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Start planning your choice list policies to respond to the introduction of new emissions testing regimes

WLTP uncertainty is 'nightmare' for fleet decision-makers

Vehicles 'disappearing' off price lists while they get re-tested and future tax implications are unclear

By Gareth Roberts

Fleets are extending leases and turning to short-term hire in an effort to combat problems ordering vehicles due to the new emissions testing regime.

The situation has been described as a "nightmare", with fleets saying cars are disappearing off price lists, while others are subject to extended delivery times thanks to a backlog of orders.

All cars are being transitioned to the WLTP (Worldwide harmonised Light vehicle Test Procedure), with newly type-approved models subject to the test since last September, while all other new cars must be rehomologated by this September.

WLTP replaced NEDC (New European Drive Cycle), which had been criticised for failing to represent real-world fuel consumption.

Val South, GB fleet manager for Xerox, told *Fleet News*: "You can't order cars from some manufacturers, because they've taken them off the quoting system while they undergo the test."

South said it was causing a backlog of orders, while she is also having to deal with complaints from company car drivers facing a choice list that was offering 100 cars one month, but only 10 the next.

"We're having to extend leases beyond their normal replacement date, which could have an on-cost if you're running high mileage, older cars," she said.

South has also advised employees that if they wait for cars to come back on the choice list they must be prepared for the possibility that the amount of tax they pay could go up if the vehicle's CO₂ emissions rise as a result of the new test.

Those that have already placed orders have also been given the option to cancel at no cost, she said.

Paul Tate, commodity manager at Siemens, which has a fleet of 5,000 cars and vans, has also been impacted by vehicle availability due to WLTP.

He said: "It's a nightmare. Vehicles are disappearing from our rate books and there are no replacements."

Another fleet manager, who preferred to remain anonymous, told *Fleet News* that he was also struggling to order cars to fit his fleet policy and was putting replacement vehicles on hold.

He said: "We have reverted to taking whatever sensible long-term daily rental car or mini-lease is available to fill our car requirements until WLTP sorts itself out and we can review our car policy.

We anticipate this may take until spring/summer next year to conclude."

The Government has announced that WLTP CO₂ figures will not apply to first-year vehicle excise duty (VED) and company car tax until April 2020.

However, it is not expected to reveal how it will help fleets mitigate the expected increase in CO₂ from the new test until the Budget in November.

In the meantime, fleets are seeing vehicles that have undergone the new test being given a new 'NEDC-correlated' value that is, on average, 10% higher, putting some cars into higher benefit-in-kind (BIK) tax brackets (*Fleet News*, June 14).

Arval told *Fleet News* that it has seen some large fleets extending lease contracts, because of the uncertainty that surrounds the impact of WLTP on company car taxation.

Shaun Sadlier, head of consultancy at Arval, said: "We have seen new fleet car registrations start to tail off and, while it is probable some of that is due to the economic slowdown and market uncertainty, some of it will also be due to deferred vehicle replacement."

Paul Hyne, chief financial officer at the leasing firm, says the switch away from diesel towards petrol, hybrids and, to a lesser extent, electric vehicles (EVs) will also have played its part.

He added: "What is complicating this picture is



"Vehicles are disappearing from our rate books and there are no replacements"

Paul Tate, Siemens



that the delays in fulfilling orders means cars ordered under NEDC figures may end up being built as NEDC-correlated vehicles, potentially impacting on the tax that drivers and their employers ultimately pay.

"This makes it difficult for businesses to make fully informed decisions."

"Adding to this confusion is the fact that the information being supplied by some manufacturers is patchy, both on delivery times and NEDC implications."

"This, in turn, means it is difficult for us to manage customer expectations in some cases. We would very much like to see greater clarity."

However, Hyne said: "It is important to put this in perspective. A majority of fleet vehicles remain available on what we consider normal lead times and, for some, availability is currently very good."

Shaun Barritt, group chief executive officer at Grosvenor Leasing, agreed that, if the vehicle is in production, lead times remain unaffected.

"The real issue is the number of manufacturers ceasing production on current models, while new more WLTP-compliant models find their way into the market," he said.

"We have experienced problems with ordering hybrid vehicles as some manufacturers have stopped production on these derivatives until further notice. This has not been the case with pure electric vehicles."

The lack of clarity around diesel, WLTP and CO₂ on BIK risks damaging corporate confidence in company vehicles, which Tim Buchan, Zenith's chief

executive officer, says "will be bad for all of us".

He is predicting limited availability of some vehicles in the last quarter. "We need clarity on BIK in the Budget," he said.

Manufacturers, for their part, have attempted to play down the issue, but Volkswagen admitted earlier this month that its main factory in Wolfsburg, Germany, faces temporary shutdowns later this year, owing to the new emissions test.

It is planning "closure days" to prevent a build-up of vehicles that have yet to be approved for sale.

The manufacturer says it does not have enough testing equipment to cope and fears a backlog of cars will ensue.

At a meeting with unions, chief executive Herbert Diess admitted that meeting the new requirements and getting new cars approved for sale was proving a challenge.

"We will only build vehicles after the works holiday that fulfil the new standards," Diess told staff. "The deliveries will take place gradually as soon as the necessary approvals are there, but many vehicles will have to be warehoused."

"To make sure their numbers don't become too large, we will have to plan closure days through the end of September."

Franchised dealers report that Volkswagen and Audi are facing the biggest challenge, with one reporting that its volumes will drop by thousands of cars this year due to the pause in production.

Chris Lovegrove, total cost of ownership manager at Fiat Chrysler Automobiles (FCA), told *Fleet News* he expected to see "only a temporary

delay on some vehicles", because the new WLTP regulations were released late, and all the testing stations were full.

Meanwhile, Rob East, head of fleet at Mercedes-Benz, did not expect to see any issues with lead times, but admitted there was "a lot of uncertainty" in the market and vowed to work with customers.

However, he said: "I think we will see fleets adjusting their policy to suit changes in the market."

John Hargreaves, head of fleet and remarketing at Kia, believes WLTP's impact could also force Government to review CO₂ thresholds.

The main rate capital allowance threshold and lease rental restriction both fell from 130g/km to 110g/km from April.

Meanwhile, the 100% first-year allowance threshold reduced from 75g/km to 50g/km from the same date, with the allowance applicable until March 31, 2021.

Hargreaves said: "If there is a substantial increase in CO₂ when WLTP stats are used, there will be a lot of pressure on the Government to change some of the thresholds otherwise you are going to have fleet policies that are decimated."

Furthermore, uncertainty could force some employees to abandon company cars in favour of cash, according to Neil Hunter, head of corporate sales north at Peugeot Citroën and DS Fleet.

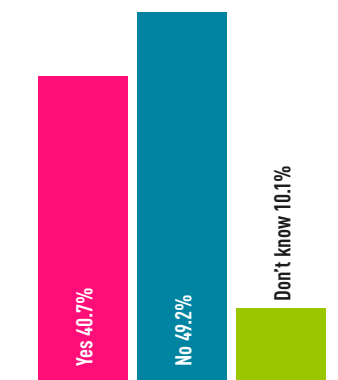
He said: "I think all we can really do is wait and see what the outcome is."

■ For more from Val South on managing Xerox's fleet, see page 24.

FLEET FACTS AND FIGURES

OPINION POLL

Do you think your fleet policy meets the needs of your employees?



FleetNews view:

The results of our poll suggest that the majority of fleet policies are failing to meet company car drivers' expectations. Our view is fleet decision-makers should regularly review fleet policies to ensure they meet both the needs of the employer as well as the employee.

This week's poll: Is your organisation considering removing company cars in favour of cash, regardless of whether job-need or perk?
fleetnews.co.uk/polls

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Leeds revises CAZ proposals in response to business concerns

Boundaries shrink, while Birmingham reveals its CAZ will charge cars and vans

By Gareth Roberts

Plans for a clean air zone in Leeds have been revised after the city council listened to the concerns of businesses and fleet operators.

Fleet decision-makers, leasing companies and industry representatives met Leeds City Council to discuss proposed regulations to tackle air quality issues earlier this year.

The air quality roundtable, jointly hosted by British Vehicle Rental and Leasing Association, Energy Saving Trust, ACFO and *Fleet News*, raised a number of points that the council promised to take into consideration (fleetnews.co.uk, February 9).

Now, after receiving almost 9,000 responses to the first phase of consultation, the council has revised its plans.

They include a new, smaller charging zone to lessen the economic impact on businesses.

Furthermore, daily charges have been changed after feedback from the initial consultation suggested a charge of £100 was too high.

The council is proposing a charge for buses, coaches and HGVs of £50 a day and a charge of £12.50 a day for taxi and private hire vehicles, which do not meet the latest emission standards.

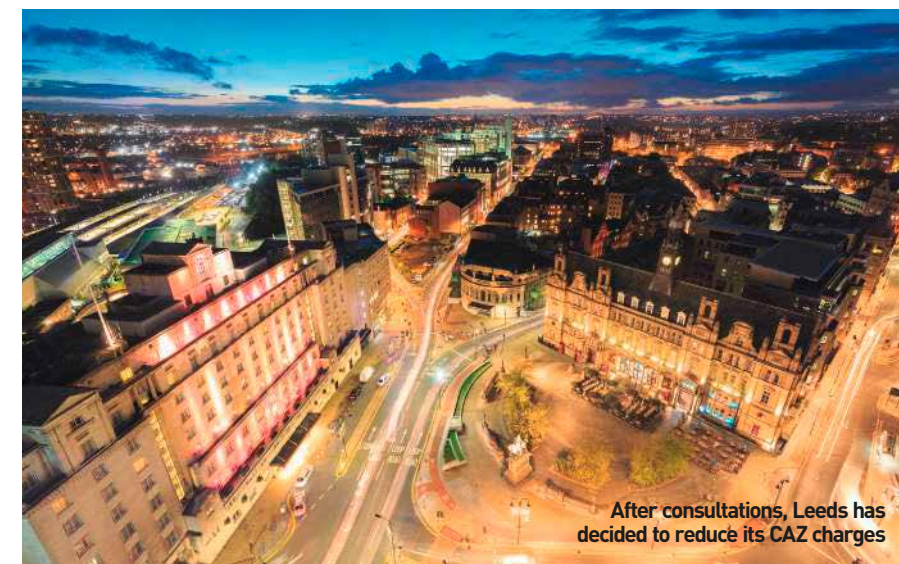
The zone remains Class B, which means car and van users will be unaffected.

Councillor James Lewis, Leeds City Council executive board member for resources and sustainability, said: "The feedback we received in the first part of the consultation has been vital in helping us further shape the direction for the business case - including re-looking at lower charges, and a smaller boundary."

Lorna McAtear, head of supply and internal accounts at the UK's biggest fleet, Royal Mail, who attended the air quality roundtable, welcomed the changes.

"The latest plans are still going to hit many operators, but we need more councils like Leeds to listen to the views of the businesses within their areas and work with them to minimise the impact of any decisions," McAtear said.

"Commercial fleet operators, in particular, are



After consultations, Leeds has decided to reduce its CAZ charges

feeling vulnerable and penalised when there are few vehicle alternatives out there, retro-fits are untested and EV doesn't really exist in that specialist arena. The lifecycle of HGVs also makes the cost of transitioning early prohibitive. "We need more clarity from the UK Government, in a timely fashion, to allow fleets to adapt. Charging mechanisms need to be one system nationally and a last resort, not a first."

Birmingham has also set out its plans for a clean air zone covering the area inside its Middle Ring Road - smaller than the city-wide zone that had been feared by fleets operating within the centre of the city.

As with Leeds, an air quality debate hosted by Birmingham City Council and organised by the same bodies as Leeds was held earlier this year (fleetnews.co.uk, April 10).

Unlike Leeds, the proposals for Birmingham will cover all vehicles, including cars and vans (Class D), which do not meet Euro 6 diesel and Euro 4 petrol emissions standards.

Charges have yet to be decided, but proposals suggest they could range between £6 and £12.50

for cars, vans and taxis, and £50-£100 for HGVs and buses.

Councillor Waseem Zaffar, cabinet member for transport and environment at Birmingham City Council, said: "If your vehicle meets nationally-set engine emissions standards then you will not need to pay anything. This is not about making money, but saving lives."

Specialist emergency service vehicles, such as fire engines and ambulances, could be exempt.

However, the local authority admits that, while modelling shows an improvement in emissions, the new zone is still not expected to meet air quality compliance on NO₂ by 2020.

Both Leeds and Birmingham clean air zone proposals look likely to be approved this week, before going out to further consultation.

Christopher Snelling, head of UK policy at the Freight Transport Association (FTA), said: "We need councils to implement these zones with as much sensitivity to local businesses as possible."

■ To see how air quality plans are progressing across the country, visit our interactive map at fleetnews.co.uk/air-quality-map.

AIR QUALITY AT THE HEART OF SCOTTISH TRANSPORT PLANS

Local authorities in Scotland could be given the power to create and enforce Low Emission Zones under new proposals.

The Transport (Scotland) Bill aims to empower local authorities and establish consistent standards to improve air quality and deliver a more responsive and sustainable transport system.

The Bill also sets out a ban on double parking and parking on pavements, including powers for local authorities to enforce this rule.

Transport minister Humza Yousaf said: "This will help transform our towns and cities into cleaner, more accessible and more pleasant spaces to travel and enjoy."



"Charging zones need to be a last resort"

Lorna McAtear,
Royal Mail

Today's hybrids will not comply with Government's 2040 target

Projected end date for acceptability of internal combustion engine lacks detail

By Gareth Roberts

The Government has defended its target to ban the sale of conventional diesel and petrol vehicles from 2040, after several cities called for them to be outlawed from 2030.

Cross-party leaders, representing around 20 million people from towns and cities across England and Wales, including London, Liverpool, Manchester, Cardiff, Bradford and Bristol, are among those calling on the Government to introduce the ban earlier than planned.

The collective call from councils follows criticism of the 2040 target by Sir Richard Branson. The Virgin founder, who funds a team in electric motorsport Formula E, says the deadline should be brought forward to 2025, in line with some other European countries.

The Scottish Government has pledged to phase out sales of new diesel and petrol cars by 2032.

However, roads minister Jesse Norman says 2040 is a "sensible compromise".

"If you look at it overall we're about as far advanced as almost any government in the world," he said.

Detail has been lacking about what the 2040 deadline will mean for fleet decision-makers and drivers. The Government says it hopes to



publish further information in its Road to Zero strategy in the coming weeks.

But, fresh doubt has been cast on what the 2040 target actually means. When the plan was announced last year, the Government suggested that the ban only applied to new vehicles which were not zero-emissions capable.

Business minister Richard Harrington has now told MPs on the Business, Energy and Industrial Strategy Committee that the goal was to achieve "pretty much zero" emission in 2040.

Richard Bruce, director of energy, technology and innovation at the Department for Transport (DfT), who was giving evidence to MPs alongside Harrington, explained that by 2040, all new cars will be "effectively" zero. "It means as close to zero as we can get," he said.

"There may be scope in certain niche areas for internal combustion engines to persist if they are much more efficient."

At the time of last year's announcement, it was understood that hybrid technology, where a small petrol or diesel engine is combined with an electric powertrain, would be exempt.

However, Bruce said: "At the moment, the current hybrid technology would certainly not apply. It would not be appropriate, because it has comparatively short ranges before the engine kicks in and most of the driving is using the internal combustion engine."

A leak ahead of the publication of the Road to Zero strategy suggests that the Government would ban from sale in 2040 any new cars incapable of travelling more than 50 miles using just electric power.

As a result, today's volume-selling hybrid cars

such as the Toyota Prius and Mitsubishi Outlander PHEV – which cover around 30 miles on electric only – would not qualify.

Bruce continued: "The approach to 2040 is not to pick technologies. It is to talk about the outcomes you want."

"In order to be consistent with the Government's legally-binding carbon ambitions, we basically need every vehicle to be effectively zero-emission by 2040."

"What that means practically is with a significant zero-emission capability, but it is 22 years away so it would be a bit premature to pick individual technologies now, because we are talking about three product cycles for the car industry and maybe two engine cycles."

"What we are trying to do is give clarity to the industry about the expectations in terms of the outputs or the outcomes. We are not saying 'this technology, but not that technology'."

The Government also told the committee, which is running an inquiry into electric vehicles, that there will be no interim targets between now and 2040.

Harrington said: "My view is that the 2040 target is it. We expect the industry to move incrementally towards that. Obviously it is our job to monitor that progress."

Committee chairman, Labour MP Rachel Reeves, criticised the Government over the 2040 ban, stating that no guidance on how to meet the ban had been outlined.

She said: "Manufacturers have to make important decisions on technology and investment and need clarity on the meaning of 'effectively zero' and what they will be allowed to sell."



"Manufacturers need clarity on the meaning of 'effectively zero' and what they will be allowed to sell"

Rachel Reeves, Business, Energy and Industrial Strategy Committee

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App will help predict and prevent a third of breakdowns, says The AA

Car Genie for Business will complement new B2B vehicle replacement initiative

By Stephen Briers

The AA is launching two services that aim to reduce fleet downtime and ensure car and van drivers stay mobile at all times.

The first is a B2B replacement vehicle initiative working with a large carmaker (as yet unnamed) which, says The AA, will offer a better experience than the current process.

"Getting a replacement vehicle can be a lengthy and dissatisfying experience for many company drivers," says Jennie Hill, director, business services at The AA.

"If a patrol identifies that the vehicle cannot be repaired at the roadside, we can get you quickly into a like-for-like vehicle within 30-40 minutes of the diagnosis."

The patrol can see vehicle availability and repair capacity of dealerships within the locality on their handheld device. They can scan the driver licence and underwrite the insurance within minutes, before taking the driver to the dealership where the replacement vehicle will be ready for them to drive away.

"We then manage the vehicle off-road process and do the downtime management with the dealer," says Hill, who adds that the system build involved bringing together around 14 suppliers.

"Now, the process is disjointed; this will integrate it and make it visible for the customer, the patrol and the dealer."

While the vehicle replacement service helps to ensure drivers remain mobile with minimum delay, The AA also believes it can prevent up to a third of breakdowns even reaching this stage with a new predictive diagnostics platform.

Preventative maintenance systems are not new; other companies already offer their own real-time diagnostics solutions, including leasing companies and telematics suppliers.

Where The AA believes its product differs, though, is in the extensive trials and amount of data analysed, which has resulted in a greater level of intelligence into the likelihood of a fault code leading to a breakdown.

This is key, according to The AA. It has undergone almost two-and-a-half years of testing with 10,500 vehicles to work out what action to take when data is received, ranging from no action to instant contact with the driver.

