front and rear parking sensors, rear-view camera and power child locks.

The entry level E-Pace also comes with heated windscreen and washer jets, heated door mirrors, rain-sensing wipers, twin exhaust pipes, tailgate spoiler, automatic LED headlights, LED rear lights, 17-inch alloy wheels, two-zone climate control, cloth seats and leather steering wheel.

Some of our test route took in parts of the Corsica Rally route, notorious for its relentless twisty roads and dramatic mountain scenery. Even on wet roads, the E-Pace offered surprising composure, with the electronics rarely cutting in to correct the car's trajectory.

The D240 engine provides effortless acceleration, with maximum torque available from just 1,500rpm, and combined with the eight-speed gearbox, and paddle shifters on the steering column, the car always responds rapidly when you need an extra burst of acceleration.





# TAKE A FRESH LOOK AT KIA

Self-driving cars, the decline of OPEC, the rise in AFVs (Alternative Fuel Vehicles)... the changes within the automotive industry are happening so fast that it's sometimes hard to keep up. And that's fine by Kia. Responding to change isn't enough – you have to anticipate it, which is why Kia is continually undertaking research on fleet car trends and acting on the findings.

## CHANGING PRECONCEPTIONS

Kia's recent Fleet Market Attitudes report studied the views of 150 Fleet Managers nationwide, gaining key insights that continue to drive its strategy. Findings showed that Fleet Managers are predicting a significant increase in PHEV/EV Fleet cars by 2022.

Interestingly, one of the key reasons holding up even this rapid rate of adoption is the perception that PHEVs don't look the part or are too expensive. Needless to say, Kia, voted PHEV Manufacturer of the Year (GreenFleet Awards, 2017), is hard at work blowing away the preconceptions.

## ALL-NEW NIRO AND OPTIMA SPORTSWAGON

Plugging in to the future

Two of Kia's most exciting new entrants to market are the all-new Niro Plug-In Hybrid and Optima Sportswagon Plug-In Hybrid. Both of these are at the cutting edge of PHEV technology with the styling, refinement and performance to impress business at all levels. The Niro has the muscular stance of an SUV that means business, whilst the Optima Sportswagon is a sleek estate that carries loads and passengers effortlessly and economically. Both return super frugal fuel figures in combined driving conditions, have efficient electric motors to cope with slow traffic (thus using no fuel at all), and recharge themselves as they are driven! It's the best of both worlds.



## AWARD-WINNING VEHICLES

The 2017 GreenFleet award wasn't the only recognition Kia enjoyed. The Optima Sportswagon won a Next Greencar Award in the PHEV estate car category for its economy and low emissions. Similarly, the Niro PHEV gained a Diesel Car & Eco award as well as being a Next Greencar Winner in the all-important Crossover/SUV category.

The Niro and Optima Sportswagon PHEVs are just two of Kia's advanced choice of hybrid/electric vehicles and represent big steps towards its aim of reducing the

average CO2 emissions of its entire range by 25 per cent by 2020. There's also the innovative all electric, four-door Soul and a choice of Niro Crossover and Optima saloon hybrids. In this respect, Kia's new vehicles all come at a crucial time in the industry as hybrids and AFVs are increasingly the focus of fleet car managers.

As John Hargreaves, Head of Fleet and Remarketing at Kia, says: "companies that overcome their concerns of PHEVs stand to benefit greatly from their adoption."

Right now, from fuel-miserly conventional engine cars to Plug-In Hybrids, Hybrids and the all-electric Soul, Kia is assembling a striking line up of vehicles – all with a 7-year warranty – designed to deliver for both business and the environment. For Kia, the future of fleet car management is here – and now.

For more information visit  
[www.kia.com/uk/business/range](http://www.kia.com/uk/business/range)



The Power to Surprise

# MITSUBISHI ECLIPSE CROSS

Unrivalled levels of equipment as standard from Mitsubishi's first crossover



The Eclipse Cross is a spacious and attractive SUV

By Matt de Prez

**S**lotting neatly between the ASX and Outlander, the new Mitsubishi Eclipse Cross is the brand's first model in the all-important crossover segment.

