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## CONTENTS

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produced from post-consumer waste.

### NEWS

- 6 BP pumps £25m into charge points
- 9 Partners pursue full autonomy
- 10 MPs speak against EV grant cuts
- 13 FORS seeks to increase its appeal
- 14 Service allows fleets to benchmark
- 17 Fleets urged to talk about EU exit
- 18 'Russian roulette' of roadside recovery
- 21 Electric city car in two years' time

### REGULARS

- 24 Letters and editor's Big Picture
- 27 Opinion: Exit for EU and EVs
- 58 Award winner: Škoda
- 66 Last word: Stuart Raikes

### CAR/VAN REVIEWS

- 60 Nissan Qashqai
- 62 Vauxhall Combo Life
- 63 Peugeot 5008
- 65 Long-term reports

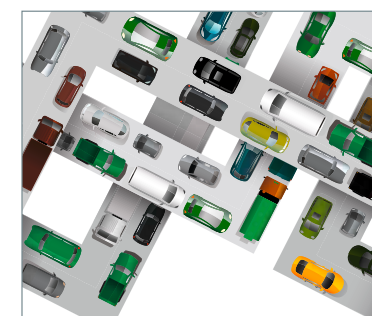


## Cover feature Review of Fleet Live

# FLEET LIVE

It was a record-breaking success with more than 2,000  
visitors discussing products and hearing from industry experts

41



## 49 Fleets and safety

A six-page special looks at the  
impacts of vehicle autonomy,  
dashcams and how telematics  
can help improve driver behaviour



## 28 Fleet News Roundtable

Fleet manager role will continue to  
evolve as mobility comes to the fore,  
but delegates are divided over skills  
needed to operate fleets effectively



## 32 Fleet in focus: Police Scotland

Since Scotland's police forces were amalgamated big  
savings have been achieved. Stewart Taylor explains how



## In the spotlight: Inchcape Fleet Solutions

MD Matt Rumble says that  
striking a balance between  
channels, products and  
having a diverse customer  
base helps to make IFS  
a solid business

38

FleetNews



# FLEET NEWS AWARDS RECOGNISES AND HONOURS THE BEST

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36



# BP pumps in £25m to speed up installation of rapid charge points

## EV infrastructure providers battle for fleet business as network capacity questioned

By Gareth Roberts

Company car and van drivers could soon be able to pay for petrol, diesel and electricity on a single fuelcard at BP service stations.

The fuel giant has said it will start rolling out ultra-fast charge points across its network of almost 1,300 service stations from the beginning of next year.

After buying Chargemaster – the operator of the UK's largest electric vehicle (EV) charging network and a leading manufacturer of charge points – for £130 million a combined-use card is seen as the next logical step.

It is also looking at integrating EV charging into its BPme app (*Fleet News*, August 23).

David Martell, chief executive of the now BP Chargemaster, said the company was investing £25m over the next 12 months and expected the rollout of ultra-fast chargers, which can charge a car in a matter of minutes, to be completed within three years.

Highlighting how his company was getting crucial “investment momentum”, he also told delegates at the Westminster Energy, Environment and Transport Forum another advantage of linking up with the fuel giant was they would be able to provide combined fuelcards.

He explained: “People who have plug-in hybrids, for instance, can have a card for their company that actually enables them to fill up with petrol as well as recharge their battery.”

It also means the time spent at the filling station – dwell time – is likely to increase. Martell said: “Currently, people may typically take about five minutes in a petrol station; even with ultra-fast charging that is like to increase to 15-20 minutes. That's an opportunity for retail development.”

*“People who have got plug-in hybrids can have a card for their company that enables them to fill up with petrol as well as recharge their battery”*

David Martell, BP Chargemaster

As well as manufacturing charge points and installing them, BP Chargemaster runs the UK's largest public network of charge points, Polar.

It currently operates 6,500 charge points, which equates to 43% of the UK's 15,000-strong publicly available network.

Martell said it was increasing Polar's reach by 150 units per month.

It is also continuing to install its UK-built charge points at homes and workplaces, including signing a partnership deal with vehicle leasing company LeasePlan.

The leasing giant is offering new EV customers the option to bundle an e-mobility solution, with the option of a home charger package and access to the Polar network for the lifetime of the lease agreement.

Matt Dyer, managing director of LeasePlan UK, said: “We're seeing an increased demand for low-emission vehicles from customers looking to lower their overall fleet emissions and improve air quality. Our latest partnership with BP Chargemaster is just one of the ways we're making it easier for them to make the switch to electric.”

“Bringing together the vehicle and all forms of charging, means we can offer a comprehensive EV solution to help speed up the transition to electric motoring.”

Businesses wanting to provide charge point facilities for EV drivers at work will also be able to take advantage of site surveys, installation of BP Chargemaster's charge points and support, as well as system access for billing and reporting, said LeasePlan.

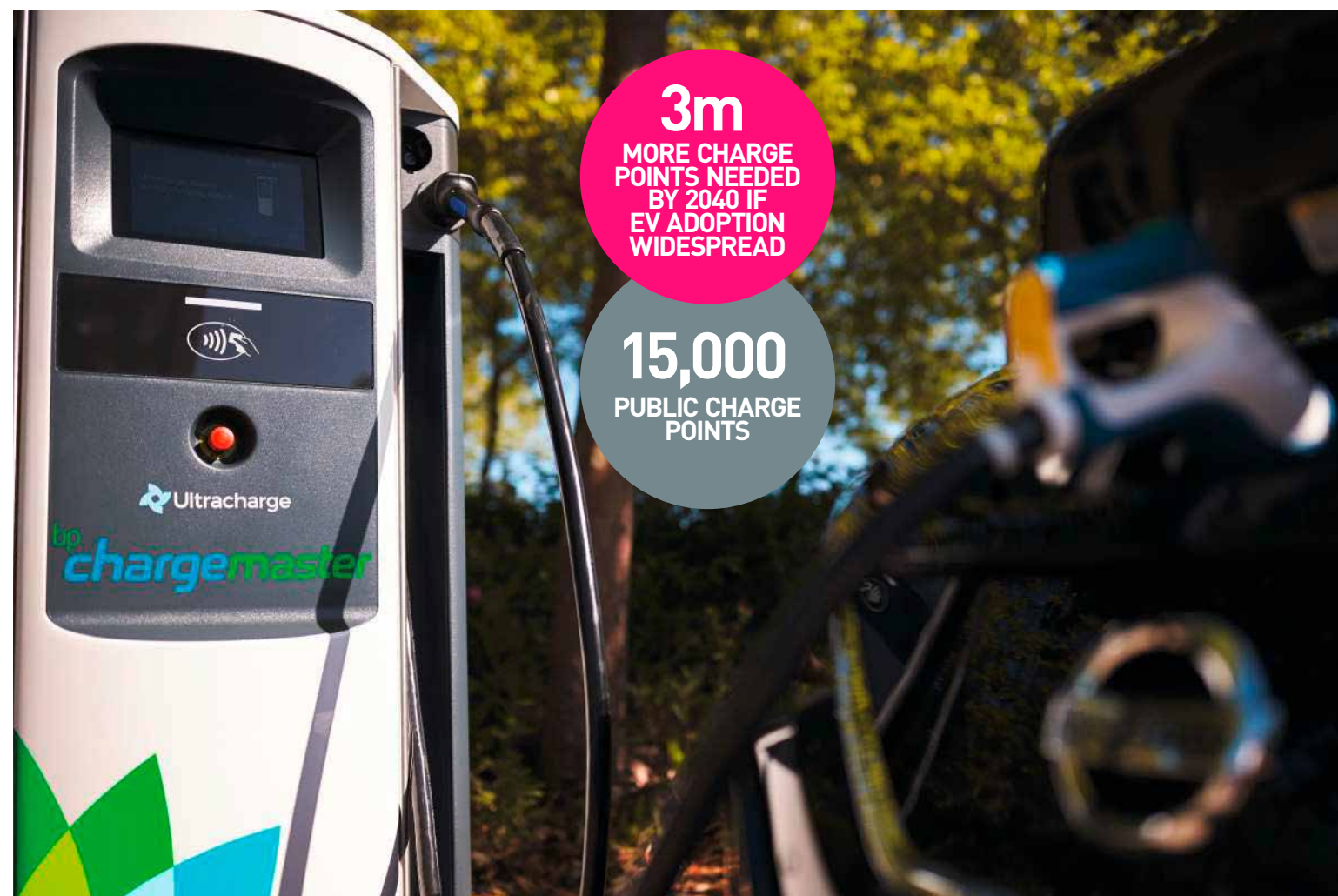
### FLEET FOCUS

It is a focus on fleet which is shared by EDF Energy, one of country's biggest electricity producers, meeting around one-fifth of the country's demand.

Revealing its plans to play what it says will be a significant role in the UK's transition to low-carbon electric transport, the energy provider says it wants to be the go-to destination for businesses looking to electrify their vehicles.

It will offer fleets vehicle and charging infrastructure consultancy and is partnering with leasing company Arval to offer EVs and guidance on electrifying fleets.

Furthermore, it is partnering with ChargePoint Services and Phoenix Works to supply and install EV charge points, while offering bespoke energy



billing solutions and a back office system for managing and operating EV charging infrastructure, including employee EV charging.

It has already committed to electrify its own fleet by 2030 by joining the EV100 – a global initiative aimed at accelerating the transition to EVs run by The Climate Group.

Béatrice Bigois, managing director of customers at EDF Energy, said: “It is time to be more ambitious about low carbon transport if we are to reduce our carbon emissions.”

“As an industry we have a huge opportunity, and responsibility, to make electric vehicles an easy and obvious choice for all our customers.”

“This is why we will be investing in the best technology and products, creating the right mix of charging technology and incentives, and helping customers and businesses realise the benefits of EV as soon as possible.”

### 3m MORE CHARGE POINTS

Government cuts to the plug-in car grant might yet slow adoption rates of EVs (see page 10), but if it doesn't and EV take-up becomes widespread by 2040, Aurora Energy Research says the UK may need an additional three million charge points, costing up to £6 billion.

In a new report, it suggests much of that infrastructure growth could come via new workplace charge points or from commercial fleet operators switching their vehicles to plug-ins.

For light commercial vehicle fleets, Aurora says the business case for switching from internal combustion engines (ICEs) to EVs and installing related charging infrastructure is viable for medium vans if the total cost of ownership can be reduced by 8-15% compared with today.

Recent cost reduction trends suggest this could happen in the next decade, says the report.

It also suggests workplace charging can be profitable, with users potentially prepared to pay £0.09/kWh above retail electricity prices.

Felix Chow-Kambitsch, head of flexible energy and battery storage at Aurora, said: “Commercial and Industrial ‘smart’ charging has a key role to play in meeting high levels of consumer ‘away-from-home’ EV charging demand and represents an exciting development for the energy industry.”

A previous study for motoring research charity the RAC Foundation found that growth in EV car use could be stalled by limitations in the public charging network.

It warned that the mass market appeal of ultra-low emission vehicles (ULEVs) may be restricted without widespread, reliable charge points.

### GOVERNMENT HELP NEEDED

To avoid charging disparity in the UK, the National Grid says Government needs to step in and help with the deployment of ultra-fast charge points.

Peter Abson, UK public affairs and policy senior manager at the National Grid, told delegates at the

forum, that a market-led-only approach to infrastructure would result in an “unequal distribution of chargers in the UK, with many rural areas left with no ultra-rapid chargers”.

“It means those communities already facing inadequate mobile and broadband coverage will also be underserved by EV infrastructure,” he said.

“We need to ensure we have sufficient charging infrastructure in place along the motorway network by the mid-2020s, which is the point we believe we will reach total cost parity between EVs and traditional cars.”

Abson's call for Government intervention was echoed by the National Infrastructure Commission, which recommended that ministers should subsidise the installation of rapid charge points where the market will not deliver them in the long term.

Martell acknowledged that the market is not perfect but revealed that, alongside BP, there are many multi-national companies wanting to invest in charging infrastructure.

“I'm sure there will be patches across the country which might need some Government assistance, but we are working with Government at ways they can be filled in,” he said.

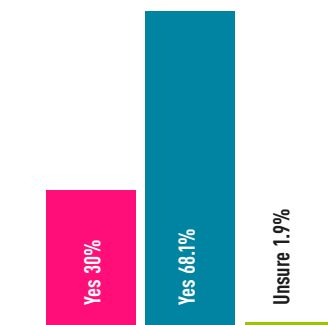
Martell estimates that some £700m of private funding has been earmarked for charging infrastructure in the UK over the next five years.

■ MPs criticise changes to the plug-in car grant on page 10, while two new electric carmakers announce production plans on page 21.

### FLEET FACTS AND FIGURES

#### OPINION POLL

Do you think a ban on petrol and diesel new vehicle sales from 2032 is realistic?



#### FleetNews view:

Our poll suggests more than two-thirds of respondents think the suggestion from MPs on the Business, Energy and Industrial Strategy Committee (see page 10) is unrealistic. Our view is that there are still significant barriers to fleet adoption of EVs, including their upfront cost and range. The decision to cut the plug-in car grant could also slow uptake, while credible alternatives for some fleet roles are still hard to find.

This week's poll: Will the decision to leave the European Union increase fleet costs?

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

#### MOST COMMENTED ONLINE

Government cuts plug-in car grant – Outlander PHEV and Prius no longer eligible

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

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Model shown is an all-new 508 GT 1.6L PureTech 225 EAT8 S&S with optional Night Vision. \*MPG and CO<sub>2</sub> figures quoted are for an all-new 508 Allure 1.5L BlueHDi 130 EAT8 S&S on the Extra Urban drive cycle. Information correct at time of going to print.

# Addison Lee and Oxbotica make advances towards full autonomy

Plan is to offer corporate shuttles, airport and campus-based services first

By Tom Seymour

**A**ddison Lee and UK autonomous driving tech company Oxbotica will be ready to put fully autonomous vehicles on the road in London by 2021, but UK legislation needs to move forward to make it possible.

The ambitious co-operation project between Addison Lee and Oxbotica will see the former's fleet of around 4,800 vehicles in the capital gradually transitioning to feature more autonomous vehicle (AV) technology.

Graeme Smith, Oxbotica chief executive, told *Fleet News* that, while he is confident his company will have the technology ready for Level 5 autonomy (no driver and no intervention needed at any point in a journey) by 2021, this will be entirely dependent on autonomous vehicle regulation and how the Department for Transport (DfT) updates legislation.

The deadline of 2021 will not be as simple as flicking a switch, he said, likening the introduction of autonomous vehicles to something closer to the adoption of pure-electric vehicles.

Smith explained: "The introduction of the technology will be a gradual process. We will likely introduce vehicles in specific geofenced areas. This would be somewhere like an airport where you have predictable traffic patterns and fewer pedestrians and cyclists. We're not going to launch in Trafalgar Square."

It plans to offer corporate shuttles, airport and university campus-based services first, with its Oxbotica software-powered vehicles.

"Urban transport will change beyond recognition in the next 10 years with the introduction of self-driving services, and we intend to be at the forefront of this change by acting now," said Andy Boland, chief executive of Addison Lee Group.

"Autonomous technology holds the key to many of the challenges we face in transport.

"By providing ride-sharing services, we can help address congestion, free space used for parking and improve urban air quality through zero-emission vehicles."

Boland said Addison Lee's premium (chauffeur) services would continue to be driven by its drivers rather than autonomous vehicle tech-



Oxbotica CEO Graeme Smith (right) and Addison Lee CEO Andy Boland (left) in front of an Oxbotica-powered Addison Lee vehicle

nology for "the foreseeable future" and added: "It's important to draw a distinction between premium services and technology opening new services at a relevant price point."

Boland said the company is working with Transport for London to ensure that passenger, driver and public safety is at the forefront of any new AV services.

He said: "Safety will be at the heart of this project and we are confident we have the right team in place and the appropriate resources to develop an operational model which ensures autonomous services are safe."

Boland is determined that by using autonomous vehicle technology, Addison Lee will be in prime position to take a share of the expanding car serviced market, estimated by Transport Systems Catapult to be worth £28 billion in the UK by 2035.

Sally Epstein, a machine-learning expert at Cambridge Consultants, applauded the ambition of Addison Lee and Oxbotica, but warned that full autonomy still remains a long way off.

She said: "Consumers should know that we're nowhere near to having genuinely driverless cars on public roads.

"Data used to map London will become out of date as soon as it is collected. Street furniture is constantly changing, with roadworks, accidents and more, while human movement will remain stubbornly difficult to predict.

"There also remains the question of how will vehicle decision-making be understood after an incident? There must be adequate transparency

in the system for consumers to trust a vehicle's decision-making."

If legislation cannot catch up with the rapid development of automated technology, Smith said it is possible 2021 will instead see Level 4 technology (high autonomy) introduced with the Addison Lee fleet. This will mean there will still be a driver that can take the wheel or act as a "safety attendant" in the vehicle.

Smith said: "I envisage us expanding out to other geofenced areas of London after 2021 where there is a further distance between public transport stations and this automated technology could fill that gap in getting passengers to their closest public transport station."

Addison Lee Group recently set up and led the MERGE Greenwich consortium, a government-funded project investigating how autonomous vehicle ride-sharing could be introduced to complement existing public transport services.

Using the London Borough of Greenwich as a model, the project found that by 2025, self-driving, ride-shared services could assist significantly with addressing the capital's transport challenges and make it easier and more accessible for citizens to move around.

In parallel, Oxbotica is leading the DRIVEN consortium, and has already launched a fleet of vehicles currently running autonomously in public trials in London and Oxford.

Between now and 2021, Smith said Oxbotica will continue developing its software and it will be fitting sensors to Addison Lee's existing fleet to map areas of London.

*"Introduction of the technology will be a gradual process"*

Graeme Smith, Oxbotica



# MPs speak out against 'too soon, too sudden' £1,000 cut in EV grants

Reduction brought forward as grant claims accelerate from 140 a day to 900

By Gareth Roberts

**T**he decision to cut the plug-in car grant risks undermining the UK's burgeoning electric vehicle (EV) market, according to MPs.

The Business, Energy and Industrial Strategy (BEIS) Committee says in a new report that cutting the grant for pure EVs by £1,000, and removing it completely for hybrid cars with a range of less than 70 zero emission miles, has been made too soon and too suddenly.

More than two-thirds (69.8%) of respondents to a *Fleet News* poll said they also believed the Government was wrong to cut the grant.

BEIS Committee chair, Rachel Reeves MP, said: "Cutting support is a perverse way to encourage drivers to move to non-polluting cars."

"This is the latest sign of the Government's inconsistent approach to developing the market for electric vehicles."

