

FleetNews

40 YEARS OF HELPING COMPANIES RUN EFFICIENT AND COMPLIANT FLEETS

February 22 - March 7 2018 £4.00



MERCEDES-BENZ A-CLASS

First look at hi-tech, classy
premium contender

Air quality debate

Parking levy gives
Nottingham the
edge on clean air

Spotlight on Nissan

Iker Lazzari
outlines his
fleet strategy

Fleet in Focus: Royal Mail

Fleet director Paul Gatti
juggles the big numbers
to save and make money

**29M ADDRESSES,
115,000 POSTBOXES
46,000 VEHICLES**



EXPLORE MORE CORNERS. THE NEW MINI HATCH.

MINI Fleet & Business Sales



FIVE CARS. ONE SPIRIT.

Five unique individuals; a complete team spirit. With each designed and purposed to fit a different lifestyle, you'll find a model that suits your fleet with MINI Fleet and Business Sales.

The MINI 3-Door Hatch, an embodiment of the exhilarating go-kart feeling. The MINI 5-Door Hatch, the original style icon reimagined for spacious city exploration. The MINI Convertible; open-ai red, open-ended adventure. The MINI Clubman, refined and highly cultured. The MINI Countryman, available with ALL4 all-wheel drive as standard, for those who take a different path.

Many of these models offer MINI Navigation and Real Time Traffic Information as standard, leaving everyone to enjoy their MINI, stress-free.

Discover more at mini.co.uk/business

WHO'S IN?



THE MINI COUNTRYMAN PLUG-IN HYBRID.

Sustainable driving meets fun. The MINI that goes from 0 to 62mph in just 6.8 seconds, all whilst lowering CO₂ emissions to 49g/km - meaning company car drivers can enjoy a BIK of just 9%.

Our first plug-in hybrid boasts an electric range of up to 26 miles, and takes just 3.5 hours to charge from 0-100%. It can also recharge on the road using energy from the petrol engine.

The future is already here. There's never been a better time to choose MINI for your fleet.



MINI ELECTRIC

Official Fuel Economy Figures for the MINI Range: Urban 27.2-72.4 mpg (10.4-3.9 l/100km). Extra Urban 47.9-91.1 mpg (5.9-3.1 l/100km). Combined 37.7-83.1 mpg (7.5-3.4 l/100km). CO₂ emissions 175-89g/km. Figures are obtained in a standardised test cycle. They are intended for comparisons between vehicles and may not be representative of what a user achieves under usual driving conditions. Figures valid November 2017.

CONTENTS

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

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

NEWS

- 4 Road pricing may tackle congestion
- 7 Graduated driver licensing on way?
- 8 V2G trials are given the green light
- 11 TfL rejects criticism over CAVs
- 12 Rules tightened on self-employed
- 15 Water company saves big on EVs

REGULARS

- 18 Letters and editor's Big Picture
- 23 Opinion: Clean air/Telematics
- 44 Awards winner: Activa Contracts
- 58 Last word: Gary Batchelor

CAR/VAN REVIEWS

- 48 Mercedes-Benz A-Class
- 51 Hyundai i30
- 52 Honda Civic
- 54 Volvo S90
- 56 Long-term reports



Cover feature

Fleet in focus: Royal Mail

28

Royal Mail fleet director Paul Gatti crunches some big numbers as he bids to balance looking after his own fleet and performing SMR work for outside clients



32 In the spotlight: Nissan

Nissan fleet director Iker Lazzari talks about a new team and new strategy saying "we have to get the fundamentals right" for success



37 Insight: Rental

We look at the various options available and offer advice on which one will best suit your business



24 Air quality roundtable debate

Fleet representatives get together with councillors from Nottingham to discuss the city's plans to introduce a clean air zone by 2020

Road pricing may be way to get city motorists out of jam

New charging regime mooted as traffic report reveals cost of congestion

By Gareth Roberts

A nationwide system of charging for roads by use – road pricing – is the only solution to the growing problem of congestion on UK roads.

That's the view of Professor Roger Vickerman from the School of Economics at the University of Kent and a former member of the standing committee on trunk road assessment, appointed by the secretary of state for transport.

He wants policymakers to take a bold new approach to the issue, rather than just building more roads in the hope of cutting congestion.

"We already have blunt instruments such as the London congestion charge," he told *Fleet News*, "but a sophisticated system of electronic tolling would charge drivers for their actual use of the system and, by differentiating by time of day, can encourage those with flexibility to adjust their journeys to times of lower traffic volumes."

He said the current system of charging motorists is a tax on car purchase and ownership, and does not distinguish by area of residence or use.

He explained: "Residents of rural areas, many of whom have no alternative to using a car, typically travel on the least congested roads, but pay the same road tax and fuel duty. They would be better off under a system that charged for the actual use of roads that reflected levels of congestion."

The usual response is to call for more road building and, while that can help in some cases, the evidence suggests traffic typically expands to fill the space available, argued Vickerman.

"Eventually, as with any limited resource, the only solution is one that uses price as a means of allocation – that's how we charge for the alternatives such as bus, rail or air," he said. "Politicians need to grasp this nettle now."

PAY-PER-MILE REGIME

The debate around road pricing comes in the wake of a Government consultation on reforming the current heavy goods vehicle (HGV) levy, with a new pay-per-mile regime mooted to cover the cost of damage to the road network (commercial-fleet.org, January 23).

It says it is interested in views on how international models could work in a UK context. For example, whether a charge based on the amount of distance travelled by HGVs and by the emissions class of vehicle could help to meet these objectives, or a differentiated time-based charge.

A new pay-per-mile charging regime for HGVs raises the prospect that it could be used as a test-bed for other vehicles, especially when fuel duty receipts are coming under increasing pressure.

While fuel duty receipts have been broadly flat



"Politicians need to grasp this nettle now"

Professor Roger Vickerman, University of Kent

in cash terms over the past six years – the Treasury collected £27.5bn last year – they have fallen as a share of gross domestic product (GDP).

The main rate of fuel duty was cut by 1p in the 2011 Budget to 57.95p per litre (ppl) and has been frozen at this rate since.

Growth in fuel consumption has also been weaker than growth in the rest of the economy, largely reflecting rising fuel efficiency of the vehicle stock, including the adoption of hybrid and electric vehicles.

However, transport secretary Chris Grayling denied that the HGV plan was the beginning of a wider charging system that would eventually apply to vans and cars.

This is despite calls from the fleet sector for such a scheme. The Fleet Manifesto, compiled by *Fleet News*, ACFO and the British Vehicle Rental and Leasing Association in 2015, recommended that the Government considered the concept of a national road pricing system as a way to reduce congestion and also incentivise uptake of lower emission vehicles by varying the charges based on emissions.

The Association for Consultancy and Engineering (ACE) believes Government should not discount a wider rollout of road pricing.

Dr Nelson Ogunshakin, chief executive of ACE, said: "Reform of the HGV road user levy, fuel duty and vehicle excise duty is a great opportunity to test both the concept and delivery of a truly dynamic road-user charging system that will ultimately mean fairer funding for all.

"It is vital the Government starts these conversations with the industry now."

LONDON IS MOST CONGESTED

In its latest report, Inrix ranked the UK as the 10th most congested country in the world and the third most congested in Europe, with drivers spending an average of 31 hours a year in traffic jams during peak hours (fleetnews.co.uk, February 6).

The direct and indirect costs of congestion to all UK motorists amounted to more than £37.7 billion

EDINBURGH
Peak hours spent in congestion 28
Total cost per driver £1,155
Total cost to the city £309m

LIVERPOOL
Peak hours spent in congestion 20
Total cost per driver £1,101
Total cost to the city £273m

BIRMINGHAM
Peak hours spent in congestion 36
Total cost per driver £1,281
Total cost to the city £632m

COVENTRY
Peak hours spent in congestion 23
Total cost per driver £905
Total cost to the city £140m

BRISTOL
Peak hours spent in congestion 27
Total cost per driver £1,028
Total cost to the city £225m

in 2017, an average of £1,168 per driver, it says.

London is the UK's most congested city for the 10th year in a row, ranked second in Europe after Moscow and seventh in the world.

Drivers in London spent an average of 74 hours in gridlock during peak hours, an increase of one hour since last year. This contributed to congestion costing London drivers £2,430 a year each and the capital as a whole £9.5bn from direct and indirect costs.

Direct costs relate to the value of fuel and time wasted, while indirect costs relate to freighting and business fees from company vehicles idling in traffic that are passed on to the household bills through higher prices.

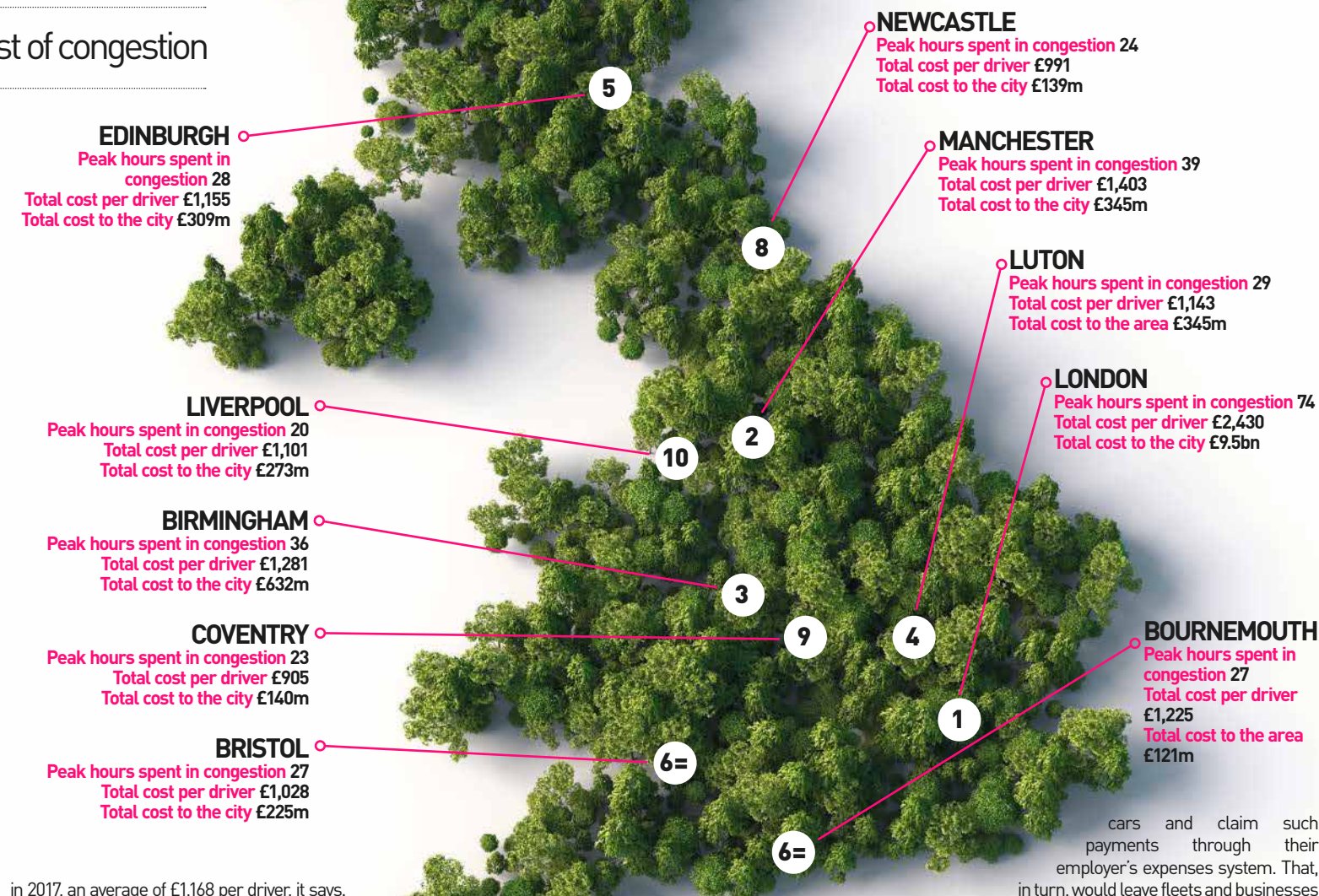
Together with London, Birmingham, Luton, Manchester and Edinburgh made up the UK's five most congested major cities.

Drivers in Manchester spent 39 hours in congestion during peak hours, and 10% of their total drive time (peak and non-peak hours) in gridlock. This, in turn, cost each driver £1,403, and the city £345 million.

"Combined with the rising price of motoring, the cost of congestion is astonishing – it takes billions

THE UK'S 10 MOST CONGESTED AREAS

Source: Inrix 2017 Traffic Scorecard



out of the economy and impacts businesses and individuals alike," said Graham Cookson, chief economist at Inrix. "With the Office of National Statistics showing more cars on the road than ever, we need to consider innovative approaches.

"Increased flexible working or road charges have potential. However, transport authorities should be looking to exciting developments in data analytics and AI which promise to reinvent our approach to traffic management."

IMPACT ON 'PERK' CARS

Fleet representative body ACFO warned that road pricing could negatively impact the provision of 'perk' cars if it is not a direct replacement for other forms of taxation.

Chairman John Pryor told *Fleet News*: "Road user charging nationwide could spell another nail in the coffin of the perk company car, with employees being further encouraged to use own

cars and claim such payments through their employer's expenses system. That, in turn, would leave fleets and businesses managing commercial vehicles and 'job-need' company cars alongside an expanded 'grey fleet' and all the related issues that would entail."

Many fleets, particularly commercial vehicle operators, have introduced journey planning and dynamic mapping in a bid to evade congestion 'hotspots' and utilise live traffic information to help drivers steer clear of traffic jams.

However, such technology does not always enable fleet vehicles to avoid congested areas.

"Nevertheless, many businesses could work with their employees and their customers to potentially introduce greater flexibility to the working day in an attempt to avoid congestion and, simultaneously, reduce costs," said Pryor.

"For employees, that may include home working or travelling into the office later and leaving later instead suffering traffic jams as part of the daily commute.

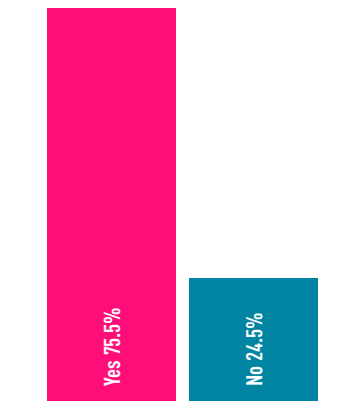
"In other cases, particularly where customer service is critical, operating outside of traditional 'office hours' may be a possibility."

■ For more on tackling traffic congestion, see John Pryor's blog at fleetnews.co.uk/blogs.

FLEET FACTS AND FIGURES

OPINION POLL

Should driver training for business drivers be compulsory?



FleetNews view:

Our poll suggests that three-quarters (75.5%) of respondents believe company car and van drivers should have some form of driver training. Employers have a duty of care under health and safety law to employees who drive for work so driver training, in our view, can help keep your employees safe when out on the road.

This week's poll: What is the longest time you typically drive without a break?

fleetnews.co.uk/polls

MOST COMMENTED ONLINE

Police should take a 'zero tolerance' approach to speeding

fleetnews.co.uk/news



UK AVERAGE FUEL PRICES

Diesel (ppl) 122.33↓
Unleaded (ppl) 120.34↓

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

THE NEW RANGE ROVER VELAR

LISTEN TO YOUR INSTINCTS



ABOVE & BEYOND



Some prefer to listen to their heads, others their hearts. But take a look at the stunning exterior silhouette, the perfect continuous waistline. Then consider Land Rover's new engine technologies and body materials, which help deliver fuel economy of up to 52.5mpg and CO₂ emissions from 142g/km. With the New Range Rover Velar, it appears you have the luxury of listening to both.

To find out more, contact the Land Rover Fleet and Business Centre on 0845 600 2214.

landrover.co.uk

Official Fuel Consumption Figures for the Range Rover Velar range in mpg (l/100km): Urban 22.2-45.6 (12.7-6.2); Extra Urban 37.7-57.7 (7.5-4.9); Combined 30.1-52.5 (9.4-5.4). CO₂ Emissions 214-142 g/km. Official EU Test Figures. For comparison purposes only. Real world figures may differ. Drive responsibly on and off-road.

NEWS



Passing the test may not be the end of the road when learning to drive

For the latest news, visit: fleetnews.co.uk/news

www

Safety body welcomes prospect of graduated driver licensing

Move could prevent more than 400 deaths and serious injuries every year

By Gareth Roberts

Road safety and motoring organisations have welcomed the Prime Minister's suggestion that the Government will look into introducing graduated driver licensing.

As it stands, newly qualified drivers face no restrictions, but many fleet operators choose to follow their own rules regarding the use of company vehicles. These could include a ban on employees being able to drive a company car until they have been driving for at least six months or the use of on-the-road assessments and training for van drivers.

Such restrictions however, are not utilised by all and fail to fully address the risks faced by employers allowing newly qualified drivers in their cars and vans.

Joshua Harris, director of campaigns at road safety charity Brake, said: "Ensuring that novice drivers have the skills and experience to drive safely on all types of roads, and in all scenarios, is an urgent priority."

"Our current licensing system is not fit for purpose and throws newly-qualified drivers in at the deep-end, at risk to themselves and others."

Research shows that the younger and less experienced a driver is, the greater their crash risk. Yet, under the existing UK licensing system, drivers as young as 17 can become fully licensed in a few months or even weeks.

In fact, 89% of young UK drivers complete less than the recommended 40 hours of driving lessons before taking their test, giving them little time to develop experience before being allowed out on the road unsupervised.