Having joined the Renault-Nissan alliance last year, Mitsubishi is set to take on its adoptive siblings in the form of the Renault Kadjar and Nissan Qashqai.

However, the Eclipse Cross is all-Mitsubishi. As development was already well underway when the companies joined forces, the Eclipse Cross is probably the last Mitsubishi model not to feature any alliance influence.

It comes in three grades, which are all well-equipped, and with a single 1.5-litre turbocharged petrol engine.

Mitsubishi's off-road heritage hasn't been forgotten with all-wheel-drive optionally available.

Prices start at £21,275 for the Eclipse Cross '2' with a six-speed manual gearbox and front-wheel drive.

It comes with autonomous emergency braking and lane departure warning as standard, alongside a rear-view camera, privacy glass and climate control.

The £22,575 '3' adds keyless entry, heated seats and a head-up display. At this grade, it is also possible to choose an automatic CVT transmission (£23,850) and all-wheel drive (£25,350).

Range-topping '4' models start at £34,975 and benefit from leather upholstery, LED headlamps and a nine-speaker Rockford audio system. Blind spot warning and rear cross traffic alert are also fitted and automatic versions (£27,900) get adaptive cruise control.

All models have a seven-inch touchscreen infotainment system which features Apple CarPlay and Android Auto. There is no navigation system available from the factory so drivers will need to connect their smartphone in order to use their chosen sat-nav app.

The engine develops 163PS and 250Nm, enough to propel the car to 60mph in a reasonable 9.3 seconds (auto).

CO<sub>2</sub> emissions are less impressive at 151g/km for the most frugal model. It means the car can only promise a combined

## COSTS

<b>P11D price</b>	£24,420
<b>BIK tax band (2016/17)</b>	29%
<b>Annual BIK tax (20%)</b>	£1,416
<b>Class 1A NIC</b>	£997
<b>Annual VED</b>	£500 then £140
<b>RV (4yr/80k)</b>	£7,425
<b>Fuel cost (ppm)</b>	12.92
<b>AFR (ppm)</b>	14
<b>Running cost (4yr/80k)</b>	39.96ppm

## SPEC

<b>Power (PS)/torque (Nm)</b>	163/250
<b>CO<sub>2</sub> emissions (g/km)</b>	151
<b>Top speed (mph)</b>	127
<b>0-62mph (sec)</b>	10.3
<b>Fuel efficiency (mpg)</b>	50.4

## KEY RIVAL

<b>Nissan Qashqai 1.6 DIGT Tekna</b>	
<b>P11D price:</b>	£28,995
<b>BIK tax band (2016/17)</b>	25%
<b>Annual BIK tax (20%)</b>	£1,450
<b>Class 1A NIC</b>	£1,000
<b>Annual VED</b>	£200 then £140
<b>RV (4yr/80k)</b>	£7,875
<b>Fuel cost (ppm)</b>	11.36
<b>AFR (ppm)</b>	14
<b>Running cost (4yr/80k)</b>	42.46ppm

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



All models have a seven-inch touchscreen infotainment system

42.8mpg – which for high mileage users will come at significant cost.

Mitsubishi says a plug-in hybrid version is expected to be introduced later in the model's life and a 2.2-litre diesel version will make an appearance next year.

The company is hoping to sell around 6,500 this year with 35% of those to fleets.

With its low list price, the mid-spec '3' will cost drivers £100 per month in benefit-in-kind tax. A similar Nissan Qashqai would cost the same.

However, its high emissions not only affect its chances of getting onto restricted choice lists but also mean it attracts the highest (£500) first year VED rate.

Over 80,000 miles the initial list price saving is wiped out when you compare wholelife costs against the Qashqai.

Still, the Eclipse Cross is a spacious and attractive SUV with great practicality and fine handling.

It offers unrivalled levels of equipment as standard and, unlike many crossovers, has a robust feel which provides confidence that it will work just as well if you venture off the beaten track.