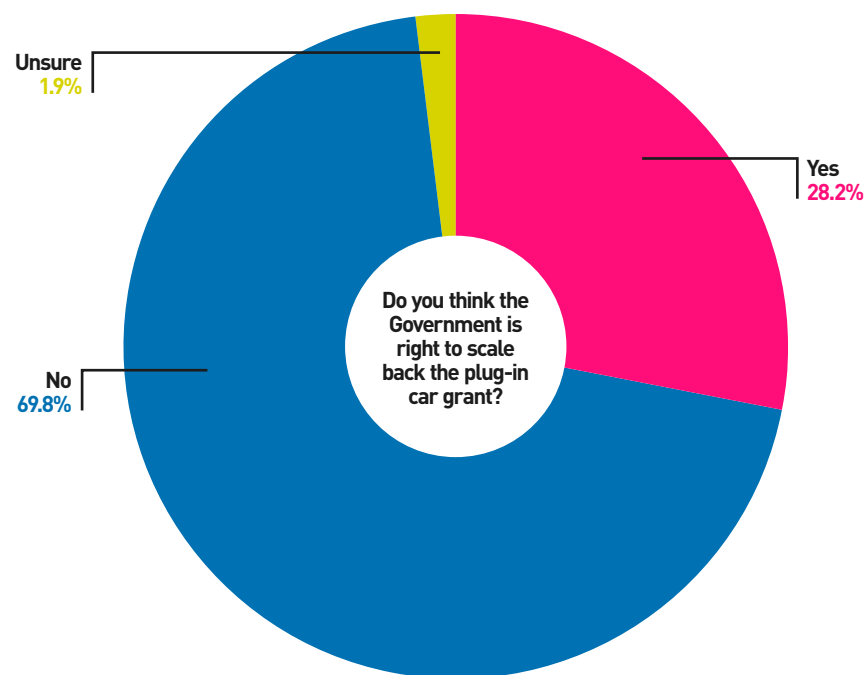
The Government said the reduction in funding – from £4,500 to £3,500 – for the cleanest cars, and withdrawing the grant completely for the likes of the Mitsubishi Outlander PHEV and the Toyota Prius Plug-in, was a sign of the grant's success (fleetnews.co.uk: October 11).

Furthermore, having warned it would bring forward the planned reduction from November 9 if there was a rush from buyers eager to qualify for the grant at current levels, it stayed true to its word and pulled the plug on the more generous rates from Sunday, October 21.

The Government stepped in after an average of 900 grants at the previous more generous levels were claimed each day since the changes were announced, compared with 140 per day during the first six months of 2018 (fleetnews.co.uk, October 23).

Officials say that vehicles ordered before the grant rates changed will be honoured as long as the dealer has correctly submitted the claim for the vehicle to the Office for Low Emission Vehicles (OLEV) and the car is delivered within nine months of when the claim was submitted.

In terms of the new grant, the Government has committed to funding 35,000 more pure EVs. Last year, 13,597 pure EVs were registered and,



according to the latest figures available, 11,270 were registered in the first nine months of 2018.

MPs on the committee said that during its inquiry not one witness suggested that EVs would be able to compete without grants in the near term.

In fact, Energy UK, the UK Electric Vehicle Supply Equipment Association (UK EVSE) and BMW specifically warned against the sudden removal of support, which has recently caused a downturn in registrations in Denmark and the Netherlands.

The decision also runs counter to advice from the Committee on Climate Change (CCC) published on the day of the UK Government announcement.

As part of its technical assessment of the Government's Road to Zero Strategy, it said it

was "important that Government commits to extend support for EVs until they become cost-competitive with conventional vehicles."

The committee wants the Government to set out its intentions for plug-in grants for the next five years. If the Government is unable to commit to ongoing support, it says, it should at least set out the terms under which grants will be phased out, well in advance of the implementation of any reductions.

MPs in the report also call for a ban on the sale all new diesel and petrol cars from 2032, much sooner than the Government's 2040 deadline.

"To fast-track it by eight years would be nigh on impossible," said Mike Hawes, chief executive of the Society of Motor Manufacturers and Traders (SMMT).

"We need world class infrastructure and world class incentives to have any chance of delivering so the cuts to the plug-in car grant and lack of charging facilities – both of which are severely criticised by the committee – show just how difficult it would be to accelerate this transition."

Zero emission vehicles currently make-up just 0.6% of the market, meaning consumer appetite would have to grow by some 17,000% in just more than a decade.

LeasePlan's Matthew Walters calls for a better plug-in strategy, see more on page 27.



*"Cutting support is a perverse way to encourage drivers to move to non-polluting cars"*

Rachel Reeves MP, Business, Energy and Industrial Strategy Committee

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*La meccanica delle emozioni*



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## A BREED APART

Official NEDC Equivalent (NEDCeq) Fuel Consumption for the Jaguar XF range in mpg (l/100km): Combined 36.2-57.6 (7.8-4.9). CO<sub>2</sub> Emissions 177-129. The figures provided are NEDCeq calculated from official manufacturer's WLTP tests in accordance with EU legislation. For comparison purposes only. Real world figures may differ. CO<sub>2</sub> and fuel economy figures may vary according to wheel fitment and optional extras fitted. \*Optional feature.

# FORS for all – fleet accreditation programme increases its appeal

New standard No5 has the flexibility to suit all vehicle types, not just HGVs

By Elizabeth Howlett

**L**ong associated with heavy vehicles, the Fleet Operator Recognition Scheme (FORS) is hoping to broaden its appeal by recruiting new members from van, car and last-mile delivery bike fleets.

It says its voluntary accreditation programme is now more accessible and relevant to all vehicle types, thanks to changes made to its auditing process.

Graham Holder, head of compliance at FORS, explained that, when the programme was launched, it was called the 'Freight' Operator Recognition Scheme before becoming 'Fleet'.

"Fleet incorporates all (vehicle) variants so the way version five (the latest FORS standard) is now delivered is specific to the variant we're talking about," he said.

"You'll find a drop down (menu) for risk assessments that cater for everything from a heavy 44-tonne articulated truck down to a powered two-wheeler scooter that is delivering pizza."

Historically, the auditing process did not have that flexibility, which meant it was not relevant for all vehicle types. "Version five opens it up," says Holder.

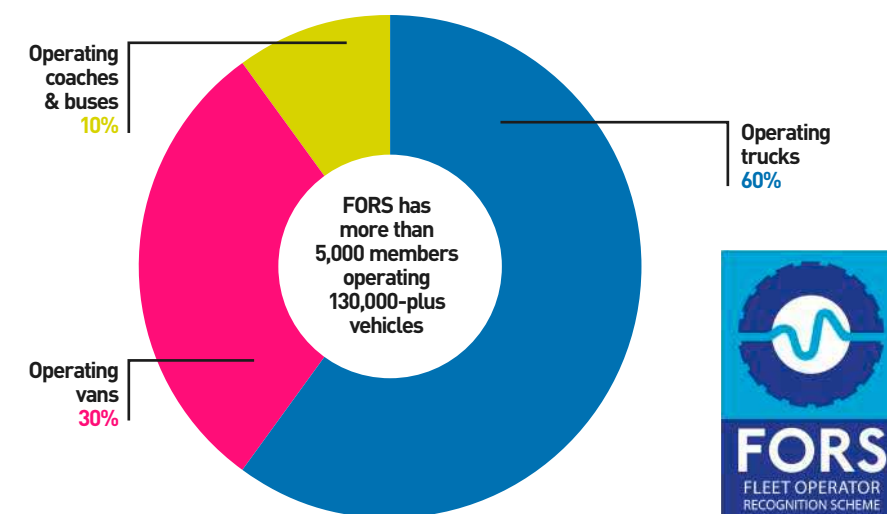
The current vehicle make-up of members is truck heavy, with around 60% operating trucks, 30% vans and the remainder running coaches and buses. That's not surprising considering the work-related road safety scheme was borne out of a desire to improve the road safety of trucks in the capital by Transport for London (TfL).

TfL launched FORS in April 2008, but, having grown beyond the confines of London, it was rolled out nationwide in 2015.

The accreditation programme is run by Aecom in partnership with the Chartered Institute of Logistics and Transport (CILT), while the Governance and Standards Advisory Group (GSAG), consisting of industry stakeholders, enforcement bodies and fleets, including Tarmac, DHL and Travis Perkins, decides the requirements set out in the FORS standard.

Today, FORS has more than 5,000 members, operating 130,000-plus vehicles, who can be awarded Bronze, Silver or Gold accreditation.

Paul Wilkes, business services manager for



FORS, would not be drawn on how the wider appeal of the programme could specifically impact membership numbers, but acknowledged there was "good potential for growth".

He explained: "Most fleets tend to run a mix of vehicles, anyway, and people want to run the same standard across everything."

However, he admitted that making a "one-size fits all standard, which is impactful and useful for different fleet types", had posed challenges.

"We've tried to create flexibility, while at the same time keeping that single standard, and I think we've succeeded," he said.

Version five was revealed at the annual FORS members' conference, last month. Having made provision for a broader range of operations and vehicles, the revised standard, which comes into force from January 2019, also addresses the need for air quality improvements and sets out requirements to help operators mitigate against threats of terrorism.

Director John Hix said: "FORS has always been committed to promoting continuous best practice, both in the progressive nature of our accreditation and in the way we work to ensure our requirements remain relevant."

In terms of the Bronze award, the new counter-terrorism requirement has been introduced, meaning operators must have a policy and supporting procedures in place at FORS Bronze, which names a Counter Terrorism Champion.

Under new Bronze training requirements members must also have completed the current FORS Professional Security and Counter Terrorism eLearning module within the 24 months prior to audit. Since its launch in January 2018, the module has been completed by more than 15,700 individuals.

Hix said: "With the terrorist threat ongoing, it is more important than ever that we all play our part in tackling the dangers to personal and vehicle safety."

Key changes for FORS Silver and Gold include an added emphasis on improving environmental operating standards, with a requirement at Gold for drivers to have completed either the FORS Professional LoCITY Driving training course, or a FORS-approved environmental awareness course within the past five years.

FORS Silver also includes a commitment to tackle noise pollution – a criteria formally only mandated at FORS Gold.

Hix concluded: "FORS has grown from a relatively-small London-centric operation, to encompass well more than 5,000 members of diverse fleets nationwide."

"With this truly national remit, it is vital FORS is flexible enough to meet the evolving challenges our members face and to help operators striving for continuous operational excellence and best practice."

"We are confident the new standard moves our members forward on this course."



*"Most fleets tend to run a mix of vehicles and people want to run the same standard across everything"*

Paul Wilkes, FORS



# Leasing giant's service will allow fleets to benchmark themselves

Organisations can measure effectiveness against Lex Autolease's database

By Andrew Ryan

**L**ex Autolease is targeting customers who run 500 or more vehicles with a new fleet benchmarking service which, it says, has already saved one company £1.4 million.

The product allows organisations to compare their fleet performance in a wide range of areas against similar operations in the leasing company's corporate customer base.

This will identify areas where an organisation can improve, as well as ones in which it excels. Lex Autolease can then devise and implement policies or strategies to address any issues.

Key to the product's success is the size of the leasing company's risk fleet, said customer relationship manager Andy Barrell. Lex Autolease is the largest leasing company in the country with a risk fleet of around 380,000 – more than double that of nearest rival, LeasePlan.



## PORTER HITS VEHICLES GOAL THEN STEPS ASIDE

**Tim Porter retired as managing director of Lex Autolease at the end of last month (October) to spend more time focusing on life outside work.**

**He joined the business from its parent company Lloyds Banking Group in May 2013, replacing Rick Francis.**

**During his time with the company he achieved its five-year goal of increasing Lex's fleet size by 100,000 vehicles.**

**Lloyds Banking Group now runs its motoring businesses, Black Horse and Lex Autolease, under a single combined leadership structure, led by Richard Jones, current managing director of Black Horse and chairman of the Finance and Leasing Association.**



Barrell said: "Companies are keen to understand how good their performance is from an operational point of view, from a risk point of view and from a cost point of view.

"But all they can compare it to is their performance last year because that's the only data they've got.

"Big is beautiful in terms of data and the scale of our business allows us to have the largest data lake in the industry and also the richest data within that.

"We've probably got more vehicles in certain sectors than other people have in their entire fleet.

"We can drill down to a very specific industry sector or even a very specific geography and still have a sample size that is relevant.

"Whether they are a utilities company, a delivery company or a housebuilder, they can see what the cost should be or what their risk profile should look like compared to their peer group.

"Where we find someone who is particularly lagging in a sector we can create the strategies and operational models that allow them to be best in sector or at least on par with the best in sector, and that creates an enormous amount of value for the end-user customer."

Barrell added there is no cost for fleets to take part in the initial phase of the benchmarking process, but if they decide to progress then Lex Autolease operates a "gain share model", where the savings are shared with the leasing company.

Lex Autolease launched its benchmarking service in February after a trial period towards the end of 2017 which 10 organisations were selected to participate in.

In the initial phases, Lex Autolease found there was generally a £500,000 difference between the best and worst performers.

*"Big is beautiful in terms of data and the scale of our business allows us to have the largest data lake in the industry and also the richest data within that"*

Andy Barrell, Lex Autolease

### Examples of successes are:

■ £1.4m of savings for a major retailer by lowering vehicle CO<sub>2</sub> emissions, amending mileage reimbursement rates and restricting engine capacity.

■ £820,000 savings for a healthcare provider through more efficient management of accidents, motor offences and driver recharges

■ £89,000 savings for a transport contractor by simplifying the range of manufacturers, introducing electric vans and improving the management of end-of-contract damage recharges.

Barrell said as well as using data generated by Lex Autolease, the benchmarking service can also incorporate information such as telematics and fuel data from third parties as long as it is supplied in a compatible form.

He added the service is currently available to the company's larger corporate customers, but in some instances it could be made available to existing smaller customers and new prospects.

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NEWS

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# Brexit

## Time to explore implications for fleet industry of no deal with EU

Motor trade body warns that vehicle costs could increase with a no-deal Brexit

By Gareth Roberts

**F**leet decision-makers are being urged to start talking about the potential pitfalls of Brexit, with only a few months left to March 29 and the UK's EU withdrawal.

The parties failed to finalise a deal during the October summit, with the likelihood of a special November summit now also appearing unlikely.

Brexit negotiations are finely poised, while any deal struck between the EU and the UK Government may prove impossible to get through the House of Commons.

Phil Jerome, managing director of medium-term rental company Meridian, told *Fleet News*: "There has been very little said across the fleet industry [about Brexit]."

"To some extent, this is understandable. Nearly two-thirds of businesses across the whole of the UK economy have yet to do a risk assessment about Brexit, according to the British Chambers of Commerce."

Jerome acknowledged that it is difficult to prepare for the unknown, but possible problems could impact vehicle and parts availability.

Mike Hawes, chief executive of the Society of Motor Manufacturers and Traders (SMMT), said: "No deal is not an option but nor is a limited Canada-style trade agreement, which would create hard borders where they currently do not exist, impose new and costly administrative burdens and would not afford the industry zero tariffs given 'rules of origin' requirements."

"Contingency plans for no deal are already being enacted on both sides of the Channel, but we must avoid this scenario. The importance of frictionless trade to our highly integrated just-in-time business model cannot be overstated so we need a deal – urgently – that replicates the



*"Contingency plans for no deal are already being enacted on both sides of the Channel, but we must avoid this scenario"*

Mike Hawes, SMMT

benefits of the single market and customs union."

SMMT analysis suggests that no-deal and the resulting tariffs on light vehicles alone would add £5 billion to the collective EU-UK auto trade bill ([fleetnews.co.uk](http://fleetnews.co.uk), September 19).

If passed directly on to consumers, import tariffs would push up the cost of UK-built cars sold in the EU by an average £2,700, and that of light commercial vehicles by £2,000 – affecting demand, profitability and jobs.

Similarly, UK buyers of a car or van from the EU would be faced with £1,500 and £1,700 increases if manufacturers and their dealer networks were unable to absorb these additional costs, pushing up rentals for fleet customers and affecting P11D prices.

Senior executives from a broad spectrum of sectors and organisations, including Jaguar Land Rover, who were attending a Brexit meeting at Frost and Sullivan's Chiswick offices, said they expected the EU and UK to agree to a deal ahead of the UK's departure on March 29, 2019.

Gary Jeffery, senior partner at Frost and Sullivan, said: "The details of that deal are pure speculation, but it was agreed that the Government should take Brexit as an opportunity to leverage its core strengths of world-class R&D,

technological expertise, a flexible labour market and its strategic location linking east and west to create new industries which will meet the needs of tomorrow."

The business consulting firm says carmakers are developing mitigation plans for Brexit including temporary factory shutdowns, renting warehouses and car parks on either side of the border, re-organising their supply chain and building a contingency stockpile.

It warned that new car registrations could fall below two million vehicles per annum, matching levels seen in 2009, following the financial crisis, and could take five years to recover in the event of a no-deal Brexit.

Fleets should have greater clarity on the likelihood of a deal or no-deal scenario ahead of the last chance December summit.

Forecasting body, EY Item Club, says the economy faces three years of weak economic growth which could be dented even further in the event of a no-deal Brexit.

It has downgraded its outlook for 2018 to 1.3% – which would make it the slowest expansion since the height of the recession in 2009 – and expects growth of just 1.5% in 2019.

■ See page 27 for more from Jerome on Brexit and the fleet industry.



# Campaign bids to end 'Russian roulette' of roadside recovery

Slow Down Move Over wants to see changes to the Highway Code introduced



Fixing car faults by the roadside is fraught with danger, say safety campaigners

By Elizabeth Howlett

A campaign has been launched aimed at improving safety for those who work at the roadside.

Called Slow Down Move Over (SDMO), it is intended to bring drivers and fleets running cars, vans and trucks together with a unified approach to build a cultural awareness among road users when presented with a temporary hazard.

Further down the line the people behind SDMO hope to influence changes in the Highway Code.

One of the instigators of the campaign is Service on Site managing director Paul Anstee who has spent 29 years working in the vehicle recovery business.

He said that working on the roadside is like "playing a game of Russian roulette".

"It's like putting one bullet in a revolver, putting it to your head and pulling the trigger," he said.

Anstee has witnessed and experienced his fair share of near misses, when working on the roadside – including being hit by a door mirror. In 2016, one of his employees was hit by a

vehicle and when he arrived to find paramedics and an air ambulance there, he feared the worst.

"I do adrenaline sports, so I am no stranger to feeling scared," he said. "But, picking that phone up and ringing his wife to say 'I don't know what's wrong with him, but they're rushing him to hospital', was the scariest thing I have ever done."

"The police officer had to take the phone off me because I had gone white. I didn't know if he was going to live or die at that point."

The employee suffered a broken leg, but the outcome could have been much worse.

"It was a massive wake-up call for me, and I don't want anyone else to experience that. That's why I started this campaign," explained Anstee.

SDMO has been spearheaded by Anstee and Baz Cooper of BSC Recovery. They have been joined by Ben Johnson, director of networks at Call Assist, who linked up with the awareness group last year following the death of a roadside recovery worker on the M69 in 2017.

Christopher Hadland was killed following a collision between his recovery truck and a Transit van. The driver of the Transit, Ashley Wilkes, pleaded guilty to charges of causing death by dangerous driving and causing serious injury by dangerous driving.

He was given a two-year prison sentence for the death by dangerous driving offence and a further 12 months for the serious injury by dangerous driving offence, to run concurrently.

Johnson said: "People don't register what's around them when they're driving nowadays. They don't slow down and then they pile into them (recovery workers). You would be surprised how often it happens."

In the same year, another roadside recovery driver died at the scene of a breakdown on the M25 when he was hit by an articulated lorry.

The SDMO group has already gained support from independent operators and companies such as Allianz Insurance, LV Britannia and Axa, resulting in a website launch last July – [www.slowdownmoveover.uk](http://www.slowdownmoveover.uk).

However, Johnson says that is just the beginning. He added: "Eventually, SDMO would like to take its campaign to Government and rally for changes in the Highway Code, but we are realistic with our aims."

"We are looking at the transport sector as a whole with a focus on fleet drivers, as they are the ones getting the miles in, alongside haulage companies who are often, unfortunately, involved in these types of RTCs (road traffic collisions)."

While Anstee and Cooper remain at the core of the group, they feel it should be representative of all areas of the recovery industry including independent vehicle recovery operators, trade associations and work providers.