The programme also sought to identify how drivers would respond to an email, text or phone call from The AA saying 'your vehicle has a problem, can we visit?'

"Trust is key and people do trust us," said Hill. "This isn't the issue; the issue is whether the customer will actually do something about it (once informed)."



"If a patrol identifies that the vehicle cannot be repaired at the roadside, we can get you quickly into a like-for-like vehicle"

Jennie Hill, The AA

The trial identified that fault codes are issued regularly and, in isolation, are not necessarily a reason to contact the customer. The trick is to understand code combinations and the probability of them leading to a failure.

During the trial, and in full knowledge of the drivers involved, The AA monitored fault code activity, but did nothing. This enabled it to identify which combinations resulted in a breakdown and how long it took before the breakdown occurred. In some cases, fault codes simply went away of their own accord.

"The trial was about understanding how we use the data and when is the right time to contact the customer," said Hill. "What we have from a data point of view is unique. We believe we can predict and prevent up to a third of breakdowns."

The AA device, called Car Genie, was launched to private drivers last year but the business version (Car Genie For Business) will not be available until the end of this year.

It can be self-installed, plugging into a car's on-board diagnostics port.

This enables it to read the diagnostics system in real-time and broadcast the information to the Car Genie app, which is available on both iOS and Android.

The interface has been designed for fleets, incorporating management information to give them visibility and control over their vehicles. It also acts as a conventional telematics system, providing information on driving behaviour.

Car Genie has been made possible by the onset of vehicle connectivity as it opens up the vehicle diagnostics to third party analysis. The next step depends on resolving the thorny issue of who owns the customer and vehicle data.

The AA believes the fleet and the individual should be in control. In this situation, it will be able to message the customer to say their car is likely to break down within the next couple of days, it will supply a replacement, take the car away to fix and return it later that day.

"We will do this in conjunction with the industry – we aren't a fleet management company or a car company; we will work with leasing companies, rental companies and car companies," says Hill. "The service can be white-labelled or AA branded – it doesn't matter."

"What's important is we are preventing them from breaking down at the side of the road – we pre-empt it and fix the car at their convenience."



After a thorough two-and-a-half year trial this self-installed app is set to roll out to fleets

Government backs off interfering in data-share debate on mobility

Tech company boss says MaaS success reliant on a competitive marketplace

By Gareth Roberts

The Government says it will not intervene in the provision of mobility services, in response to being warned it must show political leadership if mobility is to succeed in the UK.

Instead, it wants to allow mobility markets to develop before deciding whether it needs to legislate, with the private sector and local transport providers taking the lead.

Roads minister Jesse Norman told MPs on the Transport Select Committee (TSC): "The state can have a role. We just need to see how it [the market] is going to operate."

Mobility experts have previously told MPs on the TSC, which is conducting an inquiry into Mobility as a Service (MaaS), that public transport operators, taxi companies, car clubs, bike share services and even carmakers, should be obliged to make their data accessible to mobility service providers (fleetnews.co.uk, May 11).

However, Norman, who has responsibility for the future of mobility and MaaS at the Department for Transport (DfT), disagrees.

He said: "If data is a really crucial part of the launch profile of a service, nationalising their data may not be a clever way of encouraging innovation."

He admitted that it was something the DfT would need to look at, but added: "The data will have been acquired through legitimate legal trading by private companies building up an advantage in a competitive way in many cases."

"Government should think very hard about what potentially amounts to expropriating data that they may have, or making it available to others who will not have paid for it."

Norman also disputed whether there was a role for Government to get directly involved in the provision of mobility services.

"The department [for Transport] is already happy to review and support forms of innovation where they take place," he said. "But I do not think we will be in the market for erecting public sector alternatives to things that the private sector may already be doing, and that are in the very early stages of technology and commercial development."

An area where Norman believes MaaS has the potential to develop is the corporate market, especially to the extent to which it could act as a substitute for the company car.

On the freight side, he said that the Government was looking at the whole question of how to manage the last mile. "You can absolutely imagine how MaaS for freight might cause you to put your package in something that carries it from point to point, and then an e-biker picks it up from a distribution centre and distributes it locally," said Norman.



"Nationalising their data may not be a clever way of encouraging innovation"

Jess Norman, DfT

"Fleet and freight operators have high amounts of buying power and you would expect them to be early sources of conversation with a MaaS provider."

The Here Mobility company is targeting both private and corporate users with its new Mobility Marketplace platform, which was launched at London Tech Week (fleetnews.co.uk, June 11).

Speaking to *Fleet News* at the technology show, head of mobility Liad Itzhak said he wanted to "democratise" the mobility market and make it more competitive.

He believes the current mobility offering is too one-dimensional, dominated by single service providers. "The mobility market is getting more and more concentrated and monopolised by a few players," said Itzhak, highlighting the likes of Uber and Lyft. "Not only do they not solve the efficiency of people movement, they add to the problem."

Itzhak used the example of New York, where there had traditionally been around 20,000 taxis, but now has in the region of 80,000 private hire vehicles thanks to the growth in Uber and Lyft.

"That's a mess, but that's what we're facing," said Itzhak. "We don't have a variety of services in the mobility space."

To combat the problem, Here Mobility launched a global open mobility marketplace in January at Las Vegas's Consumer Electronics Show.

In less than five months, the mobility platform has gained coverage in 120 cities in Europe, the US and Latin America, and more than 150 transport suppliers have already joined the platform.

He said: "They understand that if they don't adopt this idea of an open mobility marketplace, the future will be a monopolised market and they won't have any place in it."

An additional 100-plus cities are expected to open by the end of the year.

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Ever-increasing connectivity puts more emphasis on better data use

Telematics giant has team of scientists working to harness the power of data

By Gareth Roberts

Masternaut has launched a new strategy to concentrate on software rather than hardware, as the fleet industry becomes increasingly data-focused.

The company believes that the future of telematics is about transforming fleet operations by harnessing the power of data.

Currently, it says that less than 2% of the information it is capturing on its telematics devices is being utilised by fleets. But, with increasing connectivity and a shift from pen and paper to digital, it thinks there is an opportunity to leverage data to a much greater effect.

A report released earlier this year suggested the global market for connected cars is expected to grow 270% by 2022.

The findings, from Counterpoint Research's Internet of Things Tracker service, said major European economies, including Germany, France and the UK, are expected to hit nearly 100% connected car penetration by 2020.

The penetration rate for connected vehicles in

the UK currently stands at 31% for cars and 20% for commercial vehicles.

Masternaut thinks that will increase to 80% by 2025, thanks to eCall, which automatically contacts the emergency services in the event of an accident, being mandated in new cars and vans since April.

Dhruv Parekh, Masternaut CEO, said: "In the past 10 years, we have seen lots of technology get deployed in the vehicle to the extent that many of our customers are now overwhelmed by the number of systems they need to log into to keep track of their operations."

In the next 10 years, Parekh expects further consolidation in the market, leaving just a handful of players to provide a very different service.

He explained: "Rather than just providing technology to help you do what you do today a little bit better, [they'll] start providing you with technology to help you transform your operations."

In preparation, Masternaut has invested in Catalytix, a team of data scientists, analysts and former management consultants, aiming to drive fleet efficiencies through the power of analytics.

"We have undergone a major restructure over the past three years, investing millions into product development, customer success, leadership teams and IT infrastructure to ensure we are able to deliver best-in-class technologies, excellence in customer service and market-leading capabilities in harnessing the transformative power of data," said Parekh.

The team has access to data from a fleet of 250,000 vehicles, which in 2017 produced 100 billion data points.

The data being generated is already being used by the team to identify accident black spots in the UK, by examining harsh braking data.

Big data, according to Parekh, could also help

organisations choose the right vehicle for the job by allowing fleets to see what good looks like.

The team of scientists took 22 different data points from each of the 250,000 connected vehicles and fed them into a machine-learning algorithm – a form of artificial intelligence – and asked it to figure out what drives mpg.

"The algorithm clustered all of the vehicles into seven different driving patterns that affected mpg," said Parekh.

This, he explained, could allow a fleet to match a vehicle type with a driving pattern seen in the data to see which model proves most cost-effective.

"There are pretty exciting things we believe we can extract from the data," said Parekh.

There are already plans to launch a CO₂-reporting tool in quarter three, which will benchmark an individual vehicle's real-world performance, taking into account vehicle type, usage, seasonality and particular industry.

Fuel consumption data is taken direct from the CANbus of the vehicle and measured against other vehicles within the Masternaut fleet.

Parekh said: "We have very real-world benchmarks about what mpg should look like by vehicle in terms of great performing fleets."

A decade from now, he predicts there will be the equivalent of an app store for fleet technology providers offering a suite of services.

He explained: "If you think about what Apple did with the app store, in terms of making it easy to buy software, we can see a similar trend from technology companies providing a service store where you can buy everything you need to operate your fleet."

Parekh says this could then provide the opportunity to gain even greater insight from the data of all the different services provided, driving further efficiencies for fleet decision-makers.

"There are pretty exciting things we believe we can extract from the data"



Dhruv Parekh, Masternaut



DfT sponsors deeper probes into death crashes

RAC Foundation project will take systematic approach to uncover wider lessons

By Tom Seymour

The RAC Foundation is working on a three-year Department for Transport (DfT) pilot to find new ways of investigating road crashes in a bid to help cut road deaths in the UK.

While the pilot won't exclusively focus on those driving for work, it will look at whether congestion and the demands of delivery schedules leave at-work drivers feeling as if they have to take risks on the roads.

Government funding of £480,000 will allow the RAC Foundation to work with selected police forces to recruit additional staff to collect and collate collision data, which will then be analysed to identify and understand common patterns that result in death and injury on UK roads.

An RAC Foundation spokesman explained it will take a more systemic approach to investigating incidents, drawing on the example of the

internationally recognised Accident Investigation Branches for Rail, Maritime and Aviation.

He said: "We'll delve behind the headlines and do 'deep-dives' into those crashes where we think there are wider lessons."

"The end point will not be establishing criminal liability – that remains a job for the police – but suggesting interventions that will make a significant impact on the road casualty figures which have remained stubbornly constant for almost a decade now."

He told *Fleet News* that would include investigating whether there are "work practices that, despite all the safeguards put in place by responsible companies, still mean drivers find themselves in dangerous positions".

He added: "Does, for example, worsening congestion and the demands of tight delivery schedules still leave workers feeling as if they have to take risks on the roads?"

In 2016, there were 1,792 reported road deaths in the UK, an increase of 4% compared with 2015, and the highest annual total since 2011. However, there were 44% fewer fatalities in 2016 compared with 2006.

In 2016, there were also 24,101 people seriously injured on Britain's roads.

Road safety charity Brake said that while the DfT's 2016 Road Casualties Report shows that one in three deaths involved a minibus, bus, coach, van or truck, it's hard to know the total for how many incidents involved those driving for work due to variances in police reporting. As a result, the true figure is likely to be a lot higher.

John Pryor, chairman of fleet representative body ACFO, welcomed the launch of the pilot and said that it has been mooted many times over

the years, as the focus on at-work road risk has intensified, but never gained traction until now.

He said: "Any road crash investigation branch function would have to be very clear."

"There are more road crashes than there are incidents involving trains, ships and planes. It would, as is suggested, be hugely reliant on the output from police investigations of road crashes. "How all that information and data is pulled together and conclusions drawn that would assist fleet managers in refining their work-related road safety strategies is the critical question."

He continued: "Existing evidence would suggest that driver error is the reason behind most road crashes. Therefore, the road safety focus must be on measures to try and ensure drivers comply with the law, which ranges from issues such as not speeding to ensuring tyres are road legal."

Currently, information about the perceived causes of road crashes is recorded by police at the time of collisions, for prosecution purposes and to inform statistics, collated and published by the DfT. This information mainly provides basic data including, for example, modal choice of victims, age of victims and time of day.

Ross Moorlock, Brake business development director, told *Fleet News*: "The pilot is long-awaited and much welcomed. However, it is vital that strengthened roads collision investigation provides evidence which actually influences policy change. Data for the sake of data is no use, it must lead to improvements in policy."

"The new approach is not only necessary but is a necessity. Ultimately, it comes down to getting good data and a commitment that the data/evidence will drive policy change."




"It is vital that [data] provides evidence that changes policy"


Ross Moorlock, Brake


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THE BIG PICTURE

By Stephen Briers, editor, *Fleet News*



Clean Air Zone (CAZ) consultations are heating up with the release of a revised proposal from Leeds City Council, which acts on some of the recommendations made by fleets attending our roundtable discussion at the council offices in January.

Meanwhile, Birmingham has published its first public report outlining a 'full-fat' Class D charging zone, which targets all vehicle types. This was widely expected, although councillors downplayed it during our fleet roundtable in March.

"Fleets who were looking to exclude diesel from policy are now thinking again"

Both announcements illustrate why Government delegated responsibility to the regions – they are facing different challenges, which require different solutions. However, the lack of common standards causes problems for fleets.

It's not simply the fact that Leeds is targeting trucks, taxis and buses, while Birmingham has widened the net to catch vans and cars; it's more down to the different costs – Leeds has suggested £50 a day for HGVs, Birmingham £50-£100 (in contrast, Derby is not looking to charge) – and a lack of clarity over signage and payment systems.

Every local authority announcement on CAZ is swiftly followed by a ClientEarth press release either praising or lambasting the council for its (in)actions. Each includes the slightly sinister phrase: "we will now be scrutinising the proposals closely".

Its agenda is to rid the roads of diesel; it isn't interested in any improvements in emissions being made. Yet, testing from Emissions Analytics suggests a growing number of Euro 6 diesels now fall below the Government's air quality target of 40mg of NOx per km.

We understand that fleets who were looking to exclude diesel from policy are now thinking again in light of these results.

YOUR LETTERS

DRIVER EDUCATION

Entitlement to drive comes with obligations

EDITOR'S PICK



Mark Burgess wrote:

Having read 'Call for graduated licence as learner drivers take to the motorways' (fleetnews.co.uk, June 4), as one of the longest serving approved driving instructors on the register and having spent the past 28 years in the fleet/corporate and latterly HSE segment, I may safely state the issue of risk among young drivers is not necessarily lack of experience.

It is not impressed upon provisional licence holders that when they pass the test, the entitlement to drive always comes with obligations.

For many new young drivers, once they have passed the test the obligations are chucked out the window.

This is reflected in the sheer numbers of new drivers who have their entitlements (licence) revoked each month.

I am in favour of graduated driving licences and would include power-to-weight categories, each step up in category requiring an assessment of what should have been learnt and what has been learnt.

Failure at assessment would not entitle next category pass.

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

AIR QUALITY

Petrol and diesel ban 'madness'

Hugh Hatrick wrote:

Having read 'UK cities call for ban on new petrol and diesel car and van sales from 2030' (fleetnews.co.uk, June 16), it's typical rubbish from our failed politicians.

They have caused so much avoidable pollution through poorly planned traffic

systems and an obsession with traffic lights, bus lanes and road narrowing.

Now to make things worse they want to ruin our car industry by stopping the sales of petrol and diesel cars within 12 years.

Ask most people in the street and they'll think this is mad.

EMISSIONS TESTING

Company car tax hike via the backdoor

The Engineer wrote:

Having read 'New correlated CO₂ values push company cars into higher tax bracket' (fleetnews.co.uk, June 18), what am I supposed to do?

I'm being told to order something but half the cars I was interested in have disappeared off the quoting system for who knows how long, presumably undergoing WLTP (Worldwide harmonised Light vehicle Test Procedure) re-evaluation.

One has returned but has jumped 20% – five benefit-in-kind (BIK) tax levels overnight; even something that looks stable now could be retested any time and soar in tax by the time it's delivered.

Would the lease company let me cancel and start again if that happened? I doubt it.

I think we now know, in part, how the Government is going to fund its massive new NHS funding pledges, with backdoor tax rises like this.

Sage and Onion added:

I've put everything on hold until the Budget when, hopefully, we will have some clarity on the future.

I reckon the Chancellor has deliberately withheld the future BIK tax matrix until WLTP tells him how much revenue he will get from company cars.

But I do think he has also got to offer concessions,

because, if BIK continues to rise, then cash offerings and loss of control of CO₂ will ensue, and the fleet sales industry will suffer.

Rosco7010 continued:

The Treasury is well aware of all these issues, but currently only sees the increased revenue as a benefit to them.

They can use the inaccurate media reporting of diesel as a lever to justify increased company car tax BIK.

What the Treasury is ignorant about is the effect of these changes on new car sales. The number of drivers with an option for a cash allowance, (who are) returning the company car is unprecedented in my long career in this industry.

Unfortunately, the Treasury will only take notice when company car tax receipts drop, and by then it will be too late.

For those fortunate to be 40% tax payers, the break-even mileage to have a company car over a cash allowance has significantly lowered.

In one example I saw, it was 12,500 miles per year. But more likely it averages at about 15k miles per year. In all likelihood, we are seeing the end of the company car as a benefit within five years.

NEW MOT RULES

Clarification urgently needed

Maria Cole wrote:

Having read 'Garages are using MOT changes to 'hold motorists to ransom, says MotorEasy' (fleetnews.co.uk, June 5), many businesses with fleets of vehicles are confused and because of the way this has been worded, it leaves a very 'grey area'.

The new DVSA rules need to be re-issued and clearer guidelines set for garages, businesses and the public.

Everyone's perception of many garages is that they are ripping them off already, so there's no need to add fuel to fire.

John4870 added:

This underlines how important it is to find a garage that you trust and to stick with them.

Look for trusted independent recommendations from friends, colleagues, neighbours – and not from a website that a garage pays to join.

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LinkedIn: [UK fleet managers group](https://www.linkedin.com/groups/fleet-managers-group) Twitter: twitter.com/_FleetNews

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ISSN 0953-8526.

Printing: PCP, Telford



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Burning question:
Who would play you in a movie of your life?

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Cary Grant – at least he could pull off

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IN THE HIGH COURT OF JUSTICE
BUSINESS AND PROPERTY COURTS OF ENGLAND AND WALES
COMPANIES COURT (ChD)

CR-2017-009253

IN THE MATTER OF
RIVERSTONE INSURANCE LIMITED
AND
RIVERSTONE INSURANCE (UK) LIMITED
AND
IN THE MATTER OF
THE FINANCIAL SERVICES AND MARKETS ACT 2000
NOTICE

NOTICE IS HEREBY GIVEN that, on 11 May 2018, RiverStone Insurance Limited (the “**Transferor**”) and RiverStone Insurance (UK) Limited (the “**Transferee**”) made an application (the “**Application**”) to the High Court of Justice, Business and Property Courts of England and Wales, Chancery Division of the Companies Court in London (the “**Court**”) pursuant to section 107(1) of the Financial Services and Markets Act 2000 (as amended) (“**FSMA**”) for an Order:

- (1) under section 111 of FSMA sanctioning an insurance business transfer scheme for the transfer to the Transferee of the business (the “**Transferring Business**”) carried on by the Transferor (the “**Scheme**”); and
- (2) making ancillary provision in connection with the Scheme pursuant to section 112 and 112A of FSMA.