## VOLVO S90

D4 INSCRIPTION

Comfort over dynamism, but S90 is full of safety devices



Neighbours have been impressed with the car's exterior design and interior layout

## COSTS

P11D price	£37,000
Additional options	£5,950
BIK tax band	25%
Annual BIK tax (20%)	£1,875
Class 1A NIC	£1,294
Annual VED	£160 then £140
RV (4yr/80k)	£11,900
Fuel cost (ppm)	8.82
AFR (ppm)	11
Running cost (ppm)	46.35

## SPEC

Engine (cc)	1969
Power (PS)	190
Torque (Nm)	400
CO <sub>2</sub> emissions (g/km)	116
Manufacturer mpg	64.2
Real-world mpg*	38
Test mpg	41.3
Max speed (mph)	140
0-62mph (sec)	8.2
Current mileage	1,187

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

\* Data supplied by Equi index

By Stephen Briers

It wasn't the most auspicious start for our new Volvo S90 long-term. My 11-year-old daughter stepped into the car and immediately blurted out "it's a bit old-fashioned".

Probably not the reaction Volvo was seeking, but then a tan (officially amber) leather and walnut wood panelling combo is not the most contemporary styling.

However, this trim spec is optional; many others are available, so let's press re-set and start again.

Our test car is the D4 2.0-litre diesel with eight-speed automatic transmission generating 190PS and good for – on paper at least – 64.2mpg. In range-topping Inscription trim (other options are Momentum and the sporty R-Design), the S90 has a P11D price of £37,500.

Added extras on our car include: family pack with integrated sun curtains and booster cushions for outer rear seats, which, to the delight of my nine-year-old son, remove the need for child seats (£450), 20-inch eight-spoke alloys (£1,700), head-up display (£1,000),

rear park assist camera (£400), smartphone integration (£300), dark tinted windows (£400) and premium metallic paint (£1,000). They take the final price to £43,450.

The S90 is packed with standard equipment, lots of it safety-related as we've come to expect from Volvo.

It includes City Safety collision warning with autonomous emergency braking, capable of identifying pedestrians, cyclists and animals; run-off road protection, which tightens the front seatbelts should the car leave the road, while front seat frames have a collapsible section to help prevent spinal injuries; and Pilot Assist semi-autonomous drive, which assists with steering up to 80mph and controls accelerator and braking to keep the car within lane markings and at the desired cruising speed (as long as your hands remain on the wheel).

Early driving impressions are favourable, erring on the side of comfort over dynamism. There is ample power from the engine when required, although it is a little harsh when pressed with a little too much noise intrusion.

## MAZDA 6 2.2D SE-L NAV



Much like the national statistics reveal how much time people lose each year due to sitting in traffic jams, so I can measure time lost waiting for the Mazda 6's heater to clear the front and rear windscreens.

It's that slow.

I can't say how long exactly because I've yet to find the patience to sit on my drive until the front windscreen fully demists, resulting instead to a few hasty swipes with a cloth to circumvent the process. Certainly, the rear window is still not completely clear five minutes into my journey.

If time is precious, then perhaps this is not the car for you.

However, in many ways, that would be a shame because the Mazda 6 has much going for it.

Undeniable one of the most attractive looking cars in its segment, it offers an engaging, agile drive – fun to drive with sporty road manners – and a refined, yet powerful, 2.2-litre diesel engine with plenty of mid-range oomph.

From start-up, the engine is one of the quietest on the market and, while first impressions of the steering are that it is a little light and frothy, you quickly become accustomed to the feel of the car.

Well-equipped in SE-L Nav trim, mid-to-high 50s fuel consumption is possible on longer journeys, although high 40s is more likely when a mix of commuting is added. It's a way off the official 68.9mpg but close to the Equi Index's 53.1mpg.

Despite approaching eight years old, albeit with a couple of facelifts/updates since that transformed the interior with higher quality materials, fewer buttons and an improved infotainment system, the Mazda 6 remains one of the best in its class.

Stephen Briers

## TEST TIMELINE



End

## AT A GLANCE – THE REST OF OUR FLEET



Skoda Octavia



Renault Koleos



Seat Ibiza



Jaguar XF



Vauxhall Insignia

# NEIL HODSON

CHIEF EXECUTIVE OF ASTON BARCLAY

The military and what he learned in the forces feature prominently in Hodson's replies. Perhaps that's why he proclaims a dislike for lethargy (navel gazers) and apathy

The advice I would you give to my 18-year-old self is to just get on with it. Too many youngsters stare at their navel for too long before taking action and then wonder why they have missed an opportunity.