The next step for SDMO will be the building of an online interactive map of near misses (when a vehicle enters the hard shoulder) and collisions, to highlight the frequency at which these events could have or have occurred.

Unfortunately, according to Johnson, there is a substantial amount of red tape covering this type of data collection. He said: "We understand companies do not want to highlight any near misses and collisions, so we are working on creating an anonymous channel. That way, we can build a body of statistics to highlight and support SDMO's campaign, making for a stronger case to present to Government in the future."

Anstee concluded: "On the hard shoulder you have an average of eight to 12 minutes to clear the way before something or someone is hit. We need to spread the word and ask people to please, slow down and move over."

*"You have an average of eight to 12 minutes to clear the way before something or someone is hit"*

Paul Anstee, Service on Site

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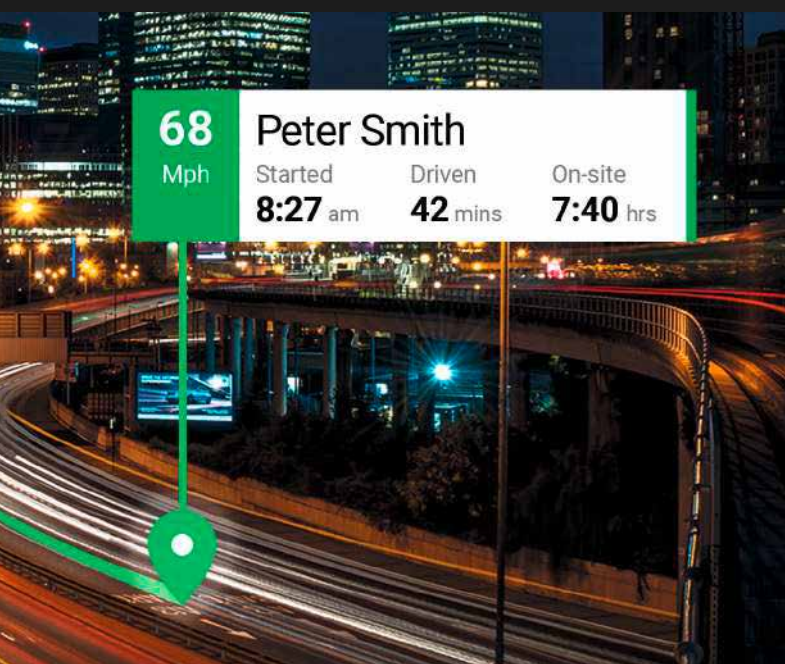
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best vehicle engineers  
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## UK-built electric city car expected to be available in two years' time

Swedish company chooses Silverstone facility; British company picks Singapore

By Tom Seymour

**S**wedish car manufacturer Uniti has chosen to manufacture its new electric city car in the UK. The announcement came just as Wiltshire-based Dyson said its plug-in car will be built in Singapore.

Uniti will have a pilot production facility at Silverstone near the home of UK Formula One to build its One two-seater model with the first units ready by 2020 and expected to be priced at around £13,000. Sales will be direct through Uniti rather than a traditional dealer network, with the small electric city car a potential pool car for employers keen to cut emissions.

Lewis Horne, Uniti chief executive, said the UK was chosen due to the expertise available on carbon vehicle production and its position as a key market for future sales.

He told *Fleet News*: "It's no secret that some of the world's best vehicle engineers are clustered around Silverstone. When coupled with a Government receptive to our ambition and goals, we couldn't find a better home to establish our pilot production facility."

Uniti has already employed a team of engineers at a research and development centre in

Northamptonshire and has partnerships in place with KW Special Projects (lightweight structure and additive manufacturing), Danecca (EV powertrains), Unipart (global supply chain) and Siemens (manufacturing software). Uniti has also set up an office in London to manage its UK operations.

Uniti plans to unveil its production models late next year and deliver vehicles to pre-order customers throughout northern Europe shortly after. The One is yet to pass crash safety tests, but it will undergo this process before launch.

Horne's plan is to use the UK production site as a template for manufacturing in other countries to help ramp up production to around 50,000 units a year. If Uniti can prove its concept with the One, there will be four- and five-seat models in the future.

The One city car has a potential range of between 93 and 180 miles (dependent on whether fitted with a 15kWh or 24kWh lithium ion battery) and a top speed of 80mph.

The vehicle will be aimed at commuters who often travel short distances at low speeds. The seating position set-up is similar to a Renault Twizy, with the driver sitting in the centre and a small passenger seat positioned directly behind.

Horne said: "Numerous studies also show that, despite the benefits of emissions-free mobility, modern electric cars are only fractionally more sustainable than their fossil fuel counterparts – when their entire lifecycle impacts are considered."

"This disparity in sustainability performance is mainly due to the incredibly complex manufacturing process that cars today demand; with their large steel bodies that were designed for the engineering challenges of the internal combustion engine."

Horne says Uniti will differ from other EVs in

that it will be made from composite materials that can be optimised for sustainability while still passing or exceeding the safety and mechanical standards of heavy, steel framed vehicles.

He continued: "We intend to manufacture these vehicles in fully automated facilities and will deliver them to the mass market."

Uniti's decision to build EVs in the UK is in contrast to Dyson, which has also revealed that it will start building vehicles, but has chosen Singapore as a base.

Dyson, famous for its vacuum cleaners, is investing £2.5 billion in its EV project and is expecting to have a model available by 2021. The company has already invested £200m in a research and test track facility with a team of 400 at Hullavington Airfield in Wiltshire and will expand this to add motorway, off-road and high-speed testing facilities.

The company has operations all over the world and the decision to base production for the EV in Singapore was influenced by the fact it already has a factory there that makes the motors for its other products. It will also act as a gateway to the lucrative Chinese automotive market.

While the first EV from Dyson is due in 2021, concrete details about what will power it, the range it will have and what segment it will be in have not been given due to the company's secretive approach to giving detail on products in development. However, it is rumoured there will be a three car line-up in the future and Dyson will be targeting the premium end of the market at relatively low volumes.

Dyson may also be handed a competitive edge against more established rivals by introducing solid-state battery technology that offers higher capacity and faster charging options compared with current lithium ion battery technology used in most EVs today.

*"We couldn't find  
a better home to  
establish our pilot  
production facility"*

Lewis Horne, Uniti



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Fuel consumption data and CO<sub>2</sub> emission data are determined using the Worldwide harmonized Light vehicles Test Procedure (WLTP), and the relevant values are translated back to driving conditions, equipment or options and may vary depending on the format of tyres. For more information on official fuel consumption and CO<sub>2</sub> emission values, please read the 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 (£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

and CO<sub>2</sub> emissions (g/km). Grandland X Range: Urban: 46.3 (6.1) – 64.2 (4.4), Extra-urban:

allow the comparability into NEDC, according to regulations R (EC) No. 715/2007, R (EU) No. 2017/1153 and R (EU) No. 2017/1151. The values do not take into account in particular use and guidelines at <http://carfueldata.dft.gov.uk/> and for more information on WLTP please see [www.vauxhall.co.uk/wltp](http://www.vauxhall.co.uk/wltp). 2018/19 tax year. Vauxhall Motors Limited does not offer tax advice (P11D of £26,885) 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 at time of going to press (October 2018).



# THE BIG PICTURE

By Stephen Briers, editor, *Fleet News*



We're approaching the last couple of weeks of the Fleet News Awards entry period so time is of the essence for you to get your entries in.

We changed the process a little this year to make it easier for fleets to enter by requesting an initial 750 words on why you should be selected as a finalist. The best ones would then go forward to the next stage, which required the full entry form to be completed.

We've had a fair amount of interest, but I'm looking for more companies to enter across the fleet categories. You will now have to go straight to the full entry form, but it isn't as taxing or time-consuming as you might think.

*"There's a range of categories – something to suit almost everyone"*

Many of you are doing some excellent work on improving safety, addressing environmental concerns, introducing cost-saving measures or just generally improving efficiencies and your operational effectiveness.

Although everyone is experiencing a period of uncertainty, there is still plenty of innovation and new initiatives on show.

I would urge you to consider entering. There's a range of categories – something to suit almost everyone.

Simply being a finalist can have massive benefits to you, to your teams and to your business. Research has found that award finalists win business, have more motivated staff and have greater credibility.

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To enter, go to the awards website: [fleetnewsawards.com](http://fleetnewsawards.com)

## YOUR LETTERS

### VEHICLE TELEMATICS

## Don't mandate technology, penalise bad employers

EDITOR'S PICK



#### Edward Handley wrote:

Having read 'Fatal bus crash may prompt compulsory telematics law' ([fleetnews.co.uk](http://fleetnews.co.uk), October 15) there is a certain lack of logic here.

The company had telematics, video, driving assessors, etc., and knew from a history of crashes that the driver was below standard and did nothing about it.

How will making telematics compulsory for all HGV and bus operators improve the situation when, in this instance, the problem was the company ignored the evidence in front of them?

It is very telling that the driver missed a meeting to discuss his driving standard because the company needed him to drive.

Had the meeting been held it is unlikely anything would have been done. If the driver could not be spared for a disciplinary meeting it is unlikely he would have been taken off driving for corrective training.

There are two distinct problems here: firstly, the company was complacent and put operational convenience above road safety; and secondly the driver shortage is getting so severe that elderly drivers who could work safely part-time are being pushed to work excessive hours that would tire a much younger driver.

From a fleet manager's perspective, there is one thing that is worse than a bad driver and that is no driver at all.

Tragically, it resulted in two deaths this time, but every day managers take a gamble and send sub-standard drivers out on the road for operational convenience, and, mostly, they get away with it.

The solution is not imposing telematics on good operators, it is penalising bad employers and managers who know there is a serious problem and do nothing about it.

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



### AIR QUALITY

## What about the cost to operators?

#### Jeff Allen wrote:

Having read 'A third of fleets have no plan in place to deal with clean air zones' ([fleetnews.co.uk](http://fleetnews.co.uk), October 3), the numbers given are a gross under-estimate.

We have spent close to £45 million replacing 75% of our fleet in the London area with newer Euro 6 vehicles. Mercedes-Benz Sprinter vans leased less than three years ago on four-five year lease periods are Euro 5 given Euro 6 was not available then.

Government legislates these changes and cares zero about the cost to operators, with crazy timescales in the case of the ULEZ.

#### John added:

This, yet again, will have a massive impact on the small haulier who runs possibly up to 20 HGV vehicles and has a policy of renewing every 10 years. The average 44-tonne unit is about £100,000. Also, what about foreign registered vehicles? They will not bother and get away without paying the fines. This is just another kick in the teeth for the UK haulage industry. So much for a level playing field.

### PLUG-IN GRANT

## Give higher allowances for EVs

#### Bill Fletcher wrote:

Having read 'Government cuts plug-in car grant - Outlander PHEV and Prius no longer eligible' ([fleetnews.co.uk](http://fleetnews.co.uk), October 11), the pure EV take up will still largely be director-level cars.

Audi, BMW and Mercedes-Benz will all have pure electrics in the near future. However, until employers change their fundamental company car policy to allow drivers a higher allowance banding for a pure electric vehicles versus internal combustion engine models then the take up will not be available to the masses.

A wholelife cost (WLC) model needs to be adopted on policy to demonstrate the true benefits of running an EV, but, more importantly, making it available to the masses.

#### Mr Bean added:

Cars like the BMW 330e and the Mitsubishi Outlander PHEV should never been included within the grant. Most were used for tax "avoidance" and not really what the grant was meant to be used for.

Only pure EVs should get the grant and it would have been nice to have kept it at £4,500.

#### The Engineer responded:

"Most were used for tax avoidance", do you have any evidence of that? Everyone I know in our fleet plugs in. If drivers didn't, then it was their companies' fault for not reimbursing for electricity use by sticking with fuel cards.

Switching to advisory fuel rates (AFRs) makes it stupid, if not essential to plug in.



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**Burning question:**  
What's your favourite piece of trivia?

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**Only two football teams have played finals at the Millennium Stadium and Wembley in the same season: Chelsea and the mighty Bristol Rovers (both 2007)**

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**You have a one in 45 million chance of winning the lottery**

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**Some of the 'white noise' associated with an 'out of tune' television channel is cosmic background radiation from the big bang, or the creation of the universe**

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**A Boeing 747's wingspan is longer than the Wright brothers' first flight**

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**The father of cricket commentator Henry Blofeld inspired the name of the James Bond super-villain**

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**The English words smashing, slogan, smithereens and Tory are all derived from Irish**



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COMMENT

## FLEET OPINION

### EU NEGOTIATIONS

## We need to talk about Brexit

By Phil Jerome

It is virtually impossible to escape the debate, discussion and outright arguments about Brexit at the moment, but there is one sector I have noticed is especially quiet on the subject – the fleet industry.

So why aren't we having a serious conversation?

To some extent, with the ongoing absence of clarity about exactly what form leaving the EU will take, the silence is understandable. And the fleet industry isn't alone.

Nearly two-thirds of businesses across the whole of the economy have yet to do a risk assessment about Brexit, according to the British Chambers of Commerce.

There remains no answer to the simple question: "How do you prepare for something when you don't know what it is?"

However, with March 29, 2019, only a few months away, now, surely, is the time to start talking about potential pitfalls and how they might be tackled?

Certainly, the motor industry as a whole has not been slow to make its forecasts known about the impact of Brexit, thanks to statements from everyone ranging from Jaguar Land Rover to Toyota.

However, there has been little said by fleet despite the fact that the issues Brexit could create are considerable.

These could include everything from new vehicle and parts availability through to labour shortages in vehicle maintenance, transportation and preparation – not to mention the effects of any general economic downturn.

With the clock ticking down, it seems to me that we should be making an attempt to outline the danger areas, identify the most critical, and talk about how we may be able to mitigate against the worst effects, perhaps through industry-wide co-operation. In that way, if issues do arise, then at least we are not starting from square one.

This is, in no way, an attempt to drum up any kind of hysteria around the subject, rather to recognise that it is potentially disruptive to fleets and to open up a dialogue that seems, so far, not to really be occurring.

I am sure it really would be both interesting and valuable to hear the thoughts of a wide range of voices across the industry.



By Phil Jerome,  
managing director  
of Meridian Vehicle  
Solutions



Matthew Walters,  
head of consultancy  
and customer data  
services at LeasePlan

### ELECTRIC VEHICLES

## Better plug-in strategy needed

By Matthew Walters

The Government has announced it is scrapping category two and three grants for new plug-in hybrids, while simultaneously reducing the category one grants by £1,000 – to just £3,500. Yet again, we are seeing a haphazard approach from legislators as we drive down the road to zero.

The news is a bit of a double-edged sword for the industry – and it can be difficult not just to focus on the negatives.

The good news is the scheme is being extended, not scrapped, which is vital in encouraging more drivers to make the switch to electric.

We are seeing an increased uptake of electric vehicles (EVs) and incentives such as the category one scheme will only continue to inspire more to drive cleaner vehicles. This scheme has almost been a victim of its own success (and behaviour change now needs focusing on purely EV driving) but shows the Government is taking the road to zero seriously.

However, issues remain. To start with, the short notice given before this change implies the Government has little regard for those it will affect most – leasing companies, manufacturers, vendors and drivers. It puts us severely on the back foot with regard to recalibrating how these vehicles are marketed.

It has also been made clear that this is a transitional fund – not a permanent one – and once the pot is empty the grant will cease. The Government has grossly underestimated the level of money needed to support the grant, with the pot running dry rapidly – a week after the announcement.

What the Government needs to do is work more closely with the motor industry to create a strategy that works. For example, the issue of supply and demand remains.

It's right that early adopters are rewarded for going green, but the Government also needs to put more pressure on manufacturers to ensure there is a steady supply of readily available ULEV vehicles.

Currently, there is not enough – hardly any LCVs are available and electric car models are not as abundant as their combustion engine alternatives. This needs to change.



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[fleetnews.co.uk/  
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*"Now, surely, is the time to start talking about potential pitfalls and how they might be tackled"*

*"The Government has grossly underestimated level of money needed to support the grant"*





# Fleet manager role will continue to evolve as mobility comes to fore

Delegates are divided when it comes to skills required to operate a fleet effectively

By Sarah Tooze

**T**he fleet manager's role has evolved over the past decade, particularly with the move to contract hire and a range of services available from leasing companies. It will continue to change as businesses begin to assess their total cost of mobility/business travel.

However, fleet managers at a recent roundtable in Bracknell, Berkshire, sponsored by Hitachi Capital Vehicle Solutions, were divided over the skills a modern fleet manager needs, particularly when it comes to operating commercial vehicles rather than cars.

The size of the fleet and whether drivers are doing rural-only journeys also have a part to play in how the fleet is managed.

**Fleet News: Are businesses looking at 'total mobility' and not just company cars and vans?**

**John Pryor, fleet and travel manager, Arcadia Group:** We have done mobility for a while. I look after three areas. You

can start pulling the data together of not only your fleet travel but all your train travel and all the other types of travel plus car parks. Based on companies I've spoken to – and work we've done with ACFO – we're starting to see businesses pull those silos together because they already exist in the company; expenses are done somewhere, travel is done somewhere and fleet is done somewhere – and companies are starting to say 'can we pull that together?'

I think there is a second stage of mobility coming up, and that's the more interesting one where companies operate cafeteria-style benefits. We may be able to offer a MaaS (mobility as a service) card that allows the employee to choose how they travel. I think that will come. Companies will want it for remuneration of employees because it is changing so much.

**Steve Winter, head of fleet, British Gas:** We're focusing on meetings in terms of tele- and video-conferencing. Because we work all over the globe we have a lot of video-conferencing facilities available to us. We are making use of that and widening that use to all employees. So, should we try to stop the journey in the first place?

**FN: Is anyone else doing more tele/video-conferencing?**

**Andrew Ellis, transport manager, Hampshire Transport Management:** With the digital age, that's one of the things the council is pushing quite heavily. We call it 'smarter working'. For operational vehicles it's about having the telematics data to see where they go and, if there are certain vehicles going to the same place, we're questioning why that is happening and seeing if we can combine them. It's unnecessary mileage.

*"A very long time ago the fleet manager was an engineer, looking after the cars and changing the tyres. That has gone"*

John Pryor, Arcadia Group

**FN: Are businesses looking at changing the fleet manager's role to becoming a fleet and travel manager?**

**Glenn Ewen, fleet manager, Clear Channel UK:** We co-operate more with other departments rather than putting it under one roof. We talk to HR more, we talk to payroll more and there is a lot more discussion over who should be doing what.

**Steve Winter:** I don't get involved in travel – rail, train, plane – because of the size of the fleet. The fleet team looks after the whole fleet so accident management, fuel, all those sorts of things are under my remit.

**Nigel Boyle, administration and technical director, PD Hook:** We're in agriculture, so we're in the countryside. We don't have anyone that goes into London. Where our people are driving to and from there aren't trains and buses; the only transport is a car or a taxi.

**FN: Is the skillset of the fleet manager changing?**

**John Pryor:** A very long time ago the fleet manager was an engineer, looking after the cars and changing the tyres. That has gone. I don't think you talk about what tyres you have on the car or anything like that any more.

It's about managing the contract. What have you got in place? How is it working?

**Steve Winter:** I disagree. I think the fleet manager should have some technical knowledge. We have a procurement team so I'm allocated a procurement category specialist that talks numbers. But I'm quite technical so I will talk about tyres, I will talk about the safety kit on vehicles.