A copy of a report on the terms of the Scheme prepared in accordance with section 109 of FSMA, by an Independent Expert, Mr Philip Tiffin of KPMG LLP, whose appointment has been approved by the Prudential Regulation Authority, (the “**Scheme Report**”), a statement setting out the terms of the Scheme and containing a summary of the Scheme Report, and the full Scheme document are available free of charge at www.riltoriuk.co.uk. Supporting documents and any further news about the Scheme will be posted on this website so you may wish to check for updates. You can also request free copies of any of these documents by writing to or telephoning the Transferor using the contact details below.

The Application is due to be heard on 7 September 2018 by a Judge of the Chancery Division of the Companies Court of the High Court at The Rolls Building, Fetter

Lane, London, EC4A 1NL, United Kingdom. If sanctioned by the Court, it is currently proposed that the Scheme will take effect on 28 September 2018.

Any person who claims that he or she may be adversely affected by the carrying out of the Scheme has a right to attend the hearing and express their views either in person or by a legal representative.

Any person who claims that they may be adversely affected by the Scheme but does not intend to attend the hearing may make representations about the Scheme by telephone or in writing to the solicitors named below or the Transferor using the contact details set out below.

Any person who intends to appear at the hearing or make representations by telephone or in writing is requested (but is not obliged) to notify his or her objections as soon as possible and preferably at least five days before the hearing of the Application on 7 September 2018 to the solicitors named below or to the Transferor using the contact details set out below.

If the Scheme is sanctioned by the Court, it will result in the transfer to the Transferee of all the contracts, property, assets and liabilities relating to the Transferring Business; notwithstanding that a person would otherwise be entitled to terminate, modify, acquire or claim an interest or right or to treat an interest or right as terminated or modified in respect thereof. Any such right will only be enforceable to the extent the Order of the Court makes provision to that effect.

28 June 2018

Transferor contact information:

Telephone number: 01273 792007 (or, if resident outside the UK, on +44 01273 792007). Our phone lines are open from 9.30am to 5.30pm Monday to Friday (excluding bank holidays).

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Ref: 166187-0001 (GHFS/LEH)

Solicitors for the Transferor

COMMENT

FLEET OPINION

VEHICLE TAXATION

The route to road charging

By Matthew Oakley

Commenting on our recent report into how fiscal policy can support the uptake of cleaner vehicles, *Fleet News* editor Stephen Briers says Government must “bite the bullet now and start an assessment” of road charging in the UK. I couldn’t agree more.

The report, supported by ClientEarth and published independently by WPI Economics, made a number of recommendations including that the Government should start to develop a new, more resilient, system of motoring taxation to replace the current and rapidly eroding vehicle tax base.

The editor’s argument that this new system should not be based solely on emissions is, of course, completely right. In other work, we’ve shown how a road charging system could be based on a range of factors, including distance travelled, vehicle weight, noise pollution, congestion and style of driving. We don’t have all the answers, but it’s clear a new charging system must be flexible enough to reflect all these factors as priorities change over time.

So, if we agree, will it happen? My years in tax strategy at the Treasury make me sceptical. Sights tend to be fixed on balancing the books over the next five years and any suggestion of a move to road pricing is a major political headache.

But there is a way forward. Political leaders across the country, including Conservative and Labour metro mayors, have recently written to Government highlighting the need to remove the most polluting vehicles from our roads. The solution could be placed in their hands.

Our report suggested a competitive fund for mayoral combined authorities, to support the costs of designing and testing a new road charging scheme. If linked to an agreement with the Treasury to share any financial upside, this could be an attractive proposition.

This thinking needs to start now; designing policy alongside implementation is fraught – far better to take time and get it right. And the public case must be made. As the editor says, road charging is not on central Government’s agenda. So let’s stop asking them and, instead, provide the platform for metro mayors to deliver an approach that can be rolled out nationally when fully tested.



Matthew Oakley,
director at
WPI Economics



Ian Hill, managing
director, Activa
Contracts

FINANCE

Financial reporting rule change coming

By Ian Hill

The fleet industry is undergoing an unprecedented volume of legislative change, dominated by the impact of the Worldwide harmonised Light vehicles Test Procedure (WLTP) and introduction of the General Data Protection Regulation (GDPR).

However, it appears the January 1, 2019, introduction of new International Financial Reporting Standards – IFRS 16 – has, unfortunately, taken a back seat.

A decade in development, IFRS 16 does not initially impact on all businesses – only those that report to IFRS and public sector organisations. Most UK firms report to the UK’s generally accepted accounting principles (GAAP) and will be unaffected until such time, presently unknown, as they converge with the IFRS standard.

However, contract hire and leasing companies are now receiving enquiries from customers asking ‘what do we need to do’ to comply with IFRS 16?

IFRS 16 aims to give greater transparency to company finances and future financial commitments. Historically, vehicle contract hire – operating lease – arrangements have been off balance sheet with payments booked in the profit and loss account (finance leases have always been reported on balance sheets).

But, IFRS 16 changes the rules and the lease liability must be recognised on organisations’ balance sheets, although there are exceptions.

In the new world of IFRS 16, lessees must report on their balance sheet the separate financial components of a vehicle lease, represented by the monthly rental. That means using discounted cashflow to depreciate the asset over the lifetime of the contract, detail reductions/payments in the lease liability over the contract length and account for the interest on the lease liability.

Additionally, a formal extension to extend the lease term would require the lessee to calculate the value of the vehicle and include the extension period on the balance sheet – but an informal extension, while awaiting delivery of a new vehicle, would see rentals charged to the profit and loss account.



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“This thinking needs to start now; designing policy alongside implementation is fraught”

“IFRS 16 aims to give greater transparency to company finances and future financial commitments”



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'OPRA HIT US HARD'

Val South explains how Xerox has had to rethink its employee car ownership scheme as a result of last year's new tax rules. *Sarah Tooze* reports

Back in 2005 Xerox launched an employee car ownership (ECO) scheme with "every manufacturer you can think of" on the choice list, according to GB fleet manager Val South. The scheme, which ran alongside Xerox's lease car policy, was designed to satisfy employees. In the process, it saved the company £1 million in the first three years.

All job-need drivers (those doing 8,500 miles a year or frequent business trips) moved across, while for perk drivers the best way to finance each car – ECO, lease, cash – was worked out on an individual basis.

When *Fleet News* last profiled the Xerox fleet in 2011 (following South's entry into our Hall of Fame), there were 900 drivers in the ECO scheme, a couple of hundred in contract hire and 800 cash takers.

Today, it's a different story. ECO is being phased out as a result of last year's optional remuneration arrangement (OpRA) tax changes and the company car fleet has shrunk to 550 vehicles, with a further 450 staff taking the cash option.

The cut in the company car fleet happened

prior to OpRA and was a result of a reduction in headcount and a new fleet policy in 2014, which was brought in as part of a cost-savings initiative.

"We were charged with taking 20% out of our fleet costs," South says. "All countries (which Xerox operates in) had to do that and track it for four years."

South has reduced the fleet spend from £8.5m in 2013 to £6.5m in 2017, with a further £1m reduction expected this year.

Partly this is due to the decrease in fleet numbers but savings have also been achieved through a number of measures: a European-wide manufacturer tender, which was awarded to the Volkswagen Group; reducing the car entitlement level (which lowered the level of the base car); removing discounts on the amount employees paid for the vehicle; and reducing the car allowance.

How did drivers react to the changes?

"Not great, they'd been so used to having a lot of choice," South says.

"I think the fact it was the VW Group and there are four brands helped a little with choice, but because of all the changes we made we did have a number of people decide 'no, I'm going to take the cash and do my own thing.'"

Since then, the fleet policy has had to change again, thanks to OpRA.

"OpRA has hit us quite hard," South says. "The AMAP (approved mileage allowance payment) we used to offset the cost of the car ownership scheme was previously free of tax and NI (national insurance) and under OpRA it became chargeable to tax and NI."

"Also, it's a double-edged sword as some of our drivers in car ownership also had the option of the cash allowance so they were caught under the OpRA regulation in terms of the tax they pay."

Xerox decided to give any managers who were in the ECO scheme the option of returning their vehicle and moving to cash allowance or it being refinanced under a contract hire agreement.

As that meant breaking a private lease agreement between the employee and Xerox's leasing provider Zenith, Xerox had to write to the drivers to explain the situation and Zenith had to send them a legal document to break the lease.

"It was about 50 people we had to do it for and it was quite a complicated process tracking down the paperwork and making sure people had signed all the



In her 39 years in fleet Val South has 'never known anything like' the number of issues managers now have to deal with

FACTFILE

Company: Xerox
GB fleet manager: Val South
Health and safety manager: Keith Filler
Fleet size: 550 cars, 30 vans
Replacement cycle: four years
Average CO₂ emissions: 95g/km



correct documents,” South says. “I had personal conversations with each of the 50 executives about their own specific case and what it meant to them and what their options were and what would be the best way to go.

“Clearly I can’t give advice on tax, I can only tell them ‘if you do this, this will happen’ so that’s been quite time-consuming.”

The response from the 50 employees was mixed. Some decided to return the car, some decided to buy it and others decided to transfer to contract hire and pay benefit-in-kind (BIK) tax.

MOVE TO CONTRACT HIRE

The 131 job-need drivers have remained in the ECO scheme as it is too costly to break all of their personal leases, but, as soon as the cars reach the end of contract and are returned to Zenith, Xerox will move to contract hire.

As an interim measure, the employees will switch to a new type of car ownership scheme with a fixed monthly amount instead of variable one which will mean the employee isn’t impacted by the increase in tax.

This scheme has just been approved by HMRC which also advised Xerox on the tax arrangement for its cash allowance drivers. It has been told that it must calculate the amount of cash foregone on an individual basis, resulting in more admin.

Further change is afoot as Xerox’s fleet policy is being reviewed internationally.

“Our compensation and benefit people are collecting data for all of the countries on all of the benefits to see what people offer on health schemes, pensions, car schemes and because of the whole WLTP (Worldwide harmonised Light vehicle Test Procedure) issue it’s all up for review as to what our CO₂ levels need to be set at,” South says.

“We’re waiting for CO₂ emissions to be known and then they can decide about policy.”

In the UK, Xerox has CO₂ caps of 120g/km and 130g/km, dependent on management level. Average fleet emissions are 95g/km on NEDC testing because Xerox’s job-need car used by its engineers is an Astra estate, which has emissions of 89g/km.

South is adamant that Xerox will not raise its CO₂ caps as a result of WLTP.

“We’re going to have to find cars that exist

that fit within our current CO₂ policy,” she says. “It could bring entitlement levels down, we don’t know until that data is available.”

South is informing employees about WLTP as and when their cars are due to be replaced, but is experiencing problems with vehicle availability.

“The biggest problem we’ve got at the moment is you can’t order cars from some manufacturers because they’ve taken them off the quoting list while they test. So I’m getting a backlog of orders,” South says.

“People are going onto the choice list and saying, ‘well, I looked last month and I could choose from 100 cars and now there are only 10’ because a lot of the models have been taken off while they test them so that, in itself, means we’re having to extend leases beyond their normal replacement date which could have an on-cost if you’re running high mileage, older cars.”

South has advised employees that if they wait for cars to come back on the choice list they must be prepared that the amount of tax they pay could go up if the vehicle’s CO₂ emissions rise as a result of WLTP.

Those that have already placed orders have also been given the option to cancel at no cost, although none has done so yet.

South is concerned that drivers are effectively “ordering blind”.

“The BIK is going to kill it (the company car) because people are ordering now and they don’t know what the tax is going to be in four years’ time,” she says.

“I feel like I want the whole world to stop at the moment and then we can all get back on again once we know what is going on.”

In 39 years of fleet management South says she has never known a period like the

“I feel like I want the whole world to stop at the moment and then we can all get back on again once we know what is going on”

Val South, Xerox

current one with so many different issues (OpRA, WLTP, GDPR and Brexit to name some of the biggest).

“Normally, you have one issue to deal with and that gets resolved. But when you’ve got all these different elements, I’ve never known anything like it,” she says.

So how do fleet managers cope?

“Drink lots of wine!” she jokes.

“You have to keep getting advice from experts in those areas. I’m not an expert in tax but you have to learn very quickly about tax issues. You have to rely on your suppliers to give you the information as fast as they can get it to enable you to make the right decisions on the fleet policy moving forward.”

ONE-WOJMAN BAND

Relying on suppliers is particularly important for South as she is, in her words, “a one-man band”. Her colleague Keith Smith left in 2014 to join Capita’s fleet team and Xerox decided not to recruit a replacement.

Xerox has used Zenith for the past five years after switching from Lex Autolease. It handles most of the outsourcing services, except for daily rental which, South says, is cheaper to go direct.

She favours one leasing company because it makes it easier for drivers to know who to contact and is better for her in terms of reporting.

“Because there is only me, I do rely on our supplier network to support me in managing the drivers and any questions that come up,” she says.

South also works with Xerox’s health and safety manager Keith Filler on risk management and fleet policy as they can “bounce ideas off each other”.

Filler joined Xerox a month after South, initially as a service engineer before progressing to managing a team of service engineers and then moving into health and safety.

In the past six months they have re-written the driver handbook, following guidance from their insurer Zurich, and issued it electronically to staff.

“They (Zurich) gave us some advice in terms of the order the content should be in,” Filler says.

“Rather than starting off with big sticks – you mustn’t use your mobile phone, you mustn’t do this – it’s things like advice on

making sure your seat is set up correctly, journey planning, the softer side of things.”

South and Filler meet with Zurich and Xerox’s insurance broker Aon on a quarterly basis to review all claims and own damage.

Own-fault damage has reduced from 85% in 2011 to 79% of incidents in 2017 and, as a result, the annual premium per vehicle has reduced from £390 to £370 this year.

South puts that down to better communication with managers.

“Managers are now more understanding that own damage isn’t part of our insurance product, it’s bottom line because we’re self-insured,” she says.

“When the cars go back to the lease provider I get a photograph of any damage on the car and send that on to the line manager and they say ‘I’m going to have a word with this person about this, they need to take better care of their car’.

“I think before we were managing it in the

dark a little bit whereas now we’re sharing a lot more information with the management.”

South and Filler hope to see a further reduction in own damage as all new vehicles now have front and rear parking sensors.

Ergonomic seats have also been specified for drivers suffering with back problems and telematics is fitted to all engineer cars for tracking and scheduling.

“We had a couple of bogus insurance claims come through, but we could prove our drivers were somewhere different. One was on holiday with his car parked on his drive at the time of the alleged incident on a motorway,” Filler says.

South and Filler also have a good relationship with the local police force and one of the police officers gives a talk to Xerox’s young drivers (apprentices and those on the graduate scheme) about the risks they face on the road.

Next on the agenda is assessing hybrid vehicles for Xerox’s engineers. Pure electric is seen as a step too far due to infrastructure, but fuel type is being reviewed as part of Xerox’s wider fleet policy review.

“The CO₂ is higher on petrol and the wholelife cost to the company is higher on petrol, so at the moment diesel is still the way to go for us,” South says.

“But we are picking up things like parking in London, you now have to pay additional money if you’ve got a diesel car in Islington, for example, and we have a lot of engineers that go into London.”

She adds: “Little things will start creeping in which will swing the diesel/petrol debate.”



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'WE HAVE CHANGED OUT OF ALL RECOGNITION'

Rapid growth, new products and services, acquisitions and a new HQ have transformed Zenith. But it's not all plain sailing, reports *Stephen Briers*

A

decade ago, Zenith was a 17,500-unit car and van leasing company. Today, from a new HQ, it offers products for the entire vehicle parc, with a fleet of 125,000.

Such rapid growth is rare without teething pains. And so it is that, for the first time in its 29 years, Zenith is facing a few rumblings of discontent from customers.

The company, which has won several Fleet News Awards in recent years, including best customer service, is enduring the growing pains of a business that has made high profile acquisitions (Leasedrive, Contract Vehicle Holdings), secured sizeable business wins, moved head office, quadrupled its workforce and switched investment partner four times – all within the past 10 years.

However, those murmurings look unlikely to result in imminent business losses. Years of outstanding customer service, testament to a proud history of understanding, serving and exceeding clients' expectations, has built the goodwill and breathing space for Zenith to resolve fleets' concerns.

The process started with a move to an impressive 60,000sq ft office on the outskirts of Leeds. It provided the trigger for a freshly motivated and incentivised workforce and a renewed focus on skills training.

The new HQ, which opened at the end of

"We have seen a big increase in staff engagement and productivity"

Ian Hughes, Zenith

last year complete with train station, will, says Zenith chief executive Tim Buchan, "underpin the next stage of our business".

It has parking for less than a quarter of the 540 employees, instead prioritising space for car share and car clubs. More than 100 staff travel in on the train, with a similar number registered on the car share scheme. Others cycle, knowing they can shower on arrival.

Inside, staff have work 'settings' rather than dedicated spaces, freeing them to move around the office and plug into any of the computers on their team's floor.

Each of the four floors is identical in design, with 'pit-stop' kitchen areas and lockers to clear everything away at the end of the day, multiple breakout and huddle areas, plus plant-lined balconies for open-air meetings.

Meanwhile, a 'Zen Room' offers staff a place to go to chill out or even sleep, with no devices allowed.

If all that sounds a bit new age and pious (Zenith employed the same interior designer as the BBC's Salford office), there is a clear business purpose and relevance for fleets.

Zenith competes with the big four accountancy firms for the best staff, typically millennials. The best staff equals the best service.

"Everything starts with the new HQ; it's designed to get the best workforce, which is about delivering services not asset finance," says Buchan. "Two-thirds of our work is managing the people in the asset; one-third is managing the actual asset, and everything is more routine."

He adds: "We have links with Manchester where there is a digital economy for web developers, Leeds for the finance industry, York for insurance, and Sheffield and Huddersfield as the industrial and engineering heartlands. We need a diverse employee population."