My hobbies and interests include a round of golf when I get time.

My first memory associated with a car was learning to drive and passing my test in an old Mini.

The three vehicles I would like in my garage are any one of the new Lamborghinis, a new Porsche 911 and a Ferrari California.

The pivotal moment in my life was leaving home at 16 to join the Army. It forced me to be independent and made me grow up very quickly.

My favourite film is *A Bridge Too Far*. Despite fighting against all the odds, the Allies never gave up in their attempt to capture several important bridges and break the German lines to help speed up the end of WWII.

A book I would recommend to others is Richard Branson's biography. It shows normal people running a business that if he can make a company a success, anybody can.

If I were made Prime Minister for the day, I would tell the truth. It's much easier than fabricating the truth which most politicians seem to do.

I want to be remembered as someone that made a difference wherever I worked. Someone that challenged the norm and was a leading adopter of new technology whenever possible.

My pet hate is apathy.

**First fleet role** Selling used cars when I left the Army. Fleet is a huge part of the automotive industry and one that is very professional and changes on a regular basis. Responding to, or second guessing, the change is a major challenge I enjoy.

**Career goals at Aston Barclay** To make the new-look Aston Barclay an amazing success by combining all the heritage of physical auction with a whole raft of new technologies usually associated with online remarketing.

**Biggest achievement in business** After two years of hard work on the acquisition of Aston Barclay Group, seeing it come to fruition and the excitement of building the business over the next five years.

**Biggest career influence** Colonel Tim Collins, the British Army officer famous for his rousing eve of battle speech to troops at the start of the Iraq War in 2003. The text was said to have hung in the White House's Oval Office such was its impact.

**Biggest mistake in business** Failure to recognise fast enough when things aren't working and then either calling it a day or making drastic changes to turn a situation or business around.

**Leadership style** Energetic, leading from the front but letting people get on with things. If they aren't equipped to deliver what we have agreed, then to sit down with them to make it happen.

**If I wasn't in fleet** A golfer would have been nice, but there was never a chance of that happening.

**Childhood ambition** To get out into the big wide world to experience new people and cultures which is why I joined the Army.

**Most memorable driver moment** Taking part in the recent Bangers4Ben road trip which involved travelling 1,600 miles to the Swiss Alps and back. A great event for a great cause.



**Next issue:** James Waller, fleet operations leader, Select Plant Hire



# FleetNews

## EVENTS



NETWORK  
**IMPROVE**  
SHARE  
**INTERACT**  
LEARN



Be a part of the sharing community

**FOR FUTURE FLEETNEWS EVENTS, VISIT  
[WWW.FLEETNEWS.CO.UK/EVENTS](http://WWW.FLEETNEWS.CO.UK/EVENTS)**

# AURIS HYBRID ICON TECH

17% BIK

82g/km CO<sub>2</sub>\*

Toyota Touch® 2 with  
Go Navigation

Cruise Control



TOYOTA

ALWAYS A  
BETTER WAY

## Choose a better balance.

After a day of difficult decisions, you want your company car to be the perfect choice. Built on 20 years of hybrid engineering, the petrol-electric Auris Hybrid Icon Tech combines stylish design with stand-out comfort and efficiency. Features include an intuitive multimedia system, satellite navigation and cruise control. Plus CO<sub>2</sub> emissions of just 82g/km\* and no need to plug in. It's time you chose a better balance.

Book a test drive today to experience it for yourself: [toyota.co.uk/business](http://toyota.co.uk/business)



Toyota **Business  
+Plus**

TOYOTA  
HYBRID



Auris Hybrid Icon Tech 5 door 1.8 VVT-i Auto. Official Fuel Consumption Figures in mpg (l/100km): Urban 80.7 (3.5), Extra Urban 80.7 (3.5), Combined 78.5 (3.6). CO<sub>2</sub> Emissions 82g/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 Auris Hybrid Icon Tech 5 door 1.8 VVT-i Auto at £22,635. Price excludes metallic paint at £545 or pearlescent paint at £795. Prices correct at time of going to print.