Philip Gomm of the RAC Foundation said: "A central part of a graduated system is limiting newly-qualified drivers' exposure to risk during the crucial first 1,000 miles of motoring, while recognising that being able to drive is a requirement for many jobs and education opportunities."

Graduated driver licensing would allow new drivers to build up driving skills and experience gradually, in well-defined, structured stages.

Brake is recommending that learner drivers have a minimum learning period and they should hold a novice licence for two years after passing their practical driving test.

Novice drivers would be allowed to drive unsupervised, but with certain restrictions on their driving, including an age restriction on passengers, unless they are parents or carers and need to carry children.

They should also not be allowed to drive between 11pm and 6am, unless supervised or travelling directly from home to work or school, and be barred from driving on motorways.



"It has to be part of an overall package of measures including more extensive driver education"

Pete Williams, RAC

Furthermore, Brake says novice drivers should be restricted in the size of engine they can drive and they should be required to pass a second test at the end of the two-year period to help ensure safe driving on all types of roads.

Graduated driver licensing is already in place in many countries, including Australia, New Zealand, Northern Ireland and many US states.

The evidence from these is that it is effective in reducing young driver casualties. For example, following the introduction of graduated driver licensing in New Zealand, car crash injuries reduced by 23% for 15-19 year olds and 12% for 20-24 year olds.

In Britain, it is estimated that a similar regime could prevent more than 400 deaths and serious injuries every year, and save the economy £200 million annually through crash prevention.

The Government gave the green light for learner drivers to have lessons on motorways in a bid to improve road safety last year (fleetnews.co.uk, August 14, 2017).

However, Theresa May signalled further changes could be introduced after agreeing to ask the Department for Transport to look into the issue in response to a question from Jenny Chapman MP at Prime Minister's Questions (fleetnews.co.uk, February 8.)

RAC road safety spokesman Pete Williams said: "We welcome a commonsense approach to driver education such as the recent decision to allow probationary licence holders to take lessons on motorway driving."

"Graduated licensing may also have a positive impact on insurance premiums and should bring about a welcome reduction in the costs for new drivers who find the cost of learning to drive, buying and insuring a vehicle prohibitive."

However, he concluded: "In order for it to be as effective as possible, it has to be part of an overall package of measures including more extensive driver education."



A fully commercial V2G hub was launched in Denmark in 2016

Government injects £30m into V2G trials involving 21 projects

Selling electricity back to the network could help boost business case for EVs

By Gareth Roberts

The technology for fleet operators and company car drivers to make money from running an electric vehicle (EV) moved a step closer last week.

The Government announced that 21 projects had won a share of almost £30 million to develop so-called vehicle-to-grid (V2G) technology, and demonstrate whether it can be commercially viable, through large-scale trials.

The projects involve more than 50 organisations from both the energy and automotive sectors, trialling more than 2,700 vehicles across the UK.

If successful, EV fleet operators and plug-in company car and van drivers could benefit by selling electricity back to the grid during times of peak demand.

Ian Cameron, head of innovation at UK Power Networks, explained: "Electric vehicles are, effectively, energy resources on wheels, so there are tremendous opportunities to explore how electricity networks can utilise any spare capacity in those batteries to benefit our customers."

V2G technology allows EVs to be fully integrated into the grid via 'two-way' electric car

chargers. Connecting an EV to the grid to charge the battery during low-demand, cheap tariff periods, drivers or fleet operators then have the option to sell the electricity stored in the battery back into the grid at a higher rate, during peak-demand. The vehicle becomes a mobile power station.

"As fleet operators weigh up the move towards converting to low emission vehicles, this technology could see fleets generating an additional income stream while they are parked in depots and car parks," said Cameron.

"Selling electricity back to the network could help boost the business case for major operators, making the large-scale adoption of electric vehicles more viable."

Plug-in registrations have soared in recent years, from 3,500 in 2013 to more than 135,000 by the end of January 2018. However, they still only represent about 2% of the new car market in the UK.

UK Power Networks has more than 30,000 of those EVs connected to its networks and by 2030 it anticipates that figure will rise to between 1.2-1.9m.

It is involved in four projects which together received £11m of the £30m funding from the

Department for Business, Energy and Industrial Strategy (BEIS) and the Office for Low Emission Vehicles (OLEV).

They include: Bus2Grid, a project to install V2G bays in a 30-bus garage; Octopus PowerLoop, a domestic customer V2G trial; and e4Future, a 1,000-vehicle V2G fleet trial led by Nissan.

The carmaker estimates that vehicle-to-grid charging could be worth £600 per year to drivers (*Fleet News*, May 26, 2016). However, the potential to get a return is even greater for vans which are parked at the depot overnight; and the money would then be coming direct to the company rather than the driver.

It suggested a fleet operator could make as much as £1,000 a year per vehicle if it was plugged into the grid every night.

Nissan launched the world's first fully commercial V2G hub in Denmark in August 2016, in partnership with the energy company Enel and Nuvve, a V2G services provider.

Its latest project, e4Future, was awarded £9.8m to evaluate the commercial offer for EV fleet operators through a trial involving 1,000 V2G charge points, which will be installed over the next three years.

Nuvve, Northern Powergrid, UK Power

Networks and National Grid are involved in the new project, along with academics from Newcastle University and Imperial College London.

Claire Spedding, head of business development at National Grid, explained: "Part of the demonstration project will include assessing whether EV owners are incentivised enough financially to provide power back to the grid when required, and help determine if any regulatory or policy interventions are required."

EDF Energy's 'V2GO' scheme, will similarly demonstrate how energy stored in EV batteries could be borrowed by the electricity system during peak hours, before being recharged during the off-peak in time for their drivers to set off on their next journey.

Led by EDF Energy R&D UK, V2GO will use 100 electric fleet vehicles (cars and vans) in Oxford from a number of organisations including several delivery and taxi companies.

The project will develop, trial and evaluate potential business models for fleet operators' use of electric vehicles and their suitability for two-way charging.

The consortium is made up of eight organisations with expertise in energy and power markets and systems, fleet operation value chains and electric mobility.

They include, Oxfordshire County Council, EV manufacturer Arrival and fleet data analyst Fleet Innovations.

"Think of [a company] like Royal Mail," said Alex Baker, managing director of Fleet Innova-

"This technology could see fleets generating an additional income stream while they are parked in depots and car parks"

Ian Cameron, UK Power Networks



tions. "They are predominantly doing most of their work during the morning into the early afternoon, so they've got the capability to park all their vehicles up at four o'clock in the afternoon."

"They'll be vehicles that come back with 50 or 60% of their charge left. The National Grid wants some energy; Royal Mail sells the [remaining] energy in its vehicles to the National Grid for two or three hours, and the grid takes [the range] down to 5% or 10%."

"Then, between, say, eight o'clock and four in the morning, you put energy back into those vehicles and away you go."

Experts also believe vehicle-to-grid charging could play an important role in helping to 'balance the grid'; making sure there's enough electricity in the network when it is needed, so the country does not suffer a 'blackout'.

The Energy Saving Trust is a member of a consortium being led by Octopus Energy, which

aims to understand the impact of a widespread EV rollout on the UK's electricity grid.

The £7m project, which received £3m in Government funding, will install 135 V2G chargers in a 'cluster' to assess drivers charging their vehicles at home.

Transport minister Jesse Norman said: "As the number of electric vehicles grows and their battery capabilities increase, there is a huge opportunity for them to make a significant contribution to a smart grid."

"Just like the visionary designs of Brunel and Stephenson in transport, they could revolutionise the ways in which we store and manage electricity, both now and in the future."

The minister also hopes that the £30m investment will help deliver on the Government's ambition, set out in recently published Automotive Sector Deal (fleetnews.co.uk, January 12), to be at the forefront of low-emission and EV production and innovation.

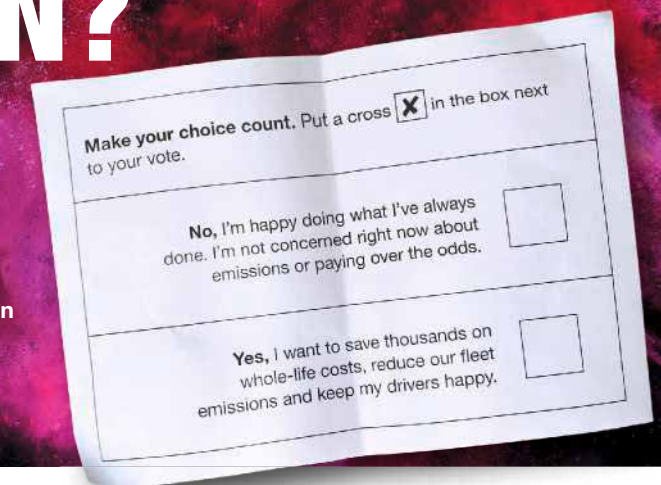
READY TO BREAK WITH CONVENTION?

TOYOTA
BUSINESS PLUS

ACT NOW AND HAVE YOUR SAY.

The choice is yours from city cars, to SUVs, executive coupés and more.

Put our world leading hybrids to the test and call **0344 701 6186** or visit toyotalexusfleet.co.uk/convention



TOYOTA & LEXUS FLEET

BUSINESS PLUS

+ + + + + + + + + + Experience Exceptional



CITROËN C3

With 144 personalisation combinations

Introducing the car for fleet managers that are ahead of the curve. The Citroën C3 with 36 colour combos, Airbump® and interior finishes. Oh, and a never-been-done-before inbuilt camera – the ConnectedCAM Citroën™. The list of choices for the Citroën C3 is almost endless. It's as unique as you are.

Discover more at citroen.co.uk or call Citroën Fleetline on 0800 285 1705.*

MPG: UP TO 80.7* | CO₂: FROM 92G/KM* | BIK: FROM 19%[□]

INSPIRED
BY YOU

CITROËN prefers TOTAL Official Fuel Consumption in MPG (l/100km) and CO₂ emissions (g/km) for the Citroën C3 range are: Urban 46.3 (6.1) – 67.3 (4.2), Extra Urban 68.9 (4.1) – 91.1 (3.1), Combined 57.6 (4.9) – 80.7 (3.5) and CO₂ 109 – 92 g/km. MPG figures are achieved under official EU test conditions, intended as a guide for comparative purposes only, and may not reflect actual on-the-road driving conditions.

Model shown is for illustrative purposes only. *Combined cycle MPG and CO₂ emissions quoted are for Citroën C3 BlueHDi 75 S&S manual Touch. [□]BIK figure of 19% quoted for the C3 PureTech 110 S&S manual. *Calls are free of charge from all consumer landlines and mobile phones. If you are calling from a business phone, you should check with your provider whether there will be a charge for calling an 0800 number.

[f](#) [t](#) [i](#) [y](#) [u](#) [t](#)ube citroen.co.uk



NEWS

For the latest news, visit:
fleetnews.co.uk/news

www

TfL rejects committee's criticism over its readiness to adopt CAVs

Transport Committee points to previous failures to prepare for innovation

By Gareth Roberts

Transport for London (TfL) has hit back after a report criticised its readiness to adapt to developing technologies, such as connected and autonomous vehicles (CAVs).

The London Assembly Transport Committee report – Future Transport: How is London responding to technological innovation? – makes a series of recommendations.

They include ensuring CAVs do not simply provide a like-for-like replacement for human-driven cars by exploring how the technology can be used in terms of car sharing and car clubs.

It also wants TfL and the mayor of London to look at how they intend to manage the potential for increased drone use in the capital ahead of the Government's draft drone bill in the spring.

Furthermore, it suggests TfL should continue to make its data open for use by app developers, but seek to enter reciprocal agreements whereby data produced by the apps is shared with TfL.

"We work with a wide range of tech companies around the world"

Michael Hurwitz, TfL



The report says there have been recent failures in London's preparations for innovative transport services, notably the rapid growth of private hire operator Uber.

However, Michael Hurwitz, director of transport innovation at TfL, said the report outlined the challenges that all cities across the UK, including London, face when considering how transport will operate in the future.

"We work with a wide range of tech companies

around the world to support and learn from innovation that could improve transport across London," explained Hurwitz.

"As part of the mayor's Transport Strategy, many of these elements are already being considered and TfL is involved in a number of pilots and initiatives to help ensure any introduction of new technology, such as autonomous vehicles and drones, is safe."

TfL has published a new policy statement setting out how private hire and ride-sharing services will operate in the capital in future.

It is developing regulations to assess private hire drivers and applicants on safeguarding, disability, equality and knowledge of legislation as part of an enhanced driver assessment package.

It is now investigating what further changes need to be made to legislation to improve private hire, including ride-sharing services, in light of advances of technology and ensure the safety and security of passengers and drivers. Any changes, it said, will be subject to full consultation.

NERVOUS ABOUT YOUR FLEET RESIDUALS?

LEXUS
BUSINESS PLUS

Falling residual values for conventional vehicles represents a growing risk. Rebalance your fleet with petrol-electric hybrids. Our 17-model range offers no-compromise performance and specification levels for all drivers.

For a test drive or more information visit toyotalexusfleet.co.uk or call 0344 701 6186.



TOYOTA & LEXUS FLEET

BUSINESS PLUS

+ + + + + + + + + + Experience Exceptional

Some 'gig economy' drivers are happy to be regarded as self-employed

Government tightens rules over self-employed status of drivers

But union says authorities are 'putting out forest fires with a water pistol'

By Tom Seymour

Delivery fleet companies can expect a greater focus from the authorities on enforcing employment status for drivers following the Government's response to last year's Taylor Review into working practices.

The Government says it will crack down on companies operating within the so-called 'gig economy' that has seen businesses, including delivery fleets, embroiled in tribunals due to confusion and debate over employment rights for drivers.

Part of the recommendations the Government will be putting into action from its 'Good Work' plan, include HMRC now being tasked with enforcing holiday and sick pay entitlement, the right to request a payslip and the right to request more stable contracts.

The Government has also quadrupled the fines to £20,000 for those that breach contracts or mistreat staff. Companies that have previously lost similar cases could face higher penalties.

The Government has said it should be easier for individuals and businesses to determine whether someone is an employee, a worker, or self-employed and may introduce legislation to provide clarity in this area.

The Low Pay Commission will also consider a higher minimum wage rate for workers on zero-

hour contracts, and may also repeal laws that allow agencies to employ workers on cheaper rates.

Greg Clark, business secretary, said: "The Taylor Review said the current approach to employment is successful but that we should build on that success, in preparing for future opportunities.

"We want to embrace new ways of working, and to do so we will be one of the first countries to prepare our employment rules to reflect the new challenges."

GOVERNMENT MUST DO MORE

Companies like Uber, DHL and Hermes have been facing employment tribunals due to debates over whether drivers are self-employed or entitled to workers' rights like sick pay and holiday pay.

The GMB union and the Independent Workers Union of Great Britain (IWGB) have both said the Government's response does not go far enough.

Jason Moyers-Lee, IWGB general secretary, said the Government's reaction to the Taylor Review was "light on substance" and described it as "kicking the problem into the long grass".

He is sceptical the Government's response will result in a change of practices across the board

for companies that operate within the gig economy.

He said: "We believe enforcement is the name of the game, but the proof will be in the pudding."

Moyers-Lee added that, while the Government has said there will be greater enforcement of employment rights, this will only be after a consultation phase, rather than something being done immediately.

He continued: "Having the right to request payslips or stable work is all good, but what happens when the employer says 'no'?"

"Enforcement is the major issue. This response from Government will, in my view, embolden companies [to continue as they are] as there is no immediate threat to them.

"I think it will be difficult to change the entire sector without Government enforcement, but we are certainly doing our best tribunal by tribunal."

GMB, the UK union representing drivers in the court cases against their respective employers – Uber, DHL and Hermes – said the Taylor Review response "was like putting out forest fires with a water pistol".

BIG CHANGE NEEDED

Tim Roache, GMB general secretary, explained: "This report looks like a consummate guide to

tinkering around the edges – like trying to put out a forest fire with a water pistol.

"Big change is needed, change that is backed up by law and proper penalties for breaking those laws."

GMB recently lambasted DHL-owned UK Mail, the delivery company used by M&S, House of Fraser, O2, Ebay and Argos, after some of its drivers reported they had to sign a new employment contract that would cut their pay by £2,000 or face being sacked.

Fleet News asked UK Mail if the costs of guaranteeing sick pay and holiday cover to workers, who may have previously been self-employed, had meant it had to adjust salaries to account for the additional employment costs involved. It declined to comment on that particular issue.

However, a UK Mail spokesman told *Fleet News* that it complies with all local market legislation and strives for fair compensation for its self-employed, last mile delivery couriers.

He said: "Due to the booming e-commerce business and the significant increase of parcel volumes handled by UK Mail, we review the earnings of our self-employed drivers on a regular basis.

"This is essential to ensure we are able to offer our customers the competitive prices they demand. While we are confident that due to the increase in volumes our couriers are carrying, they will continue to see their average earnings increase, a small number of drivers have opted not to renew their contracts under the new terms."



"Big change is needed, change that is backed up by law and proper penalties for breaking those laws"

Tim Roache, GMB

Adam Pennington, a solicitor specialising in employment law and human resources at law firm Stephenson, said the legality of companies looking to reduce pay or change contract terms will come down to the employment classification of drivers.

RIGHTS MAY REMAIN LIMITED

If drivers for a fleet are classed as self-employed, their rights – unlike those of employees or workers – will remain relatively limited.

Pennington said: "UK Mail appears to be the latest in a number of high profile cases where the classification, or misclassification, of an individual's employment status will determine the nature and extent of legal recourse – if any – they might have."