The move has had an immediate impact, according to Zenith managing director Ian Hughes: "We have seen a big increase in staff engagement and productivity."

Zenith now consists of two divisions: specialist (van and truck), which accounts for 35,000 assets, and the traditional business (cars and car-derived vans) with 90,000.

The combined fleet of 125,000 sits within a core customer base of around 250 fleets, each operating a minimum of 75 vehicles (slightly smaller for the truck business). Not all are funded by Zenith.



Tim Buchan says the new HQ is designed to get the best workforce

FACTFILE

Company Zenith

Head office No1, Kirkstall Forge, Leeds

CEO Tim Buchan; **MD** Ian Hughes

Fleet size 125,000: 90,000 cars and car-derived vans; 35,000 vans and trucks

"We are agnostic as to whether we fund or fleet manage – we're here to provide an outsourced solution for the end customer," says Buchan.

He is also increasingly agnostic as to whether a customer is corporate or consumer, having identified a few years ago the first shoots of a "seismic shift" from PCP (personal contract purchase) to PCH (personal contract hire).

"A decade ago, we were a leasing company but that's not the right description now. We have changed out of all recognition from being company car-focused to being multi-asset management – trucks, cars, vans, rental and salary sacrifice," Buchan says.

"The core of our business is corporate, but we are running towards consumer."

He points to a market of some 900,000 PCP/PCH customers, "it's so significant that we have to focus on it".

Entering the consumer market (see ZenAuto panel) is not such a big cultural leap for a company that already sees the company car driver as a consumer, particularly when they have the option of cash, company car, salary sacrifice and affinity schemes.

However, there are significant differences when it comes to the technology requirements for quoting, with platforms having to reflect the way customers choose their cars.

"Also, customers want to deal with you six or seven days per week, not five days," Buchan says. "We have to adapt to reflect that."

A new business ethos was emerging even before the acquisition of Contract Vehicle Holdings (CVL) last year, as van operators started to demand a different relationship.

"They had been very car-like but now, with

downtime management, the demands from them required us to change our business," Buchan explains.

"CVL is helping us to learn how to manage downtime and utilisation. We have integrated it within our business and we are starting to sell cars and vans to trucks customers and vice versa. Cross-selling is going well and allowing us to expand our relationship with customers."

It isn't all plain sailing. Zenith has seen a

number of large corporates reduce fleet sizes as they restructure their businesses ahead of Brexit. Then there's the uncertainty caused by diesel and the focus on air quality and clean air zones.

It's yet more reasons for the company to look beyond fleet into the consumer market, and beyond cars into trucks.

Buchan highlights the opportunities of 37 million vehicles on the road; Zenith, he says, now has products to serve all of them.

ZENAUTO: 'THE FUTURE OF CAR RETAILING'

Zenith launched ZenAuto in March to offer personal car leasing to individuals. The business goes direct to consumers, not via brokers.

It went live with 9,000 vehicles – "we were pleasantly surprised by the level of manufacturer support and stock," Tim Buchan says – and can quote on any vehicle and options with contracts up to four years.

Finance is personal contract leasing (PCH), either with or without maintenance, with Zenith owning the asset. It expects the consumer market, currently 80% PCP and 20% PCH, to flip in favour of PCH within the next 10 years as millennials, with no equity, drive a new subscription economy.

Deals are updated daily, with stock including both special offers and cars that can be built/specified by the individual. Buyers can order online,

go through credit checks and then be emailed a document to be signed and returned. If necessary, they can talk to an operator, including at evenings and weekends. Insurance might be added in the future.

"We are offering a company car for the retail market," Buchan says. "This is the future of car retailing."

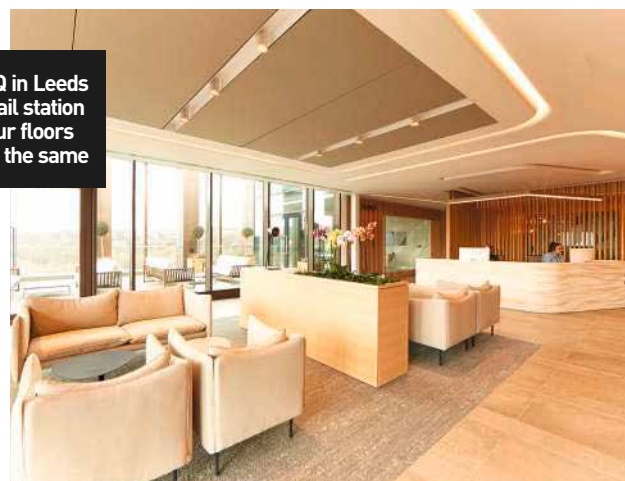
He anticipates growing the inventory, which will open up an opportunity to create a used car hire product. This would also enable Zenith to push harder into the electric vehicle market.

"We see there being three operators of an electric vehicle during its life," Buchan says. "(With a used car product) we become someone that can run an asset for its entire lifetime."

Zenith is forecasting selling 30,000-40,000 vehicles via ZenAuto over the next three or four years.



The new HQ in Leeds links to a rail station and all four floors are laid out the same



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WHERE
NEXT FOR
MOBILITY
SOLUTIONS?Alternatives to the
traditional company
car will be at the heart of
discussions at Fleet Live

There's a travel revolution coming and it is going to arrive sooner than many people think, according to an expert who has spent years studying and analysing the sector.

Christoph Domke, a director in KPMG's Global Strategy Group, considers mobility to be a new industry, with the power and momentum to shake-up personal, fleet and freight transport in the same way that mobile phones transformed personal communication, and Netflix and Spotify changed popular consumption of entertainment.

"Mobility is not the transportation and automotive industry that we have known for years," says Domke, who will be speaking at Fleet Live.

"It's a new industry with a lot of new players – established OEMs, automotive companies, suppliers, transportation businesses, fleet management, plus TNC (Transportation Network Company) players, connectivity, energy companies, charging infrastructure, alternative power-

trains, financial services and insurance. Everyone sees new revenue streams and a way of disrupting established companies."

Identifying which disruptors have long-term futures and which are flashes in the pan is far more difficult to forecast, even if the direction of travel seems clear.

Urban areas are increasingly desperate for solutions to congestion and pollution, while broader indicators reveal a declining interest in private cars as the default option for travel.

There has been a sharp drop, for example, in the number of men in the UK aged 17 to 20 with a driving licence, down to 33% from 50% in 1990, and research by KPMG suggests nearly 60% of 18-to-24-year-olds believe drivers will no longer want to own a car by the middle of the next decade.

This trend has seen major vehicle manufacturers invest in a host of start-up incubators and new service providers to ensure they have all bases covered, said Domke. None wants to see a

Mobility and technology

Here's a snapshot of some of the alternative mobility solutions that will be shown at Fleet Live

Alphabet The leasing company's AlphaElectric assists fleets to switch to electric vehicles, while AlphaCity is a corporate car-sharing solution.

Arval A suite of new products, including Arval Car Sharing and Arval Electric Vehicle Offer, are due for launch, offering EV solutions as well as alternatives to pool fleets and company cars.

LeasePlan The international leasing company's Subscribe and Drive is an all-inclusive subscription service for periods as short as three months. The monthly rental includes car, service, maintenance and tyres, as well as insurance.

new player gain a significant early mover advantage in any new sector, in the way that Tesla managed to forge ahead in electric vehicles.

The result is a series of investments in the straightforward and understandable, such as car sharing and electric battery storage solutions, as well as the more outlandish. Last year, for example, Daimler invested more than €25 million in the flying taxi firm, Volocopter.

Domke forecasts that two or three major manufacturers will no longer be in business in a decade's time, having lagged behind the mobility curve, although which ideas and concepts prove fruitful and successful is still far from evident.

On the demand side, this future may sound like science fiction to fleet decision-makers, but strategic decisions already demand consideration.

"Infrastructure is important," said Domke. "Where are you going to put warehouses? You are going to need charging infrastructure outside. And probably a big forecourt because you will have a lot of autonomous trucks moving around."

Meanwhile, established inner city facilities will need upgrading with charging facilities and connectivity technology, he added.



"MOBILITY IS NOT THE TRANSPORTATION AND AUTOMOTIVE INDUSTRY WE HAVE KNOWN. IT'S NEW WITH A LOT OF NEW PLAYERS. EVERYONE SEES NEW REVENUE STREAMS AND A WAY OF DISRUPTING ESTABLISHED COMPANIES"

CHRISTOPH DOMKE, KPMG

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CHECK IT OUT

Ensuring employees from overseas are legally allowed to drive company vehicles can be a complicated task. *Andrew Don* reports

Ensuring drivers have a valid licence is critical for a fleet decision-maker to run a compliant fleet. Performing a licence check can show if an employee is the subject of a ban and how many points they have accrued, as well as whether they are legally allowed to drive the type of vehicle their job requires them to.

In the UK this is a fairly straightforward task, not too difficult if the employee is from another European Economic Area (EEA) country, but hellish if from elsewhere in the world.

With Office for National Statistics figures showing there are 2.29 million EU nationals and 1.25m non-EU nationals working in the UK, this is an issue facing many fleet managers.

NEW UK FORMS

Licence checking in the UK has gone through two rapid fire changes, one designed to reduce admin workloads for DVLA, the other in reaction to the new General Data Protection Regulation (GDPR).

Until June 2015, the UK driving licence consisted of a photo-card and a paper counterpart which detailed driving entitlements and endorsements. When the paper counterpart was ditched that summer, information formerly recorded on it was made available online.

As a result, fleets could either carry out one-off checks on drivers or hire a third-party company to perform them on their behalf.

Fleets in possession of a driver's mandate could have instant online access to the DVLA's up-to-date Share Your Driving Licence system. This allowed the driver to generate a code using their driving licence and National Insurance numbers, enabling an employer to access penalty points information and details about the vehicles that could be driven.

The administrative burden could be considerable, which is why many companies chose to use a DVLA-licensed provider to carry out the checks.

These providers allowed employers access to the DVLA driver database using a 'blanket' type of consent that lasted up to three years. Known as the D796 driver mandate, it allowed multiple checks against the database.

However, the form has been ditched by the DVLA because it doesn't comply with the recently introduced GDPR. Instead, drivers must sign a new form – the D906 Fair Processing Declaration – for the consent to continue to be valid.

In May, the Association for Driving Licence Verification (ADLV) estimated two million drivers would have to sign the new form within a three-month transitional period. Non-compliance could see firms hit with heavy fines.

FOREIGN LICENCES

No single organisation holds global records to simplify checking the validity of a foreign employee's licence and

"It is fair to say that across European member states there is now a fair degree of consistency in terms of format"

Terry Hiles, Licence Check

driving history, says John Pryor, chairman of fleet operators trade body ACFO.

His organisation advises fleets to use third-party agencies that offer a licence checking service and have the capability to undertake foreign licence validation checks.

Peter Eldridge, director of the ICFM, recommends engaging a licence verification service that takes full account of the nuances and extra challenges that are involved with such drivers.

"A good place to start is to ensure non-UK drivers complete and sign a 'Non-UK Licence Verification Mandate', which can be obtained from a third-party agency undertaking driver licence validation checks or compiled by employers themselves," he says.

Drivers should complete the template and submit it with copies of the front and back of the licence to their employer.

This, along with information obtained from the driver's country of origin, enables an assessment to be made.

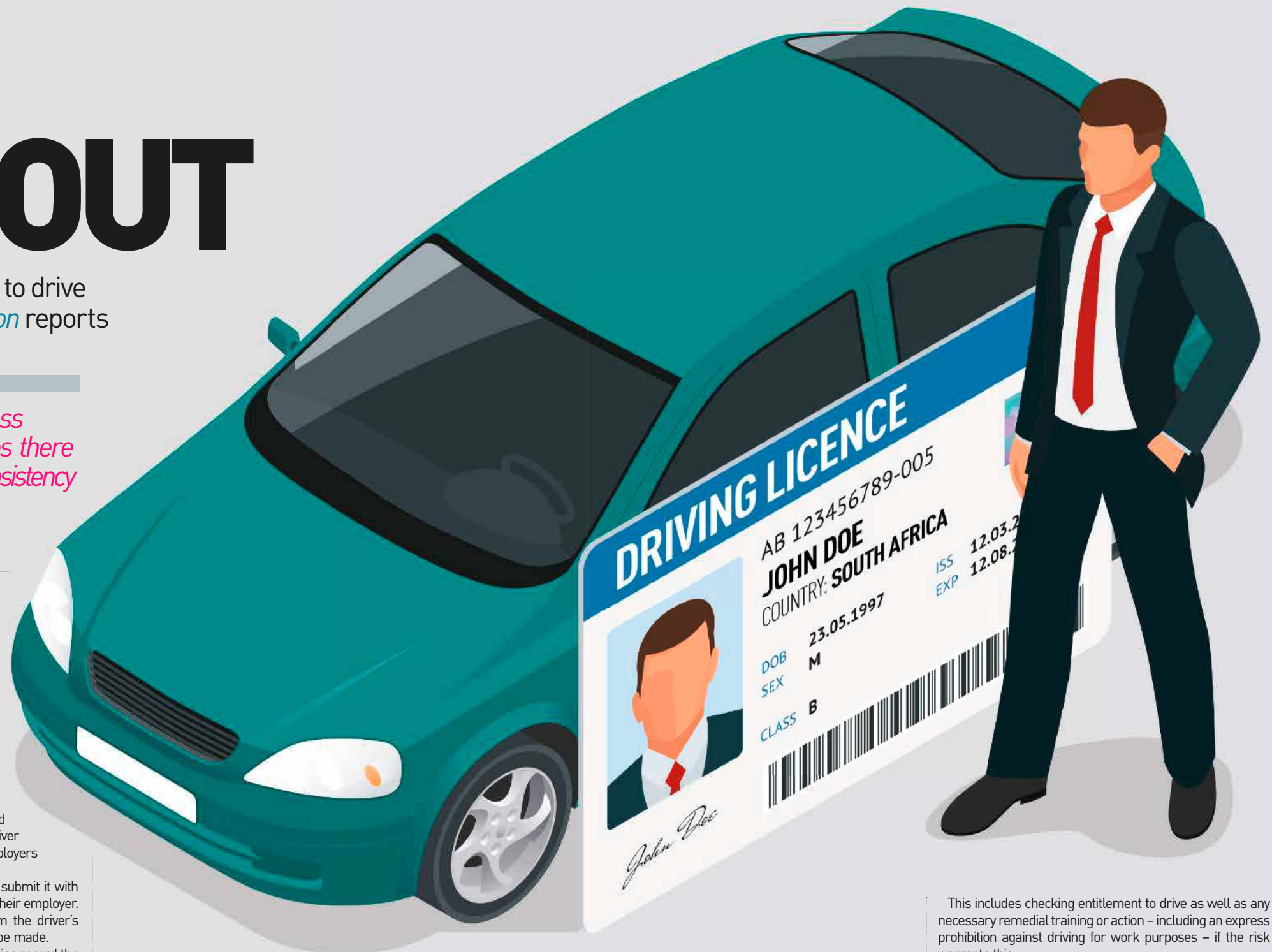
However, Eldridge warns that not all countries record the same level of detail.

Nonetheless, it is essential that fleet operators look to achieve the same outcome as expected for UK licence holders and this means obtaining core information that includes validating:

- Date of licence
- Categories of use
- Expiry of each category
- Restriction codes
- Photograph expiry
- Convictions and disqualifications
- Spent convictions where shown
- Points and dates incurred

The consequences of failing to conduct adequate checks can be catastrophic in the event of a crash involving an overseas driver, dependent on the severity of the incident, says Martin Evans, managing director of fleet management software company Jaama.

"At the very least it is likely that insurance would be void," he adds. "Police and potential Health and Safety Executive enquiries could result in further offences being uncovered."



1.25m
non-European nationals
working in the UK

-3.5t
maximum tonnage ordinary
licence holders intending to
become resident can drive

Investigations are always time-consuming and a huge drain on company resources, adds Evans, and a company and individual employees, including directors, could be charged with corporate manslaughter should someone die.

As well as the potential risk of criminal prosecution, civil litigation against allegedly negligent employers is also a risk, says Terry Hiles, commercial director of Licence Check.

Part of employers' duty of care obligations is to ensure they take reasonable steps not to cause foreseeable harm to others by their actions or omission.

"The doctrine of vicarious liability is an extension of this that makes employers liable for the actions or failures of their employees that cause foreseeable and preventable harm to others," says Hiles.

Employers may be considered culpably negligent where employees engage in conduct that is known, or ought reasonably to have been known, by the employer and no attempt is made to correct or address this behaviour through intervention. Any case would hinge on whether the employer had taken all reasonable steps to ensure that the employee should not cause harm to other road users.

"Police and potential Health and Safety Executive enquiries could result in further offences being uncovered"

*Martin Evans,
Jaama*

This includes checking entitlement to drive as well as any necessary remedial training or action – including an express prohibition against driving for work purposes – if the risk warrants this.

LICENCE TYPES

The issue of licence checking, the different types of licences and the permissions they give is complex.

Hiles says licences, at a basic level, could be categorised into 'ordinary' – covering cars, light vans and motorcycles – and 'vocational' – covering the transport of goods and commercial passengers in larger vehicles.

But those holding an ordinary licence may be entitled to drive larger vehicles. Drivers, for example, who passed their Great Britain (GB) driving test before January 1, 1997, may be entitled to drive a lorry up to 7.5 tonnes (8.25 tonnes with a trailer) whereas those who passed their ordinary driving test after this date have to take an extra test.

The existence of such 'acquired' or 'grandfather' rights typically occur where legislation has subsequently changed the rules.

Ordinary licence holders may also be restricted as to the vehicles they can drive –

TOP TIPS

- Transferring drivers to a UK licence has major benefits for employers:
 1. Their exchange from another country will be assured
 2. All future checks will be simplified and accurate
 3. The driver will benefit from a quicker process if dealing with the authorities.
- All drivers arriving in the UK should fully understand their health and driving capabilities and employers should be aware of the previous driving history.
- On arrival at Heathrow after a long flight is not the time for a foreign driver to start driving in the UK.
- All checks and balances should be in place before employee joins a company.
- Companies should learn from the issues their UK drivers have and ensure these are built into initial training giving to employees coming to work and drive in the UK.
- Companies should extend their compliance to grey fleet drivers as they are still driving on company business albeit it in their own cars.

Source: Licence Bureau



"A good place to start is to ensure non-UK drivers complete and sign a 'Non-UK Licence Verification Mandate'"

Peter Eldridge, ICFM

and law enforcement agencies, and the information is surprisingly difficult to find.