My predecessor was technical and I'm technical and my successor will probably be technical as well but that's not to say we're not supported by all the other functions around there. We've only got a team of eight managing more than 14,000 vehicles so we do need to have that technical expertise. We're supported by Hitachi through its consultancy but I believe the fleet manager should have technical knowledge.

**Nigel Boyle:** I find the more technical team you have, the more tied up they get with people ringing in asking them questions whereas if they (the driver) thought or used the internet they'd have an answer.

But you get people ringing up saying 'how do I know how thin my tyres are?' We've got a policy that you put a 20p in and you can see the edge of it etc. yet they still ring to ask. 'I've had an accident, what do I do?' Well, read the policy.

**Steve Winter:** If a driver is phoning in saying they don't know how to check their tyres or something like that there is a bit of a problem because it's three points for every tyre and they could lose their licence.

So I want them to phone, I want one of my team to talk to them and I want to get those tyres changed. There is no reason why they can't have a new tyre. If drivers have got a problem I'd rather they phone up, however silly, because I want my drivers safe.

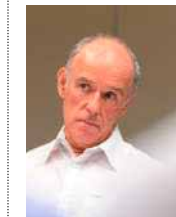
But I do take your point, if they read the handbook or read the intranet or phoned the telephone number they should have phoned... but there is a point where if they're unsure I'd rather they phoned to check.

**FN: Who is using vehicle check apps?**

**Glenn Ewen:** We have got our own, the operatives have a PDA they use. We used to get them to put the registration number of the vehicle into the app and they were getting that wrong and then when you produce the report it's gobbledygook because the registration is wrong and it changes five or six times in a week. Now we've got a barcode on every vehicle to make it simple. There are a series of questions to check the vehicle over and, in theory, if they say 'no, that's not right' it should stop and they have to contact someone to get something done about it. It's quite useful if you have two people working on the same vehicle – a double crew – they swipe on when they take over. They have to go through the vehicle check before they start work.

**Sam McIndoe, fleet manager, Radian Group:** Ours is the

## DELEGATES



**John Pryor,** fleet and travel manager, Arcadia Group



**Sam McIndoe,** fleet manager, Radian Group



**Natasha Bellwood,** category manager, Southern Water



**Denise Lane,** head of group fleet, Capita



**Seb Bielec,** business development manager, Hitachi Capital Vehicle Solutions



**Paul Murdoch,** business development manager, Hitachi Capital Vehicle Solutions



**Stewart Stephens,** area workshop manager, Hampshire Transport Management



**Andrew Ellis,** transport manager, Hampshire Transport Management



**Steve Winter,** head of fleet, British Gas



**Carlos Dabreo,** customer relations officer, Radian Group



**Glenn Ewen,** fleet manager, Clear Channel UK



**Steve Cuddy,** head of fleet – banking division, Close Brothers



**Nigel Boyle,** administration and technical director, PD Hook



**Suzanne Phillips,** national fleet consultant, Hitachi Capital Vehicle Solutions

*"If drivers have got a problem I'd rather they phone up, however silly, because I want my drivers safe"*

Steve Winter, British Gas

same. They don't get the jobs until they've said the vehicle is safe to drive.

**Glenn Ewen:** It's compliance. You know that the driver has had to go through that process. If they're not actually doing the check that's up to them but the point is you've got the process in place that says 'this is what you should do'. If a vehicle has got bald tyres then that doesn't happen overnight then you've got a disciplinary issue there because the driver must have been saying 'yes, it's fine' (during the check).

**John Pryor:** It's easier for the drivers if it's all there on the app rather than having to fill out a bit of paper and send it on. It's like all these things, technology has helped drive a lot of these processes and make it easier for everybody.





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# 'WE CAN CONTINUE TO IMPROVE'

Since Scotland's regional police forces were amalgamated, big fleet savings have been achieved. But that's not the end of the story. *Matt de Prez* reports

**P**olice Scotland's fleet team are no strangers to change. In 2013, the amalgamation of all eight of Scotland's regional forces into Police Scotland saw it become the UK's second-largest force after London's Metropolitan Police.

At the time, Police Scotland bought together nine fleet departments and more than 3,500 vehicles to be centrally controlled.

The team has spent the past five years consolidating the legacy fleet policies and standardising the fleet operation countrywide.

While implementing these changes, Police Scotland's fleet department has achieved annual savings of more than £2.5 million in the past three years – earning it recognition for Outstanding Cost Control at this year's Fleet News Awards.

With current and future initiatives, further savings on its annual budget spend are being targeted.

Since the inception of Police Scotland, the fleet team has been able to identify areas where the fleet could be rationalised. Overall, the fleet size has been reduced by around 5% – saving £1.5m by identifying and removing under-utilised vehicles.

It now operates a fleet of 3,400 vehicles,

including 2,400 cars, around 800 vans and 100 motorcycles. There are also light goods vehicles and specialist vehicles. Around 55% of them are liveried, but all are in-service police vehicles.

Further savings of £950,000 were achieved by reducing the size of the fleet department by 30%.

Overall, 106 people now run the fleet including administration and maintenance.

## COST BENEFITS

Stewart Taylor has been fleet manager at Police Scotland for the past four-and-a-half years; previously he was acting transport manager for Strathclyde Police – starting his career with the force 10 years ago.

"We certainly aren't sitting here thinking we have taken all the cost savings out of our area. We can continue to improve in our operation to provide both efficiencies and financial savings to the organisation," he says.

"A lot of what we have done was procedural; looking at the procedures that we carried out and looking at the cost benefits we could make by standardising them."

Taylor has held various roles in the transport sector in the past 25 years, including vehicle technician. He has significant experience in workshops.

Now, he looks after the day-to-day running of Police Scotland's fleet and vehicle maintenance.

Police Scotland operates nine sites across the country with three main workshops in Glasgow, Edinburgh and Aberdeen.

The management team is led by Tony Chalk, head of fleet, while there are vehicle maintenance managers in each geographical area.

As Police Scotland sets about evolving its fleet policy, vehicle utilisation is a priority.

The force isn't looking to reduce the number of vehicles it has any further, instead it wants to make sure they are being utilised in the best possible way.

"Ultimately, the goal is to provide the right vehicle at the right time to the frontline police," says Taylor. "We need to identify the changing needs of modern policing and align our fleet strategy to how is best to deliver that."

"It's about vehicle type and utilisation. We have also begun to standardise in the past few years, since becoming Police Scotland – there is still work to be done in that area to make sure we have the right mix of fleet."

Part of that will include the fitment of telematics to the fleet for the first time.

"We are investing in telematics and it will go live in the



Stewart Taylor has 25 years' experience in transport including working as a vehicle technician

*"We certainly aren't sitting here thinking we have taken all the cost savings out of our area"*

Stewart Taylor, Police Scotland





## FACTFILE

**Organisation:** Police Scotland  
**Headquarters:** Glasgow  
**Fleet manager:** Stewart Taylor  
**Time in role:** 4.5 years  
**Fleet size:** 3,400 vehicles



fleet next year. It will be fitted to all vehicles on the fleet.

"It will be for overall utilisation of the fleet, with the added benefits of reducing administration burdens and looking for operational efficiencies.

"This is all about making the best of what we've got. What we are looking for from telematics is to improve the utilisation of our own vehicles and reduce the need for any additional spend on rental vehicles," Taylor explains.

Rather than making snap decisions or significantly overhauling the fleet operation, Taylor and the Police Scotland fleet team have a mantra for 'continuous improvement'.

"We are not looking at specific targets," says Taylor. "Our real policy within fleet is continuous improvement, not major 'look at this and cut that'. We are very much about that continuous improvement.

"Part of the new fleet strategy will be to look at improvements we can make in the next three years to the fleet."

Key to the strategy is a fleet procurement process that minimises fuel economy and carbon emissions.

Police Scotland has engaged with Transport Scotland's Switched On Fleets initiative, which provides public sector fleets with free analysis of new opportunities to deploy electric vehicles in a cost-effective way.

"Part of our new fleet strategy will be

geared towards a real push, where it makes sense, to bring these alternative fuel vehicles into our mainstream fleet operation.

"We've got some fully electric vehicles at the moment, spread across the country in different roles.

"The plan is to get a proper plan together and bring them in as a sustainable alternative to what we are currently using in fossil fuel vehicles," explains Taylor.

Charging the vehicles is carried out on-site, but the team is working with local authorities and partners to improve the charging infrastructure across the country.

"The vehicle options available to the police are getting better. It will relieve much of the anxiety around range for police purposes," Taylor adds.

## RISK OF FLAT BATTERIES

One of the issues with fully electric vehicles for police use is the varied roles they play in day-to-day use. Cars, for example, could be parked at the scene of an incident for hours with a need for their lights to be functioning – a challenge for an electric vehicle, as the battery may go flat.

But, Taylor is confident electric and hybrid vehicles can play an increasing role in the Police Scotland fleet and help to reduce costs further.

The Scottish Government has committed



Keeping marked vehicles for an extra year usually results in higher SMR costs.

to introduce Low Emission Zones into the country's four biggest cities between 2018 and 2020.

Glasgow will be the first to launch, at the end of 2018, but, initially, it will only affect buses. Plans to restrict cars and vans from the area have not yet been announced. Further zones are expected in Aberdeen, Dundee and Edinburgh.

As a public sector organisation, Police Scotland is looking to align its vehicle purchases with the Scottish Government's clean air commitments, which include phasing out petrol and diesel cars by 2032.

Taylor says: "I think there is pressure on us to have alternative fuel vehicles. We, as a public body, should be leading by example, but it also has got to be right for us. We've got to do it in a proper and sustainable manner. That is what we aim to do in the upcoming period."

Operationally, it is not yet possible for the entire fleet to be switched to electric, but part of the fleet's strategy is to seek out the lowest emitting vehicles where possible.

"Our strategy is to reduce the vehicle and engine size further across the range of categories of vehicles," says Taylor.

With a patch of more than 30,000 square miles, Police Scotland's beat is vast; ranging from the English border to the distant islands of Shetland and Fair Isle.

Taylor says: "There are some areas that need specialist vehicles, but we are predominantly standardised. I think we probably run more 4x4 vehicles than any other force in the UK. The rural areas and some of the terrain we cover requires some specialist vehicles."

When it comes to replacing cars, Police Scotland operates a four-year replacement cycle for most vehicles – specially converted ones are an exception.

Keeping marked vehicles for a fifth year usually encounters higher service,

maintenance and repair (SMR) costs.

He says: "A good fleet strategy has to strike the balance between what is achievable within the financial constraints of the business and what is the optimum operating policy of a fleet of our size and diversity."

The current fleet is funded almost entirely via outright purchase and made up of a variety of brands.

"We buy all the vehicles through the Home Office contract; at the moment we are predominantly Peugeot, BMW and Ford," says Taylor.

## WHOLELIFE COST MODEL

As part of the fleet policy, it uses a wholelife cost model and is investigating the viability of leasing.

"In line with the Police Scotland corporate strategy, the fleet department will evaluate different ways of operating and the different funding methods before deciding which method best suits our circumstances," explains Taylor.

However, he believes outright purchase remains a better option for a public sector fleet with a dedicated fleet manager.

"The overall approach is to secure the best possible value for money through national buying groups to gain collaboration, standardisation and environmentally-friendly purchasing solutions for Police Scotland," Taylor says.

The fleet buys fully converted vehicles directly from the manufacturers to fulfil its volume and the specialist vehicles it converts either in-house or with specialist converter partners.

"Manufacturers are getting a lot better at providing a turnkey solution," says Taylor. "We have long-term relationships with the majority of the manufacturers. They under-

stand our needs much more these days than they used to. They are more committed to that turnkey solution.

"It's a better option for us. It's much more of a partnership than just buying a vehicle from them."

To manage the fleet, Taylor uses Tranman fleet management software. It allows him to optimise replacement cycles, monitor efficiency and calculate wholelife costs.

*"In modern fleet management, I would say that the fleet management system is the single most important non-staff resource at our disposal"*

Stewart Taylor, Police Scotland

He says: "In modern fleet management, I would say that the fleet management system is the single most important non-staff resource at our disposal."

In order to improve customer service, the next step for Taylor is to improve the system with additional functionality.

"We are looking at much more information being available to the end-user on an automation basis.

"Improvements in our fleet management system will enable us to provide more alerts and more interaction with the end-user

when it comes to vehicle maintenance."

Police Scotland already uses a web portal, introduced last year, and will be investing in a fleet management app.

"It will enable the driver to perform vehicle checks and carry out defect reporting remotely, rather than having to return to the office to perform these tasks."

The web portal provides division managers with information about all the vehicles in their area. It is used to benchmark those vehicles against the fleet average, manage SMR and MOT requirements and view fuel usage and associated costs.

Taylor says it has provided a much better working relationship between the fleet department and the end-user as they can now plan and organise the downtime of vehicles to suit their needs.

Changes to the fleet's hire car policy, to limit vehicle choice, and new fuel cards that incentivise the use of cheaper filling stations delivered additional six-figure savings, with further reductions expected next year.

Police Scotland employs more than 17,000 police officers and there are more than 22,000 people in the organisation that may need to drive one of the fleet.

Management of the people side of the fleet is covered by Police Scotland's HR team. Working with Taylor to ensure it is implementing the right things to align with the fleet strategy, HR looks after everything from licence checking to driver training.

"Fortunately I only have to worry about vehicles," Taylor jokes.

He expects the new fleet policy to be ready by the end of the financial year.



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FleetNews

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NOVEMBER 16 2018  
Entry deadline for  
all categories  
(no extensions given)

DECEMBER 3 2018  
Initial shortlist  
drawn up for  
manufacturer judging

MID-DECEMBER  
2018  
Entries to  
judges

JANUARY 23-24 2019  
Judging day for  
manufacturer and  
supplier awards

JANUARY  
30-31 2019  
Fleet manager  
interviews take place

MID-FEBRUARY  
2019  
Shortlist  
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# FLEET NEWS AWARDS RECOGNISES AND HONOURS THE BEST

Winning an award can have a positive effect on a business and improve winner's career prospects

**R**oyal Mail fleet director Paul Gatti describes the Fleet News Awards as the industry's "most prestigious" and says it is a "fantastic opportunity for fleet operators to be recognised for excellence among peers".

Meanwhile, David Fisher, fleet manager at most improved fleet of the year Rexel, says being shortlisted "is an achievement in itself" but that winning "brings an amazing feeling to yourself and to your team, boosting morale and helping to keep performance at its highest within your department".

You, too, can experience the joy of being a finalist, with the anticipation of taking the top prize at the black-tie awards dinner on March 20 at the Grosvenor Hotel.

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*Paul Gatti, director at Royal Mail Fleet*

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The process to enter is easier than you might think. Initially, fleets need only supply 750 words on why they should be shortlisted (see timeline above). We'll contact successful fleets to confirm their place as a finalist and then they complete the full entry form. Of course, any fleet can go straight to filling in the form, should they choose.

"The entry process is simple and you'll take great

pride seeing your winner's trophy," says Gatti.

Numerous studies show the positive effects winning industry awards can have on a business and its employees.

Fisher points out that fleet managers and their staff do not tend to receive much recognition, which "at times can be demoralising".

He adds: "This is why these awards are the best way to showcase your achievements. The awards will give you a platform to highlight the improvements you have made to your peers, colleagues and other businesses which will improve your team morale and can also help advance your career, either with your current business or elsewhere."

So, what do you have to lose? Nothing – it's all positive gains from entering the Fleet News Awards, particularly as we commit to give you feedback to help you in the future.

## THE CATEGORIES

### FLEET AWARDS

**Fleet of the Year – up to 1,000 vehicles**  
2018 winner: Freedom Group of Companies  
*Sponsored by Reflex*

**Fleet of the Year – 1,001-plus vehicles**  
2018 winner: Royal Mail  
*Sponsored by Zenith*

**Most Improved Fleet**  
2018 winner: Rexel UK

**Safe Fleet Award**  
2018 winner: Skanska UK

**Ultra-low Emission Fleet**  
2018 winner (Eco Fleet Award): Farmdrop  
*Sponsored by BMW (UK)*

**Travel and Mobility Initiative – NEW FOR 2018**

### MANUFACTURER AWARDS

**Best Small Car**  
2018 winner: Ford Fiesta

**Best Lower Medium Car**  
2018 winner: Volkswagen Golf

**Best Upper Medium Car**  
2018 winner: Škoda Superb

**Best Compact SUV**  
2018 winner: Volkswagen T-Roc

**Best Mid-size SUV**  
2018 winner: Škoda Karoq

**Best People Carrier**  
2018 winner: Ford S-Max

**Best Compact Premium Car**  
2018 winner: Audi A3

**Best Premium Car**  
2018 winner: Audi A4

**Best Executive Car**  
2018 winner: BMW 5 Series

**Best Zero Emission Car**  
2018 winner: BMW i3

**Green Fleet Manufacturer**  
2018 winner: Toyota (GB)

**Most Improved Fleet Manufacturer**  
2018 winner: Seat UK

### SUPPLIER AWARDS

**Leasing Company – up to 20,000 vehicles**  
2018 winner: Marshall Leasing

**Leasing Company – more than 20,000 vehicles**  
2018 winner: Alphabet (GB)

**Rental Company of the Year**  
2018 winner: Enterprise Rent-A-Car  
*Sponsored by Interactive Fleet Management*

**Customer Service Award**  
2018 winner: FMG

**Fleet Dealer of the Year**  
2018 winner: TrustFord

### HEADLINE AWARDS

**Fleet Manager of the Year**  
2018 winner: Julie Madoui

**Fleet Supplier of the year**  
2018 winner: The AA  
*Sponsored by Hyundai Motor UK*

**New Company Car of the Year**  
2018 winner: BMW 5 Series  
*Sponsored by Halfords Autocentres*

**Fleet Manufacturer of the Year**  
2018 winner: Mercedes-Benz  
Cars UK  
*Sponsored by KeeResources*

**Fleet Champion of the Year – NEW FOR 2018**

**Fleet News Hall of Fame**  
2018 winners: Phil Clifford/  
Maurice Elford

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# 'HAVING BALANCE MAKES FOR A SOLID BUSINESS'

Multiple channels, multiple products and services and a diverse customer base evens out IFS's risk. That's how MD Matt Rumble likes it. *Stephen Briers* reports

**B**alance. It's a word Matt Rumble continually refers back to during our 90-minute interview.

A balanced portfolio of customers, of products and services, of risk and of new initiatives – Rumble chooses his words carefully as he seeks to position Inchcape Fleet Solutions as the fleet management and funding company of choice for fleets of all types and sizes.

Note the equal weighting he gives to fleet management and funding. Note also the use of the word funding, not contract hire and leasing. Both are significant.

Inchcape Fleet Solutions (IFS) was established in 2001 with the merger of two Inchcape Group businesses two years earlier: Kenning Leaseline, a fleet management company, and Mann Egerton Vehicle Contracts, the fleet funding operation.

This merger of equals explains why IFS has such a large number of fleet-managed vehicles in addition to its funded fleet. Of the 52,000 or so vehicles on its books (two-thirds cars, one-third commercial vehicles up to five tonnes), fewer than half (around 20,000) are funded.

The management-to-funding ratio has remained fairly even over the years, as has the overall number of vehicles. There have, of course, been business wins and losses; for all leasing and fleet management companies, the tender procedure has

become ever more challenging as procurement departments become more involved in fleet decisions. However, IFS can point to plenty of long-term customers, some dating back to its formation.