Pennington said determining employment status for drivers in the future will likely come with an assessment to find out what degree of control UK Mail or a delivery company exerts over its drivers and the type or frequency of work

they carry out. He said employers should be aware that a misrepresentation of the employment classification could result in a tribunal or court finding an element of the contract to be a "sham".

In such cases, the whole of the contract – and the contract of others – could be considered null-and-void and the employer could face significant costs, both in legal representation and in putting the issue right within the company.

Pennington said: "It is crucial for companies to bear in mind that regardless of whether or not the stated intention of the working relationship is that of 'self-employed', the courts will always look to the substance of the matter, even if the parties expressly agree on that label.

"It is how the relationship functions in practice that counts, not what the parties have agreed to call it.

"Equally, it is well established that a contract of employment cannot be altered merely by attaching a different label to it."

LOOKING FOR MORE RANGE WITH LESS ANXIETY?

FREE YOUR FLEET WITH PETROL-ELECTRIC HYBRID

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

For a test drive or more information visit toyotalexusfleet.co.uk or call 0344 701 6186

TOYOTA
BUSINESS PLUS

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

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

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

TOYOTA & LEXUS FLEET

BUSINESS PLUS

+ + + + + + + + + + Experience Exceptional

FROM DUST TO ROADS



EXPERIENCE THE WINNING
PEUGEOT SUV RANGE



Discover more at business.peugeot.co.uk or call
PEUGEOT Fleetline on 0800 285 1705^

MOTION & EMOTION



PEUGEOT

PEUGEOT RECOMMENDS TOTAL Official Fuel Consumption in MPG (l/100km) and CO₂ emissions (g/km) for the 2008 SUV Range are: Urban 47.1 – 65.7 (6.0 – 4.3), Extra Urban 65.7 – 85.6 (4.3 – 3.3), Combined 57.6 – 76.3 (4.9 – 3.7) and CO₂ 114 – 96 (g/km). For the 3008 SUV Range are: Urban 37.2 – 67.3 (7.6 – 4.2), Extra Urban 55.4 – 80.7 (5.1 – 3.5), Combined 47.1 – 70.6 (6.0 – 4.0), CO₂ 136 – 103 (g/km). For the all-new 5008 SUV Range are: Urban 36.2 – 62.8 (7.8 – 4.5), Extra Urban 53.3 – 72.4 (5.3 – 3.9), Combined 46.3 – 68.9 (6.1 – 4.1) and CO₂ 140 – 106 (g/km). MPG figures are achieved under official EU test conditions, intended as a guide for comparative purposes only and may not reflect actual on-the-road driving conditions.

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

NEWS



Yorkshire Water already has
10 Nissan e-NV200s on its fleet

Yorkshire Water to save £500,000 by switching more vans to electric

Utility company plug-in vehicles will only use electricity from renewable sources

By Tom Seymour

Yorkshire Water expects to save more than £500,000 over the lifespan of its vehicles after pledging to switch 5% of its 1,000 vans to electric by 2020.

The company has already taken on 10 Nissan e-NV200s and is planning to add 40 more over the next two years. No decisions have yet been made on whether the rest of the fleet will also be made up of Nissans or from other pure electric vehicle (EV) or plug-in hybrid van options.

The switch to electric has been helped by partial funding from Innovate UK. Innovate has £20 million to invest in projects that "investigate new business models, consumer awareness and technologies that support interaction between electric vehicles and the grid".

The water company said the EV project will help offset 140 tonnes of carbon emissions each year and save around £536,000 over the seven-year lifespan of the vehicles.

Currently, Yorkshire Water generates 12% of its own electricity from renewable sources. Part of its EV project is to only use electricity from renewable sources to power the vehicles following an energy supply deal with utility company Engie.

Yorkshire Water's electrification of its fleet and renewable energy goals means it is the first in the UK water sector to gain Go Ultra Low fleet accreditation.

The e-NV200s, which have a range of 70-100

"We recognise the need to lower our carbon footprint"

Andy Clark, Yorkshire Water



miles before needing to be re-charged, will also support Leeds City Council's clean air zone (CAZ) proposals as it aims to reduce pollution in the city.

Andy Clark, head of procurement at Yorkshire Water, said: "As a sustainability-focused business we recognise the need to lower our carbon footprint and play our part in delivering clean air in our towns and cities across Yorkshire."

As Yorkshire Water is early into its electrification programme, drivers will be asked to comment on their experience of using the vans and the recharging infrastructure.

A company spokesperson told *Fleet News* the switch to EVs shouldn't mean big changes to technicians' ability to carry out their work.

He said: "The drivers have been selected by role, average daily mileage and type of journeys taken in completion of their daily activities. The impact on productivity will be a key measure in the evaluation of the project."

Yorkshire Water is installing its own charging points at "a number of sites" and is working with its fuel card provider to gain access to public electric charging points on occasions where technicians need to top-up vans on the go.

The usage of the charging points at base and at public charging points will be monitored as part of Yorkshire Water's roll-out to increase its electric fleet.

The water company's ambitious EV target comes after British Gas revealed that it would miss its own target for 10% of its van fleet to be electric by last year. It has pushed that target back to 2020.

British Gas said the charging infrastructure had made it difficult for technicians to get to customers at any time of the day or night.

One of the biggest issues is infrastructure and pressure on local power stations. Royal Mail has been restricted to two charge points at its depots in London because of local grid concerns.

Yorkshire Water acknowledges the challenges it will face but is confident of meeting its target.

"Access to charging infrastructure, range anxiety, potential impact on productivity, perception of EVs in general will all be challenges, but those that will be using them have volunteered so are keen to support the evaluation process," said the spokesman. "This will then enable the EV drivers to communicate the benefits to the wider business and potentially address some of the concerns and dispel some of the myths."

Save your clients up
to £200k on mileage claims



Scan to discover
the benefits of
partnering with
MileageCount

**mileage
count**
every mile counts

www.mileagecount.co.uk

Call us today to start
your **FREE**
partner trial

0844 870 9741

info@mileagecount.co.uk



**“I now have to cover
the whole of the
South West. Result.”**

They won't feel like business miles.
See audi.co.uk/business

Audi Business

THE BIG PICTURE

By Stephen Briers, editor, *Fleet News*



Over the past few weeks, we have been hosting a number of air quality discussion roundtables with BVRLA, ACFO and Energy Saving Trust at the offices of the councils charged with introducing clean air zones by 2020.

So far, we've sat with local councillors at Leeds, Nottingham and Derby, with Birmingham to follow. The debates, with delegates representing fleets, leasing companies and rental firms, have been illuminating (the latest, with Nottingham is on p22-24) showing the three cities in very different positions and taking very different approaches to clean air zones (CAZs).

"The three cities are taking very different approaches to clean air zones"

Leeds is the most advanced, having submitted its proposals to Government last month. The council is taking a hard line with truck, bus and taxi operators, but is not including vans and cars in its charging plans for non-Euro 6 diesels.

Nottingham is likely to mirror Leeds, although it has not finalised its proposals for charges or the zone itself. It is favouring Class B (trucks, buses, taxis) though.

In contrast, Derby looks set to reject charges in favour of other measures to tackle air quality, such as cycling routes and cleaner public transport. The council described charges as "a blunt tool that could have unintended consequences".

One thing all three councils have in common is scepticism over Defra's measurements of their pollution levels. Their own tests report lower figures.

And that's probably just as well because their CAZ modelling has been based on published Euro 6 data which, in many cases, has higher NOx and particulate matter than real-world figures.

It means councils who might only just be compliant after introducing their CAZ could be undone when real-world tailpipe emissions are evaluated.

YOUR LETTERS

SAFETY TECHNOLOGY

'Don't wait for Brussels to legislate' on ADAS

EDITOR'S PICK



Vince O'Connor wrote:

Having read 'Fleets urged to fit Advanced Driver Assistance Systems to all vehicles' (*Fleet News*, February 8), fleet decision-makers should take the lead with this technology rather than wait for Brussels to legislate.

The safety benefits of an advanced driver assistance system such as autonomous emergency braking (AEB) are indisputable and should eliminate at-fault low impact crashes, saving downtime and associated costs.

Many manufacturers are starting to fit AEB systems as standard, but employers should also consider mandating them on fleet choice lists.

As the article quite rightly says, crashes involving vehicles are not only costly in terms of 'bent metal', but can cause death or injury, psychological problems and have a major impact on your business.

It strikes me that we shouldn't be waiting for legislation to force us to use this kind of technology, we should be asking for it as a matter of course.

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

Rob Bate added:

I've had AEB on my car for more than a year now and I would never consider getting a car in the future without it.

I stupidly lost focus for a moment and didn't immediately notice that the queue

of slow moving traffic I was in was slowing to a stop.

If the car hadn't been fitted with AEB I would have collided with the truck in front but the system quickly intervened and stopped my car.

ROADS POLICING

Tolerance accounts for speedometer's shortcomings

Ian wrote:

Having read 'Police should take a 'zero tolerance' approach to speeding' (*Fleet News*, February 1), correct me if I'm wrong, but the 10% tolerance was put in place as that is how much plus or minus a speedo can be out by.

That is one reason a panda car can stop

you as their speedo is not calibrated. Traffic cars have laser and radar systems that are calibrated and give true readings. So, unless every car is going to be calibrated before it leaves the factory and then re-tested every two years (as HGVs are), how can this zero tolerance towards speeding work?



DS AUTOMOBILES

SPIRIT OF
AVANT-GARDE

DS 7 CROSSBACK

Audacity drives to excellence



DS prefers TOTAL

DSautomobiles.co.uk

OFFICIAL FUEL CONSUMPTION LOWEST/HIGHEST FIGURES IN MPG (L/100 KM) AND CO₂ EMISSIONS (G/KM) FOR THE DS 7 CROSSBACK RANGE ARE: URBAN 38.2 – 61.4 (7.4 – 4.6), EXTRA URBAN 57.6 – 74.3 (4.9 – 3.8), COMBINED 48.7 – 68.9 (5.8 – 4.1) AND CO₂ 134 – 107. MPG figures are achieved under official EU test conditions, intended as a guide for comparative purposes only and may not reflect actual on-the-road driving conditions.



RENAULT
Passion for life

Renault KADJAR

Crossover by Renault



Panoramic sunroof*

Leather upholstery with front heated seats†

Hands free parking with rear parking camera‡

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

The official fuel consumption figures in mpg (l/100km) for the Renault KADJAR Signature S Nav dCi 110 are: Urban 67.3 (4.2); Extra Urban 74.3 (3.8); Combined 72.4 (3.9). The official CO₂ emissions are 103g/km. Figures are obtained for comparative purposes in accordance with EU Legislation and may not reflect real life driving results.

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

COMMENT

FLEET OPINION

CLEAN AIR

LPG can help fleets transition to electric

By Holly Jago

The compelling and overwhelming evidence for an immediate air quality solution has convinced many fleets to consider phasing out diesel vehicles.

Electric will undoubtedly play a major part in helping fleets deliver a cleaner mode of transport. However, as outlined in research, there are still too many practical obstacles which prevent many fleets from making the switch immediately.

So, against the desire to improve air quality and the challenges of both diesel and electric, is it time for fleets to reconsider LPG as an immediate, viable alternative?

Indeed, LPG is very much in the Government's plans for the future. The Fuel Duty Escalator for LPG was recently removed, providing reassurance regarding the cost of the fuel and hopefully some confidence to OEMs to offer LPG-ready vehicles directly from their showrooms.

One of the main reasons for the Government's support of LPG is because of its potential role in helping achieve legal NOx limits within the shortest time possible. Indeed, LPG produces fewer NOx and particulate matter (PM) emissions than diesel and, unlike petrol, it also reduces CO₂ emissions, giving fleets a clear reason to consider its adoption.

Furthermore, switching to petrol will invariably increase a fleet's fuel costs whereas the move to LPG will deliver similar running costs to diesel. And, while the charging infrastructure for EVs still requires development for large-scale uptake, there are no such challenges with LPG.

Indeed, the industry has invested significantly over many years and today, LPG is available from around 1,300 refuelling forecourts across the UK as well as at individual operator depots, giving fleets a wealth of choice.

Compelling arguments such as these have recently prompted bodies such as Birmingham City Council to champion LPG. In a Department for Transport-funded 'NOx Champions' project, the council has repowered 63 diesel black cabs to run on LPG, successfully reducing emissions in the city, but also allowing taxi drivers to save money on their fuel bills too.



Holly Jago
general manager
at Autogas



Stuart Berman
managing director at
Teletrac Navman



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

TELEMATICS

Make the most of telematics data

By Stuart Berman

At Teletrac Navman, we've just carried out research which shows 27% of UK fleet organisations are interacting with their telematics solutions on a regular, daily basis.

While this means they will still reap the rewards of traditional telematics return on investment, such as fuel savings, they could also be enjoying even more business benefits.

The research delivered insights into how businesses are currently operating their fleets and analysing their telematics data. It revealed how only half of respondents (50%) are evaluating and benchmarking driver performance, and, furthermore, less than a third (31%) are rewarding drivers for better performance. Additionally, only 20% are monitoring vehicle maintenance data, meaning there's scope for businesses to get even more out of their software.

The value of data access comes through the systematic exploitation of data-driven insights. For example, telematics provides in-depth analysis into driver behaviour, notifying operators of any safety breaches, such as speeding or harsh braking, so it gives fleet operators the chance to offer training to counteract bad habits, improving the overall driving standard of their fleets.

It also gives fleet managers the chance to reward good driver behaviour, through competitions, prizes, discounts or other incentives, encouraging better driver performance.

We advise businesses to use driver behaviour data to create a culture where excellent driving standards and road safety is championed.

As well as driver data, telematics also unearths vehicle patterns that can be used to improve all-round business performance and keep your vehicles on the roads.

Diagnostic data can improve maintenance scheduling and servicing to keep fleets running at optimum levels. Businesses need to stay ahead of SMR, to ensure they never miss an MOT or service to protect themselves against unplanned business costs and to flag symptoms before they become costly problems.

The Proactive step to transforming driver behaviour,

INTRODUCING



WITH



#ThinkOnYourFleet

driive@matrixtelematics.com

FREE TRIAL NOW!
Quote: FNDWN"



Delegates to the roundtable supported the CAZ objectives, but are keen to see a common approach from local authorities

Parking levy puts Nottingham on the front foot for clean air

East Midlands council lags behind Leeds in terms of publishing its CAZ consultation document, but the authority believes it is ahead in other ways

By Stephen Briers

Nottingham City Council is lagging behind Leeds with its clean air zone proposals after the West Yorkshire city published a consultation document on its plans in January (Leeds Air Quality Debate, *Fleet News*, February 8).

However, the Nottingham authority believes it is starting from a position of strength due to previous actions intro-

duced to address congestion and emissions in the city centre, including the workplace parking levy and investment in a comprehensive tram service.

Councillors claims that, should they take no additional clean air zone (CAZ) action, Nottingham will meet its air quality obligations by 2024 at the latest (see panel opposite).

Nevertheless, like Leeds, doing nothing is not an option. Instead, it has assessed a number of models that would bring the city into line before then although, unlike Leeds, it has yet to finalise either its proposals or its charging structure.

"Improving air quality has been on our agenda for a long time," said councillor Sally Longford, who sets an example by driving her own electric car.

"We have to find solutions to make gradual changes. We have an opportunity to help local businesses with our workplace travel service, grants and advice."

Roundtable delegates at the air quality debate hosted by *Fleet News*, ACFO, British Vehicle Rental and Leasing Asso-

ciation (BVRLA) and Energy Saving Trust at the council offices in Nottingham were supportive of the CAZ objectives but raised concerns over national consistency and the transition period.

Trucks operators and leasing providers questioned why the council was favouring Class B (truck, bus and taxis) which exempts cars. They also called for incentives to help them invest in compliant vehicles.

Longford said: "We are looking at Class B because the major problem is trucks and buses – we've been steered towards that [by central Government]. We are already charging car drivers who come into the city and park at their place of work."

She added: "We are still running our models but we acknowledge we need to have consistency with other cities. We have funding through the clean air fund and we will see how we can help HGV operators, especially smaller fleets, but compliance looks like being Euro 6 diesel and Euro 4 petrol."

Despite acknowledging the need for consistency, Nottingham City Council has not entered into detailed discussions with the other cities that are introducing CAZs – although it has had several approaches to discuss its workplace parking levy. Instead, it is calling for leadership at a national level.

"It's up to central Government to set up an agreed platform upon which we can all operate, otherwise we will end up with different systems," Longford said.

When questioned over its CAZ objectives, the council was clear that its goal was solely to reduce emissions – not to use any charges to generate a profit. Any surplus would be reinvested into further measures to improve air quality.

SPEAKER

JAMES ASHTON, TRANSPORT STRATEGY MANAGER, NOTTINGHAM CITY COUNCIL



Government modelling suggests the worst concentration of poor air quality is on Nottingham's ring road. However, the council's own data shows it is located in the centre of the city, according to James Ashton.

The vast majority – 83% – of traffic is cars, followed by buses, trucks and vans. The council has modelled its options based on geography and vehicle types.

"Our modelling shows that the fleet will clean up on its own as people get newer vehicles – even without CAZ," said Ashton. "Nottingham will be compliant with the regulations by 2024. Government modelling shows traffic growth, but our measurements show traffic is reducing due to the sustainable traffic measures we have implemented."

"We have broken the link between economic growth and traffic growth. And if we take out the assumption of traffic growth, we will be compliant much before 2024."

Measures taken by the city council include the workplace parking levy, which has cut emissions and traffic volumes since introduction in 2012, the tram network, an electric bus fleet

with integrated ticketing, a taxi strategy for cleaner vehicles and new cycle routes in the city.