For EEA driving licences, online information about the layout and security features incorporated into different member-states' photo-card driving licences is more readily available, but even here, there are still 110 different driving licence formats and these will continue to be valid until 2033 when a single standard format will be required.

"A check of this type also requires concentration and focus. This may be difficult in a busy work environment where employees are expected to multi-task or have to process drivers quickly to meet deadlines. Lapses in concentration in such circumstances are inevitable," says Hiles.

"To add to the difficulty, the evidence may take the form of a picture or photocopy of the original driving licence. Working from an image rather than the original document will also reduce the certainty of such inspection. It means that any anti-fraud measures based on touch or hologram cannot be properly tested."

ENTITLEMENT CATEGORIES

Once the driving licence is established as valid, the next challenge is to confirm the driver's actual entitlement.

A series of three EU directives has harmonised driving licence entitlement category types and identifiers across the EEA, so fleets will generally be familiar with the letters and number codes found on the rear of the driving licence.

With older style driving licences, there is easily accessible information online that can be used to translate the driver's original entitlement code to its modern equivalent.

The same harmonisation measures are responsible for common features in the layout of EEA driving licences that make it easier for fleets to interpret the information listed on the licence itself.

What is not possible, however, is for employers to independently confirm driving licence history and status. The UK is the only member state that provides this information online for employer and interested third-party access.

Poland has a driver self-checking facility, but in other cases the information is restricted to law enforcement and other government agencies, says Hiles.

Outside the EEA the problem of confirming entitlement to drive may require that the driver carries and can produce an official translation of their driving licence, particularly for non-Roman characters, or assistance from an embassy, translator or external agency.

Some organisations, such as records management company Iron Mountain, avoid the complications of checking licences of overseas drivers by hiring drivers only if they have a UK counterpart licence.

"We took this decision some years ago and paid for any existing drivers to obtain the UK one," says Rory Morgan, Iron Mountain head of logistics support – Western Europe.

"We feel this is the best approach as it allows the driver to keep their own country's licence, but we still have opportunity to check for endorsements."

drivers is to call the DVLA to check they have a valid licence," says Jonny Goldstone, managing director of eco taxi firm Greentomatocars.

VALIDATION CHALLENGES

How can fleets determine whether non-UK licence holders have a valid licence and are qualified to drive a specific vehicle? This is more complicated than might first appear.

The first challenge is to determine whether the document presented is genuine rather than a forgery. Most driving licences will incorporate security features to make it harder for criminals to replicate.

These may be visible in normal light conditions, or be revealed under infra-red or UV light. Plastic card licences may also incorporate raised lettering or holographic images.

The fonts used, character spacing and placement of information will also be based on an official template for the document.

Identifying and recognising the security features and layouts used by different countries requires specialist knowledge and access to regularly updated materials.

Hiles says in the case of countries beyond the EEA, this information is often difficult to access outside of government



automatic cars only, for example, or a modified vehicle because of disability. Licences may also be issued for shorter-than-normal duration.

A different method of classification is to split driving licences into EEA and 'others', says Hiles.

"With the various directives aimed at harmonising driving licence formats and entitlement categories, it is fair to say that across European member states there is now a fair degree of consistency in terms of format and driving entitlement identifiers," he adds.

"It makes life considerably easier for fleet operators to compare licences from different member states on a direct like-for-like basis.

The general rule is that they will carry existing entitlements, but those driving larger goods and passenger vehicles who choose to reside in the UK must register with the DVLA within 12 months of taking up residence."

For 'other' driving licences, the task of confirming reciprocal entitlement may be more difficult, although there is online resource at www.gov.uk/driving-nongb-licence for overseas visitors to determine eligibility to drive in the UK on their national licence entitlement.

The starting point is to confirm the issuing state or country.

Certain countries fall within the UK 'designated' countries list. These include Hong Kong, South Africa, Zimbabwe, Australia, New Zealand, South Korea and Japan as well as some other former and current British Territories and Protectorates.

The general rule is that ordinary licence holders intending to become resident here can drive vehicles under 3.5 tonnes for 12 months from the date of residence but must exchange their licence for a GB version thereafter.

Visitors from these countries can drive appropriate vehicles on their ordinary licence for 12 months from entry date.

Drivers of heavier vehicles can drive on a designated licence, but only if the vehicle that has been driven into the country is not registered in the UK.

For 'other' non-designated countries, visitors can drive on their national licence provided it remains valid for 12 months from the last date of entry but cannot drive any vehicle more than 3.5 tonnes.

Those taking up residence must pass a GB test within 12 months of the date of residency to continue driving.

"From previous experience, most drivers switch to DVLA as soon as they enter the UK, and our procedure for non-UK

START PLANNING YOUR CHOICE LIST POLICIES FOR WLTP AND RDE

Already got enough on your plate running the fleet? Well, new emissions measuring systems seem set to add to the confusion. *Paul Adler reports*

“The clear implication is that so-called ‘cheat devices’ will be foiled (by RDE testing)”



With less than three months until the deadline for all cars to have been tested, or retested, under the new Worldwide harmonised Light vehicle Test Procedure (WLTP) fuel and emissions testing regime, fleets remain in a state of confusion over future emissions figures and the implications for benefit-in-kind (BIK) and national insurance (NI) contributions.

They will also, from 2019, have to contend with stage one of the Real Driving Emissions (RDE) test, which complements WLTP by measuring other emissions while the car is being driven, including NOx.

BACKGROUND TO WLTP

WLTP replaced the New European Drive Cycle (NEDC) in September 2017 to measure fuel

consumption, CO₂ emissions, pollutant emissions and the energy consumption values of all powertrains, including the range of electric and plug-in vehicles.

The new WLTP test remains a laboratory test, just like NEDC, but is intended to be much more realistic in its testing criteria. NEDC was based on theoretical data and designed to aid comparison between models, rather than absolute efficiency, while WLTP is based on real-world data, and will deliver efficiency comparisons with a more reliable promise to the consumer.

It was developed as a global test cycle across different world regions, so pollutant and CO₂ emissions as well as fuel consumption values would be comparable worldwide – hence its name. However, while the WLTP has a common global ‘core’, the European Union (EU) will apply the test in different ways, dependent on road traffic laws and needs.

The WLTP driving cycle is divided into four parts

with different average speeds: low, medium, high and extra high. Each part contains a variety of driving phases – stopping, acceleration and braking. And for every car type, each powertrain configuration is tested with WLTP for the car’s lightest (most economical) and heaviest (least economical) version.

Consequently, as WLTP tests the cars under higher speed, with greater acceleration and braking and for a longer period, it not surprisingly results in higher official fuel consumption and CO₂ emission figures compared with NEDC. And for engines featuring electrification or hybridisation, it can reduce the stated range.

BACKGROUND TO RDE

Complementary to WLTP, the Real Driving Emissions test measures the pollutants, such as NOx, emitted by cars while driven on the road, rather

than in the lab. Essentially, RDE ensures cars continue to deliver low emissions during on-road conditions. The clear implication is that so-called ‘cheat devices’ will be foiled.

Under RDE, a car is driven on public roads and over a wide range of different conditions with specific portable emission measuring systems (PEMS) installed on the vehicle to collect the data. The results will verify that legislative caps for pollutants such as NOx are not exceeded.

These real, driving conditions include:

- Low and high altitudes
- Year-round temperatures
- Additional vehicle payload
- Up- and downhill driving
- Urban roads (low speed)
- Rural roads (medium speed)
- Motorways (high speed)

Despite the deadlines for WLTP (see panel on P40), there is some leeway for manufacturers in the form of derogation. Derogation literally

means, “an exemption from or a relaxation in the rule of law”.

The European Commission recognises that manufacturers don’t operate in a vacuum and the economic climate and customer demand may mean that non-WLTP homologated vehicles are still in stock after September 1, 2018.

Therefore, EU member states will set their derogation parameters to allow a number of these non-WLTP homologated cars to be registered after that date.

In the UK, the Department for Transport (DfT) has determined that the limits for manufacturers to register vehicles after September 1, 2018, will be 10% of manufacturer sales or 2,000 vehicles, whichever is the greater.

In addition, the UK operates the “three-month rule”, whereby vehicles built less than three months prior to a new regulation taking effect are not eligible for derogation. This is to encourage manufacturers to change their production lines

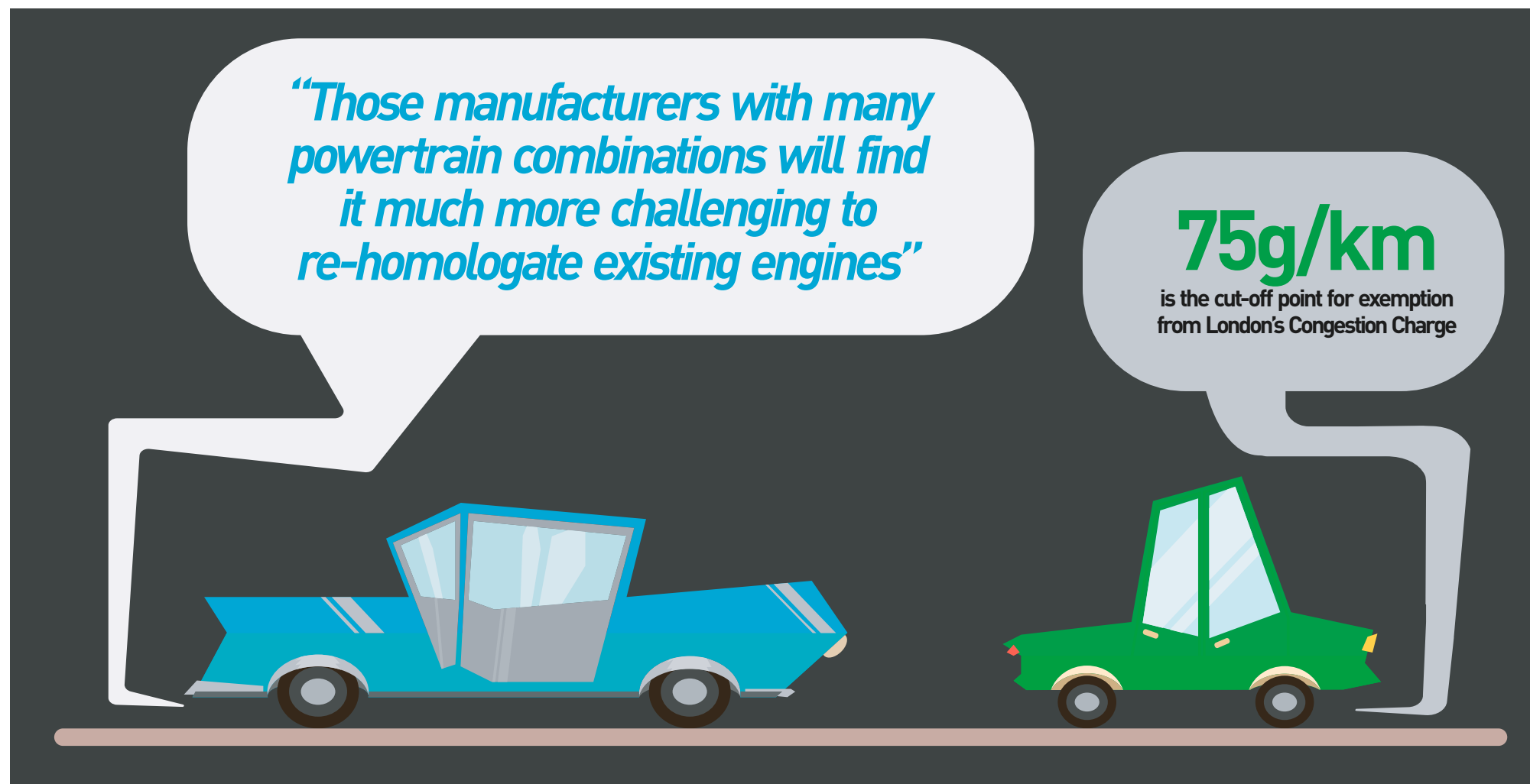
at least three months prior to the new regulation taking effect.

So, any non-WLTP homologated vehicle built between June 1 and August 31 must be registered before September 1. As that coincides with the change to the new 68 plate, this can cause significant customer and logistical challenges, so most manufacturers are likely to plan to only produce WLTP-homologated cars in this period. However, one major leasing company fears a flood of non-WLTP cars ahead of the September deadline, which could unsettle the market.

Tim Buchan, chief executive of Zenith, told *Fleet News*: “We see non-WLTP stock being churned out and then we see limited availability of vehicles in the last quarter. The consumer market will spike in August with brokers and dealers, and then there will be a lack of product. It will create a lumpy car parc.”

The implementation of WLTP and RDE needs to work through each





member states' taxation laws and therefore there are some implementation nuances that impact the UK.

The first question that fleets may well ask is “what about Brexit?”. The DfT has explicitly said that until exit negotiations are concluded, the UK remains a full member of the EU and all the rights and obligations of membership remain in force, so EU legislations are fully applicable. Therefore, the UK implementation plan is:

- Fuel consumption figures in all consumer-facing materials must change over from NEDC to WLTP on January 1, 2019.

- CO₂ emissions figures will change from WLTP-derived to WLTP on April 6, 2020, to align to the 2020/21 tax year for Vehicle Excise Duty (VED) and company car BIK taxation purposes.

- From April 1, VED and BIK were amended. For all diesels, unless they complied with RDE2, an extra fee is payable in the first year of VED while, for BIK, the diesel supplement rises from 3% to 4%. As no diesels yet comply with RDE2, all diesels increase in VED and BIK.

The new world of WLTP and RDE is complex and has the potential to cause confusion across Europe and in the UK. And it will certainly have significant ripple effects in the UK fleet industry.

So, what are the manufacturers doing? The short answer is ‘moving at different speeds’.

BMW has been one of the most proactive and has tested and published figures for the majority of its cars.

The company says it is “business as usual”, although it has taken the decision to temporarily cease production of the 44g/km 330e plug-in hybrid model from the end of July due to the results of WLTP testing. It is expected to go back on sale from next January. Interestingly, the 330e's bigger brother, the 530e, continues in production and had no change to CO₂ at 46g/km. Other manufacturers have not been as quick off the mark as BMW, and there is a real risk that not all models will have been retested before the September deadline.

Audi head of R&D Peter Mertens said the switch from NEDC to WLTP and RDE is “a significant journey for the whole industry and those manufacturers with many powertrain combinations will find it much more challenging to re-homologate existing engines”.

The complexities and enormity of the challenge

of retesting is much bigger than going from say, Euro 5 to Euro 6 diesel standards, as it involves petrol engine homologation, too. This gives manufacturers a major headache.

While they have been planning for WLTP and RDE extensively, some have timed the launch of new engines to achieve optimal CO₂, mpg and NO_x results before the WLTP deadline. However, many engines cannot be re-engineered ahead of WLTP, or are too costly to do so, therefore their published emissions and fuel economy may deteriorate significantly from NEDC figures.

IMPACT OF WLTP – CO₂

Moving from NEDC to WLTP has significant implications for fleet operators and company car drivers. Taking one of the most popular user-

chooser company cars, the BMW 3 Series, there have been some significant impacts through WLTP homologation.

The user-choser favourite, the desirable 320d M Sport, has seen CO₂ emissions rise from 116g/km to 127g/km – a jump of two BIK bands. For a 40% taxpayer, that equates to a rise of more than £800 in BIK taxation over a three-year period.

Another example of WLTP homologation affects the Toyota Prius. Under NEDC, the Prius had CO₂ emissions of 70g/km, but they rise to 78g/km under the WLTP test. This means the Prius is no longer Congestion Charge exempt in London (up to 75g/km) and its BIK tax band increases from 13% to 17%. A 20% tax-paying company car driver will have to find an additional £500 in BIK over three years.

These examples highlight some changes brought about through WLTP homologation.

But the fact that BMW and Toyota have already announced new figures demonstrates they have a clear plan to deal with WLTP and both should be commended in making transparent the challenges and allowing the fleet industry to adapt.

IMPACT OF WLTP – VEHICLE SPECIFICATION

Another consequence of WLTP is the requirement to test the lightest and heaviest versions of the same powertrain. An example of this is the comparison of the base car versus one with addi-

TIMELINE FOR RDE

Like WLTP, the RDE test will be phased in over stages.

RDE step 1 (with a NO_x conformity factor of 2.1) applied from **September 1, 2017** for new cars. It will apply to all cars as from **September 2019**.

RDE step 2 (with a NO_x conformity factor of 1.0, plus an error margin of 0.5) will apply in **January 2020** for new cars and then from **January 2021** for all cars.

The conformity factor is defined as a ‘not to exceed limit’ that takes into account a margin for error, which is present simply because the PEMS equipment does not deliver exactly the same results for each test. Testing under PEMS is not as accurate as a full laboratory system, so they will not measure to the same level of repeatable accuracy as a lab test. In practice, car manufacturers must set their design objectives well below the legal limit to be certain of complying.

tional factory options such as larger alloy wheels or a panoramic glass roof.

These options are heavy and will affect the efficiency of the car, resulting in a higher CO₂ and increased fuel consumption. Exactly how manufacturers will handle factory options is not clear at this stage, but we may see them clustering options together in packs to simplify choice.

One innovative solution has been shown in the Seat Arona crossover.

Under its ‘Easy’ banner, Arona derivatives don’t have any factory options. Instead, Seat has gone for a wide range of derivatives with increasing specification, simplifying both the driver choice and the WLTP homologation.

expensive and costly for manufacturers. Some have timed the WLTP homologation process with the launch of new engine ranges, such as PSA with its 1.5 diesels replacing 1.6 diesels.

A slightly less costly solution, but nevertheless a time-consuming engineering challenge, is to develop new gearboxes.

PSA will introduce new six-speed manual gearboxes replacing five-speed on some models, while six-speed automatics will migrate to new, more efficient eight-speed.

The industry has been familiar with diesel particulate filters for many years, but to comply with RDE and, in particular, NO_x emissions, petrol engines will increasingly require gasoline (petrol) particulate filters. These will also be costly.

Given that WLTP and RDE homologation is expensive for manufacturers, we can expect some of this cost to be passed on to customers. The scale and importance of the UK fleet sector will help minimise this, as will its sheer competitiveness and the slight contraction in demand and registrations over the past year. But, it is fair to assume that car prices will rise.

WHAT CAN FLEET OPERATORS DO?

WLTP and RDE implementation is bringing change: some of it immediate and some of it imminent. And change requires management.

While all the outcomes of WLTP and RDE are not 100% clear, there are clear signposts for fleet operators.