"There is certainly more rigor applied to the process," says Rumble. "Companies want a trusted partner, someone to come in and consult who can offer a balanced portfolio of products and services. They are looking for best value but they understand that in order for us to give them what they want, they have to come into partnership with us. We have to do it together."

In return, IFS promotes an "open and transparent" relationship, sharing information on how it operates and how the contract can be serviced in the best way.

"We know what we are and we know how the partnership will work the best," Rumble says.

Since Inchcape merged the two operations 19 years ago, IFS has, in typical company fashion, kept a low media profile – indeed, *Fleet News* has been seeking interviews with all of Rumble's predecessors over the past decade with no success.

So what's changed now? Nothing, according to Rumble; he simply recognises the benefits that come from attaining a higher profile in the fleet sector, particularly during a time of considerable change for operators of company cars and vans.

Rumble was appointed managing director of Inchcape Fleet Solutions in January. It's a newly-created job title – previous incum-

bents were fleet services directors – which puts the organisational structure on a par with FN50 rivals.

The business strategy is to grow in a "sensible, organic" way, although questions about targets are politely batted away.

IFS's focus will be on maintaining a "balanced portfolio" of customers, from public sector, blue-chip, mid-to-large corporates, SMEs, not-for-profit organisations and personal leasing.

"Having multiple channels with multiple products and services and a diverse customer base balances our risk; it makes for a solid business," Rumble explains. "It's about having multiple blended solutions for cars and commercial vehicles, something for the cash-for-car driver, the high business mileage driver, employee car ownership (ECO), contract hire, contract purchase, outright purchase – we have many customers who take multiple solutions from us."

Typically, customers opt for three or four funding solutions, such as a mix of contract hire, outright purchase, cash-for-car/PCH and salary sacrifice. More recently, discussions have included ECO schemes and total mobility packages.

"Setting our stall out as a fleet management company helps with these funding solutions," Rumble adds.

A fundamental part of his plan is having tailored solutions that customers require. New product development through innovation is key.

But, IFS steers away from pursuing the personal agenda for individual fleet customers; it is looking for common ground solutions that can be rolled out to multiple fleets rather than bespoke answers applicable to just one.

"We listen to our customers and take their feedback seriously," Rumble says. "We see if we are getting similar feedback from other customers and, if we are, then we will bring those customers with us during the development to make sure it works for them. We'll make changes along the way and then launch something that is relevant to a broad customer base."

Key to the planning process is the annual Fleet Exchange day where IFS gathers its 70 customers and a number of prospects to



IFS managing director Matt Rumble promotes an 'open and transparent' relationship

## FACTFILE

**Name** Inchcape Fleet Solutions  
**Managing director** Matt Rumble  
**Time in role** 10 months  
**Fleet size** 52,000 (funded and managed)

*"We know what we are and we know how the partnership will work best"*

*Matt Rumble, Inchcape Fleet Solutions*

discuss the important issues. The latest meeting, which took place in September, focused on three topics: connected vehicles and data, blended fleet solutions and the environment.

"Out of that comes certain outputs and we will focus on those with our customers to ensure our products and services are aligned now and for the next four or five years, especially around the total mobility concept and how that fits into their journey," Rumble says. "We also hold industry forums every three months with smaller groups to design and map out the future. This is our innovation team's top priority."

Rumble created the innovation team earlier this year. It consists of three people headed by marketing and innovation manager Lauren Evans.

One of its projects will be to look at mobility solutions, focusing on the journey rather than the transportation. Demand for such services is coming from employees who want greater choice in the face of a range of pressures, including environmental, cost, taxation and legislation, as well as the need for convenience.

"Mapping the journey, not the asset, will open up more options. We understand the path but we are on the journey, in a controlled way, with our customer base," Rumble says.

"The innovation team will come up with new products and services, but it will be data- and technology-led."

Three years ago, IFS launched a new fleet management service to counter the rising influence of brokers and consultants. Autobid is a competitive tendering solution which compares prices from a panel of five leasing companies – Alphabet (GB), Arval, Grosvenor, SG Fleet and Volkswagen Financial Services – and is being used regularly by "a substantial number" of fleets. The actual number is confidential.

Autobid also plays a key role in IFS's salary sacrifice product Justdrive, integrating the competitive tendering functionality to enable employees to receive real-time quotes from the leasing panel.

Like some rivals, Inchcape believes its customers' staff open up new opportunities for business, particularly if they opt to take cash due to the uncertainty over future BIK (post-OpRA, it's seen a mixed response: some are opting for cash while other companies have shut their cash schemes).

The company branched out into personal contract hire earlier this year with the launch of LeaseMyCar and is "very happy" with the activity levels so far.

"We are targeting employees of existing customers, whether or not they have taken cash," Rumble says.

"It complements what we already do – it's giving the customer choice."

However, he believes many will continue to choose a company car, despite the perceived clamour for alternative mobility solutions, while vans will remain a mainstay of fleet operations.

"People will still be using vans and cars and all of our services. It may be more of a blended package, but there is still a place for both," he says.

"We are a fleet management company with multiple products that is there to serve the many, but with tailored solutions. As blended fleets increase in popularity, we are well-placed to benefit by serving the needs of all our clients."

## 'WE LIVE AND BREATHE CUSTOMER SERVICE'

Inchcape Fleet Solutions has been a member of the Institute of Customer Services since 2015, having achieved the Service Mark Accreditation distinction. It renewed membership last year.

It also measures and publishes NPS scores and CSI metrics for clients, comparing their scores with other fleets in the same sector.

"It's important to get an independent view of the business. We believe in

accreditation," says Matt Rumble.

"It gives people confidence that we really know about customer service and that when we say it, we have an independent view to prove it."

For IFS, customer service is about "living and breathing" the culture and continually making improvements. "It's not a one-off," adds Rumble.

"It drives internal efficiencies and encourages better working practices."



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# FLEET REVIEW

## ATTENDANCE FIGURES SET NEW RECORD

More than 2,000 visit the NEC to discuss products and hear from industry experts

**By Matt de Prez, Andrew Ryan, Sarah Tooze and Gareth Roberts**

**F**leet Live, the UK's leading event for the fleet management community, had record-breaking attendance figures year-on-year with more than 2,000 visits\* across the two days at the NEC Birmingham (up from 1,830 last year).

The event, with headline sponsorship from Avon Tyres, gave decision-makers from fleets of all sizes the chance to speak to experts and peers about how to prepare for the future while improving efficiencies today. Attendees had access to 120 exhibitors whose senior representatives were on hand to discuss their products, alongside expert talks from key industry figures.

The five distinct theatre sessions were packed as attendees were eager to hear from industry experts.

The Future Zone showcased the latest technological advances set to change the face of fleet.

\* Pre-audited attendance figures

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## TWITTERATI: VIEWS FROM SOCIAL MEDIA

"The team working on the Nexus Vehicle Rental stand at Fleet Live have been rushed off their feet over the past few days with all the conversations from interested delegates on our stand. We ended the day with big smiles."

Nick Hullin, business development manager  
Nexus Vehicle Rental

"I was delighted to attend the Fleet Live 2018 show at Birmingham NEC. I have to say it was a well thought out event with some interesting speakers – on a personal level I thought the Mobility as a Service and 'Route to Zero' Strategy discussions were well worth the attendance on their own. Great to see a few familiar faces."

Jamie Arkell, area manager, Ogilvie Fleet

"Had the chance to speak to experts and peers from fleets of all sizes at Fleet Live. It was great to hear how they are preparing for the future of fleet."

Debbie Button, business development manager, Warranty Direct

"With our feet still throbbing, it's back to the real world today after a fantastic two days at Fleet Live. The LeasePlan team and I had a great two days catching up with customers, talking to prospects and eating cake! Now the real work begins with our follow ups. Thanks for all your time and we will be in touch soon!"

Tim Ward, account manager new business, LeasePlan UK

"Loads of interest in company car tax trends and how they're influencing the development of alternative forms of funding. Would like to thank all those involved in the presentation especially Alphabet for making it all possible. Having noted the dates for next year's Fleet Live I wonder how the market might have changed; will I be proved right about PCH affinity and ECO?"

Jeff Whitcombe, director, BCF Wessex

"Very interesting talk from Dr Paul Jackson at Fleet Live on driver mental health. Some very relevant topics and talking us through how so many mental health conditions are exacerbated by businesses and operational demands, yet so few workplaces have sufficient support in place to offer employees when they are struggling, at an eventual cost to the business. Insightful."

Sheri Williams, HR advisor, National Veterinary Services

"The IFS sales team have been busy interacting with customers and industry peers at Fleet Live. Already looking forward to next year's event!"

Inchcape Fleet Solutions



## STRATEGY THEATRE: OPPORTUNITIES PRESENTED BY CONNECTED AND AUTONOMOUS VEHICLES

Vehicle connectivity, rather than autonomy, should be on the fleet decision-maker's radar when it comes to next renewing their fleet, according to Dave Phatak, director of Ford Commercial Solutions Europe.

He told delegates at Fleet Live 2018 that fleets should not worry about how autonomy will impact vehicle choice.

"Autonomy is one of those subjects that is theoretically very interesting at the moment, but on a practical level it isn't one of those technologies you need to consider," he said.

He believes other technologies are much more relevant to fleet decision-makers right now, connectivity being chief among them.

Ford announced in September that it is bringing two new connected vehicle solutions to European fleet customers early next year.

Through its Ford Commercial Solutions (FCS) unit, it has developed Ford Telematics and Ford Data Services.

Ford Telematics will provide fleet operators with

the ability to view data from connected Ford vehicles in their fleet.

However, recognising that some larger fleets may wish to work with their own in-house or third-party system providers, it has also developed Ford Data Services, which gives direct access to OEM-grade vehicle data.

However, Christoph Domke, director of KPMG's Mobility 2030 division, says greater autonomy is coming over the next decade and penetration rates for the technology will be much higher among commercial vehicles.

He told delegates: "If you take the driver out of a truck, you save 30%, you have low insurance premiums and you save on fuel, so the business case is much higher for commercial vehicles than cars."

But, he acknowledged that, in terms of bringing greater autonomy to market, manufacturers were wary of releasing the technology too early. "If an accident happens, as it has with Uber and Tesla, you will get a lot of negative publicity."

*"What I took away from the taxation and funding session was that there are so many different circumstances in the market that our suppliers are confused as well. I'm being told lots of things about the future, but when you talk to another supplier, they contradict what you've already been told. We are still not clear."*

Simon Gray, head of fleet and travel, SSE

## STRATEGY SESSION: MOVING PEOPLE AND GOODS

Transport for London (TfL) is examining whether it can change priorities at traffic lights at certain times of the day to help freight or service vehicles reach their destinations efficiently.

Lilli Matson, TfL director of transport, told Fleet Live that the idea is being looked at as part of the Mayor's Transport Strategy.

The document has the combined goals of zero carbon transport and zero deaths and serious injuries on TfL's roads.

It includes the implementation of ultra low and zero emission zones, as well as trying to end car dominance in the city by persuading people to instead walk, cycle or use public transport.

Matson said: "Street space in London is very constrained. Large parts of the centre are extremely congested with slow speeds and lack of reliability for people on those roads."

"Our challenge is to ensure we are prioritising, not only our vehicles such as buses, but also the access of freight and services."

"We know that freight and services are essential to London. We know access to the capital is essential to its competitiveness and these policies, which are about creating safer and healthier streets, reliable public transport and reducing the car dominance need to be matched with policies for fleets which deliver clean, safe and efficient vehicles."

As part of this, TfL is developing an action plan around freight. "Some of that is regulation and re-allocating road space, but ultimately it's about more intelligent charging systems operating at different times of the day in different locations," added Matson.

"Some of the things we are thinking about is how we can use our traffic light system and our network sensing to give priority to freight or service vehicles. They are ideas in development, but if you have a strategic and intelligent road network, it gives us more tools to play with in terms of managing traffic."



## DISCOVER FLEET: DUTY OF CARE TO THE MENTAL WELL-BEING OF COMPANY DRIVERS

Failing to address the mental well-being of drivers can have both a human and financial cost to an organisation.

Paul Jackson, head of impairment research at TRL (Transport Research Laboratory) said research has shown that 20% of the working population finds their work 'very or extremely' stressful, but "in the transportation industry the figure is probably a lot higher".

Fatigue can also be a common problem due to factors such as shift work and long days behind the wheel.

If these stress and fatigue issues are not tackled, then they can result in mental well-being issues, said Jackson.

"This causes a significant cost to operations," he added. "Fortunately, accidents are still a rarity, but there are plenty of problems below the surface."

"For those organisations that have customer-facing roles for their drivers, we know fatigued individuals are much less likely to deliver good customer service, they are less likely to care."

"We also know that fatigued and stressed individuals burn more fuel through harsh braking and harsh acceleration."

"Then you have all those bent metal costs where a driver has scraped a vehicle at the delivery warehouse or has taken a wing mirror off. All of these add up to insurance claims and the cost of those insurance claims is typically higher. These can then lead to a vehicle being out of service."

Jackson said while the human costs will not be obvious on a company's balance sheet, these include poor morale, increased anxiety and depression.

"Eventually people take days off sick," he added. "But if not through sickness, they will take days off just through absenteeism. And even those that are in the office or working may be guilty of presenteeism – they may be there, but they are not particularly functional."

"As we often say, the lights are on but nobody is home."





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# The experienced problem-solvers



Fleet managers from a range of business sectors were on hand to offer advice. Here are four fleet challenges they helped address...



**Q I'm a data analyst, how do I become a fleet manager? What is the salary like? Should I focus on cars or vans?**

**A** I would recommend doing the ICFM training – that's what I did when I started. I got my first job as a fleet administrator at Siemens, that turned into fleet manager. Then I moved to a commercial fleet manager role at Kier, that turned into a general manager to run a fleet department and then I ended up at Anglian Water as head of fleet services.

So I started from the ground up. I think it's a case of taking the opportunities when they come up. Salary depends on the size of

the fleet and the responsibilities. Cars or vans? Cars are more volatile, particularly with the taxation uncertainty, whereas the commercial vehicle market is only going to grow so a mix (of cars and vans) is great. But, if you were going to tailor-make it, I would probably focus on commercial vehicles.

Your data skills and analytical nature is the future of fleet – interpreting telematics data or driver behaviour scores, that's the way fleet is moving.

*Stewart Lightbody, head of fleet services, Anglian Water*

■ For more careers advice, visit [fleetnews.co.uk/careers](http://fleetnews.co.uk/careers)

**Q I am concerned about end of contract damage charges from my leasing provider. What advice can you give me?**

**A** Damage recharges are a problem the whole industry faces. It's a driver behaviour and societal problem because there will always be drivers who treat their company car badly and fight tooth and nail at end of contract but, equally, leasing companies can be guilty of unreasonable charges, especially if they don't get the vehicles repaired after charging for damage and the residual value is unaffected. I set my expectations early

with the leasing companies, I put into the contracts about profit and loss on residual values, and have grown up conversations about early terminations or end of contract charges. If they prove to me that my driver has signed for it and the damage is evident with pictures I will pay their bill. But, if they can't, then I won't pay. So it's taking a pragmatic approach to it.

*Stewart Lightbody, head of fleet services at Anglian Water*

■ For more on end-of-contract charges, visit [fleetnews.co.uk/endofcontractcharges](http://fleetnews.co.uk/endofcontractcharges)



**Q Is it best to use 'the carrot' or 'the stick' or a bit of both to change driver behaviour?**

**A** Predominantly carrot because people are always more reluctant if they're forced to do things. If they understand the rationale – that it's for their benefit, for their safety, to get them to go home to their families every evening – then they're more likely to buy into it. A willing volunteer is worth 10 pressed men as they say. You will always get those odd ones – the bad apples – who don't comply but that becomes an attitude problem and often their attitude may not be good with a

customer and they may not be good at internal process with the paperwork etc. So, you may need to manage those people out of the business or you use the stick more than you would do with those who want to work with you. But it's engagement as well, you need to get them at the start of the journey and take their feedback and their thoughts so they feel involved and, to a degree, they're empowered as well.

*Rory Morgan, head of logistics support – Western Europe, Iron Mountain*

■ For more on on driver behaviour, visit [fleetnews.co.uk/driver-behaviour](http://fleetnews.co.uk/driver-behaviour)



**Q We work in finance and procurement and we want to write a fleet strategy. Where do we start?**

**A** As you're in London you'll very soon be going zero emission; you won't have a choice. You'll need to look at your vehicle lifecycles and decide whether to buy or lease electric vehicles and Fleet Live is a great opportunity to have introductory meetings with leasing companies, maintenance providers and EV charging providers, as well as attend strategy sessions. There is a lot of knowledge in this room you can tap

into immediately. When you're writing your fleet strategy, as well as all the basics, think about the bigger picture and your company's core strengths and guiding principles, can you turn some of these challenges into opportunities? What are your short-term mitigating actions as well as your longer term direction?

*Lorna McAtear, head of fleet supply, Royal Mail*

■ For more on fleet strategy, visit [fleetnews.co.uk/fleetstrategy](http://fleetnews.co.uk/fleetstrategy)





**24.6**  
Number of miles  
photographer  
Chris Lowndes walked  
at Fleet Live

**120**  
Number of exhibitors



## STRATEGY SESSION: BUSINESS MOBILITY AND THE CHANGING ROLE OF FLEETS

The fleet manager's role is set to change from 'managing assets' i.e. vehicles to 'orchestrating' different mobility options, according to Piia Karjalainen of MaaS Alliance.

She predicted Mobility as a Service (MaaS) – the integration of different mobility services (such as public transport, taxis, bike sharing, car sharing and car rental), journey planning, ticketing and travel information into one package or mobility app – will be available in European capitals by 2020.

"We are already seeing the emergence of different mobility services across Europe," she said. "The next phase is to integrate them and we already have advanced technologies for that and we have experience that people are curious and waiting for this kind of service."

"What is now defining the pace of the progress is how quickly we can convince the local public transport operators to be part of this new era."

She highlighted that, in the West Midlands,

public transport operators have been supportive of MaaS, with the launch of MaaS Global's Whim app in Birmingham earlier this year. Whim allows customers to choose the best mobility option based on their preferences (fastest/cheapest/cleanest/easiest) or to pay for all of their mobility needs in one monthly subscription.

Currently, the biggest mobility trend for fleet managers, according to Karjalainen, is corporate car sharing, which could include allowing members of the public to rent vehicles during the evenings and weekends when they are not being used by staff for business journeys.

She suggested companies could also look at 'in-fleet sharing' (employees allowing a colleague to use their car during the working day in return for credits to their account) in the future.

Car sharing could help businesses to reduce their fleet size by up to 25% and reduce parking expenses, Karjalainen suggested.

*"The 'company car as a benefit session' gave me an insight into what motivates employees to want a company car from an HR perspective. I found it very useful"*

*Leroy Thomas, contract manager,  
fleet services, Affinity Water*

*"I found it useful to understand the fleet side of GDPR and to be sure I had ticked all the boxes"*

*Sarah Morgan, fleet manager, Amada*



Fleet managers at Fleet Live were the first to publicly see the new BMW 3 Series in the UK. It goes on sale in March 2019, priced from £33,610 for the 320d. Expect up to 67mpg and CO<sub>2</sub> emissions from 110g/km.

## THE FUTURE FLEET ZONE

The Fleet Live Future Fleet Zone showcased the latest technological advances set to change the face of fleet and advised on how to adopt them.

Exhibitors covered mobility, connectivity, the role of autonomous vehicles (including ADAS) and low and zero emissions in three hubs: technology, mobility and zero emissions.