"We have also secured £6.1 million in funding from Go Ultra Low for a public charging network throughout the city and a shared ULEV [ultra-low emission vehicle] corridor for electric buses and vehicles with priority on a separate lane in the east of the city," Ashton added.

Future measures include funding from Defra for an electric taxi fleet which the council will lease to operators and a 'try before you buy' van scheme enabling fleets to trial low-emission vehicles before committing to purchase. It is also bidding for additional funds to invest in other actions, such as updating its own fleet of refuse vehicles.

Nottingham City Council's CAZ proposals are like to focus on a central area of the city that tackles the worst areas of NOx concentration. Its preference is Class B (trucks, buses and taxis) with a small charging zone that it believes will have an impact much further afield due to all the traffic that travels through the city.

"Our two-phase consultation starts shortly, with the second later in the summer with our firm plans," Ashton said. "Installation will be in late 2019 and it will be fully operational in 2020."

"Our modelling shows that the fleet will clean up on its own as people get newer vehicles – even without CAZ"

James Ashton, Nottingham City Council



"We are looking at our suppliers. If they use electric vehicles they will be more likely to win the contract"

Sally Longford, Nottingham City Council



although that is an issue for national Government to address.

The Low Carbon Vehicle Partnership is working with Government on a labelling scheme to improve clarity over engine type and categorisation, said Energy Saving Trust senior transport manager Tim Anderson.

One fleet asked: "Is there a risk of Government turning down your proposals, or can we start planning as soon as you release your plans?"

The council modelling follows Government guidance so "we assume we will be in line", said Ashton. "We believe the Government will just tick the box."

Delegates identified one issue with the modelling approach by all the CAZ cities: the use of published Euro 6 data for NOx emissions. Organisations such as Emissions Analytics claim NOx and particulate emissions are higher in real-world motoring, so is there a risk that all cities could still miss their 40 microgramme targets?

"Although our modelling is based on published data, we believe our calculations will still bring us within compliance because we are not far off now," said Ashton.

He added that the difference between official and real-world figures for trucks was not as great as cars – in some instances, the real-world performance was actually better than published.

Nottingham is already looking beyond CAZ policies to create an environment for cleaner motoring. Measures include the introduction this month of a lane dedicated to ULEVs and parking incentives through the Ringo scheme for local authority car parks.

"But we have to raise awareness," said Longford. "First is to understand EVs. We have been trying different things, from test drive events to utilising advocates to share their opinions."

"We have also started to put together guidance for new developers on what they can do to introduce charging systems and we are looking at our suppliers. If they use electric vehicles they will be more likely to win the contract."

SPEAKER

TOBY POSTON, DIRECTOR OF COMMUNICATIONS, BVRLA



With BVRLA members responsible for almost five million vehicles across the UK and purchasing around half of all new vehicles sold

each year, the Government could have far fewer conversations if it engaged with the association directly, according to Toby Poston.

"This would also have the biggest impact because our members are buying on rational, wholelife cost and for sustainability reasons," he said.

"Clean air zones need to be a partnership with a managed transition between councils, businesses and industry. We need consistency across the country, in terms of signage, penalty notices and charges."

"We need support for businesses that face upgrading their fleets, especially commercial vehicles where there is not a lot of choice, fleet cycles are longer and the cost burden is higher."

Poston also called for sunset clauses to give smaller businesses more time to become compliant.

Behavioural change offered big

opportunities, such as promotion of car clubs to remove vehicles from the road and mobility credits (where drivers give up their older cars in return for credits that can be redeemed through car clubs, rental and public transport).

However, the BVRLA would also like to see Government amend its incentives for electric vehicles to last for the lifetime of the vehicle, not just for the first owner. This could include priority use of lanes and free parking.

"Tax incentives at a national level are not fit for purpose," Poston said.

"The BIK scheme is pushing people away from low emission vehicles for the next two years and we need the capital allowances to write down the cost of vehicles for the leasing companies."

"Tax incentives at a national level are not fit for purpose"

Toby Poston, BVRLA

SPEAKER

GARY HARRISON, ENGINEERING MANAGER (ALTERNATIVE FUELS), BT FLEET SOLUTIONS



BT's fleet of 33,000 vehicles will be travelling to every clean air zone every day, while many of BT Fleet Solutions' workshops are also within the charging areas.

Gary Harrison confirmed BT has committed to reduce the emissions of its own fleet but acknowledged the company's commercial responsibilities and cost of replacement, which has to be viable.

Then there is the suitability of existing and new products, particularly vans.

"We can buy diesel from anyone and negotiate the best price," Harrison said. "For electric vehicles, we need to understand more about the manufacturers' WLC calculations and the drivers behind their pricing policy."

BT Fleet Solutions has pinpointed five areas where it is keen to see progress:

1. A clearly defined agreement on CAZ: What it is and how much it costs.
2. A standard set of rules applied nationally: "It can add organisational noise if we have to manage which vehicles go where to

meet different regional requirements."

3. Centrally-led and signed-off: Government to consider giving the green light to proposals to prevent inconsistency.

4. Enough time to make changes: "We have 33,000 vehicles, many of which are CVs or larger. We have some flexibility to move vehicles around the country but all that does is move the problem elsewhere. We, and others, will need time to change."

5. Manufacturers stepping up to deliver products that enable BT to convert from Euro 6 to ULEVs.

Harrison has been pivotal in setting up a pan-BT working group with five streams. They range from improving fleet utilisation to encouraging company car take up and educating drivers to make the right choices.

"We are working with our finance colleagues to add EVs to our fleet. There is a lot of interest from drivers"

Gary Harrison, BT Fleet

NISSAN INTELLIGENT MOBILITY



Innovation that excites

New Nissan LEAF SIMPLY AMAZING



RE-ENERGISE YOUR FLEET

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

100% Electric

| | |
|-----------|----------|
| BIK UP TO | 9%* |
| CO2 FROM | 0g/KM |
| NCAP | ★★★★★ |
| INSURANCE | GROUP 21 |
| TCO | £16,696 |

NISSAN FLEET. WE MEAN BUSINESS.

The 100% Electric Nissan LEAF: Fuel consumption figures for Nissan LEAF – CO₂ while driving 0 MPG N/A.

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



29M ADDRESSES
 115,000 POSTBOXES
 46,000 VEHICLES

Paul Gatti juggles the big numbers as he identifies new ways to save and make money, including opening his workshops to third parties. *Matt de Prez* reports

Royal Mail has a unique set of challenges. Europe's biggest and most recognisable fleet – more than 46,000 vehicles emblazoned in iconic red with the brand's golden logo – is required to collect mail from 115,000 postboxes and deliver to 29 million addresses six days a week.

At this scale, anything the organisation can do to save money will have a significant impact on the bottom line.

Consequently, its preventative maintenance programme, which has delivered a 26% improvement for mean time between failures, resulting in a 3% reduction in total workshop visits, was a no-brainer for the 2017 Fleet News Award for Best Cost Saving Initiative. It's the second consecutive year Royal Mail has collected this trophy.

On average, a Royal Mail vehicle now visits the workshop six times per year instead of eight, freeing up valuable time and space.

This was achieved despite the significant cultural shift which took place as Royal Mail opened its workshops' doors to third-party customers for the first time.

Historically, the company's 110 workshops were exclusively used to service and repair the 'red fleet', which has 37,900 vans and a combination of 7,300 trucks and trailers.

The workshops also service and maintain the company's 1,600 company cars which are leased from Zenith and managed by Royal Mail's HR team.

"Now we are moving towards a commercial environment, we need to treat our internal colleagues as a customer in the same way we treat our external customers," says Paul Gatti, director at Royal Mail Fleet.

"There is a whole culture change going on in fleet. We are getting some early positive feedback. There are a few challenges, as you'd expect, but we are early on in the journey."

The new revenue stream required Gatti and his team to really "sweat the asset" – that is, their workshops – fully utilising the existing 1,000 Royal Mail workshop technicians.

"We have been able to absorb the work this year but there comes a point where you do have to expand and put more boots on the ground," Gatti says.

As Gatti's "customer", Royal Mail distribution director Wayne Jay said the increasing amount of external work had been a concern for him and his team. However, in reality,

those concerns haven't materialised.

He confirms: "It has been smooth. It is about having that collaborative relationship. You cannot be complacent, this is a commercial venture for us and we have got to work collaboratively."

Jay looks after Royal Mail's trucks and larger vehicles. He's responsible for 7,000 people working in the distribution side of the business, which includes 6,500 drivers.

"The criticality of fleet and fleet performance, for us, hinges on the wider pipeline of what we do, which is an integrated network that I lead involving road, rail, air and sea. Getting the fleet right is essential."

Any unplanned downtime or vehicle failure can have a significant impact on Royal Mail's delivery schedules as the entire operation relies on split-second timing to run smoothly.

"The quandary is when two vans turn up in the workshop: a red one and a blue one. Which one gets fixed first? Well it's the one that was booked in," says Gatti.

Jay adds: "Historically, I used to send stuff to Paul and expect it to get turned around as quickly as it could be, as we were the only customer and the only priority."

"Now I have to realise Paul



Royal Mail Fleet director Paul Gatti has seen colleagues become 'customers'



FACTFILE

Company: Royal Mail Fleet

Fleet director: Paul Gatti

National distribution director: Wayne Jay

Fleet size: 1,600 cars, 37,900 vans, 7,300 trucks and trailers

Brands on fleet: CVs – Peugeot, Vauxhall, Fiat, Ford, Mercedes-Benz, DAF; cars – most mainstream brands

Miles covered per year: 600 million



has a schedule and I have to fit into that schedule.”

One of the innovations Royal Mail Fleet is now implementing is a new planning and booking system. It loads the workshop based on scheduled visits for trucks and vans then allows third party work to be added to the schedule by a central booking desk.

“Everybody will be able to see the plan, it makes the workshops transparent. Currently we have a plan but it tends to be given to the workshop and managed by the workshop. This new system will give us a far smoother and more productive process,” Gatti says.

Driver behaviour also plays a big part in keeping the workshops clear.

Gatti says: “The challenge I put on the people who drive the vehicles is: look after them and drive them more carefully. Then they won’t have to come in as frequently and I will be able to get some more headroom to bring in more external work.”

Royal Mail’s driver improvement programme has enabled it to reduce collisions by 23% over the past two years. It saves the business millions of pounds in downtime and third party costs and is a constant point of focus.

To promote safe and efficient driving, and

minimise vehicle wear and tear, 100 Royal Mail employees have been trained as driver coaches.

Jay says: “They support actively our drivers out on the road. We’ve seen improvements in all our metrics – idling, harsh braking and fuel efficiency.”

Telematics data is analysed on a shift-by-shift basis in order to manage performance. Any driver that repeatedly gets low scores will spend time with a coach to learn new techniques.

The company also has a career pathway,

“They (Royal Mail Fleet drivers) won’t have to come in as frequently and I will be able to get some more headroom to bring in more external work”

Paul Gatti, Royal Mail Fleet

which offers unqualified people the opportunity to become trained as a driver.

“In the competitive and exposed market, people with the right skills and qualification are hard to find,” says Jay.

“When you start from scratch with someone you can support their thinking, not only with the technical bits but with the criticality of what they do and how they do it.”

As the metrics continue to improve, the business is benefitting from increased efficiency and fewer faults.

Availability is one of the most important factors to Royal Mail fleet and Jay relies on Gatti to ensure the right vehicles are always in the right place.

Gatti says: “We have to make sure the trucks and trailers are available when Wayne needs them.

“Our big shops are open 24 hours per day because Wayne has a 24-hour operation. We need to be maintaining the fleet at the quieter times to minimise the number of reserves and spare vehicles we hold. That can be a logistical exercise.”

Many of the cost-saving initiatives that led to the business picking up the Fleet News Award were introduced predominantly to help fund the red fleet.

By extending the life of vehicles and performing smarter, preventative maintenance Royal Mail was able to reduce its capital spend on maintenance and use the money to fund new vehicles.

“An ageing fleet starts to cost a lot more and cause more challenges. Bigger trucks tend to break down more frequently, so we have been able to guide more finance to buy more trucks and trailers,” Gatti says.

By implementing a new asset management system, Royal Mail is now able to monitor the lifecycles of its vehicles. It takes into account maintenance data, environmental data and buying data from the past 15 years then works out which vehicles should be replaced and when.

“We might buy 100 vehicles and keep them for five years but actually sell them after three because the market tells us it is the optimum time to sell for residual values,” explains Gatti.



For more fleet profiles, visit:
fleetnews.co.uk/fleetprofiles

Paul Gatti has challenged drivers to be more careful with their vehicles

DEALING WITH PEAK PERIODS

Over Christmas, Royal Mail’s workload doubles, generating a short-term need for extra vehicles.

In the past it would buy new ones before the peak and hold on to its old ones until after. Now it uses flexi-hire, often leasing used vehicles it sold back to the manufacturer.

“Now we have a pool of vehicles we can call on when we need them, but we don’t pay to hold them or maintain them,” Paul Gatti explains.

All the vehicles are bought using company capital with around a quarter owned outright. The rest are on sale and leaseback while all trailers are on an operating lease.

“We looked at operating lease on other vehicles, but it doesn’t quite work out for us,” says Gatti.

The company often runs vehicles for seven-10 years but the fleet size can change weekly.

As some operators look to downsize their vehicle sizes, Royal Mail’s are getting larger.

“People are buying more online so we carry more parcels than letters and more multiple orders are fulfilled in one delivery – that drives the cubic size in vans and trucks,” explains Wayne Jay.

Its car-derived vans are being replaced with panel vans and double-deck trailers now make up more than 50% of the total.

The company has also switched to a “green parts project” which sees end-of-life vehicles sent to a reclamation agent who removes all the usable parts and sells them back to Royal Mail. According to Gatti the arrangement has already saved the business more than £500,000.

Further savings have been made by putting more focus on warranty.

Although many of the company’s vehicles are out of warranty, by focusing workshops on claiming what they can, the business has trebled its warranty recovery – bringing in £340,000 per month.

'WE HAVE TO GET THE FUNDAMENTALS RIGHT'

In his first year as fleet sales director, Iker Lazzari has assembled a new team and put together a strategy for sustainable growth. *Stephen Briers* reports

It would be hyperbolic to describe 2018 as a 'make or break' year for Nissan – indeed other manufacturers are facing far greater challenges. But it's

undeniably an important 12 months.

Despite the launch of the critically-acclaimed Micra, and facelifts to key models such as the Qashqai and X-Trail, 2017 was a difficult year for the manufacturer.

A registrations reversal of 0.9% in a car market down 5.6% hid the true picture, one where private sales fell 16% and leasing business dropped almost 15%.

Leaf provided some welcome relief, with registrations rising 1,000 to more than 5,600, and van performance was robust with both sales and share up year-on-year, outstripping the market. However, shortfalls elsewhere were filled with rental business: Nissan's short-term registrations increased by 88% on 2016 to almost 21,000, making it the third largest supplier of cars to the segment.

The line has now been drawn; it's not a position Nissan intends to replicate this year. The carmaker spent the second half of 2017, under the leadership of new fleet sales director Iker Lazzari, devising and implementing a plan and structure to give it the platform for sustainable growth in 2018 and beyond. The plan is encapsulated by the phrase 'we mean business'.

Lazzari's enthusiasm for the task at hand is infectious and permeates throughout his new management team. It is, he says, an "exciting period", full of opportunities for Nissan.

"We have set a new strategy and structured the department in a way that enables us to be ready for today and the future," he

"We want to grow to be the most innovative, trusted and desirable manufacturer in fleet"

Iker Lazzari, Nissan

says. "We will have a full year of Qashqai and X-Trail and the new Leaf which will transform the brand, especially in fleet. It will be a USP and enable us to talk to corporate fleets and leasing companies that are interested in the emerging market of electric vehicles."

Lazzari will also see his first full calendar year in his role. As he puts it: "I'm no longer the new boy!"

He now has total responsibility for delivering a more profitable and sustainable business focusing on key channels such as leasing. Competition is fierce, but Lazzari is determined to stick to his 'we mean business' strategy.

"We have to drive performance in a practical way; we don't want to dip in and out of the market with an inconsistent approach," he says.

"All four (fleet) channels – leasing, end user fleet, rental and Motability – are of importance. But we have to get the balance of volume and the model mix correct. In the past, we have not looked too far ahead. Now we plan for the long term and we will stick to our plan so we are not exposed to any residual value risk."

Leasing is a key element of the strategy, working in partnership with the major

lenders to understand their needs and deliver the right service in terms of pricing, residuals and wholelife costs.

Lazzari has established a new leasing team headed by ex-Volvo market area manager Peter Johnson as head of leasing and specialist sales with contract hire managers for north and south, a national EV manager, conversions manager and fleet aftersales manager.

"We will use the Expert Eye survey to target the areas where leasing companies say we are not good," Lazzari says. "We will identify their frustrations and resolve them with bespoke solutions."

His leasing team will manage the new fleet aftersales charter, Customer 1st, which aims to offer transparency on labour rates, parts pricing, warranty and dealer service levels. It is intended to improve the service and reduce the costs for leasing companies, end user fleets and the driver.

In addition to leasing, Lazzari's fleet strategy will tackle a number of other areas. Among them are corporate sales, people and the dealer network.

With some justification, he points to Nissan unique model line-up for fleets. From Micra to GTR to vans and electric vehicles, it has vehicles to suit all fleet requirements in all segments.

This breadth and strength of range often goes unnoticed which is why Nissan is stepping up its fleet communications, pushing the core message of being easy to do business with.

This month, it launches a new website, while customers are being encouraged to access 'self-serve' information on model updates and prices via their own portal. This approach will include "accurate quotes" on vehicle availability and contracts written in plain English.