Certainly, gathering as much information on the vehicles on your current choice list would be helpful. Is it WLTP compliant? Is it still orderable? When will orders be delivered? When will it need to be registered? And so forth.

It might also be opportune to review your choice list parameters. Many fleet operators run strict CO₂ emission parameters from their choice lists; sub 100g/km or sub 130g/km ceilings are quite common, for example.

It is possible that some popular cars on a choice list will ‘fall out’ of a certain grade, so decisions will need to be made on whether to amend the choice list, review suppliers or manage drivers’ expectations.

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SPECIAL REPORT

BMW X2 HAS USER-CHOOSERS IN ITS SIGHTS

Latest addition to Group's X range has the design and
high-tech features that are bound to appeal to fleets



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Launch of BMW X2 puts focus on driving dynamics

Compact SUV sits lower than its X1 stablemate for improved fuel economy



The BMW X2 combines stand-out design and desirable hi-tech features that help give it unique appeal for user-choosers as a company car.

The latest member of the X family, launched this spring, is a compact SUV, like the X1, but trades some of the ruggedness for a sleeker coupé silhouette, with a greater focus on driving dynamics.

Although it has a similar footprint on the road to the X1, being just 2cm shorter, the X2 is 7cm lower, bringing advantages in aerodynamics resulting in improved fuel economy, as well as a lower centre of gravity, making the car feel more engaging and responsive.

A rear spoiler helps contribute to the X2's low Cd figure of 0.28, which would have been exceptional for a family hatchback not too long ago.

Short overhangs mean interior space is maximised for the X2's size, as well as giving it a more purposeful stance.

The X2 debuts a new BMW design cue, with the twin 'kidney' grille more elongated at its base than at the top, and helping make the car seem broader and giving it greater presence on the road.

The X2 range is offered in SE, Sport, M Sport and M Sport X derivatives. Full LED headlights come as standard on Sport, M Sport and M Sport X models.

The bi-LED light for low beam and high beam is more effective at illuminating the road.

The M Sport and M Sport X models are available with wheels up to 20 inches, which is uncommon for the compact crossover segment.

As standard, both models are fitted with 19-inch wheels. Standard wheels for the SE

model are 17-inch V-Spoke style light alloy wheels, but 10 other rim designs can be specified as options.

The side skirts of the BMW X2 help emphasise its dual role as part-SUV.

The cladding is black on the SE and Sport models and grey on the M Sport X. The C-pillars feature the BMW roundel for the first time on any model in the range.

On the SE and Sport models, the rear bumper comes in the vehicle colour and matt black. The M Sport models feature a diffuser-look cladding inlay in metallic dark grey. M Sport X models, meanwhile, get a bespoke diffuser insert in the same grey as the side cladding.

Inside, all but the SE variant come with a black high-gloss trim on the dashboard, while all derivatives have contrasting stitching in the instrument panel surround.

The interior of the M Sport model comes with a combination of fabrics in the upholstery, including Alcantara, with the M Sport X adding leather upholstery as standard.

Eye-catching highlights can be added by opting for the new, perforated Dakota leather in Magma Red or the fabric combination upholstery with yellow contrast stitching to match the Galvanic Gold metallic exterior paint shade.

An optional lighting package in the Plus pack allows drivers to set their own lighting mood for the interior by choosing from a range of colours.

The LED lighting in the trim surfaces of the instrument panel and door panels forms a continuous band that extends all the way around the cabin to the rear.

There is also a two-part panoramic roof option that opens like a conventional sunroof.

The X2 is currently available with a choice of two diesel engines and one petrol engine. Dependent on specification, CO₂ emissions start at 118g/km for the front-wheel drive 18d sDrive, and 133g/km for the front-wheel drive 20i sDrive.

The 20d is available only as a four-wheel drive xDrive variant, while xDrive is offered as an option on the 18d, for those who want the all-weather benefit and security of all-wheel drive traction.

The 18d comes with a six-speed manual gearbox, whether choosing sDrive or xDrive, while the 20d xDrive is only offered with an eight-speed automatic. The 20i sDrive has a seven-speed dual-clutch automatic.

An all-wheel drive xDrive 20i will launch in 2019, as well as a more powerful diesel variant, the XDrive 25d, making it available across the entire range.

The X2's driving responses can be adapted by using the Driving Experience Control switch, allowing the driver to choose between default 'comfort' mode, efficiency-enhancing 'Eco Pro' mode and 'sport' mode.

The pre-programmed set-up available via sport mode gives the car quicker steering and sharper throttle responses.

If the optional Dynamic Damper Control is specified, the car's suspension can be adjusted even more precisely to individual requirements. Drivers can choose between two settings – 'comfort' or 'sport' – using the Driving Experience Control switch.

The result is firmer suspension offering solid road holding and reassuring comfort over any surface.

The M Sport suspension fitted as standard on the BMW X2 M Sport and M Sport X includes tauter spring and damper tuning and is 10mm lower than the standard suspension.

The X2 offers the now familiar iDrive Controller and optional voice control (within Tech pack) with touchscreen operation as standard for the control display. The touchscreen can also be used easily by the front passenger.

Standard specification for every BMW X2 includes a 6.5-inch Touch Control Display with navigation system. The display is designed to provide the driver with a quick summary of the most important information at any particular time.

There is the option of the full-colour head-up display, also featured within the Technology Pack, which projects driving information and navigation/assistance system readouts onto the windscreen into the driver's field of view.

BMW Connected+ provides integration between smartphones and the car via the control display. One example of a new Connected+ service is Share Live Trip Status which allows the driver to share their current location and time of arrival with business colleagues, friends or family.

Among the other highlight features enabling connectivity anytime, anywhere are the optional WiFi hotspot preparation (available in Tech Pack), which equips the BMW X2 to host a built-in WiFi hotspot with LTE speeds, and optional wireless charging (available in Tech Pack) for compatible smartphones.

Apple CarPlay is also available, but only via a factory order option code.

A suite of the latest safety and assistance systems are available in the Drive Pack, with further features in the Driving Assistant Plus pack.

OTHER MEMBERS OF THE BMW X FAMILY



X1
Now in its second-generation, the X1 offers a choice of petrol and diesel, front-wheel drive and four-wheel drive in a compact SUV package. The X1 complements its rugged looks with a spacious interior for a compact SUV and offers competitive fuel efficiency and running costs for fleet operators.



X3
BMW's medium SUV entered its third generation in 2017, with a new 2.0-litre petrol engine offered in the UK alongside diesel variants. The entire line-up comes with all-wheel drive ability as standard, and 50:50 front-to-rear weight distribution, while there is a new high-performance version for the first time in the new X3 M40i.



X4
New for 2018, the second-generation X4 combines coupé styling with all-terrain ability, and includes more generous interior dimensions than its predecessor as well as new technology. To maximise appeal across the range of user-choosers, the X4 has a high-performance diesel in the X4 M40d as an alternative to the petrol-powered X4 M40i.



X5
The original X5 helped set the trend for 4x4s that had off-road ability yet were capable of engaging the driver on asphalt too. Available with a choice of four-cylinder and six-cylinder diesels, the X5 also has a range of petrol and high-performance X5 M diesel options, as well as a plug-in hybrid to appeal to those who want to minimise their BIK tax liability.



New X5
The all-new X5 SUV has been redesigned and is now bigger and better to drive than ever. Two efficient, yet powerful, diesel engines are available, alongside a petrol option. The most frugal xDrive30d achieves average fuel consumption of 47.1mpg with CO₂ emissions of 158g/km. The X5 also has a host of innovative safety features.



X6
The X6 was the first car to combine the exclusivity of a coupé body with the ability of a 4x4. Many others have since followed and more rivals are on the way. The range includes a choice of three six-cylinder diesel power outputs, including a high-performance X5 M50d, as well as a V8 petrol version.



Lighter, longer, roomier – that's the latest BMW X4

Inside and out this second-generation SUV has premium feel drivers expect

"BMW Connected enables route planning to be carried out on any device while taking real-time traffic information into account"



Latest X4 has a more aerodynamic shape

The second-generation X4 is new for 2018 and, although more spacious than its predecessor, it also weighs less and has a more aerodynamic shape.

The new BMW X4 is 81mm longer than its predecessor, with 54mm added to the wheelbase and 37mm extra width. It is also 3mm lower.

While the X4 retains the brand's trademark BMW grille and twin headlight units, the new horizontal LED fog lights integrated into the outer air intakes distinguish the front end from the other X models. All models feature adaptive LED headlights as standard.

There are three model derivatives, with Sport as the entry-level variant, offering standard leather upholstery, variable sports steering and M Sport suspension, reversing camera and parking assistance, standing on 18-inch wheels.

The M Sport model has a more dynamic look, hinting at its more performance-oriented driving experience with aerodynamically optimised front and rear aprons and side skirts, and accents in high-gloss black.

M Sport X adds some off-road enhancements, with styling accents in grey, as well as unique air intakes, side skirts and rear underguard.

In addition, the new X4 can now also be specified with options from the BMW Individual portfolio. Extras designed to give the exterior design a more exclusive feel include the BMW Individual

paint finish Sunstone metallic and 21-inch BMW Individual light-alloy wheels.

The X4's interior has a premium feel and attention to detail is in keeping with a vehicle in this sector, while sports seats with contoured side bolsters provide improved lateral support in extreme handling situations.

Electric window buttons, the start/stop button, the multifunction buttons on the sports steering wheel and the controls on the centre console can have galvanic detailing as an option.

Meanwhile, ambient lighting, adding extra light sources around the centre console and instrument panel, in the door panelling and in the footwells, enhances the sense of wellbeing. The lighting mood can be adjusted by the driver, with a choice of six colours.

The specification of each of the M Sport and M Sport X models includes exclusive interior design features which set them apart.

The M Sport model also comes with M-specific sports seats, an M leather steering wheel and an anthracite-coloured BMW Individual headliner, complemented by interior trim strips in 'aluminium rhombic' with accent strips in pearl-effect chrome. The M Sport X model features all of the M Sport interior content with a unique dark aluminium rhombic and pearl-effect chrome accent trim.

The standard Vernasca leather upholstery is now also available in Tacora Red alongside a

new black with red contrast stitching option, both exclusive to the all-new BMW X4.

The BMW Individual portfolio offers an additional number of model-specific options. These include BMW Individual extended Merino leather upholstery (in the colour combinations ivory white/black, Fiona red/black and Tartufo/black), BMW Individual interior trim in piano black and door sill strips with BMW Individual lettering.

A wider choice of optional extras compared to the outgoing model offers greater scope for customers to increase the comfort and functionality of their X4.

The range includes electrically adjustable seats, heat seating for the front and rear and active seat ventilation. A panoramic glass roof with much larger dimensions than the predecessors can also be chosen as an option. The sun-blind is electrically operated, as is the front section of the glass roof.

The standard acoustic glass for the windscreen reduces noise levels while driving, while the front side windows can be specified with this type of glass as an option.

Another new option is the BMW Display Key. Fuel level, remaining range and service information are all shown on its 2.2-inch touch display, while the key can also be used to lock the doors, close the windows and operate the optional auxiliary heating system.

Three full-size seats are fitted in the rear

compartment of the X4, providing passengers with an additional 27mm of legroom over the previous model. The boot has a capacity of 525 litres and the load space can be expanded to a maximum of 1,430 litres by folding down the sections of the rear backrest, with its standard 40:20:40 split.

There is also the option of the extended storage pack, comprising features such as additional hinged compartments, USB ports and 12V sockets, as well as multifunctional hooks and lashing rails in the boot.

The X4 has the latest-generation power units including three diesel engines – xDrive20d, 30d and M40d. Joining the BMW M Performance model of the M40d will be the petrol-powered six-cylinder in-line engine M40i. All model variants direct their engine's power to the road via an eight-speed Steptronic transmission and BMW xDrive intelligent all-wheel drive. Gear selections can be made manually using the shift paddles on the steering wheel.

The BMW M Performance models and the BMW X4 xDrive30d are equipped with an eight-speed Steptronic Sport transmission offering fast gear changes as well as a 'launch control' function. The standard-fit Driving Experience Control switch lets drivers choose from 'sport', 'comfort' and 'Eco Pro' set-ups, while the BMW X4 M40i, BMW X4 M40d and BMW X4 xDrive30d models also add a 'sport+' mode.

All model variants comply with the require-

ments of the EU6d emissions standard. The system of emission control for the petrol engine includes a particulate filter that reduces particulate emissions, while the diesel models feature BMW BluePerformance technology comprising a particulate filter, an oxidation catalyst, a NOx adsorption catalyst, as well as an SCR catalyst with AdBlue injection.

The X4 xDrive 20d, producing 190PS, offers CO₂ emissions from 142g/km, dependent on specification.

The X4 comes with the latest version of the iDrive operating system, with its 6.5-inch Control Display screen.

The voice control system has also been improved and can now follow freely formulated instructions. There is also the option of using BMW gesture control, allowing certain functions to be operated with simple movements of the hand or fingers, which are registered by a 3D sensor in the centre console and translated into the relevant commands.

The X4 has standard cruise control with braking function as well as collision and pedestrian warning with city collision mitigation. The optional semi-autonomous active cruise control with 'Stop & Go' traffic jam assistance function is capable of braking the vehicle to a halt and setting off again automatically.

The Driving Assistant Plus safety pack includes a Steering and Lane Control assistant,

Lane Keeping Assistant with active side collision protection, and Crossing Traffic.

BMW ConnectedDrive offers intelligent connectivity between car, driver and the outside world and assists with journey planning.

Using a flexible, open mobility cloud platform, BMW Connected works alongside Apple iPhones and iWatches, smartphones and smartwatches running the Android operating system, and the Amazon Alexa voice-controlled personal assistants.

BMW Connected enables route planning to be carried out on any device, based on calendar entries, while taking real-time traffic information into account and making allowance for a refuelling stop if necessary. It then transfers the data to the car's navigation system when it is time to set off. A message notifying the user of the ideal departure time is sent to their smartphone or chosen device. In addition, the personal mobility assistant also lets customers call up vehicle data such as fuel level and range via their device or lock the vehicle via Remote Services, a feature which comes as standard.

Other features include BMW Connected+, which allows the driver to share current trip status by text message; live link (Share Live Trip Status) and seamless transfer of route guidance to a smartphone or smartwatch once the car has been parked, allowing full door-to-door navigation.



Joined up thinking – how BMW meets customer expectations

Once you have enjoyed the benefits of tech such as RTTI you won't want to go back



Vehicles have become increasingly connected in recent years to keep up with customer expectations and demands for an extension of the technology they use in everyday life.

Chris Hollis, product manager for BMW ConnectedDrive, says the Group has long been at the forefront of offering new features that help drivers with convenience.

He says some of the latest technology can also positively impact the bottom line of a business operating company cars by helping reduce costs.

He says: "Customers now expect a high level of connectivity in all vehicles, be that Bluetooth and navigation, or digital services such as Real Time Traffic Information (RTTI) or Remote Services."

"Where BMW is concerned, all models come with digital radio, built-in 4G Sim, BMW navigation and Bluetooth as standard."

"In addition, vehicles get a great level of ConnectedDrive technologies as part of standard three-year subscriptions across all models."

"This now includes ConnectedDrive Services, Emergency eCall (for the lifetime of vehicle), BMW Online, Map Updates (either USB or Over the Air), Connected+, access to the BMW Connected App, RTTI and the introduction of Remote Services (for the lifetime of the vehicle)."

Hollis says some of the features are not merely a showcase for what BMW can offer, but a successful anticipation of what customers will soon be looking for in their next car.

He says there is a good mix between meeting customer demand and anticipating future needs through innovation, and often there are no additional subscription costs during a fleet lifecycle.

"All BMW vehicles have Remote Services and RTTI as standard," he says. "This means no extra costs from third party providers for the first three years of the vehicle lifecycle on RTTI so there is a financial consideration."

"Remote Services can be used to organise your

"Customers now expect a high level of connectivity in all vehicles"

Chris Hollis, product manager for BMW ConnectedDrive



day with routes sent directly to the navigation which is a great time saver. Fuel and range can be reviewed remotely via the Connected App.

"Remote lock/unlock feature provides a safety net in case you lock keys in your vehicle, so no need for expensive call out charges."

RTTI – accurate traffic information – means fleet customers spend less time stuck in traffic jams.

"Connected+ allows drivers to send a live journey schedule to contacts in their phone book as a live URL to highlight arrival times for meetings – this gives a safety feature where the driver does not need to call if they are running late."

Hollis believes drivers will live without once they have enjoyed the benefits.

"It updates every three minutes with dynamic route guidance based on the latest highly accurate traffic information," he says.

"It also includes hazard warnings with drivers being warned of ice, heavy rain, fog and breakdowns within a three-mile distance of the hazard. Again this is standard on all vehicles."

"RTTI includes On-Street parking, showing probability of available spaces within city centres in nine major cities in the UK – and further expansion is expected in the near future."

But with technology improving much faster than vehicle lifecycles, there is a danger new features could suddenly appear dated.

Hollis believes it is possible to future-proof services by updating them during the vehicle's life.

He says: "We are working with digital services so software updates can be completed after the vehicle has been built and services updated remotely via data pushes to the vehicles. For example, RTTI was live before hazard preview and On street parking were introduced. These were issued free to all vehicles running iDrive 5 and above."

"Maps will update as standard either over the air or via USB for the first three years of the vehicle life. After this point map updates are available but chargeable at £69.95 for two years' subscription."

"Services are continually being developed and in many cases will be created for a range of iDrive systems, so customers with perhaps the later generations of iDrive system in certain instances can also benefit from the new services."

In addition, to support BMW's commitment to future software upgrades, we have just announced the launch of a Remote Software Upgrade feature on the new BMW X5 and 8 Series, which keeps the vehicle up-to-date with the latest software. All updates can be loaded onto a smartphone via the BMW Connected app when linked to a domestic WiFi network or imported directly via the BMW's built-in SIM card, which happens automatically over the air for important vehicle upgrades.



MANUFACTURERS GET THE CHANCE TO SHINE AT CCIA

More than 900 fleet decision-makers were spoilt for choice with over 300 models available to test drive at the UK's biggest multi-brand driving event





FORD

Fleet News: Which models have been the most popular with fleets on your stand this year?

Owen Gregory, director fleet operations: We had a few themes this year. We showed ST Line derivatives across the range. They help us to express the energy and excitement of our performance cars but with the comfort and practicality of our family cars. We had a new Focus in ST dress on the stand which had a lot of interest and our Mondeo hybrid, as we seek to raise awareness to help people understand that it's a great real-world alternative for high mileage drivers. We were also keen that fleets had an opportunity to try our vans, so we had Transit and Tourneo versions of the new Custom available.