Zerolight offered demonstrations of its 3D and 2D virtual reality configuration software, Pagani, which creates configurations of any vehicle using detailed digital models.

Zerolight marketing director Jack Nove said one of the key issues facing fleets in the coming years will be the replacement of ICE (internal combustion engines) with more environmentally friendly options.

He said: "When fleet decision-makers look to replace their fleet, they will want to look at all the configuration options possible. We have designed a solution that works through one PC and a VR headset, rather than relying on a text book, which isn't always the best way."

Anglian Water showcased Image First VR's linked and networked driver safety training, which provided its combined fleet of 10,000 drivers access to simultaneous VR training exercises, resulting in savings of approximately £1 million.

Steve Havvas, virtual reality programme manager at Anglian Water, said: "The headsets we use are networked, enabling up to 30 drivers to participate in virtual reality training at the same time. This software brings VR training to the masses as opposed to the one-in, one-out method

often found with traditional driver training options."

Mobility provider Liftshare was on stand to discuss car share solutions through its platform myPTP, which supports existing corporate car-sharing schemes.

Liftshare senior business development manager Nathan Wride said: "Employees sign up to the platform, which we will design with company branding, and input their route. It will then connect them with people undertaking similar journeys using postcode data, and highlight lift-sharing and/or public transport opportunities."

"The software can also indicate CO<sub>2</sub> offset data and expected financial savings, compared to travelling in a single-occupancy vehicle."

TRL brought its portable on-road trial simulator to the stand, which investigates factors too dangerous to trial on the road such as fatigue and drink driving. It can evaluate new types of road infrastructure, combined with physiological methods such as eye tracking, heart-rate monitoring and facial expression mapping software, to establish reactions to new road layouts.

Additionally, TRL's programmes address what it believes is one of the main challenges faced by fleet operators: how to operate profitably while maintaining a working environment that isn't detrimental to driver mental health and wellbeing. It is able to collect and analyse various data streams that indicate the business cost associated with poor driver wellbeing, while highlighting the benefits of effective wellbeing management.



## QUOTE – UNQUOTE: VIEWS FROM EVENT

**Operational session: how to transform the safety of your fleet**

"The talk has enabled me to go back to my leadership team and say the policies we are putting in place seem to be aligning with other information we receive. I have definitely been able to take something away from it."

*Chris Heslop, fleet services support officer,  
Social Security Scotland*

"It's really interesting to understand the correlation between driver safety and cost saving. It's important we get that right, not just from a money perspective, but also from a moral one. We have a responsibility as fleet managers and fleet owners to ensure our drivers are doing the right thing and are well looked after."

*Zoe Armstrong, fleet development manager,  
Volkswagen Group UK*

"For me, it was more about the learning curve, as we are a supplier to the industry and hoping to bring something to market. The way the session was put together, the thought process behind it and learning how Iron Mountain did things was an interesting key point. The speakers were brilliant. We are strongly considering exhibiting at Fleet Live 2019."

*Carly Greaves, commercial sales and  
analyst manager, Driver Hire*

**Strategy seminar: how fleets are pursuing zero-emission strategies**

"Fleet Live was a really useful and informative event, with great networking opportunities. I found this strategy seminar interesting as it gave me an understanding of how Royal Mail and Anglian Water electrified their fleet and what steps they took during the trial process."

*Jacob Telernacque, fleet manager,  
Kings Secure Technologies*

"I think it was useful having people who have gone through that process and having real life examples of the issues they faced, and the benefits of how they've done things. Especially as we are looking to implement similar strategies."

*David Pearson, finance business partner,  
Zoological Society of London*

**Discover fleet theatre, procurement: purchasing best practice**

"Given we are reviewing our fleet requirements before going out to tender, attending this session was a must. It was not only informative, but I have also made a good connection through speaker Jo that will be invaluable going forward."

*Kerry-Lee O'Sullivan, category manager,  
Solihull Metropolitan Borough Council*



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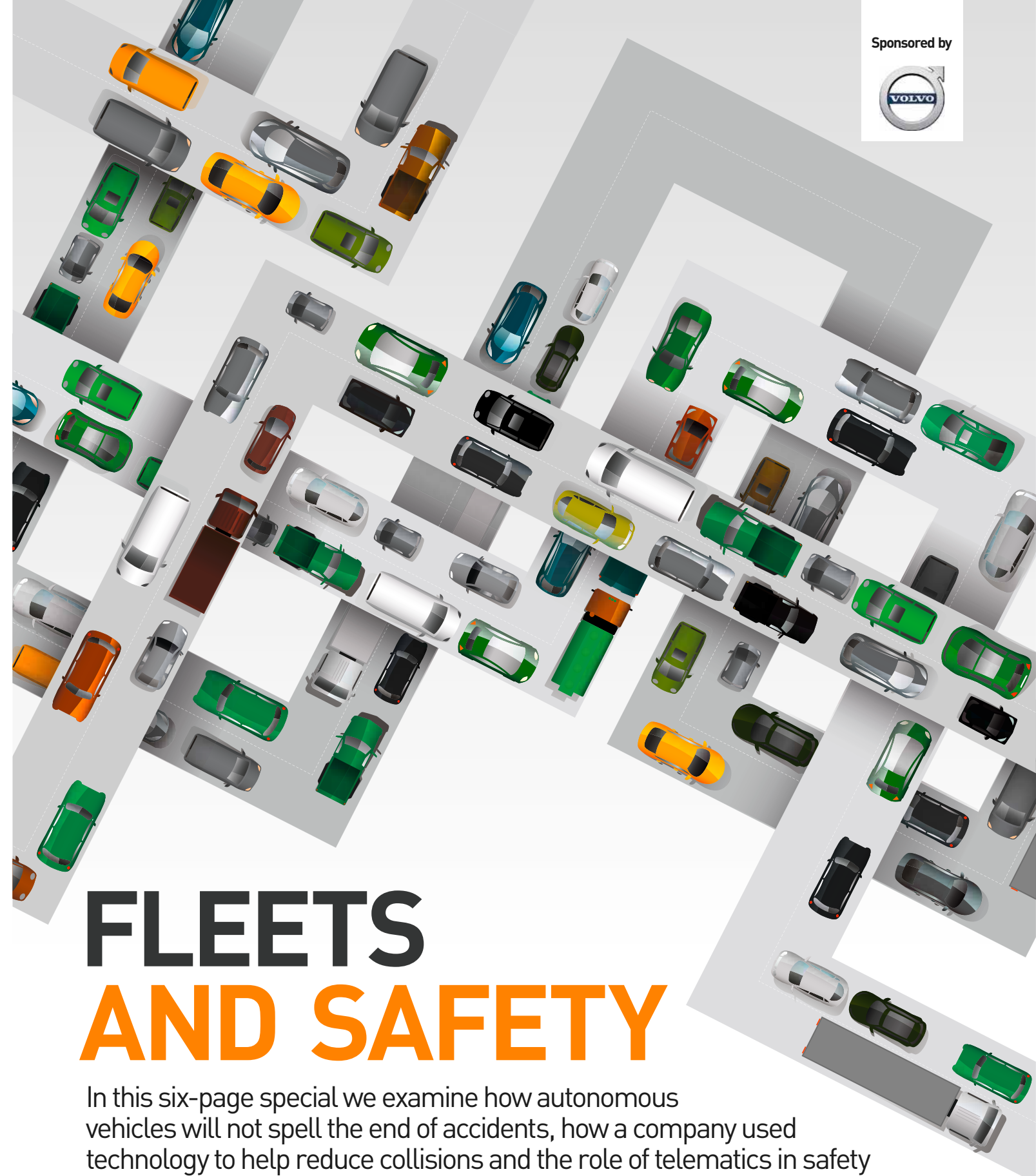
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# FLEETS AND SAFETY

In this six-page special we examine how autonomous vehicles will not spell the end of accidents, how a company used technology to help reduce collisions and the role of telematics in safety

## INSIDE

### 50 | Autonomous vehicles: what impact will they have?

Autonomous vehicle technology will significantly cut incidents, but risks will remain

### 55 | Does technology provide the key to cutting collisions?

Kings Security Systems has seen its incidents fall significantly after introducing dashcams

### 56 | Could you use telematics to change driver behaviour?

Using data gathered by vehicle telemetry can have a significant impact on safety



# THE ROAD TO ZERO COLLISIONS?

Autonomous vehicle technology will significantly cut incidents, but risks will remain. *Andrew Ryan* reports

**T**here is no doubt automated vehicle technology will have a hugely beneficial impact on road safety. Experts believe that autonomous emergency braking (AEB) alone has the potential to save 1,100 lives and reduce UK casualties by more than 120,000 over the next 10 years.

And with multiple studies finding in excess of 90% of road incidents are caused by human error, increasing automation will provide a smooth path to significantly reduced casualties. Won't it?

Eventually, yes, as driverless cars will seamlessly slot in and out of traffic safely until they reach their destination, but there is a long way to go before then.

"Some people say that if we have automation we can get rid of 90% of the accidents, but I don't believe that," says Christoph Lauterwasser, managing director of Allianz Centre for Technology.

"Especially in the beginning when we will have mixed traffic we will see accidents and it is very important we learn from those accidents."

His view is supported by a report from the International Transport Forum earlier this year which says claims self-driving cars could avoid 90% of road deaths by eliminating human errors is an "untested and uncertain hypothesis".

It adds that many crashes involving human error also involved other factors which may still have led to that colli-

**1,100**  
lives potentially  
saved by AEB

**90%**  
of road accidents caused  
by human error



sion, even if the human had not committed an error in judgement or perception.

These could include poor roadway design or faulty vehicles. "Human error can also be non-driver-related errors by pedestrians, cyclists and motorcyclists," adds the report. "Since they won't be automated, their errors will probably not be eliminated by automation."

"These contributions do not likely impact the general finding that automation may continue to significantly better

safety outcomes, but it may temper the assessment of automation benefits versus disbenefits."

The Society of Automotive Engineers has determined the six levels of vehicle automation (see panel for fuller descriptions), ranging from Level 0, which includes features such as lane departure warning and blind spot monitoring, where the driver performs all tasks, to Level 5, where the car performs all driving tasks and no driver is needed.

Early signs certainly indicate that autonomous technology will have a positive impact on road safety: research by Euro NCAP and ANCAP found that low speed AEB leads to a 38% reduction in real-world rear end crashes.

**An autonomous vehicle will be able to maintain safe gaps from other road users**

## Levels of autonomy

Forward collision warning	Collision avoidance, braking	Semi-automatic parking assist	Auto lane change (system initiated)	Piloted driving, system fallback	Universal robot taxi
Traffic sign recognition	Collision avoidance – steering	Auto-Lane Change (driver initiated)	Piloted driving – driver fallback	Remote parking +	
Lane departure warning	Lane-keep assist	Fully-automatic parking assist			
Blind spot monitoring	Blind spot intervention	Remote parking			
Rear cross-traffic alert	Rear cross-traffic alert – braking	Piloted driving			
	Traffic sign recognition – speed adjust				
	Lane centring				
	Adaptive cruise control				
	Adaptive cruise control – stop and go				
<b>L0</b>	<b>L1</b>	<b>L2</b>	<b>L3</b>	<b>L4</b>	<b>L5</b>
<b>No automation:</b> The driver performs all driving tasks.	<b>Driver assistance:</b> The system is able to take over either the steering or the speed. Driver remains responsible and must be ready to retake control.	<b>Partial automation:</b> Driver delegates steering/speed control but must continue to monitor.	<b>Conditional automation:</b> L2 monitoring not needed.	<b>High automation:</b> Driver assistance not required in certain areas.	<b>Full automation:</b> Car takes full control.

Source: SBD Automotive/SAE

## SPONSOR'S COMMENT

Steve Beattie, head of business sales, Volvo Car UK



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- Active High Beam Technology to automatically dip headlights from full beam.
- Oncoming Lane Mitigation which helps mitigate head-on collisions.
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- Park Assist Pilot which will parallel park drivers' cars for them.



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However, handover back to normal driver behaviour took much longer, up to a minute or more during the highest speed test condition of 50mph. By this time the vehicle would have travelled almost a mile.

"Vehicles (driven autonomously) take drivers out of the loop and we know it can take some time before they are re-engaged," says Lisa Dorn, associate professor of driver behaviour at Cranfield University, which, together with the University College of London, is researching this transition.

"We know that when you give people more capacity for doing things other than their primary task, then they are much more likely to engage in secondary tasks.

"One of the problems (with highly-automated cars) is that drivers will have the capacity to do other things, and as soon as you do other things you are distracted and that is potentially where the danger is."

It is this transition phase between conditional automation (Level 3) and high automation (Level 4) which is the "dangerous bit", says Matthew Avery, head of research at Thatcham Research.

"If we could make all autonomous vehicles fully autonomous overnight, then there wouldn't be the difficulty," he adds.

### MISLEADING DRIVERS

The transition has been made more complicated through how some companies market their existing technologies, with Avery saying decisions like Tesla calling its partial-automation features 'Autopilot' misleading drivers over the capabilities of the technology.

This type of product labelling contributed to the results of a survey commissioned by Thatcham Research, Euro NCAP and Global NCAP, which found that more than half of drivers in the UK believe that it is already possible to buy a car that can drive itself.

"Some carmakers are designing and marketing vehicles in such a way that drivers believe they can relinquish control," says Avery.

"Car-makers want to gain competitive edge by referring to 'self-driving' or 'semi-autonomous' capability in their marketing, but it's fuelling consumer confusion. If used correctly, highway assist systems will improve road safety and reduce fatalities, but they won't if naming and marketing convinces drivers that the car can take care of itself."

This can make some drivers over-confident.

Dorn adds: "If the technology makes them feel safer, they will take more risks."

The concerns over safe handovers between car and drivers in Level 3 autonomy is one of the reasons why a number of OEMs, such as Volvo, Ford and Tesla are suggesting they will skip Level 3 altogether and jump straight from Level 2 to Level 4 when the latter is ready, says Andrew Hart, director of innovation at SBD Automotive.



Level 5 autonomy will not require a steering wheel or all occupants to face forward



With level 4, motorists will be able to select autonomous mode on certain routes

*"Car-makers want to gain competitive edge by referring to 'self-driving' or 'semi-autonomous' in their marketing, but it's fuelling customer confusion"*

Matthew Avery, Thatcham Research

**38%**  
reduction in real-world  
rear end crashes thanks  
to low speed AEB

Level 4 is high automation, where the vehicle performs all tasks in most conditions, but the driver must be ready to intervene in specific circumstances.

"Some OEMs like Mercedes-Benz and Audi have announced plans to support Level 3 and it will be really interesting to see how they manage the education of their customers to make sure they don't fall into the Tesla trap of over-promising and under-delivering," says Hart.

"It is going to be very hard, because these aren't technologies that are simple to explain."

He adds that some OEMs are likely to launch Level 4 'Light' within the next couple of years, "which is Level 4 but only for a very narrow set of applications".

"It's things like you drive up to a car park, you leave your car and it drives itself to the nearest parking spot," he says.

Hart says Level 4 cars are still some time away from being a common sight on public roads. "Even by 2030 the penetration of Level 4 cars compared to all new car sales is expected to be very small", he adds. "Even in our optimistic scenario it will be a fragment of 1% of all new car sales that will be Level 4 capable."

Level 5 autonomous vehicles – often called robo taxis as they will have no need for a driver at all – are obviously even further away. The Venturer project estimates that by 2040, 75% of new vehicles will be fully autonomous.

Even then, it is unlikely that the roads will be accident-free.

"The pedestrian is a very difficult animal when you are an autonomous car, because if they are standing on a sidewalk, how does it know if they will move forward or if they will stand still?" says Lauterwasser.

"There are a lot of situations where the car would not be able to avoid an accident if it does not interpret the movement of the pedestrian correctly."

"If you are a human driver you look into the face of the pedestrian and that tells you a lot about what they will be doing, and that is still a difficult situation for a computer system to understand and interpret."



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# TECHNOLOGY KEY TO CUTTING COLLISIONS

Kings Security Systems has seen its incidents fall 53% after introducing dashcams and online driver assessments. *Andrew Ryan* reports



Jacob Telemacque has convinced drivers that dashcams are for their benefit

Investing in technology has been a key factor in Kings Security Systems cutting its incident rate by more than 50% year-on-year. In the past two years, the company has increased its focus on risk management and has installed dashcams across its 190 cars and vans, launched an online driver risk assessment and ensured rear parking sensors are fitted to all vehicles joining the fleet.

This has helped it reduce its collisions from 34 (15 at-fault, 19 non-fault) for the first 10 months of 2017, to just 16 (five at-fault, 11 non-fault) for the same period this year.

In 2016, Kings Security Systems had 60 collisions, 25 of which were at-fault. The reduction in incidents saw its insurance premium fall by £10,000 last year.

"We are a technology business, so that's what we are all about," says Jacob Telemacque, fleet manager at Kings Security Systems. "It might be a heavy investment but if we can use it to mitigate risk and get the investment back through a reduction in accidents and claim costs, it's a no-brainer."

The company trialled forward-facing dashcams in 2016 as it looked to reduce costs and made the decision towards the end of that year to deploy them across its fleet. This was a £30,000 investment, with Kings Security Systems's insurance company contributing £18,000.

"Our main accident trend two years ago was with our drivers going into the back of third-party vehicles with one person on board, but we would be getting three or four injury claims from those collisions," says Telemacque.

"Not only do we have the ability with the dashcams to counter fraudulent claims and confirm liability, but we can also use footage to analyse driving behaviour."

Telemacque says the cameras have already settled a number of disputed claims and this has helped the company overcome resistance from some drivers who did not want the technology.

The company's policy of a £1,000 excess fee for drivers

*"If we can use it (the heavy investment) to mitigate risk and get the investment back through a reduction in accidents and claim costs, it's a no-brainer"*

Jacob Telemacque,  
Kings Security Systems

involved in at-fault accidents has also encourage buy-in.

"I have said to the drivers 'if you don't have a camera and have a collision and say it is not your fault but the third party does, the insurance company is going to fight it as much as it can as ultimately it is going to cost it money. However, if that gets overturned and comes out as your fault, then you could get a £1,000 bill. The cameras are there to protect you.'"

The cameras are fitted with 32GB SD cards and have a Wi-Fi connection, so footage can be downloaded to a smartphone or sent on an email. They also have g-force sensors and if they detect events such as going too fast over speed bumps or round corners, then that footage is automatically protected from being overwritten.

This allows Telemacque to review the footage. "For me it's not just about disciplining drivers, it's educating them on the impacts of speeding, how much more it is going to cost in vehicle maintenance and what the risks are to our drivers and other road users," he adds.

Kings Security Systems decided to ensure all new vehicles are fitted with rear parking sensors after a number of claims where its drivers had reversed into a third party.

It has also introduced online driver risk profiling to identify employees' exposure to risk and help improve their driving habits and knowledge.

Initially any driver who had an at-fault collision was put through the assessment, but this has been extended to form part of the induction of any new starter who is entitled to drive a company vehicle.

The profiling looks at skill, habits, knowledge and attitude. Any driver who is identified as medium- or high-risk has to complete online training modules.

Kings Security Systems also uses its telematics technology to send out vehicle inspection documents to drivers through their PDAs, which they have to complete on a weekly basis.



# ENCOURAGE BEHAVIOUR CHANGE WITH TELEMATICS

Using the data collected by vehicle telemetry can have a significant impact on safety.

*Catherine Chetwynd* reports

**W**hile many fleets focus on the ability of telematics to track vehicles and cut fuel costs, its importance as a tool to improve safety should not be overlooked.