The balance of volume and model mix is key in 2018, says Iker Lazzari

LAZZARI'S FIVE MEASURES OF FLEET SUCCESS

1. Increase overall fleet sales and market share profitably
2. Increase true fleet sales and market share
3. Improve brand equity – share of voice
4. Improve trust, measured via Expert Eye
5. Team and culture, measured via the Great Places to Work survey

Nissan and Lazzari have invested a huge amount of time and money in creating the right structure and culture within the business. People, as ever, will be key to its success.

"We have to get the fundamentals right so we are investing in our people, including a full training programme for the field force in 2018," Lazzari says.

"We have a challenger attitude; we need to get to the bottom of a fleet manager's issues and how we can support them and their business. It's about changing the type of contact fleets have with us."

The retailer network also has a crucial role to play in establishing and maintaining rela-

tionships, from pricing and stock availability to delivery and aftersales. They are a continuous touchpoint with the customer.

Nissan is investing in a fleet programme, headed by new national dealer fleet manager Marco Capozzoli, to help its corporate retailers to better serve the needs of leasing companies instead of solely focusing on local businesses.

In addition to meeting certain standards, they will need to become experts in light commercial vehicles, including conversions. In return, they will be able to improve their profitability.

Nissan started 2018 armed with a new strategy and full of bullish confidence. And

while 2017 is already disappearing in the rear-view mirror, it is determined not to make the mistakes of the past.

"Our success is all about rebalancing our sales and focusing harder than ever on true fleet," Lazzari says. "That's the corporate channel, public sector and small business. And underpinning it all are the leasing companies."

Aside from the registration targets and channel priorities, he has a clear objective in mind: "We want to grow to be the most innovative, trusted and desirable manufacturer in fleet."

"And we want to be the most improved manufacturer at the Fleet News Awards."

THE SIX MODELS KEY TO NISSAN'S FUTURE

LEAF Tekna

BIK FROM 9%
CO₂ FROM 0G/KM
NCAP ★★★★★
MPG N/A
INSURANCE GROUP 21



QASHQAI 1.2 Dig-T N-Connecta

BIK FROM 21%
CO₂ FROM 99G/KM
NCAP ★★★★★
MPG UP TO 55.4
INSURANCE GROUP 14



X-TRAIL 1.6 Dig-T N-Connecta

BIK FROM 28%
CO₂ FROM 149G/KM
NCAP ★★★★★
MPG UP TO 44.1
INSURANCE GROUP 17



MICRA 0.9 IG-T N-Connecta

BIK FROM 8%
CO₂ FROM 99G/KM
NCAP ★★★★★
MPG UP TO 64.2
INSURANCE GROUP 4



NAVARA 2.3 Dci Visia

BIK FROM N/A
CO₂ FROM 159G/KM
NCAP N/A
MPG UP TO 46
INSURANCE GROUP 10



JUKE 1.2 Dig-T N-Connecta

BIK FROM 24%
CO₂ FROM 128G/KM
NCAP N/A
MPG UP TO 49.6
INSURANCE GROUP 11



FleetNews

AWARDS
2018

Interactive Fleet Management is a member of the Grosvenor Group of Companies, which has been serving fleet operators, large and small, for more than 35 years.

For companies that contract hire their cars and commercial vehicles Interactive Fleet Management provides an over-arching solution. Our team manages all contract hire suppliers for you, ensuring the best prices each time you order a vehicle. It also manages your vehicles, drivers and suppliers throughout the contract.

Customers of Interactive Fleet Management enjoy all of the price advantages of multi-supply, but with the operational ease of having a single point of contact.

If you own your vehicle fleet, we provide a full fleet management service including all maintenance management, acquisition, disposal and fleet administration.

We also ensure services such as accident management, fuel cards, risk and grey fleet management are tailored to your needs.

Our web-based fleet management system was developed in-house, which means it has been designed to meet the requirements of modern day fleet operators. Through our in-house software team we can bespoke the system to a client's requirements offering a degree of flexibility which is hard to find elsewhere.

SPONSOR PROFILE



Multi-bid contract hire – worth a closer look!

Companies that contract hire their vehicles from two or more leasing providers should take a careful look at the advantages of multi-bid contract hire.

That's the advice of Interactive Fleet Management's expert, Shaun Redhead, who explains that a 'managed' multi-bid solution can be perfect for companies with a desire to source from multiple suppliers as it offers all of the price advantages of using several leasing providers but with the operational ease of a single point of contact.

"We recognise the advantages of using several leasing providers to create price competition because contract hire rentals can vary by as much as £50 per month on the same vehicle on any given day," said Shaun.

"Through our multi-bid contract hire service, we have an approved panel of leasing providers, all of which are reputable, well-known names in the sector.

"The service saves our clients the time of gathering quotations from several suppliers each time they are looking to order a vehicle. They simply come to us, we go to the panel to establish the best rate on the day and we place the order on their behalf – managing the whole process through to delivery.

"Better still, we continue to manage the vehicle and driver throughout the contract, adding all vehicles onto OSCAR365, our online fleet management system (see below). It gives our customers all of the advantages of sole supply but

Welcome to OSCAR365

Interactive Fleet Management has launched an upgrade to its online fleet management system with improved dashboards and reporting.

OSCAR365 offers a whole new experience for customers, making it quick and simple to see key information across their vehicle fleet in an easy-view format.

"There is a lot of data involved in running a fleet, and it can be quite overwhelming if its not brought together in a useable format," said Interactive Fleet Management operations director, Andy Reed.

"Recognising this, we've developed visually appealing, easy-to-understand dashboards and reporting so you can see the profile of your fleet in an instant, and where any potential issues may lie.

"The whole user experience of OSCAR365 is designed around priorities for fleet managers. With

our in-house software development team, we asked the questions 'what is it fleet managers need to see and how can we present that in a format that's quick to digest and understand'?

"In launching this new release of our fleet management system, we believe we have taken reporting to a new level, and the feedback from clients so far has been exceptional."

Interactive Fleet Management is part of the Grosvenor Group which has been investing in its team of in-house software developers for many years.

Offering what many believe is the most sophisticated suite of fleet technology available in the sector, the on-going investment and in-house development are producing industry-leading systems and apps that are complimentary to all fleet management customers.



"By choosing our solution, we manage everything for you, all vehicle and driver data is held in our system"

Shaun Redhead, Interactive Fleet Management



the price competition of multi-supply.

"Further savings can also be made for companies that opt for a non-maintenance contract hire agreement, because we can manage the maintenance on a pay-as-you-go basis, ensuring your servicing, maintenance and repairs costs are kept to an absolute minimum."

Shaun contends that, while cost saving is a key priority for companies that use multiple contract hire providers, managing vehicles across several suppliers can be very time-consuming.

This is why they opt for the ease and simplicity of Interactive Fleet Management's managed solution while

taking advantage of the cost savings.

"It's a big task for any fleet manager to gather quotations from a number of suppliers, agree a final price and place the order, oversee the order to delivery, and then manage a fleet and drivers across different leasing companies – often with varying levels of service and support," continued Shaun.

"By choosing our solution, we manage everything for you, all vehicle and driver data is held in our system and accessible online, and fleet managers can focus on developing new initiatives and services for their drivers rather than being bogged down in day-to-day supplier and driver management."

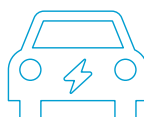
For more information please call 01536 536590, email enquiries@interactivefleet.co.uk or visit www.interactivefleet.co.uk

Electric cars can save your business money. Our interactive tools can save your business time.

If you have questions about running electric cars on your fleet, get the answers at GoUltraLow.com



GoUltraLow.com



INSIGHT: RENTAL

How to make RENTAL WORK FOR YOU

Hire options have evolved far beyond just being able to rent a vehicle for a day or week. But what is available and how do you decide what's best for you? *Ben Rooth* reports

Organisations wanting to rent a car or van face more choices than ever.

As well as the ceaseless growth in model ranges and fuel types, the length of time a vehicle can be rented for is more flexible now.

This can range from an hour's hire from schemes such as car clubs and corporate car sharing, to flexible rental where organisations can have a vehicle for as long as they need it.

This means fleets need to do their research before hiring to pick the option which is best for them, says Adrian Bewley, head

of business mobility at Enterprise Rent-A-Car.

"We advise fleets to analyse data from historic journeys to select the right vehicle and rental type," he adds.

"If you know where employees are travelling from, why and for how long, you can determine whether hourly, daily or longer-term rental is the most cost-effective option.

"And don't overlook the options available for last-minute rentals as well."

Here we look at the rental choices available to business customers and where they are appropriate to use.

Corporate car sharing

WHAT IS IT?

A dedicated fleet of pooled cars and vans is provided by a rental or leasing company and kept at an organisation's car park for the shared use of employees.

Like car clubs, employees can book the vehicles at any time using a number of different booking channels such as a phone, web, mobile site or apps.

They normally access the vehicles either by entering a code on the windscreen key-pad or by using a swipe card, with keys frequently being kept inside the vehicle.

WHEN COULD A FLEET USE IT?

Corporate car sharing is ideal for companies needing to make regular planned trips as well as last-minute critical journeys.

Clive Forsythe, corporate

sales director at Europcar UK Group, says: "Car sharing enables organisations to reduce the size of their own fleet and eliminates issues raised by grey fleet."

"In addition it reduces money spent on mileage expenses and for taxi hire." Some companies report that it also drives a significant improvement in utilisation, as a relatively high number of employees plan ahead to access fewer cars.

The fleet also tends to have far lower emissions than a conventional grey fleet as it consists of newer vehicles.

Corporate car sharing appeals to companies that want to reduce their carbon footprint, lower costs by improving utilisation and ease the admin burden.

Case study: Siemens



Siemens hires all its rented commercial vehicles through Enterprise Flex-E-Rent, while all rented cars are secured through Hertz.

"It all boils down to ensuring that your duty of care obligations are totally fulfilled," says Paul Tate, commodity manager at Siemens (pictured left).

"When you have more than 2,000 drivers on the road at any point, you've got to ensure the vehicles they are driving are fit for purpose.

"I want confidence that before

a colleague gets behind the wheel the vehicle they'll be driving is fully maintained, had a safety and fluid level check prior to delivery, as well as being fully and appropriately insured.

"I work closely with the rental companies to ensure that we're always able to get the right vehicle just when we need it."

Hertz has five hourly rental cars based at Siemens' sites and staff are able to book these through an online system. They can then use their company swipe card to access them.

Tate adds: "As technology has evolved, so too has the ability for fleets to streamline the processes and procedures by which employees can secure a rental vehicle when they need it.

"Without doubt, the flexibility of the rental system we have in place works perfectly for us."

Tate says it is important to be open and honest about all your requirements when initially liaising with rental companies.

"You need to ensure you get the right rental packages in place to suit the specific needs

of departments, teams and individual colleagues," he adds.

"From my perspective, rental vehicles give anyone at the helm of a large fleet peace of mind that their cars and vans will be properly maintained.

"The cost of securing vehicles this way could prove to be higher than other methods, but the flexibility outweighs the initial outlay, as does the knowledge that the vehicle will consistently be fit for purpose and fully maintained in accordance with relevant legislation."

Daily rental

WHAT IS IT?

Vehicles are rented on a 24-hour basis directly from a provider. Prices vary, but typically start at around £30 a day.

WHEN COULD A FLEET USE IT?

Historically, many businesses have used daily rental for their temporary vehicle requirements – and particularly to replace grey fleet.

Daily rental keeps employees mobile when they don't have access to a company vehicle, or when their company vehicle is not available or not fit for purpose.

Most rental companies offer programmes to ensure daily rental is optimised for businesses of all sizes. It's also a way to reduce employees' expense claim paperwork and ensures companies meet their duty of care responsibilities.

Richard Davies, country manager of Hertz UK, says: "Customers requiring a short-term increase in

their fleet or convenient transportation in a different area or abroad will find that daily rental is an optimal option.

"Whether it's heightened demand for delivery vans during peak times or cars to mobilise staff working on a temporary project, it allows businesses to tailor their fleet to their exact needs, without being tied to long-term contracts."

Rental cars and vans are invariably modern and well-maintained and are usually more fuel-efficient and have lower CO₂ emissions than personal cars or company-owned pool vehicles, making them ideal for longer trips.

Enterprise's Adrian Bewley adds: "Daily rental allows companies to be completely flexible in how they operate – they can scale vehicle numbers and types up or down as required and at short notice, without having to worry about acquiring or disposing of additional vehicles themselves."

Car club

WHAT IS IT?

Car club vehicles are typically available for immediate hire for any period of time from an hour up to 28 days or more.

These can be rented online and then unlocked and driven at any time using key pads and swipe cards to gain access. They can be picked up and returned to different designated locations.

Anyone wishing to use a car club usually needs to pay a membership fee, plus an hourly/daily rate for the time the vehicle is reserved, plus a charge for the distance travelled.

For example, Enterprise Car Club's most popular option is its

standard plan, for which members pay a monthly fee of £7 or an annual sum of £60. Vehicles can be hired from £4.95 per hour with a mileage charge of 21p per mile on cars or 27p per mile on vans.

For longer journeys, some providers allow drivers to automatically switch from an hourly to a daily charge.

WHEN COULD A FLEET USE IT?

A car club is regarded to be ideal if rental access is required instantly and conveniently.

It's also suitable if access to a vehicle is required outside office hours or as part of an onward journey via other transport

networks as they do not have to be returned to the location they were collected from.

Most major providers now operate car clubs at thousands of locations nationwide.

"Car clubs can help fleets provide more integrated mobility for their employees because they are easy to book and can be accessed with no fuss on street from so many locations," says Adrian Bewley of Enterprise. "For shorter journeys they can be a better option than daily rental.

"The employer doesn't have to run a car pool, manage mileage reclaim systems or risk employees driving vehicles that are not fit for purpose. Their employer takes care of all this.

"Typically, grey fleet mileage behaviours will change when companies replace grey fleet with car clubs, which suggests car clubs encourage employees to travel more mindfully."

"For short journeys they (car clubs) can be a better option than daily rental"

Adrian Bewley, Enterprise Rent-A-Car

Flexi-rent

WHAT IS IT?

Also referred to as flexible commercial vehicle rental, long-term flexible rental enables businesses to access any type of commercial vehicle, including bespoke refrigerated and accessible transport, on flexible terms.

Providers such as Enterprise Flex-E-Rent offer a full range of

commercial vehicles – from light commercials through to utility vehicles of varying configurations, heavy goods vehicles and welfare vehicles meeting a range of accessibility requirements.

WHEN COULD A FLEET USE IT?

Businesses may need vans and trucks for major projects and may

be reluctant to commit to the cost of buying expensive commercial vehicles.

Long-term flexible rental means businesses don't have to commit to long-term contracts or a major capital expense on buying those vehicles.

But this method still gives them an opportunity to obtain the vehicles

they require, with the right equipment and livery.

They can get the vehicles they need, for as long as they need them, and return them without penalty.

Richard Davies, of Hertz UK, says: "Hertz Flexivan allows commercial fleets to be scaled up and down dependent on the customers' variable needs without penalties for

early return, helping them improve fleet efficiency and, subsequently, large cost savings.

"Customers can choose from a wide range of vans and other bespoke fleet solutions.

"Livery and wrapping service is also available for customers to promote their businesses, even in rented vehicles."



Case study: *Momentum Instore*



Momentum Instore uses the flexibility offered by daily rental to ensure its staff are consistently in the right part of the UK when they're needed.

The Cheshire-headquartered business specialises in the installation of instore displays for a number of household-name brands and retailers, among other specialist services.

"I need to know that I can get a team that's just finished an installation in Glasgow down to Oxford for the next job at the drop of a hat," says Helen Brislane, commercial manager at Momentum Instore (pictured above).

"Daily rental lets me do this knowing that those colleagues will be driving to their destination in a new and properly maintained vehicle that's got low emissions.

"While I'm aware that it's not always the cheapest way of hiring a vehicle, it does mean there aren't a load of cars sitting unused in the company's car parks."

Many of Momentum Instore's employees are contract workers and daily rental means Brislane can quickly increase the fleet's size based on demand.

"For example, in 2015, the company undertook Europe's largest ever installation project when we visited more than 37,000 stores to install new branded National Lottery kiosks," says Brislane.

"In just 19 weeks, we installed 6.6 million parts and we were using in excess of 350 daily rental vehicles at any one point.

"Otherwise, the number of daily rental vehicles varies from one contract to another – but at any time around 75% are cars with the remainder being vans."

Momentum Instore also has a fleet of 20 leased cars which are driven by regional managers and sales representatives.

Long-term rental

WHAT IS IT?

Regarded by many to be a flexible alternative to leasing, this rental method ensures employees have access to a fully-maintained vehicle for longer periods – frequently more than 28 days.

Unlike leasing, businesses can reduce their financial exposure to long-term contracts and changing circumstances as these rental contracts can normally be cancelled quickly.

Usually companies can also be more specific regarding the vehicles they require when compared to other rental methods.

WHEN COULD A FLEET USE IT?

Long-term rental allows businesses to obtain specific vehicles for longer periods at a more cost-efficient rate than other types of rental and without the long-term commitment of leasing.

It is ideal for companies that need to satisfy seasonal or contract-based demand without being tied to a long-term lease.

It also means new recruits also have immediate access to a vehicle during their probationary period without the employer being committed to a long lease.

Clive Forsythe, of Europcar UK Group, says: "There has been a definite move in the past year or so towards greater use of long-term rental solutions by our fleet and corporate customers.

"I believe this is largely driven by the flexibility that long-term rental offers businesses – both in relation to cost and in terms of accessing the right vehicle for the job – in comparison to outright vehicle purchase or three- to four-year lease deals."