FN: What is your priority this year?

OG: Our priority is the launch of the new Focus, the best car we have ever built. But we aren't forgetting the continued launch of new Fiesta, with the Active, and also the ST on user-chooser lists because the initial reception has exceeded expectations.

FN: What are your fleet sales expectations this year and longer term?

OG: We are seeing some reluctance for fleets to make a decision, some are holding off. We are keen to help customers to work through their areas of concern. There is more interest in petrol but it tends to be more on user-chooser, perk car policies. We are not seeing it for high mileage fleets; there is a clear recognition that diesel for most fleet users most of the time is the optimal fuel type.



VAUXHALL

**Fleet News: Which models have been the most popular with fleets on your stand this year?**

Richard Roberts, fleet marketing and Motability manager: Grandland and Insignia have been our most popular models with a lot of interest in petrol, which is a big change year-on-year. Fleets want to know how petrol performs when they take the cars out, especially the 1.5 turbo because there is still a perception that it is a small engine.

FN: What is your priority this year?

RR: Our strategy this year is to lead with the Grandland message – big SUV, low BIK. Feedback has been great on its size and handling. We have also launched our 'British brand since 1903' messaging and our 'True Brit' campaign to remind everyone that we have been making cars here for more than 100 years.

FN: What are your fleet sales expectations this year and longer term?

RR: We can feel market uncertainty and the leasing companies are deciding what to quote on, with customers waiting until they have the full picture both from us and our rivals, even when we have our figures out. We are making our way through WLTP as we move from (Euro) 6.1 to 6.2 and we will make changes to the P11D if required, dependent on the BIK position. Zafira Tourer is on run out which leaves a gap for a seven-seater. We will have Combo Life coming as a five- and seven-seater, which is exciting. First vehicles will come in July with main deliveries from October/November.

SUZUKI

Fleet News: Which models have been the most popular with fleets on your stand this year?

Graeme Jenkins, head of fleet: This is the first time the Swift Sport has been here so is of interest. Vitara is always popular and, interestingly, there have already been a few test drives of the Ignis so those are the three cars that have been out on test drives the most. CCIA allows us to give different customers a different experience, and the Swift is a natural choice for people in that segment.

We have a mild-hybrid version, a 4x4 and now a Sport. These options attract a lot of attention from different customers that may not have initially chosen Suzuki, so they introduce them to the brand.

FN: What is your priority this year?

GJ: We had successful year last year and our YOY growth was 107% in fleet, so it's important to consolidate that growth to make sure we're able to provide the level of service those volumes require.

We have been spending a lot of time recruiting field and leasing managers and we recently appointed three regional business development managers, working with local dealers to generate rental and SME business.

Incremental, profitable growth is key and we have the range of products to do that. We are fortunate to have recruited a highly experienced team.

FN: What are your fleet sales expectations this year and longer term?

GJ: Last year we did about less than 10,000 cars in fleet. This year we are looking to do around 11,000 and we are then looking to stretch that to 12,500 through natural demand.

There are lots of challenges along the way this year around WLTP deregulation of stock and considerations of that nature. They will limit us slightly to achieve the numbers we would have done otherwise through natural demand, but that is a challenge for all manufacturers. We are no different.

While we are in a very good position on WLTP it will mean we won't realise as many natural volume-related sales as we would have done normally.

Our goal is 12,500 and long term to take the brand to 15,000 but within the next five years we want to have 20,000 in the fleet segment.



BMW GROUP

**Fleet News: Which models have been the most popular with fleets on your stand this year?**

Brian Cox, national corporate sales manager: Every model has been popular. We have seen the current X5 out a lot even with the new one on static display. We have also seen a lot of interest in our plug-in hybrid and EVs because people don't always have the opportunity to test drive them.

FN: What is your priority this year?

BC: To grow our segment share of the premium sector. Over the next 24 months, we have a plethora of new models, including new 3 Series and X5. We also have more plug-in hybrids and by 2025 we will have 25 electrified vehicles, 12 of which will be pure EV. We have the product portfolio to substantiate that sector growth.

FN: What are your fleet sales expectations this year and longer term?

BC: We are having more conversations about electric. But, with WLTP, we have seen people hold off while manufacturers produce their figures, which is a frustration because we have our figures out. There is a lot of talk about two-year replacement cycles as a temporary reaction to the lack of information on future BIK levels. We are also seeing company car policies moving from 110-120g/km to 140g/km-plus because of WLTP.

The cars on choice lists are no more polluting (in real terms), it's just the different figures under the new test regime. We expect things to settle after September/October; a number of fleets have said they have put their orders on hold until then, when all the manufacturers will have their figures.

JAGUAR LAND ROVER

Fleet News: Which models have been the most popular with fleets on your stand this year?

Jeff Smailes, marketing and administration manager, fleet and business sales: CCIA saw the first public drive of the I-Pace. To-date, it has been driven by our staff,

retailers and the press and isn't launched until early July. As a result 50% of the cars on our stand are I-Paces. People are realising that first and foremost it's a fantastic car, that happens to be electric. With the Government's aim to have no new cars powered by internal combustion engines by 2040, fleet managers are looking for alternatives. At CCIA Jaguar Land Rover has more pure electric cars (13, including 11 to drive) than all the other manufacturers put together.

FN: What is your priority this year?

JS: We are trying to secure a number of key fleet deals with the I-Pace, particularly in the London chauffeur



market. The city is introducing an ultra low emission zone, the Government is based there and has made a commitment to a proportion of its fleet being electric and the Metropolitan Police wants to take diesels from its fleet. Each of those opportunities brings with them high visibility for the brands.

FN: What are your fleet sales expectations this year and longer term?

JS: The mix in fleet of plug-in pure electric and hybrid vehicles is already ahead of what it is in retail. In JLR's competitor set, it represents 5% of the overall market; in the sedan or XE segment, it's at 25%, in XF 20% and 10-15% in Discovery/XC90-sized car.

PORSCHÉ

Fleet News: Which models have been the most popular with fleets on your stand this year?

Matt O'Brien pre-owned and corporate sales manager:

Everything on stand has been out back-to-back on test drives but hybrids, such as the Panamera, are popular this year, especially as we didn't have them on-stand last year.



FN: What is your priority this year?

MOB: Our priority this year is hybrid technology and that will creep in throughout our range into next year when we will launch a full electric vehicle.

Cayenne just launched a e-hybrid version which is on display this year. We see that being a good fleet vehicle. We're not able to offer test drives but it's here as a static display, with a non-hybrid version to drive.

It is probably the first opportunity for many people to drive it, as we launched it only six weeks ago.

RENAULT

Fleet News: Which models have been the most popular with fleets on your stand this year?

Mark Dickens, head of fleet sales operations and remarketing: The SUV Crossover range (Captur, Kadjar and Koleos) is a keen subject, but the dominant one is Zoe.

Last year we only brought one to CCIA. It was out all day, there was a waiting list to drive it; we had to make one of the team's company cars available to test drive. So this year we brought five – and they will go all day on a single charge. The main conversation topic for fleets now is electric or hybrid powertrains and the new R110 Zoe has a 200-mile range.



FN: What is your priority this year?

MD: The first objective was to rationalise the range in the light of the move from NEDC testing to WLTP. Any WLTP-engined car is part of our new Easy Life range – launched in May – making it easy for fleets to make their choices through reducing the complexity of our offering, for example, Captur from 24 to eight versions, Clio 28 to 11, while increasing the standard specification.

For a fleet user-chooser it's easy to make a choice of spec and engine. Our ambition is for fleets to know the Easy Life range. The second is to maintain our balanced channel approach.

Our core fleet business, Motability and direct rental sales market share should never be greater than our retail share, ensuring we are not pushing expensive channel business just to keep pace with volume.

FN: What are your fleet sales expectations this year and longer term?

MD: The issue with the volume question is the transition from NEDC testing to WLTP. Manufacturers were working towards moving all-NEDC stock by August 31, 2017, when this testing method ceased being used. You'll see higher rental volumes in the first half of the year because of the change in testing, but we will maintain the balance in channels.

FCA

Fleet News: Which models have been the most popular with fleets on your stand this year?

Chris Lovegrove, TCO manager:

The Alfa Romeo Giulia and Stelvio have been popular, followed by the Jeep Compass. We have three Giulia Quadrifoglio booked out all day and, obviously, our regular, more business-focused cars are going out. They are relatively new to the market and quite different to the traditional German saloon fleet car. We offer some alternatives to that and I think people are trying out something new.



FN: What is your priority this year?

CL: We want to get as much exposure as possible. We want to secure test drives where people might not have considered a model as a fleet option before. They are maybe used to seeing the same three cars on the list and want to try something different.

FN: What are your fleet sales expectations this year and longer term?

CL: We plan to do better than last year, as an industry it was lower but we were a bit behind the market share so we want to recover some of that and close the gap.

We think the Compass is a fleet-orientated car so we have high hopes for that. It is doing well in the Motability channel and contract hire, and driving more awareness to the range. Giulia has more familiarity with fleets so it is starting to pick up.

We are still selling diesel and still have the same range. There are signs of petrol being popular but that trend is a bit slower for us than it has been for other manufacturers, as we still have a very popular diesel range.

I suspect when we change model years and update some of our existing cars, that there might be fewer diesel options but I think it still has a future, and modern diesels are very clean, they just haven't come out very well in the press.

We will be bringing out hybrid and EV models from 2019 onwards over the next four years.

NISSAN



Fleet News: Which models have been the most popular with fleets on your stand this year?

Iker Lazzari, fleet director: Our EV products proved to be the most popular, with the new Nissan Leaf taking more than 44% of test drives. CCIA was the first manufacturer test drive event for this new model and also the first opportunity for guests to drive the new e-NV200 40kW.

FN: What is your priority this year?

IL: We are looking to further develop our relationships with leasing companies and this a key pillar within our strategy. We need to connect with the right people and talk about the things that matter to them so, operationally, we can deliver the right service.

We also want to recognise where we can bring our businesses together to share insight and knowledge – for example on the safety, fuel efficiency and pricing aspects of our vehicles – so we can deliver the best wholelife cost proposition.

We have a new corporate growth strategy within true fleet that focuses on understanding customers' needs and requirements around EV. This is an area where we have a distinct advantage, thanks to Nissan's global leadership and expertise in EV.

Finally, our ambition is to be the easiest manufacturer to do business with, so I am obsessive about getting us operationally equipped to deliver exceptional customer services and leading with a 'digital mind-set'.

DEBATE: RUNNING A LOW EMISSION FLEET

Planning crucial to making switch to EVs, say fleets

Fleet decision-makers should ensure plug-in vehicles are 'fit for purpose' before replacing diesel or petrol cars and vans.

That was the message from a panel of experts discussing the merits of running a low emission fleet on day one of CCIA.

Ben Wicks, senior campaigns manager for Go Ultra Low told delegates there was a large level of Government support and incentives available for fleets wanting to make the switch.

However, he stressed it was important they first identified the opportunity, understood the costs, considered how electric alternatives performed in day-to-day operations and worked with drivers to establish acceptance of the technology.

A fleet audit, conducted by the likes of the Energy Saving Trust, would shed light on a particular fleet's suitability, he said.

Phil Eaves, director of supply chain at Farmdrop, told delegates that load capacity has been his biggest problem.

Running a 32-vehicle fleet consisting of 18 Nissan e-NV200s, 12 Renault Kangoo Maxi ZEs and two diesel Mercedes-Benz Sprinters, he said that the firm's use of plug-in vehicles reflected its sustainable ethos. However, he added: "It's now highly likely we're going to have



to take on non-electric vehicles to accommodate an increase in deliveries.

"We're still fully committed to electric vehicles and when bigger, more suitable vans become available, assuming the financials work, we will adopt them."

Eaves said the industry had been "slow to respond to demand" in the van market, illustrated by the fact that there are just nine plug-in vans qualifying for the plug-in grant, compared to 38 cars.

Meanwhile, Lorna McAtear from Royal Mail, which recently adopted 100 plug-in Peugeot Partners, told delegates that she knew the technology would work through a series of trials, but what she wasn't sure about was the charging infrastructure required. "Buying the vehicle was the easy bit," she said. "Going electric for us has been quite a challenge."

Advertisement feature

Fleets in fear over GDPR

By Stuart Thomas, head of sales, Fleet & SME, The AA



More than a third of businesses (37%) are not confident about meeting General Data Protection Regulation (GDPR) obligations towards their fleet drivers, according to a recent poll undertaken by The AA.

Following the introduction of legislation relating to GDPR on May 25, UK businesses are now legally required to protect and justify collecting data gathered from their vehicles, with it being the property of the driver.

Managers must keep an audit trail to show this active consent in either a statement or written form. This form should include whether or not the data will be used for private or business usage, and with whom it will be shared.

"Clarification of ownership (data belongs to driver) will add a significant compliance burden to fleet manager's role"

The European Commission has ruled that data generated in a vehicle is the property of the driver and no one else. This clarification of ownership will add a significant compliance burden to the fleet manager's role.

So, managers must also be clear with their drivers about why they are collecting vehicle journey data. Is it to reduce accident rates across your fleet? To improve efficiency and cut costs? Or perhaps all three.

The AA recommends that this information is laid out in a connected car data usage policy which is shared with drivers.

These rules apply to fleets which use connected car technology, who risk fines of up to €20 million for non-compliance. Fleet operators and managers must from this point provide evidence that consent has been given by all employees to collect data.

The AA has been supporting the work of the Federation Internationale de l'Automobile (FIA) to further this goal since 2015.



To find out more about The AA's services for businesses, visit www.theaa.com/business

PSA

Fleet News: Which models have been the most popular with fleets on your stand this year?

Neil Hunter, head of corporate sales – north: We've had the focus on SUV this year, we've brought along our range of SUVs from Peugeot – 2008, 3008, 5008 – and 3008 has won a number of accolades over the course of the year and it's been immensely popular at CCIA.

FN: What is your priority this year?

Neil Hunter: We're going to continue our 'back to basics' approach. We're continuing to focus on the customer so we're trying to find out exactly what it is that they need because the market is changing so rapidly

with all the questions around diesel and CO₂ and WLTP. We continue to task our customer service managers with making sure they do all the basics right ensuring we get our demos into customers and we've got information at hand.

Because we're just one PSA group with the three brands we've got a one-stop shop for customers to ask any questions they want.

FN: What are your fleet sales expectations for the rest of this year and longer term?

Neil Hunter: The ambition is to repeat what we did last year and at the moment we're on track to do that.



TOYOTA LEXUS

Fleet News: Which models have been the most popular with fleets on your stand this year?

Jon Hunt, manager – alternative fuels: The SUVs are interesting for everybody because that's where the market is. C-HR has been very popular. People are also looking to the future so Mirai has also been popular because we've had the car in the market but we've not really been able to demonstrate it fully with customers.



FN: What is your priority this year?

Neil Broad, general manager: Carrying on the path that we're on at the moment. I think we're quite privileged as a manufacturer and as two brands to have a good balance between supply and demand. We want to make sure we keep delivering ease to do business with and quality.

FN: What are your fleet sales expectations for the rest of this year and longer term?

NB: I think overall we'll probably be flat by the end of the year so there will be no overall growth but if you look at the decline in the market in general, actually our share will increase as a function of that. It isn't just about the numbers, it's about the quality of those numbers.

KIA

Fleet News: Which models have been the most popular with fleets on your stand this year?

John Hargreaves, head of fleet and remarketing: It's been the two ends of the spectrum really. The high-performance end has been popular, and so have the low emission cars. Stinger has been out almost all of the time. It is striking looking but also practical and we do think there will be a place for it as a mainstream car.



What is your priority this year?

JH: We have got some important new fleet models – Ceed and a substantially facelifted Sportage – coming out this year, and our priority is to get good launches of those cars, to ensure they are well positioned with fleets and from a wholelife cost point of view.

What are your fleet sales expectations this year and longer term?

JH: We are looking for a small growth this year. In the context of a declining market, this is quite hard to achieve but, so far, we have managed it with fleet sales up about 7% year-on-year with the market down by a similar amount.

This means our fleet market share has gone up about 0.5 percentage points compared to last year and we are now more than 4% year-to-date.

MERCEDES-BENZ

Fleet News: What has been the most popular model with fleets this year?

Rob East, head of fleet: We have the all-new A-Class here fresh from its press launch, giving fleet operators the first chance to get behind the wheel.

FN: What is your priority this year?

RE: We want to continue focusing on end-user fleets. There is still lots of opportunity for us there and we will continue to develop and find opportunities with new business that we have not seen before. With the WLTP changes causing a lot of



confusion we have to help customers navigate the complexities of that and provide consultation and advice to fleet managers and end users.

The customer experience piece is really important to us, we will continue to offer our 48-hour test drives as they have been really successful with more than 3,000 demos provided since we launched them.

FN: What are your fleet sales expectations this year and in the longer term?

RE: Clearly the market is stagnant at the moment and still negative so we are focused on maintaining our channel mix.

Petrol sales have increased but not in a particularly significant way. We still sell more in diesel and expect that to continue.

DEBATE: EV INVESTMENT – HELP IS AT HAND

Government urged to remove the uncertainty

The Government needs to provide fleets with more certainty over vehicle taxation and incentives to help better support electric vehicle uptake.

That was the view of the panel of experts taking part in the EV investment – help is at hand debate at CCIA.

Karl Anders, national public sector and EV manager at Nissan, said: "Fleets need to know what is going to happen in the future, they need stability: what will company car tax look like in the future, and what support will there be in terms of grants? The further ahead we know, the better."

The Government also needs to show more joined-up thinking for vehicle taxation as a whole, said Energy Saving Trust transport consultancy manager Paul Gambrell.

"This needs to go through diesel and ULEVs because some of the taxation which happens with internal combustion engines doesn't make sense and doesn't lead to the



right choices being made," he said.

David Watts, consultant at Arval, agreed. "The main problem at the moment is taxation: we have no idea what is going on.

"We have no long-term sight of taxation of cars so, from a company car perspective, the Government could really do with helping us on that one."

However, one thing the Government doesn't need to do is fund the public charging infrastructure, said Chargemaster director of communication and strategy Tom Callow.

He added: "At the moment we are seeing no shortage of private capital lined up to invest in the public infrastructure.

"There is this common view out there that the Government needs to throw billions at the infrastructure. It doesn't.

"It's not just us, but there are three or four other players putting millions into the UK market.