The data the technology can record and monitor such as speeding, harsh acceleration and braking can be key to identifying poor driver behaviour.

This can then be improved through a variety of methods, such as targeted training or by incentives.

"Telematics data is effective in encouraging behaviour change among drivers to improve fleet safety," says Lisa Dorn, associate professor of driver behaviour at Cranfield University.

"There is a lot of work to be done to help drivers overcome lapses that either result in crashes or increase the risk of incidents.

"If they are not aware of the danger they are in, how can they be expected to change behaviour? Telematics data is a good way for fleet managers to provide evidence to address the risk."

Telematics systems tend to be one of three types: smart-phone app-based solutions; the 'black box' systems which record data in the background which can be analysed later; and those which provide instant feedback to the driver through a bleep, lights and/or a picture that flashes up on the console inside the cabin.

Lightfoot's system, for example, starts with 'traffic lights' on a display inside the cab to give visual feedback.

If drivers ignore that, an audible warning follows, a second and then a third, which brings with it a penalty and the fleet manager is also alerted. If they adjust their driving early, the light reverts to green and only the driver knows.

The systems which give instant feedback have been met with a mixed reaction from the fleet and risk industry.

They have received praise for highlighting poor behaviour, but have also been accused of being a distraction and reducing the driver's focus on the road.

"Anything in the cab becomes white noise quickly, but if the fleet manager is saying 'here is a league table and the events that have occurred', it is engaging," says Scott Hutchins, vice-president of sales for Teletrac Navman.

League tables add an element of friendly competition and can be anonymised, so each driver knows how well they are (or aren't) doing but does not know their peers' rating.

Lightfoot encourages driver improvement through a reward scheme: every journey is marked out of 100% and anyone who achieves 85% or more is classed as an elite driver. A penalty brings down the score.

"Drivers can monitor their performance against elite driver



*"If they are driving more consistently and making fuel savings for the company, the drivers will make savings on private fuel too"*

*Beverley Wise, TomTom*



## NATIONWIDE WINDOW CLEANING

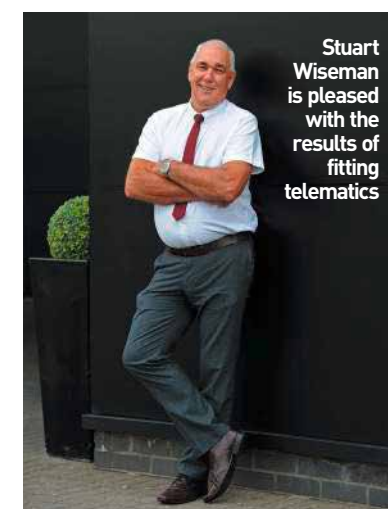
Nationwide Window Cleaning has reduced the number of collisions involving its 300-strong fleet by almost a quarter (23%) after fitting telematics.

"Our drivers all make short journeys in high conurbation areas and there was a lot of driving into the rear of another vehicle and a few reversing accidents," says fleet consultant Stuart Wiseman, who introduced the technology as the company's group fleet manager.

"We installed (Masternaut) telematics to identify drivers that were high risk, which we did through speed and the way in which vehicles were being driven – pulling away from lights, last-minute braking."

Wiseman used the data to create a league table in each of the company's regions and found drivers started to take more care. But there was still high risk behaviour, so he organised sessions for drivers in the vehicle with a qualified assessor to identify the problems so employees could address them.

"Then we monitored them on telematics and told them, that's where you were, that's where you are now and that's where we expect you to stay. And they have," he says.



Stuart Wiseman is pleased with the results of fitting telematics

"We also explained to drivers that they should be able to see the tarmac under the next vehicle's tyres when they stop."

The result? "Accidents have fallen by 23% and where 73% of all accidents were driving into the back of a car, that is down to 21% year-on-year over two years," says Wiseman. "It is a massive improvement, assessments do make a big difference."

He adds: "Quite a few drivers have said they feel better, they drive with the flow and don't get worked up, and that they are driving their own cars differently."

status and can compete with other drivers," says managing director Rupert Lyon Taylor. Rewards follow.

Once improvement has been achieved, it is essential to maintain those standards. One way of continuing to engage drivers is to raise the bar.

If the company objective starts at achieving 60%, it can be regularly increased to 65%, 70% and so on. Similarly, if harsh braking warning is initially a low priority, the G-force threshold that triggers an alert can later be set at a lower level to encourage improvement in that area.

Adam Wheeler, pre-sales consultant for Masternaut, says: "Managing driver risk is a long-term objective. To keep the challenge fresh, fleet managers could even highlight a specific area, creating, say, Harsh Acceleration Week.

"This can mix up rankings on the leaderboard, adding competitiveness and further stimulating interest."

Telematics puts control firmly in the hands of the driver. As their driving improves, their score goes up, which is affirmative for both driver and fleet manager. In addition, for those worried about the Big Brother element, systems can be switched off during personal time.

Location tracking is also important for singling out accident hotspots. "The company can recognise where they're most likely to have an incident and plan how to support their drivers, supplying training or other interventions," says Wheeler.

Safer driving not only has a positive impact on insurance premiums, it also reduces fuel bills and CO<sub>2</sub> emissions.

Also, cutting speeds by a small amount has minimal impact on journey times and driving in a calmer, safer fashion is less stressful, bringing driver health and duty of care into the equation.

Fleets can also be subject to fraudulent claims for alleged behaviour that might include an incident with personal injury. A telematics system allows fleet managers to see where the driver was and how they were behaving at the time, protecting the company's and the driver's reputation. Additional support can be given by integrating telematics with cameras.

"We are now able to pull the footage through into our platform, with events triggered by driving events through our telematics, providing more cohesive information," says Beverley Wise, sales director for TomTom.

There are also positive personal spin-offs for drivers.

"If they are driving more consistently and making fuel savings for the company, the drivers will make savings on private fuel too," adds Wise.

"And if they reduce the number of accidents they are having, that gives them a good history if they ever need to get private vehicle insurance.

"If you show everything as being a benefit for the business, some will say 'there's nothing in it for me.'"

Finally, it is crucial that the decision to install telematics comes from the top. The devices should be in all cars from director level down and messages about the importance of the decision should also start in the boardroom.





*"We're filling some of the gaps we have had in our portfolio up to now, so the future is bright"*

Henry Williams, Škoda

## WINNER: ŠKODA SUPERB / ŠKODA KAROQ

# 'We didn't want a fire sale'

Fleet boss Henry Williams explains how Škoda chose to protect residual values by resisting the temptation to push stock into the market ahead of the WLTP deadline

By Sarah Tooze

While some car brands were quick off the mark with WLTP (Worldwide harmonised Light vehicle Test Procedure), achieving compliance ahead of the September 1 deadline, Volkswagen Group has still not got all of its models approved, contributing to a fall in registrations at traditionally one of the busiest times of the year.

Škoda suffered a 31% decline in September (compared to 55% for Volkswagen, 53% for Audi and 36% for Seat) but head of fleet Henry Williams puts a positive spin on it, pointing out the brand's core fleet models (Octavia and Fleet News Award-winning Superb) are "up and running".

"From a Superb perspective there is only one engine that we haven't got at the moment, which is the 1.6-litre diesel," he says. "The 2.0-litre diesel, which is the bulk of our volume, has been up and running for some time. It's Kodiaq and Karoq (another Fleet News Award-winner) which are slightly later."

By the end of this month, 90% of Škoda's range will be available (up from 65% at the start of October) and Williams, perhaps surprisingly, contends this is "on plan".

"We knew 12 to 18 months ago the details of WLTP, when it was coming on particular models, and we were able to plan our volume through the year on that basis. So we're bang on plan for what we want to do this year," he says.

"What we definitely didn't want to do, which isn't true of everybody in the market, was have excess stock running into the end of August. The August market was really large and that's because several manufacturers were pushing hard to get rid of stock because they couldn't derogate them."

"We made a conscious decision early on, because we didn't know about derogation at the time, to say 'we are not going to carry stock and have a fire sale in August'. Our focus is on residual values (RVs) and we need to maintain a really strong RV position. It makes everything else work for us, and makes a lower cost for our customers ultimately, so we did that on purpose. We knew for this year realistically we'd be down on volume versus last year but that's

intentional because of the challenges around WLTP."

Škoda's fleet customers are now "coming back on board", Williams says, and order take is marginally ahead of this time last year. He is also keen to point out that while some competitors have experienced "sizeable increases" in CO<sub>2</sub>, Škoda has had only a modest rise (for example, the Superb 2.0-litre diesel has an NEDC-correlated figure 1g/km higher than under the old NEDC test regime that WLTP replaced).

**Fleet News: What are your average lead times?**

**Henry Williams:** I'm not seeing any particular extension of lead times at the moment, but I've also made sure we have a buffer of stock available because of the changeover to WLTP.

You might find a derivative that has a certain option on that is longer than the norm, but, in general, I'm not seeing extensions to lead times. We are currently working to 12 weeks average on our core fleet line-up.

**FN: Will you consider removing options and having fixed trim levels like Seat has done with Easy Move?**

**HW:** It's interesting and you can see the benefits of that. We're always looking at how to reduce complexity. How do we make the customer offer easier, better?

I think as we go forward, especially with WLTP and RDE 2 (Real Driving Emissions step 2), where you have options, it really does make sense.

We're always looking at rationalising the offer, especially on some of our bigger models where we have a lot of derivatives. We did that with the SE Technology range to a certain extent. Could we go further? Possibly. We never turn our backs on anything that could help the customer.

**FN: How is Karoq performing in the fleet market?**

**HW:** Where we are with Karoq is where we were with Yeti at this point year-to-date (Karoq's fleet sales are 5,216 with total sales of 10,171). Yeti did really well for us. Karoq can do a lot better for us if we can get the production through.

**FN: What feedback have you had from fleet customers on the Karoq?**

**HW:** There are two groups of customers for the Karoq. One is the people who took Yeti previously because of its off-road capability. What Karoq does is add that off-road capability into a slightly bigger car with a bigger boot and,



Henry Williams, Škoda head of fleet (left), collected awards for both the Superb and the Karoq from Christopher Macgowan OBE, chairman of the judging panel

of course, the styling and the latest technology. Then you've got the people who are maybe coming out of hatchbacks, estates or other SUVs into it and love it because it's a Škoda offering that now really works for them.

**FN: What are your fleet sales expectations for the rest of 2018?**

**HW:** We want to grow our share. We ended last year with a share of 3.7%. We want to grow above that which at the moment looks do-able based on what we can see volume-wise and order bank-wise and then for next year we want to grow further again. But it's not growth for growth's sake for us. It's about long-term, sustainable growth of key segments and key models with our customers coming on the journey with us.

**FN: Your ambition is to have 1,000 fleet customers by the end of 2020. Are you on track?**

**HW:** We'll probably be at 1,000 at the end of this year realistically. We grow by 150 a year. We ended last year with 850 and we're already at 950, and those are mostly major corporates, that's where our focus is – and growing our local business proposition. The challenges of the brand we had when I started in this role are definitely going away.

**FN: What place does diesel have in Škoda's future?**

**HW:** You've seen the diesel market drop quite a lot but actually from our side on fleet we haven't really seen that. Our big corporate customers still need a car with the kind of miles per gallon diesel offers.

Having said that, we've got a couple of big customers who run job-need cars, for example, who are looking at the 1.0-litre petrol engine on Octavia instead of the 1.6 TDI. They're doing direct comparisons between the two and actually finding the 1.0-litre petrol is fairly comparable in terms of fuel consumption, CO<sub>2</sub> is fairly consistent, the RVs now on petrol cars have come up and the initial price – the RRP – is lower than a diesel so it can work for some major customers.

Petrol technology is improving and offering another alternative, so the future is choice.

You will be able to choose the power transmission for the vehicle you want based on the exact requirements you have for that vehicle in your fleet.

**FN: Škoda plans to have 10 electrified models by 2025, starting with the Superb plug-in hybrid next year. What can we expect from your EVs?**

**HW:** The Superb plug-in hybrid is quite a strong proposition for a number of reasons.

First, in terms of size, the Superb gives you a lot of practicality already, it's got plenty of space to store the batteries.

Second, the technology is the latest generation that we don't really see from many manufacturers today so you get a real range on the car on electrification-only, which is where hybrids start to work. It will have a real world range of just below 50 miles.

Then we're introducing the fully electric Citigo, late 2019, realistically January 2020. It's another foray into electric cars before we go mainstream with our fully developed, ground-up battery electric vehicles, which Vision E (concept car) will be one of. Our research shows anything over 200 miles is where you get taken very seriously by customers because that is a defining level of range and we will be offering a 300-mile range (with Vision E).

Williams says 2019 will be a "huge year" for product for Škoda, with a range of cars which will "move the brand forward".

In addition to the facelift of the Superb and Superb plug-in hybrid, Škoda will launch a new hatchback (Scala) to rival the Volkswagen Golf and Ford Focus, as well as a small SUV (currently termed Vision X) to take on the Nissan Juke.

"Our cars are always the largest in the segment. One of our selling points is that we're practical. This new hatchback comes bang in the middle of the segment, and it's the latest platform (MQB A0), the latest design, the latest technology so it's going to be a strong product for us and give us an area of the market we haven't had before," Williams says. "We're filling some of the gaps we have had in our portfolio up to now, so the future is bright."

## FACTFILE

**Brand:** Škoda  
**Head of fleet:** Henry Williams  
**Time in role:** 33 months (appointed February 2016)  
**True fleet sales (YTD – end September):** 14,427

## JUDGES' COMMENTS

The Karoq is good value and highly equipped with strong petrol and diesel engines. It is an excellent family car, stylish and competitive on costs. It does everything a mid-size SUV should do.

## JUDGES' COMMENTS

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





It is difficult to spot any difference between the revised car and its predecessor

# NISSAN QASHQAI 1.3 DIG-T

New infotainment system sees introduction of Apple CarPlay and Android Auto

By Matt de Prez

How do you improve Europe's best selling crossover? Well, following its official 'facelift' last year, the Nissan Qashqai now features new engines and a new connected infotainment system.

The winning formula that makes the Qashqai among the best in class, such as its practicality, handling and low running costs remain intact in this update.

A new 1.3-litre petrol engine replaces the existing 1.2-litre and 1.6-litre units. It is available with a power output of 140PS or 160PS.

Developed in partnership with the Renault-Nissan Alliance and Daimler, the new engine is already in service in the new Mercedes A-Class and is about to launch in the Renault Kadjar.

Nissan says the new engine is more efficient than the ones it replaces, emitting 25% less NOx. In either state of tune, the petrol Qashqai emits 121g/km of CO2 and returns 53.3mpg.

A seven-speed DCT automatic gearbox is available with emissions of 122g/km and 51.4mpg. Nissan says this option is crucial as half of cross-overs sold in Europe are now automatic.

The petrol engines complement the recently updated 1.5-litre diesel, which now has 115PS and emits from 100g/km of CO2.

Next year, the brand will introduce a 1.7-litre diesel with all-wheel drive as the range-topper.

Alex Smith, managing director of Nissan Motor UK, told *Fleet News* the company's fleet strategy is to focus on selling both the petrol and diesel.

"Fleet customers are good at choosing the fuel that's right for them and we can now cover a large proportion of the market with our range," he said.

Refinement was a key factor in the design of the new petrol engine. It offers little vibration or noise at idle and only becomes noticeable at higher engine speeds.

On paper, the more powerful engine should be noticeably faster with a 8.9-second 0-60mph time, versus 10.5 seconds for the 140PS version.

In reality the two cars feel very similar. Both will happily cover long motorway trips with little fuss and have more than enough power for overtaking.

In the DCT, progress is smooth and the 'box feels responsive.

However, from standstill, it takes a second to engage, making pulling out into busy traffic a bit hair-raising.

The diesel still has the edge when it comes to



The new Nissan system still feels dated



Overall the Qashqai remains a great all-rounder

## FLEET PICK MODEL

NISSAN QASHQAI 1.3 DIG-T

## ENTRY MODEL

1.3 DIG-T 140 VISIA

## RANGE-TOPPER

1.3 DIG-T 160 TEKNA+

### SPECIFICATIONS

P11D price	£21,935	£19,375	£28,375
CO2 emissions (g/km)	121	121	130
Fuel efficiency (mpg)	53.3	53.2	49.4
BIK	25%/£1,097	25%/£969	27%/£1,532
Annual VED	£165 then £140	£165 then £140	£165 then £140
Class 1A NIC	£757	£668	£1,057
Fuel cost (ppm)	11.17	11.17	12.03
Running cost (4yr/80k)	33.83ppm	31.67	42.20
AFR (ppm)	12	12	12
RV (4yk/80k)	£6,875/31.3%	£5,800/29.9%	£8,000/28.2%

### FLEET PICK RIVALS



SEAT ATECA 1.5 TSI 150 SE TECH



VAUXHALL GRANDLAND X 1.2T TECH LINE



FORD KUGA 1.5T 120 ZETEC NAV

### SPECIFICATIONS

P11D price	£25,130	£22,535	£23,285
CO2 emissions (g/km)	126	121	160
Fuel efficiency (mpg)	51.4	53.3	40.4
BIK	26%/£1,307	25%/£1,127	33%/£1,537
Annual VED	£165 then £140	£165 then £140	£515 then £140
Class 1A NIC	£902	£777	£1,060
Fuel cost (ppm)	11.56	11.15	14.71
Running cost (4yr/80k)	37.45	34.83	39.16
AFR (ppm)	15	12	15
RV (4yk/80k)	£7,950/31.6%	£7,300/32.4%	£7,475/32.1%

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

running costs, but by less than 1p per mile. Drivers will also save around £100 per year in tax by opting for the 140PS petrol over diesel.

One of the Qashqai's major bugbears was its lack of Apple CarPlay or Android Auto – a deal-breaker for 25% of customers, according to Nissan.

Thankfully, the new NissanConnect infotainment system features both.

From the outside, the revised unit looks

remarkably similar to the old one, even sharing the same seven-inch display. But, inside it has been updated to enhance the relationship between driver and vehicle.

Using a new mobile app, drivers can search for their destination away from the car and then send the instructions to the sat-nav or locate the car if they can't remember where it's parked.

The new system also features over-the-air map updates and live TomTom Premium Traffic.

Compared to rival cars, such as the Volkswagen Tiguan, the new Nissan system still feels dated. Its graphics aren't particularly cutting-edge and the matte finish screen doesn't have the same 'slick' feel as the glass-fronted units that are being more frequently used.

Drivers do get digital radio and Bluetooth, while most versions get sat-nav and a reversing camera too.

Overall, the Qashqai remains a great all-rounder. It's affordable, good to drive and comes well equipped.

The new petrol engines are an improvement over ones they replace and should provide good efficiency for those who no longer see the appeal of diesel.



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

## THINKING CAP



By Martin Ward, manufacturer relationships manager

cap hpi

**Friday-Wednesday** Down to Majorca for a few days' holiday, only a couple of weeks after the last one to Southern Spain. I rented a VW Polo 1.0 at Palma airport and was asked at the rental desk how many would be travelling in it. I said two. I had to sign a disclaimer to say that only a maximum of four would travel.

In the car there was a notice and two fluorescent strips on the back seat where the middle person would sit. On the dash there was a large notice saying only four to travel. All a bit over the top, I thought, but nobody was taking any chances.

The reason? Volkswagen and VW Group are having issues with rear middle seat belts fitted to some recent models. Tests have shown the seat belt can become undone in rare cases.