He adds: "Long-term flexible rental can also reduce the tax liability, compared to leasing vehicles. Further increases in the benefit-in-kind (BIK) taxation liability announced in the Budget relating to diesels will result in an escalating cost to the driver and the employer (Class 1A NIC) over the period of a lease – typically three or four years."

**Driver training
doesn't have
to hurt...**

ACCIDENTS HURT EVERYONE.
PEOPLE, FAMILIES, BUSINESSES.
BUT THEY DON'T HAVE TO HAPPEN.
THANKS TO RoSPA, I'M CONFIDENT
MY FLEET DRIVERS ARE SAFER.
NOW MY MIND IS AT EASE.
I GO HOME TO MY FAMILY.
MORE IMPORTANTLY, OUR STAFF
GO HOME TO THEIRS.

Up to a third of all road traffic accidents involve someone who is at work at the time.

RoSPA

accidents don't
have to happen

It doesn't have to be like this. Here at RoSPA we understand that every business is different. That's why our fleet training courses are tailored to meet your drivers' specific needs. That way, big or small, working day or night, you can be sure that your drivers are receiving the most relevant, high quality training – wherever you are in the world!

www.rospace.com

0121 248 2233 | enquiries@rospace.com



THE ALL-NEW KAROQ SETS THE STANDARD

It sets a new benchmark for connectivity, value, comfort and equipment in one of the fastest growing market sectors. So how will the All-new ŠKODA KAROQ fit your fleet?



| CO ₂ | P11D prices | Economy | BIK % |
|--|--|---|--|
| AS LOW AS
117g/km
(1.6 TDI DSG) | FROM
£20,660
(1.0 TSI SE MAN) | COMBINED UP TO
64.2mpg
(1.6 TDI DSG) | 2017/18 FROM
22%
(1.0 TSI SE) |

The eagerly awaited All-new ŠKODA KAROQ mid-size SUV is now open for ordering, bringing with it best-in-class whole-life costs, cutting edge communications, infotainment and connected car technology as well as ŠKODA's renowned value proposition.

Connected for convenience

Every model in the All-new KAROQ range comes with ŠKODA's Smartlink+ smartphone interface as standard, supporting Apple CarPlay, Android Auto and SmartGate standards to enable you to stream music, display messages and view smartphone contacts on the display screen in the car.

The business-orientated SE Technology trim is designed with fleet customers in mind and comes with 17" Triton alloy wheels, Adaptive Cruise Control and Amundsen satellite navigation as standard at no extra cost over SE.

The Amundsen satellite navigation system includes ŠKODA Infotainment Online, which provides traffic reports, fuel station locations with current fuel prices, parking spaces, current news and weather and calendar updates.

CareConnect services support the driver in many situations, and are available with the Amundsen and Columbus infotainment systems. Data is transferred via a permanently integrated SIM card, with services available including automatic emergency call.

With Columbus navigation (optional on SE L and standard on Edition models), gesture control makes navigating menus and lists easier while on the move.

Space to move, space to carry

Generous interior space has always been a ŠKODA tradition, and the All-new KAROQ provides great space and versatility.

With the rear seats in place, a useful 521 litres of space is available, and when combined with the VarioFlex rear seating system (optional on SE), the boot capacity can be varied between 479 and 588 litres. Folding the rear seats down increases that volume to an impressive 1,630 litres.

VarioFlex: flexible space for every need

The versatile VarioFlex system comprises three separate rear seats that can be individually adjusted or completely removed, enabling the All-new KAROQ to offer a truly cavernous load capacity of 1,810 litres.

VarioFlex allows the car's rear seats to be configured to your precise journey requirements, while plenty of cleverly designed storage compartments located throughout the interior ensure everything you need is always close at hand.

ŠKODA LIVE TOUR: A REVOLUTIONARY DIGITAL SHOWROOM



ŠKODA is leading the way in the UK motor industry with a new digital showroom experience that received a Highly Commended citation for Best New Proposition at the Corporate Entrepreneur Awards 2017.

The revolutionary ŠKODA Live Tour, accessed at www.SKODA.co.uk/fleet, is an online experience that gives fleet customers 360-degree high resolution live video footage direct to their desktop, tablet or smartphone before acquisition decisions are made.

A highly trained ŠKODA Fleet Product Host uses a mix of smartphone and static cameras to showcase ŠKODA's award-winning models in detail. The Product Host is able to answer fleet-specific questions in real-time around factors such as BIK tax and P11D value.

Live Tour technology has already been used to unveil the exciting all-new ŠKODA KAROQ, and fleet customers can continue to experience the KAROQ alongside the KODIAQ SUV and FABIA.

Henry Williams, Head of Fleet at ŠKODA UK, said: "Unveiling the all-new KAROQ in a digital showroom is a first for ŠKODA in the fleet industry and entirely appropriate given the KAROQ's advanced connected car technology."





"Our preference would be to charge nothing if we can help it because we know how contentious damage recharges are"

Ian Hill, Activa Contracts

WINNER: ACTIVA CONTRACTS

It's not what you do, it's the way that you do it, says Activa boss

It might sound like the cue for a song, but leasing company's approach underlines importance of people to its business

By Sarah Tooze

Activa Contracts' managing director Ian Hill isn't a fan of marketing speak but he claims there is truth in the company's slogan emblazoned on the office wall: company cars powered by people.

"The people side of it is key," he says. "We operate in a mature market where no provider really has a unique product or service. We all have similar funding options, similar management options and so on, so it's not what we do that differentiates us, but how we do it."

The 'how' demands efficient systems and processes because "if you don't have really robust systems you can't survive" but Activa works "very hard on the people side", according to Hill.

"We encourage customers and prospects to come in, meet the team and see how they do it and we work hard on getting the people here well trained, understanding not just about their own job but about the whole picture and where they fit in."

Activa is a division of Arnold Clark Finance and owned by vehicle dealer group, Arnold Clark. It was set up in 2000 when Arnold Clark decided it wanted to, as Hill puts it, "move south of Hadrian's Wall".

The vehicles are sourced through Arnold Clark with preferential terms and at the end of the lease they are returned to the group for resale.

"We perform a valuable function: feeding the group with used vehicles," Hill says.

In return, Activa benefits from a flat management structure (it has the freedom to make decisions over underwriting new business, for example), shared back office functions as well as group divisions such as daily rental (10,000 vehicles) and insurance.

Fleet News: Not many leasing companies have tapped into the insurance market, why did you decide to offer fleet insurance?

Ian Hill: We've got a division called Arnold Clark Insurance Services, which started off life doing retail motor insurance for people who buy a car from the showroom but that's now developed into offering our other insurance products and fleet insurance. There is

definitely some interest there and some progress. One of the things we come up against is where companies have consolidated insurance they'll deal with one insurer for their buildings etc. They don't want a separate fleet policy. But where that can be done we've got an attractive product. We will come and talk to you about your fleet and we won't be a faceless, big insurer.

FN: How do you help fleet managers to minimise end of contract charges because it can quite a contentious area for leasing companies and their customers?

IH: The first thing is to try to put things in place to avoid damage charges occurring. Often fleet is a central function and the vehicles could be spread across different locations so you need line managers who see the vehicles to take responsibility and we would always suggest a management walk round. We encourage our customers to have a declaration from the driver when they put in their monthly expenses to say all the lights are working, they checked the tyres, there is no new damage on the vehicle since their last expense claim or there is a bit of damage and then for somebody to check it. If people don't check anything and there are no consequences then you get damage.

FN: What is your process for damage at end of contract?

IH: Our preference would be to charge nothing if we can help it because we know how contentious damage recharges are but we have to protect ourselves where there is unrealistic damage.

We only use one logistics provider, we have agreed standards of inspection and reporting so we don't have different people with different levels of expertise inspecting it, it's one operator, it's consistent.

If we get the reports, and we always get them with digital images, and we believe there is something that is chargeable, we insist on getting that from our logistics operator quickly. We then contact the customer, tell them that there is charge likely for this item for this amount of money and we will do nothing else until the customer agrees that is a fair and reasonable charge. We will not repair the vehicle, we will not move it, we won't sell it and we won't invoice for it. We won't do any of those things until the customer agrees.



From row, from left: Directors Peter Smith, Ian Hill and Lisa Temperton with other members of the award-winning Activa team

Occasionally there is a discussion but what I can tell you is we never fall out. It's just not worth falling out over. We can spend months, years sometimes, courting a customer to get them on board and if you are unfair and unreasonable you can lose customers in a flash. I know how contentious it is in the industry, so we're very careful.

FN: Has having a driver app helped the process?

IH: Yes, we give clients the opportunity to take a picture of the damage and send it to us prior to the end of contract. We indicate whether any recharges are likely and to what extent and they can choose to have the refurbishment done locally if they prefer. We also use that app for people using rental vehicles, it's not just contract hire vehicles.

FN: Why did you decide to develop the app in-house?

IH: I would say it's the Arnold Clark way; we do most things in-house. We also have an in-house app for mileage capture and I developed our wholelife cost analysis tool and fuel policy comparison calculator. They are used extensively, day in, day out, in terms of creating car policies. The call centre is operated by our own staff rather than a third party. We do partner with other providers for things like risk management, fuel cards and telematics but what we're doing is bringing together all those service providers and funding into a package.

FN: Why did you decide to partner with Lightfoot for telematics?

IH: What we like about Lightfoot is that it gives immediate feedback to the driver. Telematics, in general, generates all sorts of information and data on driver behaviour which is fed back to someone to do something about. The grave danger is if that someone does not do something about it or do it properly then there are implications which are onerous. The beauty of Lightfoot is it tells the driver

immediately their behaviour is acceptable or unacceptable. Within the 12 months we have been working with Lightfoot, the take-up has been significant among some of our major customers and while fitment has been predominantly to LCVs, we find it encouraging that take-up has occurred more strongly on cars than would appear to be the industry norm. We believe this speaks volumes for the efficacy of the product.

FN: You launched a mini-lease to bridge the gap between daily rental and contract hire, how popular has that been?

IH: That is going very well. We call that Rental Plus. It's for hire periods of 84 days or more. Sometimes it's cars – people using it for pre-contract vehicles or for some particular contract they've got – but quite a lot of it is vans for short-term contracts and the vehicles are liveried and can have things like beacons.

Activa is set to launch a personal leasing product this year to tap into the growing personal contract hire (PCH) market. Hill says it will be promoted as an affinity scheme to Activa's corporate customers and "it won't be offered out to the wider world".

He is adamant that brokers won't be a route to market for Activa Contracts.

"We're not in the broker market because we place great store in the relationship and providing added value to the customer and that just is not possible in a broker scenario," he says.

"We can't prove our value when one car comes from us, one car comes from leasing company B, another car from leasing company C. There is no relationship with the customer, there is no continuity with the customer."

"I know some of our competitors have obtained considerable growth out of that market in recent times, but that's not for us."

FACTFILE

Organisation Activa Contracts
Managing director Ian Hill
Location Milton Keynes
Fleet size 7,200 – 5,250 cars, 1,950 vans

JUDGES' COMMENTS

Activa Contracts has expanded its digital offering with a number of in-house-developed apps for capturing mileage and vehicle condition, along with wholelife cost modelling and fuel policy tools. The judges praised its end-of-contract process and fines admin policy, along with its "broad offering" and long-standing partnerships.



MORE INTELLIGENT VEHICLE SOLUTIONS!

Neater fleets, flexible funding, smarter salary sacrifice, and industry-leading customer service. **That's us.** Company cars and vehicle rental?

Got that. Forklifts, motorbikes and specialist vehicles? **We do those too.**

We deliver a huge variety of outsourced fleet management solutions for car, van, truck and specialist vehicle operators anywhere in the UK.



BEST-IN-CLASS

As an innovative total mobility provider, we offer a unique proposition for any employee population.

Our flexible and intelligent vehicle-based solutions include funding, fleet management, accident management, vehicle rental, salary sacrifice, online fleet diagnostic tools, risk management and cash allowance management.

We have harnessed the latest technology to drive levels of customer service that rival those achieved by the world's best retailers.

Our investment and relentless desire to improve means that we are well equipped to offer a service that brings the intensity, urgency, cost control and compliance now deemed cornerstones of any well-managed fleet.

EFFICIENCY THROUGH TECHNOLOGY

Customer service platform

Accelerate, our bespoke customer service platform, allows our teams to provide a personalised and proactive service no matter where or how we're contacted.

Accelerate efficiently manages the thousands of transactions that pass through the business every day and provides complete transparency of all customer and driver queries.

Complete fleet visibility

Pulse, our award-winning, real-time management information platform, gives our customers complete visibility of their entire fleet – from a 'big picture' view to the smallest detail, all at your fingertips.

A FRESH APPROACH TO COMMERCIAL VEHICLES

24/7/365 support

Market-leading online systems help us to reduce downtime and operational costs. Our expert advice is coupled with enhanced reporting to provide a granular understanding of driver behaviour, service performance and costs.

This approach enables unrivalled control, budgeting and reporting on vehicle assets.

SALARY SACRIFICE

We're market leaders

We've been running salary sacrifice car schemes since 2008, and in that time we've built up expertise that's second to none. An effective way of rewarding, retaining and attracting employees, our HMRC compliant Salary Sacrifice car scheme is hassle-free and packed with great benefits.

MULTIPLE FUNDING SOLUTIONS

Every fleet is unique

We have developed a wide range of options that can meet the demands of every business to provide a flexible and efficient solution, tailored to your specific requirements. Our funding options include; contract hire, contract purchase, salary sacrifice, employee car ownership and sale and leaseback.

EXPERT CONSULTANTS

Shaping your fleet strategy

Every business faces its own unique challenges. That's why Zenith's experienced consultants are always on-hand to help our customers navigate the maze of funding options, taxation and legislation.



Proud to sponsor the Outstanding Cost Control Award at the 2018 Fleet News Awards.

Reduce risk, reduce costs and improve service.

Go on, find out more.

Call us **0344 848 9327**
or email **fleet@zenith.co.uk**

ON SALE: MARCH

MERCEDES-BENZ A-CLASS

Fourth-generation A-Class oozes new tech in bid to retain No1 premium spot

By Simon Harris

Around 43,000 A-Class models were registered in the UK in 2017 – more than some premium brands (including Jaguar) registered in total. Is the fourth-generation A-Class, on sale in March with first UK customer deliveries in June, set to strengthen the grip of Mercedes-Benz on the number one premium car spot?

Expect prices to start at around £24,000 for the A 180d at launch, with a lower entry price point to the range coming as more petrol engines are introduced.

ENGINES AND TRANSMISSIONS

The car will launch with a new petrol and diesel engine, with other powertrains joining the range later in the year.

The new A 180d uses a 115PS 1.5-litre diesel (sourced from Renault), which is 6PS more than the outgoing motor, producing 260Nm of torque, and with WLTP figures of 68.9mpg and CO₂ emissions of 108g/km. Available with a sizeable 43-litre tank as standard, or optional 51-litre tank, this engine requires AdBlue.

A new 1.4-litre turbocharged engine powers the A200, producing 163PS and 250Nm of torque, with 53.3mpg on the combined cycle and CO₂ emissions of 120g/km, and will be available with a cylinder shut-off with the 7G-Tronic automatic transmission.

A new 2.0-litre engine in the A 250 will be offered later in the year, with 224PS and 350Nm of torque.

“Intelligent voice control with natural language comprehension is activated by the words ‘hey Mercedes’”

EXTERIOR

The new A-Class is a little larger than its predecessor, with a 30mm longer wheelbase, while the car is also wider. Aerodynamics have been improved, contributing to lower real-world fuel consumption.

Full LED lights are available and, dependent on specification, can change the beam pattern automatically to shield traffic ahead from high beam.



The dashboard display comes in three versions

INTERIOR

Mercedes-Benz claims greater shoulder room inside with an increase of 9mm in the front and 22mm in the rear, increases in elbow room of 35mm and 36mm respectively front and rear, and increases in headroom of 7mm and 8mm.

Luggage capacity has been improved by 29 litres, increasing the minimum capacity to 370 litres – 10 litres greater than a BMW 1 Series and 10 litres short of an Audi A3 Sportback.

Visibility has been improved by slimming the size of the pillar claddings, with Mercedes-Benz claiming a 10% increase.

The dashboard display is available in three versions: with two seven-inch displays, with one seven- and one 10.25-inch or with two 10.25-inch displays.

Ambient lighting in a choice of 64 colours, including illuminated air vents, will be offered as an option.

SAFETY

The new A-Class has improved camera and radar systems allowing it to ‘see’ up to 500m ahead. The A-Class also uses map and navigation data for assistance functions. For example, reducing cruise control-set speed for bends ahead that need to be taken at a lower speed.

It also comes with extended Active Brake Assist as standard. Dependent on the situation, this can help mitigate the consequences of rear-end collisions with slower-moving, stopping or stationary vehicles ahead, and with crossing pedestrians and cyclists, or prevent them altogether.

Attention Assist with adjustable sensitivity, which can warn the driver of inattentiveness and drowsiness, is also included as standard.

Blind Spot Assist is capable of warning of vehicles, including bicycles, in the danger area. For the first time, when at a standstill, it can signal a visual warning in the exterior mirror before the driver climbs out that a vehicle is approaching. If the driver uses the door handle an additional acoustic warning sounds.

Other safety and assistance systems on larger Mercedes-Benz are also offered on the new A-Class.

Enhanced lane keeping technology now operates in the absence of road markings, using navigation data and the proximity of other vehicles.

TECHNOLOGY

A new Mercedes-Benz user interface (MBUX) makes its debut in the new A-Class, including intelligent voice control with natural language comprehension, which is activated by the words “hey Mercedes”.

Mercedes-Benz claims it obeys virtually every command, recognises and understands nearly all sentences around infotainment and vehicle operation. For example, “will the sun be shining tomorrow in Manchester?” is now understood equally as well as “will the weather be fine in Manchester tomorrow?”.

Although compatible with Apple CarPlay and Android Auto, the maker decided to create its own interface to retain greater control over development.

With MBUX, there will also be new ‘Mercedes me’ connect services in 2018. They are integrated into the MBUX display in the vehicle via the Mercedes me tiles.

THINKING CAP



By Martin Ward, manufacturer relationships manager

cap hpi

No apologies if the issue’s column comes over more about me than industry issues. But, believe me, the two are very related.

This week, I celebrate 30 years at Cap HPI. Though I’m not sure ‘celebrate’ is the right word. That’s nearly half my life.

It all started back in February 1988 in Skipton, when a handful of ex-car salesmen decided to take on the world, or at least a certain long-standing guide down in Surrey.

We were regarded by them as not so much a threat, but more a mild form of amusement. The ex-military among them could tell their friends in the clubhouse on a Friday afternoon about these northern country bumpkins who were trying to create, and sell a used car guide – ridiculous!

“We gradually began to make our mark and a name in the industry”

But our northern true grit, determination, maverick attitude and stupidity saw us through many a dark Yorkshire day, when the future really was not that bright.

Many of us stuck at it, including Martin Keighley and Alan Senior. Unfortunately we lost two founding members along the way – John Coates and Wally Hill.

Over the years we hung on in there, came up with new ideas, more innovative ways of doing things, and bit by bit, little by little, we gradually began to make our mark and a name in the industry. It was a long hard slog, and at times very frustrating and depressing, but, after take-overs and buyouts, the investment was there and over the past few years, we have never really looked back.

From those humble beginnings, back in the Old Vicarage up in Skipton, to being owned by a large US company, Solera, you really could not make up this rags to riches story.

Here’s to the next 30 years, though I guess I won’t be on this planet in 2048, let alone still working at Cap HPI...

EV cost savings available to fleets irrespective of size

Adopting a plug-in vehicle could save an SME up to £1,440 a year

Cost savings are a priority for companies of all sizes, and fleet operators who look beyond a vehicle's initial purchase price or monthly rental have the potential to save their companies thousands of pounds every year.

However, a recent survey on attitudes towards electric vehicles (EVs) among SMEs commissioned by Go Ultra Low found that, when assessing suitable vehicle options, only 35% of respondents said they consider the wholelife costs of running a vehicle. Those surveyed were not necessarily dedicated fleet managers – often fleet management was just one of their responsibilities.

Overlooking wholelife costs could mean missing out on big savings. By introducing plug-in vehicles SMEs could each save up to £1,440 a year, as the higher initial cost of plug-in vehicles can be more than offset by significant fuel savings, tax benefits, and a potential 70% reduction in service, maintenance and repair (SMR) costs.

Wholelife cost figures available on the Go Ultra Low website (goultralow.com) show

that both the 100% electric Hyundai Ioniq (Ioniq Electric Premium 5dr Auto) and plug-in hybrid (Ioniq 1.6 GDi PHEV Premium 5dr) models benefit from a £120 monthly cost saving compared to the Hyundai i40 (i40 1.7 CRDi Blue Drive Premium 4dr). This adds up to that yearly saving of £1,440. On a fleet of 10 vehicles that's a healthy annual saving of £14,400, or £57,600 over a 48-month contract and 20,000 miles per annum.

When asked whether they would consider plug-in technology if the running costs were significantly lower than petrol or diesel models, the majority (67%) of SME representatives said they would.

The research also found that organisations are more likely to consider ultra-low emission motoring if there is compelling evidence of the benefits from similar-sized businesses. This is a key aim of the 'Go Ultra Low Companies' initiative. Go Ultra Low Companies are made up of public and private sector organisations that already use pure electric and plug-in hybrid vehicles for business purposes or offer them to employees as company cars. The initiative

provides a platform for them to serve as an example for others to follow.

In a survey of the Go Ultra Low Companies membership, the owner of a London-based SME – Imperial Carpets & Flooring – said they were saving about £1,200 a year with an electric Renault Kangoo ZE van compared to their previous diesel equivalent. Because of these savings, the business is expected to go 'all electric' in the next couple of years. In the same survey, Swansea University reported a saving of £8,000 in fuel costs and a 14,000kg reduction in CO₂ emissions with an electric fleet which has clocked up more than 65,000 miles.

Overall, the two recent Go Ultra Low surveys show that businesses using EVs are well on their way to low-emission and low-cost motoring, taking significant numbers onto their fleets and saving large sums.

The 50-plus SMEs that have gained 'Go Ultra Low Company' status demonstrate that you don't have to be a huge corporate entity or fleet manager with decades of experience to make electric vehicle technology work for you.

Surveys show that businesses using EVs can save large sums and reduce fleet emissions



Find out more about how EVs could be right for your fleet at www.goultralow.com/fleet and become a Go Ultra Low company at www.goultralow.com/fleet/go-ultra-low-companies.

HYUNDAI i30

Longer, lower and sleeker: Fastback has more user-chooser appeal than hatchback



Tapering roofline gives the Fastback a sleeker appearance

By Simon Harris

Hyundai has just launched the fourth variant in the latest i30 range, and it is perhaps the most interesting, if not the most obviously understandable. The i30 hatchback range was launched this time last year, with the estate arriving in the summer, and hot-hatch i30 N in the autumn.

The Fastback is a five-door, but with an elegant coupé-like profile. If you imagine an Audi A5 Sportback downsized slightly and with framed doors, you won't be far off.

It's already on sale, and is currently offered with a choice of 120PS 1.0 T-GDI or 140PS 1.4 T-GDI petrol engines, the latter offered with a seven-speed dual-clutch automatic transmission option.

Diesel will come later in the year, but for now it's unknown whether the Fastback will have both 136PS and 110PS versions of the 1.6 CRDi engine, although the higher-power motor is a near certainty.

Hyundai believes the best-selling derivative will be the 1.0 T-GDI SE Nav tested here.

The Fastback design is more than a new tailgate. The car is 115mm longer than the hatchback, and 30mm lower. The suspension settings are also 15% stiffer.

Clearly more alluring than a standard hatchback, and promising a more engaging drive, you might be forgiven for wondering why Hyundai chose to launch the hatchback version at all.

Certainly not for the boot space; the Fastback's is 55 litres bigger with the rear seats in place at 450 litres, and a similar amount higher up to roof height with them folded.

The cabin is broadly similar to other versions of the car, but this slightly more upmarket variant (there's a £500 premium over the hatchback) is offered with a unique colour option – merlot red.

The first signs of compromise to style can be found when sitting in the rear, as the lower, tapering roofline results in slightly less rear headroom.

But for people who don't carry adults in the back regularly,

COSTS

| | |
|---------------------------------|----------------|
| P11D price | £20,090 |
| BIK tax band (2016/17) | 23% |
| Annual BIK tax (20%/40%) | £924/£1,848 |
| Class 1A NIC | £638 |
| Annual VED | £160 then £140 |
| RV (4yr/80k) | £4,725/24% |
| Fuel cost (ppm) | 10.10 |
| AFR (ppm) | 11 |
| Running cost (4yr/80k) | 32.71ppm |

SPEC

| | |
|--|---------|
| Power (PS)/torque (Nm) | 120/126 |
| CO₂ emissions (g/km) | 120 |
| Top speed (mph) | 117 |
| 0-62mph (sec) | 11.5 |
| Fuel efficiency (mpg) | 54.3 |

KEY RIVAL

| |
|---|
| Mazda 3 Fastback 2.0 120 SE-L Nav |
| P11D price £20,080 |
| BIK tax band (2016/17) 22% |
| Annual BIK tax (20%/40%)
£884/£1,767 |
| Class 1A NIC £610 |
| Annual VED £160 then £140 |
| RV (4yr/80k) £5,125/26% |
| Fuel cost (ppm) 9.9 |
| AFR (ppm) 14 |
| Running cost (4yr/80k) 32.60ppm |
| <i>Running cost data supplied by
KeeResources (4yr/80k)</i> |



Ride feels a little firmer than in the hatchback

it might well seem to be a price worth paying for the car's sleeker appearance.

On the road, the ride does feel a little firmer than in the hatchback, but it's not unduly harsh. Both the three-cylinder 1.0-litre engine and the four-cylinder 1.4-litre offer excellent refinement, with the latter having an edge.

Performance is rather stronger for the 1.4-litre, too, but the penalty for drivers is a higher benefit-in-kind tax band – 129g/km for the manual and 125g/km for the DCT.

The 1.0-litre's 120g/km seems reasonable for 120PS, but the Mazda 3's normally aspirated 2.0-litre engine achieves 119g/km.

With elegant styling, the Fastback has more user-chooser appeal than the standard i30 hatchback, but at this point in the Hyundai timeline, it's doubtful that too many company car drivers would actually decide they want one over other mainstream models or an equivalent car with a premium badge.



The Honda Civic diesel claims impressive fuel consumption figures of 80.7mpg

1.6 I-DTEC SR

HONDA CIVIC DIESEL

Diesel version expected to strike the right economy notes with fleets

By Matt de Prez

When Honda launched the new Civic last year with its brilliant turbocharged petrol engines we questioned whether a diesel version was really necessary. It turns out it was. Despite the recent negativity surrounding the fuel there is still a strong demand for it, especially from high-mileage fleet drivers.

Honda expects more than two-thirds of diesel Civics will be sold to fleets, although the model will only account for 30% of total sales.

Under the bonnet is an extensively re-worked version of the 1.6-litre i-Dtec engine used in the previous Civic. It gets new materials, a new turbo and a new exhaust filter.

The enhancements give it lower emissions, better fuel economy and higher performance.

It is also one of the first diesels to be officially tested through the new Real Driving Emission (RDE Step 1) procedure, which measures pollutants such as NOx during on-road driving cycles.

CO₂ emissions are rated at 93g/km and its official combined fuel economy is an impressive 80.7mpg, giving it an advantage over rivals such as the Volkswagen Golf and Ford Focus.

There is typical diesel chatter when the car is started but for overall refinement, the 1.6-litre unit is certainly one of the better diesel engines in the sector.

It performs well with 300Nm of torque available from 2,000rpm and, when combined with the Civic's excellent chassis, the driving experience is positive.

The car can accelerate from 0-62mph in 10.5 seconds, so it's a tad faster than the 1.0-litre petrol off the mark. While the diesel lacks the petrol engine's desire to rev, it does provide a more relaxed drive.

Our short European test drive didn't give us the opportunity to put the mpg claims to the test so we'll have to wait until the car is available in the UK to pass verdict on that.

Based on Honda's official figures, the diesel's improved economy means it will use around £2,500 less fuel over

COSTS

| | |
|-------------------------------|----------------|
| P11D price | £21,890 |
| BIK tax band (2017/18) | 20% |
| Annual BIK tax (20%) | £876 |
| Class 1A NIC | £604 |
| Annual VED | £120 then £140 |
| RV (4yr/80k) | £5,550 |
| Fuel cost (ppm) | 6.95 |
| AFR (ppm) | 9 |
| Running cost (4yr/80k) | 30.65ppm |

SPEC

| | |
|--|---------|
| Power (PS)/torque (Nm) | 120/300 |
| CO₂ emissions (g/km) | 93 |
| Top speed (mph) | 125 |
| 0-62mph (sec) | 10.5 |
| Fuel efficiency (mpg) | 80.7 |

KEY RIVAL

| |
|---|
| Volkswagen Golf 1.6 TDI 115 SE Nav |
| P11D price: £22,335 |
| BIK tax band (2017/18) 23% |
| Annual BIK tax (20%) £1,027 |
| Class 1A NIC £709 |
| Annual VED £140 then £140 |
| RV (4yr/80k) £6,275 |
| Fuel cost (ppm) 8.14 |
| AFR (ppm) 9 |
| Running cost (4yr/80k) 31.51ppm |

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



New materials feature among the enhancements

80,000 miles. However, this calculation is based on current fuel prices and does not account for driving style.

The diesel Civic costs £1,300 more than the 1.0-litre petrol equivalent and is available in three trims: SE, SR and EX.

Prices start at £20,220 for the SE, which features Honda Sensing active safety systems, automatic headlights and wipers, and front and rear parking sensors.

The mid-spec SR grade costs £22,065 and adds sat-nav, privacy glass and a reversing camera.

EX models benefit from adaptive dampers, a sunroof and heated front seats.

Company car drivers will pay £76 per month in benefit-in-kind tax for the SR, saving around £30 per year over a petrol version.

While we found the petrol Civic very impressive during our six-month long-term test, the diesel version calls for little compromise. The performance of the two engines is similar and there is little difference in refinement owing to the three-cylinder petrol's rorty engine note.

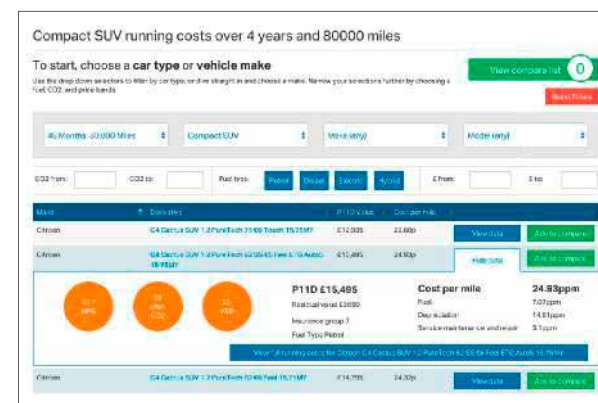
Given the work Honda has done to future-proof the car against real-world emissions regulations and the cost savings associated with the oil burner, it seems a no brainer to opt for the diesel as a high mileage fleet user.

Don't gamble with your car running costs

Our new and improved car running cost calculator lets you search for and compare every new car on the UK market today.



- Filter by car type, fuel type, and price
- Choose your operating cycle
- At-a-glance running costs
- Quick and clear comparisons



Start comparing cars now at
fleetnews.co.uk/runningcosts

Advertisement feature

Health and safety takes the front seat again in driver risk

By David Richards, head of marketing, DriveTech



Remember the heady days in 2007/8 when the whole fleet industry was talking about the new Corporate Manslaughter legislation? In the decade since, there has been fewer than 25 successful convictions for corporate

manslaughter... and only one was fleet risk-related.

This was Baldwins Crane Hire, which was convicted in 2015 and fined £700,000 plus costs. The company was found guilty of corporate manslaughter and health and safety offences when one of its employees was killed while driving.

But this conviction has not been the game changer many people thought it would be.

The game fundamentally changed on 1 February 2016; this is the date that the Health and Safety Executive's new sentencing guidelines for health and safety offences came into force.

"Consider whether you have everything in place to keep staff who drive vehicles on your behalf safe, so you're always in control"

These guidelines direct the courts to consider the sentencing of offending organisations with a step-by-step approach, primarily examining culpability, the seriousness of harm risked and the likelihood of harm. In addition, the turnover of the company is now considered.

The evidence is clear. The size of fines has dramatically increased. In 2016, for example, there were 19 fines of £1m or more, compared with three fines of £1m or more in 2015 and none in 2014. To date, the largest H&S fine for road-related risk was Travis Perkins, the builders' merchants, which was fined £2m after a customer was crushed by a company vehicle at its yard in Milton Keynes. To find out more, visit: blmlaw.com/health-and-safety-tracker.

So, as we approach the second anniversary of the new sentencing guidelines, consider whether you have everything in place to keep staff who drive vehicles on your behalf safe, so you're always in control.

DriveTech
Part of the AA

Tel: 01423 876508

Email: tellmemore@drivetech.co.uk

Website: drivetech.co.uk

VOLVO S90

BIK savings merit consideration by user-chooser execs

Drivers with a short commute can effectively use no fuel



By Matt de Prez

It was only a matter of time before Volvo's T8 plug-in hybrid powertrain from the XC90 and XC60 made its way into the S90 saloon, as all three share the same basic platform.

As in the two SUVs, the T8 develops an impressive 407PS as a result of its 2.0-litre four-cylinder petrol engine receiving extra grunt from a turbocharger, supercharger and electric motor.

Emissions-free motoring is easily achievable for a range of between 20-25 miles. We tested the car in the middle of winter and its electric range was hampered by continued use of the heated seats, steering wheel and windscreen.

Still, with a full tank of unleaded, the S90 T8 can cover a realistic range of between 300-350 miles – averaging anywhere from 28-50mpg dependent on how many times you stop to charge.

Longer trips put more reliance on the engine and if there is nowhere to top up the batteries at your destination then expect a painful drop in average fuel consumption.

However, drivers who commute up to 20 miles per day with workplace charging will realise an entirely different experience, effectively using no fuel at all. The S90 T8 can travel at more than 70mph on electric power alone – if you are gentle with the throttle.

The front wheels are driven by the petrol engine through an eight-speed automatic gearbox, while the electric motor sends power to the rear wheels. This means the



The S90 T8 is refined, quiet and luxurious

"S90 T8 can travel at more than 70mph on electric power alone – if you are gentle on throttle"

S90 T8 has all-wheel-drive – useful during the aforementioned winter period, where it tackled ice- and snow-covered roads with ease.

An on-board charger can keep the battery charged, when required, but we found this had a heavy impact on fuel consumption.

Like the rest of the S90 range, the T8 is refined, quiet and luxurious. It doesn't deliver a particularly dynamic drive although we found the optional (£1,500) Active Four-C Chassis with rear air suspension and adaptive dampers gave the car a more nimble feel.