It was good to see that it was being taken seriously, in the most unlikely of places, a happy-go-lucky holiday destination.

*"Tests have shown the seat belt can become undone in rare cases"*

**Thursday** Back to reality and up to Wetherby (a popular choice recently with the SMMT and other manufacturers). Today was the turn of Volvo, and the Press Driving Day event.

Volvo lined up its latest models and engines for northern writers to get behind the wheel. The two cars that were in demand were the award-winning XC40 and the latest addition, the V60.

There was an XC40 there in what is best described as 'duck egg blue' with a white roof. Doesn't sound good, but looked brilliant, so different and had a bit of a wow factor. Somebody very brave up in Gothenburg, Sweden, came up with the idea, and it does work, against all the odds. Looking at the line up shows how much Volvo has come on in the past few years. It is offering fleet customers some great products to choose from.



The five-seater has plenty of interior room and will swallow close to 600 litres of luggage

## VAUXHALL COMBO LIFE

Many standard safety features plus three child seat mounts make a family winner

By Richard Kilpatrick

Joining a long line of new vehicles entering the recently re-vitalised Life-style Activity Vehicle (LAV) segment is the new Vauxhall Combo Life. Effectively, this is a passenger car version of the fourth generation Combo van – designed for those who want something in between a cross-over and a people carrier.

Previous van-derived car versions of the Combo were based on the contemporary Vauxhall Corsa hatchback and the outgoing version was a re-badged Fiat Doblò Cargo. However, following PSA's acquisition of Vauxhall, this one is a derivative of the latest PSA Peugeot-Citroën small van.

Aside from the in-house competition, the Vauxhall Combo squares up to the Fiat Doblò, Ford Tourneo Connect and Volkswagen Caddy Life – all van-based people carriers.

Its vertical body panels free up an incredible amount of interior room, with space for up to seven people.

In the seven-seat version, the middle-row is three individual chairs – all with Isofix childseat-

### FLEET PICK MODEL

1.5 TURBO D 100 ENERGY 5 SEAT

SPECIFICATIONS	
P11D Price	£21,280
BIK	27%/ £1,149
Class 1A NIC	£793
Annual VED	£205 then £140
RV (4yr/80k)	£5,150/24%
Fuel cost (ppm)	9.07
AFR (ppm)	12
Running cost (4yr/80k)	33.48ppm
CO <sub>2</sub> emissions (g/km)	111
Fuel efficiency (mpg)	67.3

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



A heated steering wheel and seats are among the Combo's nice touches

mounting points, a strong selling point – while the side doors slide to avoid car park dings from over-enthusiastic kids getting in and out.

Two lengths of Combo Life will be available, measuring 4.40m and 4.75m nose to tail. Even in five-seater mode, the shorter Combo Life will still swallow 597 litres of luggage, while the longer one has a maximum two-seater capacity of 2,693 litres.

Interior storage is, as you'd expect, immensely practical and there's a hinged rear screen to access the boot when there isn't room to completely open the tailgate.

A pair of four-cylinder BlueHDi diesels, and a three-cylinder PureTech petrol are offered in the Combo Life.

The most efficient is a 1.5-litre diesel with 100PS. It returns more than 67mpg and emits 111g/km of CO<sub>2</sub>. A more powerful 130PS diesel emits 113g/km, while the 110PS petrol model emits 125g/km.

Setting the Combo Life apart from non-PSA rivals, there's a wealth of safety equipment available – much of it standard, contributing to low insurance groups.

Lane-keeping assist, automatic emergency braking and adaptive cruise control are among

the highlighted features, but one that caught our attention is the Flank Guard.

Rather than a sacrificial, physical panel, the Flank Guard is a series of 12 sensors along the Vauxhall's sides that monitor for obstacles such as low-height bollards that the driver might not have spotted.

Expectations for the Vauxhall Combo Life can be realistically managed, as this is a car that has origins in a small commercial vehicle. At least, that's how it appears on paper; the lines are somewhat blurred when you get into the Combo and start driving it.

The engines are surprisingly potent and the Combo Life's motorway behaviour is particularly good for the class and cost, with relaxed progress and no worries about hills with the 130PS diesel; the three-cylinder petrol may need a shift down for inclines, particularly when full of passengers.

The Combo Life is the very essence of a family car, shorn of all pretence to luxury, sporting prowess or performance. This uncompromising approach is admirable, particularly as this is one of the few 4.4-metre long cars that will take three children in appropriate childseats – and two adults.

## PEUGEOT 5008

Hello stylish SUV, goodbye frumpy MPV – 5008 is reinvented



The 5008 SUV stands out from the crowd

By Stephen Briers

The latest generation 5008 has trodden the same path from MPV to SUV as its smaller 3008 sibling did a few months earlier. Peugeot has reacted to a market trend where demand for people carriers has fallen, replaced by a desire for SUVs.

It's a sound decision. The 5008 MPV was a fairly non-descript, frumpy seven-seater that failed to capture the public, or fleet, imagination. The 5008 SUV is an entirely different proposition.

It has stand-out, stylish looks, comfortably accommodates seven people in full-size seats throughout, and features a chic interior with Peugeot's i-Cockpit technology which leaves rivals looking decidedly functional.

Aesthetics aside, to be a success with fleets and their drivers, the 5008 needs to add up on price, running costs and taxation, not to mention driving experience and practicality.

It excels on the latter two, with ample boot capacity of 780 litres, a multitude of storage spaces dotted around the cabin and plenty of room for six passengers. Expect no complaints from the rearmost seats, even on long journeys.



The 5008 SUV carries up to seven in full-sized seats

### 2.0 BLUEHDI GT

#### THE RIVALS

- Škoda Kodiaq 2.0TDi 150 SE L auto
- Nissan X-Trail 2.0dCi 177 Tekna auto
- Land Rover Discovery Sport 2.0TD4 180 HSE Luxury auto

#### P11D PRICE

Kodiaq	£31,710
X-Trail	£35,615
5008	£38,269
Discovery Sport	£44,515

#### BIK TAX AND CO<sub>2</sub>

5008	30%/130g/km
Kodiaq	31%/131g/km
X-Trail	35%/152g/km
Discovery Sport	37%/174g/km

#### FUEL COSTS

5008	57.6mpg/10.37ppm
Kodiaq	56.5mpg/10.81ppm
X-Trail	48.7mpg/12.54ppm
Discovery Sport	42.8mpg/14.50ppm

#### DEPRECIATION

Kodiaq	25.23ppm
X-Trail	32.96ppm
5008	35.09ppm
Discovery Sport	36.77ppm

#### SMR

5008	4.67ppm
Kodiaq	4.89ppm
X-Trail	4.94ppm
Discovery Sport	5.45ppm

#### RUNNING COSTS

Kodiaq	40.93ppm
5008	50.13ppm
X-Trail	50.44ppm
Discovery Sport	56.72ppm

#### VERDICT

Compared to a mix of premium and mainstream marques, the 5008 comes out well on running costs, despite its high P11D value.

It's certainly worth a look, but our choice for all-round excellence is the Škoda Kodiaq.

**Winner: Kodiaq**

Running cost: KeeResources (4yr/80k)

*"It fared better on the motorway with two adults and two children, touching 46mpg, still down on the official 57.6mpg"*

While the steering is a touch light, resulting in a lack of feedback on corners, it is respectable enough on a car of this size and did make around-town driving a breeze.

Ride was smooth thanks to its slightly softer suspension, again benefiting those sitting in the third row, while the flat top/bottom steering wheel was strangely alluring to handle.

Maybe it was the novelty, but I liked it.

The 5008 is priced a touch on the high side, at £38,269 for our 180PS 2.0-litre BlueHDi GT model, and, with correlated NEDC figures of 129g/km, sits in the 30% BIK tax bracket (the lower-powered 150PS Škoda Kodiaq, priced £31,710, emits 131g/km; the £35,615 Nissan X-Trail is 152g/km).

Peugeot was one of the first manufacturers to start issuing 'real-world' fuel efficiency figures some 18 months ago, giving it a head-start on most competitors. However, the 5008's performance is a bit disappointing.

The car struggled with the undulating and winding roads of the Yorkshire Dales – admittedly with an almost-full load of four adults and two children – barely registering 36mpg.

It fared better on the motorway, this time with two adults and two children, touching 46mpg, but that is still down considerably on the official 57.6mpg. We expected better.

Nevertheless, Peugeot is a brand on a march.

The 3008 and 5008 have provided a much needed shot in the arm, which the new 508 will now hope to build upon. In common, they have style, practicality and a great driving experience – three attributes close to Peugeot's heart.

Worthy of fleet consideration.



# 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.



## VAUXHALL GRANDLAND X

PSA

Grandland X is already making its mark in Europe



Grandland X is one of the first Vauxhalls to be built on a PSA platform

### COSTS

**P11D price** £24,210  
**BIK tax band (2018/19)** 23  
**Annual BIK tax (20%)** £2,615  
**Class 1A NIC** £902  
**Annual VED** First year £165, £140 subsequently  
**RV (4yr/80k)** £7,200  
**Fuel cost (ppm)** 9.07  
**AFR (ppm)** 10  
**Running cost (ppm)** 35.35

### SPEC

**Engine (cc)** 1,499  
**Power (PS)** 130  
**Torque (Nm)** 300  
**CO2 emissions (g/km)** 108  
**Manufacturer mpg** 67.3  
**Real-world mpg** N/A  
**Test mpg** 52.2  
**0-62mph (sec)** 10.2  
**Current mileage** 1,534

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

### TEST TIMELINE



By Jeremy Bennett

The UK's appetite for SUVs shows no sign of stalling, with the segment accounting for around 26% of the fleet registrations so far in 2018, up more than 3% year-on-year.

Into this highly competitive market comes the last of Vauxhall's three X family of models, the Grandland.

With competition from the likes of the Nissan Qashqai, Ford Kuga and Kia Sportage, the Grandland is up against the most popular SUVs in the market. Due in showrooms in December, Vauxhall said it had 100,000 European orders already, with customers expected to be split 75:25 between retail and user-chooser fleets.

Alongside the smaller Crossland X, the Grandland X is one of the first Vauxhalls to be built on a PSA platform.

Another result of PSA's acquisition of Vauxhall/Opel is the choice of one of its new engines now added to the range. The all-new Euro 6.2-compliant 1.5-litre turbo D,

replaces the previous entry level 1.6 diesel engine.

While power has been increased by 10PS to 130PS, WLTP testing gives it a CO2 emission level of 108g/km (NEDC correlated). Combined fuel consumption is 67.3mpg. It also meets Euro 6d-Temp regulations for nitrogen oxides (NOx).

The other engine available in the Grandland X is the 1.2-litre turbo petrol (127-117g/km CO2, combined 51.4mpg-55.4mpg). A more powerful diesel unit – a 2.0-litre – is due "after the initial launch".

Its standard features include the Navi 5.0 IntelliLink navigation system, AppleCar Play and Android Auto, cruise control, multi-spoke alloy wheels, front and rear parking distance sensors, lane departure warning and lane assist, and forward collision alert with automatic emergency braking and pedestrian detection.

With the Grandland X taking nearly 5% of fleet market share in its SUV segment, the new Vauxhall is beginning to make its mark.

## MERCEDES-BENZ E220D AMG LINE



Mercedes-Benz has taken instrument and infotainment screens to a new level with the new Mercedes-Benz E-Class.

The high-resolution next-generation dual display (12.3 inches per display) dominates the dash, giving the cockpit a futuristic feel and full functionality at your fingertips.

However, the German manufacturer will expect you to pay extra for the car's impressive twin LCD instrument and infotainment screens. The entry-level SE trim comes with Mercedes' 8.4-inch infotainment system complete with Garmin sat-nav and digital radio, a reversing camera and cruise control.

However, if you opt for the E 350d or the hybrid E 350e then you will get the impressive 12.3-inch Comand Online infotainment system with dual display, air suspension and 18-inch alloys as part of the SE trim.

Our AMG Line 220d has the high-resolution dual display as an optional extra costing £1,495. The two displays, each with a resolution of 1,920 x 720 pixels, merge to form a widescreen cockpit Pearl & Dean would be proud of.

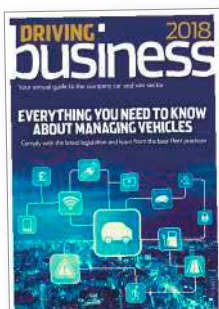
As the instrument cluster, this widescreen cockpit contains a large display with virtual instruments in the direct field of vision of the driver as well as a central display above the centre console.

The driver can choose between three screen designs: Classic, Sport and Progressive.

Mercedes-Benz says the goal in developing the all-new control and display system was to closely unite intuitiveness of use with a functionally expressive, yet attractive, design.

As somebody who appreciates the latest technology delivered aesthetically, I just think it's another reason to like the E-Class.

Gareth Roberts



### 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.

### AT A GLANCE – THE REST OF OUR FLEET

Volvo S90 T8



Škoda Karoq 1.6 TDI SE



Ford Fiesta 1.0 125 ST Line



Volkswagen e-Golf



Mini Countryman Cooper PHEV





## STUART RAIKES

DIRECTOR, ALLIANCE TRANSPORT TECHNOLOGIES

Raikes is definitely the outdoors type. If he were not in fleet he would like to work for the Forestry Commission and his hobbies include messing around with anything made of wood

**The vehicles I would like in my garage are:** a Land Rover Defender with all the off-road toys; an Aston Martin DB5; and the 1973 burnt orange Mini sold to me by my parents on passing my test – restored, of course.

**If I were Prime Minister for the day I would call or visit as many influential leaders as I could and attempt to build relationships that I could call upon on my return to being a civilian, sort of a platonic speed dating!**

**My first memory associated with a car was** a photo of me, aged one month, sat on the bonnet of my parents' Ford Corsair. My arrival meant they to get rid of a Triumph Spitfire. I'm reminded of this frequently.

**The advice I would give to my 18-year-old self is to get on the property ladder, which I did at 18. It was easier back then, but is still my best decision.**

**My favourite film is** *Blade Runner*, the original. It's atmospheric and the questions it raised are really relevant today.

**My pet hates are** ignorance, intolerance and clichés.

**My hobbies and interests are** bushcraft, camping and canoes and messing with anything made out of wood.

**I want to be remembered with** fondness and a smile.

**A book that I would recommend others read is** *Thinking Fast and Slow* by Thomas Kahneman – an insightful study into how our brains operate.

**The pivotal moments in my life were the** births of my children, quite some events.

**First fleet role** As an engineer. I have been loosely involved in fleet management for most of my career. My first real fleet role was to generate an asset management plan for a tender for the operation of a large fleet of buses in the UAE.

**Career goals at ATT** Having been involved in fleet management for much of my career, I've come across extremes when it comes to customer service and meeting a client's requirements. Having witnessed terrible instances of fleet management support, my goal is to always exceed a customer's expectations when it comes to providing fleet care to operators.

**Biggest achievement in business** I am right in the middle of what will be my biggest achievement.

**Biggest career influence** I have a number of role models and influencers, each responsible for giving me the right push at just the right time. I won't name them, but they know who they are.

**Biggest mistake in business** I have made a few! It's how we grow. My biggest mistake was failing to properly realise the amazing talents of one of my team in a previous role. However, I have since redeemed this and the person is now a fellow director.

**Leadership style** Some would argue the 'sleeves rolled up' approach detracts from good time management. I'm no micro-manager, but I believe in the value of keeping it real.

**If I wasn't in fleet** I love the bus and coach world, it genuinely is like a family. If I could start again, I'd be an estate manager or work for the forestry commission – anything that keeps me outdoors.

**Childhood ambition** Much too distant to recall in any detail.



**Next issue:** Olivia Scott, area fleet manager, Škoda UK



## Back in demand – debut of all-new Fiesta Sport Van

**R**esponding to strong customer demand, the Fiesta Sport Van has returned to Ford's commercial vehicle line-up, marking the company's return to the urban hatchback van market.

Based on the latest multi-award-winning Fiesta car, the all-new Fiesta Sport Van provides a stylish, compact and economical vehicle for businesses of all sizes.

It is powered by a choice of highly fuel-efficient powertrains, a 1.0-litre 125PS EcoBoost petrol engine and a 1.5-litre 120PS TDCi diesel.

Inside, the load compartment is capable of carrying approximately 1.0

cubic metres of cargo with a load length of almost 1.3 metres, and gross payload of around 500kg.

The load space features a composite and mesh full bulkhead, durable side-wall trim and a tough rubber floor covering with four tie-down hooks.

The all-new Fiesta Sport Van's cabin provides a smart and comfortable working environment, trimmed with attractive, hard-wearing materials, and providing the latest interior technologies including Ford's SYNC 3 communications and entertainment system.

Compatible with Apple CarPlay and Android Auto™, the SYNC 3 system can

be specified as an option, and comes with a floating, tablet-inspired eight-inch colour touchscreen. Using the Ford SYNC AppLink feature, drivers can access a wide range of key apps from their smartphone using the large display in the vehicle, now including the popular Waze traffic app and Cisco WebEx.

Business customers also benefit from the convenience and efficiency delivered by the new FordPass Connect on-board modem for connectivity on the move.

A standard Fiesta Van is also available, with two 85PS engines – a 1.1-litre three-cylinder EcoBoost petrol and 1.5-litre TDCi diesel.

### FIESTA SPORT VAN IS CRAMMED FULL OF SAFETY/STYLE FEATURES

Like the Fiesta car, an unprecedented range of driver assistance technologies can be specified to enhance the Fiesta Sport Van's comfort, convenience and safety, including Ford's Pre Collision Assist with Pedestrian Detection emergency braking system, Adaptive Cruise Control and Blind Spot Information System.

The suite of technologies helps urban van drivers overcome typical daily challenges, such as Active Park Assist with Perpendicular Parking and Cross Traffic Alert, plus Traffic Sign



Recognition and Adjustable Speed Limiter to help avoid speeding fines.

In addition, the Fiesta Sport Van has unique front and rear design, colour-coded rocker panels, up to 18-inch alloy wheels, revised seats and trim materials, plus unique steering wheel, pedals and gear lever; Adjustable Speed Limiter and Lane Keeping System are standard.

The standard Fiesta Van's list of features includes 4.2-inch touchscreen, DAB radio, daytime running lights, fog lights and powered, heated mirrors.



Go Further

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



# ALL-NEW FOCUS

TOGETHER WE GO FURTHER



## YOUR FLEET'S FINANCES TOTALLY TRANSFORMED

To keep running costs at a minimum the All-New Focus range delivers highly competitive low emissions from 91g/km CO<sub>2</sub>. Plus, you and your drivers will benefit from a combined fuel economy of up to 80.7mpg.

Discover more at [ford.co.uk/new-focus](https://ford.co.uk/new-focus) or contact the Ford Business Centre: 03457 23 23 23 | [flinform@ford.com](mailto:flinform@ford.com)

### P11D

£30,390-£18,100

### BIK

28%-22%

### CO<sub>2</sub>

137-91g/km

### COMBINED MPG

46.3-80.7



Official fuel consumption figures in mpg (l/100km) for the All-New Ford Focus range: urban 36.7-74.3 (7.7-3.8), extra urban 55.4-85.6 (5.1-3.3), combined 46.3-80.7 (6.1-3.5). Official CO<sub>2</sub> emissions 137-91g/km.

The mpg figures quoted are sourced from official EU-regulated test results (EU Regulation 715/2007 and 692/2008 as last amended), are provided for comparability purposes and may not reflect your actual driving experience. Information correct at time of going to print.