The range-topping Inscription Pro trim adds electrically adjustable heated and ventilated nappa leather seats with a massage function, 20-inch alloy wheels and keyless entry to the S90's already generous specification.

It costs from £57,705 (on the road) which is significantly higher than top-spec versions of its main competitors – the BMW 530e and Mercedes-Benz E350e.

CO₂ emissions of 46g/km, however, mean the 40% taxpayer will only pay around £170 per month in benefit-in-kind (BIK) tax – £26 more than a BMW 530e M Sport driver, a reasonable hike for the extra pace and equipment.

Compared to a diesel-powered S90, the BIK reduction is significant, saving £7,172 over four years (40% taxpayer). As for running costs, the more expensive and more powerful Volvo loses out to both cars by up to 6ppm. The caveat here is that proper utilisation of the hybrid system, on any of these cars, will have a huge impact on actual running costs.

Given its list price, the S90 T8 is not a realistic alternative to a diesel-powered executive saloon, especially for high mileage drivers. Its BIK advantage and performance make it a stellar alternative to the high-performance models company execs usually opt for.

T8 INSCRIPTION PRO

THE RIVALS

- BMW 530e M Sport
- Mercedes-Benz E350e AMG Line Premium+
- Lexus GS450h Premier

P11D PRICE

| | |
|--------|---------|
| 530e | £48,010 |
| E350e | £51,890 |
| GS450h | £53,805 |
| S90 T8 | £57,650 |

CO₂

| | |
|--------|---------|
| 530e | 46g/km |
| S90 T8 | 46g/km |
| E350e | 57g/km |
| GS450h | 141g/km |

MPG & FUEL COSTS

| | |
|--------|-------------------|
| S90 T8 | 141.2mpg/8.10ppm |
| E350e | 113mpg/9.87ppm |
| GS450h | 46.3mpg/11.85ppm |
| 530e | 141.2mpg/12.27ppm |

DEPRECIATION

| | |
|--------|----------|
| 530e | 42.04ppm |
| E350e | 48.05ppm |
| S90 T8 | 52.63ppm |
| GS450h | 53.04ppm |

SMR

| | |
|--------|---------|
| 530e | 6.04ppm |
| S90 T8 | 6.11ppm |
| GS450h | 6.25ppm |
| E350e | 7.47ppm |

RUNNING COSTS

| | |
|--------|----------|
| 530e | 60.35ppm |
| E350e | 65.39ppm |
| S90 T8 | 66.84ppm |
| GS450h | 71.14ppm |

VERDICT

BMW's 5 Series is an almost unbeatable force. Here its plug-in 530e variant triumphs with the lowest running costs in the sector – it is also the best to drive. With a lower standard spec than the others though, prepare to dig deep for options.

Winner: BMW 530e

Running cost: KeeResources (4yr/80k)



14 March 2018

Grosvenor House
Park Lane, London

Over 1350 guests have already booked their seats, so contact us now to secure your attendance at the Fleet News Awards 2018

Only 3 weeks to go
book now to avoid disappointment!

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

Sponsored by



JAGUAR XF 2.0D 180 PORTFOLIO



I'm a big fan of our long-term Jaguar XF, but I've spent more time in it over the past month than I would have liked.

This was mainly down to one morning when a combination of high winds, closed roads, a broken railway crossing and the UK's largest agricultural and machinery show taking place just across from our office meant that my usual one-hour commute instead took three-and-three-quarter hours.

While the weather conditions and other unforeseen circumstances were obviously not the Jaguar's fault, the commute did remind me of an issue with the sat-nav system I'd had about a month earlier.

On that occasion, I was heading home around the M25 when the overhead gantries told me a stretch of the motorway ahead was closed due to an accident.

Unfortunately, the XF's sat-nav didn't seem to know about this and – as there was no traffic build-up – treated it as open and clear.

This meant that as soon as I turned off one junction earlier than I was meant to, all the sat-nav wanted to do was to re-route me back on to the closed motorway.

I'd written this off as a one-off, but a similar event happened on the windy morning last month – this time two lorries had been blown over on the A47 near Wisbech, closing the five-mile stretch entirely.

Google Maps on my phone told me it was closed, but even an hour-and-a half into the road closure the sat-nav continued to say it was open. Even before this I found the traffic information to be unreliable, and this latest incident makes me trust it even less.

The XF has now travelled just more than 8,000 miles and this has meant it has also needed its first AdBlue top-up.

This was straightforward. The filler cap is positioned high up on the passenger side of the boot, and a 10-litre top-up pack (£14 from a local filling station) poured easily and spill-free into it.

Andrew Ryan



Our newest long-term comes in Mystery Blue

SEAT IBIZA

FR 1.0 TSI 115 DSG

This head-turner makes extra £1 seem worthwhile

COSTS

| | |
|-----------------------------|---------|
| P11D price | £17,515 |
| BIK tax band | 20% |
| Annual BIK tax (20%) | £701 |
| Class 1A NIC | £483 |
| Annual VED | £140 |
| RV (4yr/80k) | £5,075 |
| Fuel cost (ppm) | 9.20 |
| AFR (ppm) | 11 |
| Running cost (ppm) | 27.89 |

SPEC

| | |
|--|---------------|
| Engine (cc) | 999 |
| Power (PS) | 115 |
| Torque (Nm) | 200 |
| CO₂ emissions (g/km) | 108 |
| Manufacturer mpg | 60.1 |
| Real-world mpg* | 47.8 (manual) |
| Test mpg | 41.5 |
| Max speed (mph) | 120 |
| 0-62mph (sec) | 9.5 |
| Current mileage | 800 |

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



By Elizabeth Howlett

Seat's fifth-generation Ibiza is the latest car to join our fleet and, finished in Mystery Blue, it is sure to turn some heads. Having already attracted a string of office admirers, I doubt the keys will remain in my possession for long! It was the first small car to be based on Volkswagen's new MQB A0 platform, which now underpins the new Polo. The result sees the Ibiza gain 35mm of passenger legroom and benefit from a 65-litre increase in boot space (355 litres) over the old model.

We chose the 1.0-litre TSI with 115PS as we wanted to sample the seven-speed DSG gearbox. It is only available in the sporty FR trim with this engine, and is priced £17,710.

The three-cylinder unit helps the Ibiza reach 60mph in 9.5 seconds yet promises average fuel economy of 60.1mpg (we're averaging a disappointing 40.1mpg but that's purely on short urban journeys).

With a benefit-in-kind (BIK) tax band of 20%, drivers can indulge in a sportier model without the sting of high company car tax. BIK will cost around £58 per month. The less

powerful, similarly priced, Ibiza Xcellence manual costs £1 less.

The FR's standard equipment and greater performance should make the extra £1 seem worthwhile as it has sat-nav, 17-inch alloy wheels, a twin exhaust, digital radio and Seat Drive Profile, which lets you choose between eco, sport, comfort and individual drive modes.

All models come with autonomous emergency braking as standard, and the Ibiza has received the maximum five-star Euro NCAP safety rating.

We added Vision Pack Plus (£425) which includes front and rear parking sensors with a rear view camera. This feature has come in handy when trying to reverse park into our office's notoriously compact parking spaces. The camera uses the eight-inch infotainment display to line you up perfectly, which should reduce the likelihood of any parking scrapes or 'surprise' bollards.

Combined with adaptive cruise control (£170) to make light work of motorway journeys, winter-friendly full LED headlights (£480), and a Beats audio system (£365) the extras should make traffic jams and parking unusually more enjoyable.

"The extras should make traffic jams and parking unusually more enjoyable"



End

FORD S-MAX

2.0 TDCI 150 TITANIUM AWD

No nasty shocks as our MPV has its first major service



Our S-Max has covered an average of 500 miles a week

COSTS

| | |
|-----------------------------|----------------|
| P11D price | £31,140 |
| BIK tax band | 29% |
| Annual BIK tax (20%) | £1,806 |
| Class 1A NIC | £1,246 |
| Annual VED | £200 then £140 |
| RV (4yr/80k) | £9,450/30% |
| Fuel cost (ppm) | 10.06 |
| AFR (ppm) | 11 |
| Running cost (ppm) | 41.28 |

SPEC

| | |
|--|--------|
| Engine (cc) | 1,997 |
| Power (PS) | 150 |
| Torque (Nm) | 350 |
| CO₂ emissions (g/km) | 139 |
| Manufacturer mpg | 52.3 |
| Real-world mpg* | 42.9 |
| Test mpg | 41.1 |
| Max speed (mph) | 122 |
| 0-62mph (sec) | 12.1 |
| Current mileage | 18,516 |

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

TEST TIMELINE



AT A GLANCE – THE REST OF OUR FLEET



Mazda 6



Skoda Octavia



Renault Koleos

VAUXHALL INSIGNIA GRAND SPORT SRI VX LINE NAV



Our Insignia comes equipped with Apple CarPlay which Apple calls 'the ultimate co-pilot'.

It says: 'CarPlay is a smarter, safer way to use your iPhone in the car. CarPlay takes the things you want to do with your iPhone while driving and puts them on your car's built-in display. You can get directions, make calls, send and receive messages, and listen to music, all in a way that allows you to stay focused on the road.'

When entering the car, my phone automatically connects via Bluetooth to the Insignia in seconds. Done. But if I plug my phone in to charge, it automatically disconnects my phone from the car and activates Apple CarPlay.

This, currently, can only be used by manually unlocking my phone to access its functions. It's very frustrating. I recently received a call while driving but couldn't answer it without finding my phone and unlocking it first which prompted me to look through my CarPlay connectivity options.

It's worth noting that drivers do have the option for CarPlay to function while the phone is locked, which might be useful for some, or to forget the connection completely and stick to the Insignia's perfectly good Bluetooth phone connection and sat-nav which are already built in.

As I don't want to access the majority of my iPhone's functions while on the move (and I also find CarPlay sometimes slow to react) I have chosen the later.

On a recent trip I mistakenly locked the Insignia keys in the boot and the keyless entry wouldn't function.

After a few moments of panic I realised this was because the boot was only caught on the first latch and not fully closed. Once I had pushed it tight shut, the keyless entry was able to recognise the key was in close range and allowed the boot to open.

Phew!
Luke Neal

GARY BATCHELOR

GROUP ROAD RISK MANAGER AT PHS GROUP

Batchelor's involvement in the military gave him a 'moral compass' for life. That compass took him towards a long career in fleet, a path he has never regretted taking

My first memory associated with a car is sitting on my dad's lap, steering his car on the way back from the pub. (It was a long time ago.)

The three vehicles I would like in my garage are a Lambretta, a Vespa and a van to pick up the first two when they break down.

A book I would recommend to others is *Adolf Hitler: My Part in his Downfall* by Spike Milligan.

I want to be remembered as a man who closed the door when he left.

My favourite film is *Nil By Mouth* because the acting is haunting. (The film is Gary Oldman's semi-autobiographical story of a dysfunctional family in south London).

If I were Prime Minister for the day I would give every homeless person shelter so no one has to sleep rough.

The advice I would give my 18-year-old self is to work hard and take opportunities when they arise.

My hobbies and interests include rebuilding Lambrettas and Vespas when they break down.

The most pivotal moment in my life was when I joined the Army. It set my moral compass for life.

My pet hate is poor service through lack of motivation.

First fleet role My first role was as a driver's mate for Wavy Line supermarkets aged 16. On some afternoons I could shunt the trucks onto the loading bays and around the yard. I stay in fleet because I don't think there is a better career choice for diversity and change.

Career goals at PHS Group Honestly, I just want to make transport safer by reducing the risks.

Biggest achievement in business Being awarded the FCILT (Fellow of the Chartered Institute of Logistics and Transport). Early in my career I decided I wanted this award. It took years of hard work and career progression to gain the level of experience and responsibility to enable me to meet the criteria to submit my application.

Biggest career influence My wife because she always supports me in my choices, even the not-so-good ones.

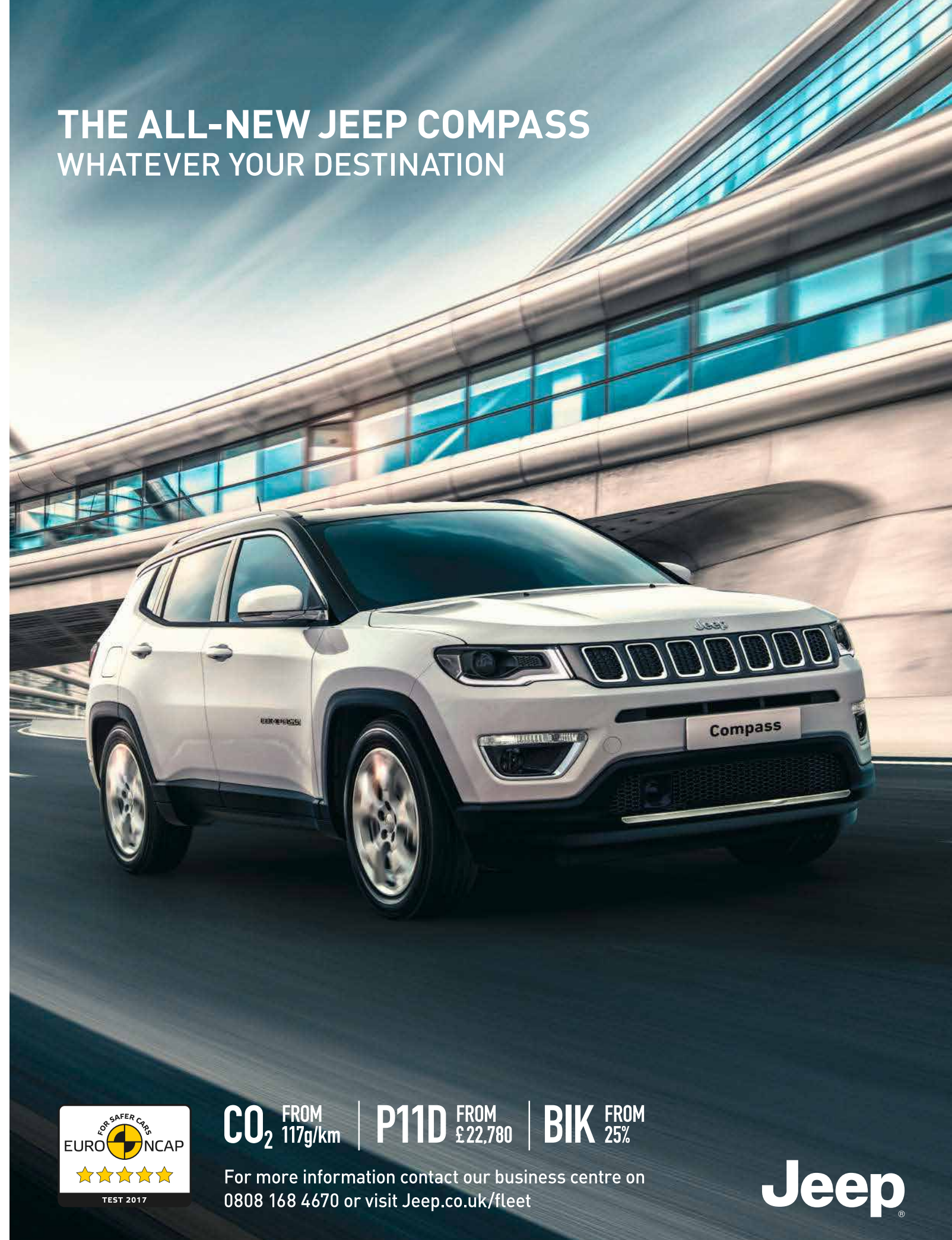
Biggest mistake in business Taking back haul rates that were below the running costs just to get the trucks home. I learned the hard way that you must diversify, look at all options and reduce costs quickly in leaner times.

Leadership style I try to be consistent in my approach, always honest and willing to look at different points of view.

If I wasn't in fleet I wouldn't do anything else, but, if pushed, I would be a classic scooter mechanic.

Childhood ambition I wanted to serve my country and follow in my father's, grandfather's and great grandfather's footsteps.

Most memorable driver moment Taking a tractor unit and trailer to Holland for the first time and breaking down. I had no phone, no map and no breakdown cover (it turned out). I had to acquire an airline off a nearby French truck in the middle of night to get home.

THE ALL-NEW JEEP COMPASS
WHATEVER YOUR DESTINATIONCO₂ FROM 117g/km

P11D FROM £22,780

BIK FROM 25%

For more information contact our business centre on 0808 168 4670 or visit Jeep.co.uk/fleet

Jeep®

Next issue: Neil Hodson, CEO, Aston Barclay

WHATCAR?
CAR OF THE YEAR 2018
Best family car
less than £18,000



seat.co.uk/fleet/leon

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

The Leon SE Dynamic Technology

Book your 4-day Test Drive at
seat.co.uk/4daytestdrive or
call 0800 464 0405



SEAT FOR BUSINESS.

- CO₂ from: 106g/km
- BIK from: 22%
- P11D from: £17,240
- Monthly total cost of ownership from: £466.30*



Official fuel consumption for the SEAT Leon SE Dynamic Technology 1.2 TSI 110PS in mpg (litres per 100km): urban 45.6 (6.2); extra-urban 65.7 (4.3); combined 56.5 (5.0). CO₂ emissions 116g/km. Standard EU Test figures for comparative purposes and may not reflect real driving results. Leon 1.2 TSI SE Dynamic Technology Winner of WhatCar? Car of the Year, Best Family Car less than £18,000. Model shown £18,550 OTR. Business users only. *Source: CAP, November 2017 data for the SEAT Leon SE Dynamic Technology 1.2 TSI 110PS on a 36-month/60,000-mile agreement. Excludes fuel costs and metallic paint. T&Cs apply.