"The Government needs to introduce regulations to make land owners and landlords accept charging points."

SEAT

Fleet News: Which models have been the most popular with fleets on your stand this year?

Peter McDonald, head of fleet and business sales: The Seat range has expanded significantly, and we took the whole range to Company Car in Action this year. Ibiza, Arona, Leon and Ateca all had a high level of demand on the stand.

FN: What is your priority this year?

PMcD: We were voted the most improved fleet manufacturer at the Fleet News Awards, and it's our intention to continue to progress. We



have a broad and desirable product range and fast-growing brand awareness. We want to continue improving our proposition and will be launching a new product offer this year to

make it even easier for customers to choose and source the right vehicle.

FN: What are your fleet sales expectations this year and longer term?

PMcD: We are the fastest-growing true fleet manufacturer in the UK. We expect to continue to grow, and will be continuing to invest in our product and proposition to make ourselves even more relevant to customers. We see petrol demand in the fleet market stabilising. Our petrol sales mix increased significantly last year, however it's been static through 2018.

VOLVO

Fleet News: Which models have been the most popular with fleets on your stand this year?

Steve Beattie, head of business sales: This has been our most successful CCIA to date. Our most popular model was XC40, followed by the new V60.

The XC40 was our most popular model because it's a stunning car. It is also Volvo's first ever compact SUV, and offers all the advanced technology from our larger cars in a smaller, funkier, tax-efficient package.

FN: What is your priority this year?

SB: Our priority this year is to grow our portfolio of customers, and to ensure that Volvo is a strong consideration for user-choosers' next choice of company car.



HONDA

Fleet News: What has been the most popular model this year?

Marc Samuel, fleet sales operations manager: The Civic diesel has been the most popular model with fleets and on stand at this year's at CCIA.

FN: What is your priority this year?

MS: The priority for Honda is the Civic diesel as we launched it to market at the start of this year. Our job now is to increase visibility and understanding within the market to further drive sales.

FN: What are your fleet sales expectations this year and longer term?

MS: In an overall declining market, we are expecting our Civic diesel sales to buck this trend and increase over the next 12 months. Longer term, Honda launched its electric vision for 2025 at the Geneva Motor Show last year – by then, our objective is to have two-thirds of our European sales featuring electrified powertrains.





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"The FMG team's focus on customer service makes it the deserved winner of this year's award."

"Great people, delivering outstanding service can transform a relationship – and FMG clearly recognises that customer service is the most valued element of the supplier/client relationship and, therefore, the key to long-term success."

"Many congratulations to FMG on its win."
– Skoda UK

WINNER: **FMG**

Customer-centric approach earns the judges' plaudits

After the business was bought in a multi-million pound deal three years ago, FMG continues to go from strength-to-strength

By Gareth Roberts

A continuing focus on customer service has helped FMG secure double-digit growth, increasing its managed fleet from 250,000 to 390,000 vehicles.

However, the incident management and roadside repair and recovery company has no intention of resting on its laurels.

It is constantly looking to enhance operational processes to deliver improvements in the quality and speed of service to fleets.

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

Harvey Stead, commercial director at FMG, says: "We've been able to adapt our services, because our IT is in-house and is delivered through our operating system, Ingenium. It means we're able to structure a system which allows customers to decide what services they require."

Three years after its acquisition by the Redde Group, that customer-centric approach also saw it win the customer service award at this year's Fleet News Awards.

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

It says that regular, open, constructive and structured dialogue between key personnel within the business and their counterparts within a customer's business is vital to ensuring the success of this partnership approach.

It also, according to FMG, helps it stay ahead of the competition. "Our competitors are small divisions of much larger organisations focusing on a range of areas," says Stead. "Our remit begins and ends with managing a claim and managing a repair."

Fleet News: How does that shape the service you provide?

Harvey Stead: We meticulously manage the claim. We interact with the driver and the repairer at every stage, providing far more touchpoints than you would receive

as a private individual. For example, we would expect to interact with the repairer several times during the process of a vehicle being repaired, either digitally or verbally, while also keeping the driver informed at every stage.

FN: Why is that important to your fleet customers?

HS: The key thing from our perspective is vehicle off-road time. If you are not a fleet customer and your repair is delayed by two days, you might not be happy, but it is not the end of the world.

However, if you are a field-based engineer and you are doing six calls that day, and your vehicle is delayed by two days, that really is a problem.

Furthermore, with 35% of our fleet being light commercials, if you've got a tail-lift or a refrigeration unit and it's delayed by two days then that becomes business critical.

FN: Where else have you looked to ensure a tight control over the process?

HS: One of our biggest areas of focus over the past five years has been how we manage the total cost of the claim not simply the damage to our customer's vehicle.

Third-party intervention and mitigation is crucial to the claims process. We try to make sure we reduce the costs of the other person involved in an incident when the driver we are responsible for is at fault.

FN: How significant are those third-party costs to your customers?

HS: In a typical incident the damage to our vehicle represents around 20-25% of the total claim cost. For a large,

"We interact with the driver and the repairer at every stage, providing far more touchpoints than you would receive as a private individual"

Harvey Stead, FMG



Mark Chessman, FMG chief executive officer (holding award) with Harvey Stead (second left) and members of the FMG team

self-insured fleet or for an insurer; the majority of the costs involved are generated by the innocent person you run into. By intervening, we can stop these costs escalating.

FN: What does that look like in practice?

HS: We work really closely with our customers to get their drivers to report an incident from the roadside as that enables us to intervene at the earliest opportunity. Drivers eliciting that third-party data is vital to the process.

FN: You employ a 'prevention is better than cure' strategy, taking a proactive approach to preventing incidents happening in the first place. How does that work?

HS: Sometimes it can be the simplest of changes you make to a particular part of your fleet operation that delivers results. For example, you could have a large van fleet exiting a depot, with vehicles pulling out across a very busy road and turning right, rather than turning left and going 100 yards to a roundabout where they can go around and come back up the road.

It is a question of sitting with a customer and analysing the data, showing where incidents are occurring and identifying the issues then deciding what processes you can put in place to stop the incidents happening in the first place.

FN: Is technology, such as autonomous emergency braking (AEB), helping prevent incidents?

HS: Technology is definitely helping. Over the past five years, we have seen our claims volumes reduce ever so slightly and I think AEB has played a part. I also think it will continue to drive down the number of incidents as its use becomes more widespread. In years to come, I think we will consider AEB to have been more beneficial than ABS was 25 years ago, in terms of stopping incidents.

It is especially true when you consider the majority of incidents we deal with are minor damage, low speed collisions. However, the challenge is when you do have an accident, because of the technology in the vehicles, the repair costs are increasing.

FN: How has the takeover by Redde Group in 2015 helped FMG?

HS: Being part of the group is opening up a number of opportunities we would not have necessarily had. For example, we see significant potential with manufacturers – an area where our parent company is already strong.

Another advantage is the continued investment in people and technology. A key part of our proposition has always been flexibility and the ability to invest in our own technology has ensured that flexibility remains, even as the business has grown.

That has helped the company deliver an online portal that gives customers complete transparency over the claims, effectively giving them access to the same proprietary information available to FMG. It has also allowed the company to widen its reach to include the insurance broker market, which typically serves small-to-medium-sized fleets.

Stead explains: "It's about continually reviewing our offering and working with fleet management, leasing and contract hire companies so they remain a core part of FMG's proposition."

FMG serves 13 out of the top 20 leasing companies by size, but Stead says there is still a significant number of providers that will be looking to the market in the next 12 to 18 months, with which it is keen to engage.

"We never rest on our laurels," he says. "You always remember the ones that you don't win, more than ones you do."

Stead is equally keen to grow its end-user fleet business. In the past few months, FMG has gone live with Anglian Water, Galliford Try and Integral.

"We have secured new customers representing 5,000 new vehicles in the past couple of months and we're still very focused on direct relationships with large corporate fleets," says Stead. "It's always been about direct fleets, leasing companies, fleet management and insurers; that remains our focus today and it will remain so in the future."

FACTFILE

Chief executive officer Mark Chessman

Commercial director Harvey Stead

Head office Huddersfield

Parent company Redde Group

Vehicles under management

390,000

JUDGES' COMMENTS

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

MERCEDES-BENZ C-CLASS

With no fewer than 6,500 changes, it's some update

220D AMG LINE AUTO



New interior features, but some elements appear a little dated

By Simon Harris

Seven years ago, *Fleet News* attended the media launch of the mid-life facelift of the C-Class (the W204). This 2011 change was heralded as the most significant update of a Mercedes-Benz model to date – outside of a new generation arriving. Around 2,000 of its components were new.

The latest W205 update, with models available this summer, has outdone the W204 by undergoing almost 6,500 changes for the 2019 model year, including new petrol and diesel engines, new driver assistance and safety technology and new interior features.

The C-Class is a hugely important model for Mercedes-Benz globally, and it's the best-selling model in its range in the UK, with around 46,000 registrations in 2017 across all body styles.

Saloon, estate, coupé and cabriolet are refreshed at the

46,000
UK registrations last year
across all body styles,
making it the best-seller in
its range



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same time, with some engine variants arriving later. But, importantly, the range will launch with C 200d and C 220d variants, using the 2.0-litre engine that made its debut in the E-Class in 2016.

This unit has been designed with the exhaust after-treatment system close to the engine to dramatically shorten its cold running phase, and allow it to start working effectively sooner.

The C 200d now produces 160PS, while the C 220d produces 194PS.

Only the entry-level SE grade in the C 200d comes with a manual transmission – all others are fitted with Mercedes-Benz's nine-speed automatic.

The entry point to the petrol range is a C 200 mild hybrid 184PS 1.5-litre turbocharged engine, with the 48V battery able to deliver a brief boost before the turbo-charger reaches optimum performance and eliminates turbo lag. It's also possible to coast without the engine running.

Also new to the petrol engine line-up is a 258PS C 300, using a turbocharged 2.0-litre engine.

SE models come with 17-inch alloy wheels, a collision prevention system, reversing camera, 10.25-inch dashboard display screen, heated front seats, digital radio, SD card-based navigation and cruise control.

Sport, at a £1,650 premium over SE, lowers the standard suspension by 15mm, and adds LED headlights and Artico synthetic leather upholstery.

The AMG Line, priced £1,495 higher than Sport, has 18-inch alloy wheels, sports suspension, AMG styling kit, Artico and fabric combination upholstery, and sports braking system with perforated front discs.

Several packs are available that cluster a number of options.

Premium pack, priced at £2,795, includes a digital instrument display, ambient lighting with a choice of 64 colours,

"Perhaps it's more difficult now to make the C-Class look and feel special as there are so many of them on the road"

Comand Online navigation, multi-beam LED headlights and wireless charging for compatible smartphones.

Premium Plus (£4,995) has the equipment in the Premium pack plus a 360-degree camera, Burmeister surround-sound audio system, keyless go and a panoramic glass roof.

The Driving Assistance package (£1,695) includes a blindspot warning, lane-keeping assistance, cross-traffic alert, adaptive cruise control with steering assistance and traffic jam assistance, and enhanced autonomous emergency braking with pedestrian detection.

There is also an Airmatic handling pack, priced at £895 (standard on AMG C 43), which adds air suspension.

Perhaps it's more difficult now to make the C-Class look and feel special as there are so many of them on the road as part of the company's drive to be the number one premium car brand by volume.

But, it retains that scaled-down S-Class feeling and still looks to be a cut above when parked next to a BMW 3 Series, Audi A4 or Jaguar XE.

The new 2.0-litre diesel engine is markedly superior to the 2.1-litre unit in the previous model, with the improved performance in the 220d (with 24PS more than its predecessor) echoed with better refinement, too.

Perhaps it's unusual to see the dashboard screen close to front seat occupants that must still be accessed via a controller on the centre console (no pinching the screen here to zoom out of the map), but maybe it would take a new-generation model to break free from all of the elements that might appear a little dated in 2018.

With impressive new engines and more features, Mercedes-Benz seems to have done enough to make the C-Class the most desirable model in the sector for drivers and fleet operators, at least until a new BMW 3 Series and updated Audi A4 come along in the not-too-distant future.

COSTS

| | |
|------------------------|----------------|
| P11D price | £38,575 |
| BIK tax band (2018/19) | 28% |
| Annual BIK tax (20%) | £2,160 |
| Class 1A NIC | £1,491 |
| Annual VED | £205 then £140 |
| RV (4yr/80k) | £10,325/27% |
| Fuel cost (ppm) | 9.52 |
| AFR (ppm) | 11 |
| Running cost (4yr/80k) | 50.97ppm |

SPEC

| | |
|----------------------------------|---------|
| Power (PS)/torque (Nm) | 194/295 |
| CO ₂ emissions (g/km) | 117 |
| Top speed (mph) | 149 |
| 0-62mph (sec) | 6.9 |
| Fuel efficiency (mpg) | 64.3 |

KEY RIVAL

| | |
|----------------------------|----------------|
| Audi A4 2.0 TDI 190 S Line | |
| Technology S tronic | |
| P11D price: | £37,870 |
| BIK tax band (2018/19) | 27% |
| Annual BIK tax (20%) | £2,045 |
| Class 1A NIC | £1,411 |
| Annual VED | £205 then £140 |
| RV (4yr/80k) | £10,425/28% |
| Fuel cost (ppm) | 8.90 |
| AFR (ppm) | 11 |
| Running cost (4yr/80k) | 49.17ppm |

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



The C-Class still looks a cut above when placed alongside its rivals

THINKING CAP



By Martin Ward, manufacturer
relationships manager

cap hpi

Monday Down to a very quaint little village near Cirencester to pick up a new Mitsubishi Shogun Sport at the UK press event. This 4x4 is available in just two models – the '3' priced at £37,775 and the '4' at £39,995. They come with hardly any options, which is becoming the way of the world now. Both models have leather trim and seven seats as standard and each offers good levels of equipment. After the drive around a very rural part of England we went to a working quarry and took the Sport up and down steep slippery hills without it ever stepping out of line.

"Seat is keeping it simple and I do like simple. This could become a trend"

Tuesday/Wednesday To Barcelona visiting Seat's HQ and factory in Martorell. We had some discussions about future models, including the Tarraco, the all-new seven-seater due later this year.

Seat has decided to make its model range real easy to buy and configure. In the UK these new, less complicated cars will be available on all models from July.

This will, inevitably, help with WLTP, as no options will be available to complicate the ordering process, which is especially welcome for fleets. Seat is keeping it simple and I do like simple. This could become a growing trend among manufacturers.

Friday I am buying a new house, which is due to be finished later this year. The builder has to offer an environmentally-friendly piece of equipment free (well it will be added to the price, as nothing is free).

There are two choices: a bicycle shed, or a EV charger in the garage. Both very useful, especially if you have a push-bike or an electric car. I have neither.

I have gone for the charging box, as I'm hoping I can plug my lawn mower into it to save putting the wire through the kitchen window. Or maybe, just maybe, I will use that EV charger as it is intended and think it is the best thing since sliced bread.

FleetNews

PORTFOLIO

WHAT WE DO IN YOUR INDUSTRY

Fleet News magazine

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

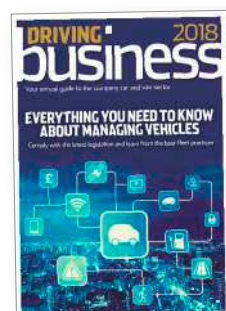
Commercial Fleet magazine

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



Fleet events

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



Driving Business magazine

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

Websites and newsletters

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

Fleet Leasing magazine

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

Bespoke publications

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

FIRST DRIVE

NISSAN PROPILOT

At the press of a button a combination of safety features are launched in sync



ProPilot should help reduce driver fatigue

By Simon Harris

Nissan is hoping increased take up of its latest driver assistance technology, combined in a single pack, will help reduce fatigue and improve safety for high mileage drivers.

ProPilot launched in the new Leaf earlier this year, and became available in the Qashqai in March. Nissan points out that both cars are the best sellers in their sectors and help to increase the presence of the technology on the roads.

Many other car manufacturers offer similar technology, but usually as a separate option or in a cluster of packs and elements that are activated independently.

ProPilot combines lane-keeping assistance, 'intelligent lane intervention', adaptive cruise control and, for automatics, 'traffic jam pilot'. All are activated when pressing the ProPilot button on the steering wheel.

The technology works based on traffic and road conditions data supplied by a camera mounted in the windscreen and a radar behind the Nissan badge in the radiator grille.

When the driver sets cruise control, ProPilot maintains a centre lane position and keeps a minimum distance from the vehicle in front.

James Bird, Nissan Qashqai product manager, said: "ProPilot is a step toward autonomous driving, but as a driver assistance system. The driver must remain attentive with 'hands on and eyes on', although the system can help in situations caused by lapses of concentration."

On the new Leaf, ProPilot has a 60% take-up. It launched on the Qashqai in a special Pilot One Edition using the 1.6 dCi diesel engine and X-tronic CVT automatic transmission.

It is available as a £795 option on some other



Drivers can select one of three gaps to the car in front

"The driver must remain attentive with 'hands on and eyes on'"

James Bird, Nissan

variants. Petrol versions are planned to follow later.

On manual variants of the Qashqai, a £495 Drive Assist pack is offered, with the traffic jam assist function absent. Traffic jam assist allows the car to slow to a standstill when following a vehicle, and if the stop is for up to three seconds, the car will set off again after the vehicle in front moves.

If longer than three seconds, the 'resume' button can be pushed on the steering wheel.

It's not possible to offer it on manual transmission because it would be impossible to deploy as the driver would need to use the clutch pedal.

We tried the cars on a circular route including the M25, M3 and M4, most of which were free-

flowing, but there was queueing traffic exiting the eastbound M4 on to the M25.

When functioning in high-speed traffic and the car is slowing behind a vehicle in front, indicating to overtake on the right – assuming there is no approaching vehicle detected – results in an increase in revs to ensure the Nissan is primed to carry out the manoeuvre safely.

There is no corresponding increase in revs if in the same circumstances you indicate left because the system knows we don't change lanes to the left to overtake on motorways.

Should the driver prefer not to have the steering assisting element, this can be deactivated by a button on the dashboard, although the way it firmly keeps the car in the lane centre, rather than 'ping-ponging' off the lines at either side like some systems, feels comfortable and reassuring.

The driver can choose from three gaps to the vehicle in front when a cruise control speed is selected – the largest of them means another driver could use the space when overtaking.

The system worked well in traffic, often feeling it was paused a little longer than three seconds before slowly moving on to follow the vehicle in front. For longer periods, it's easy to prompt the car to set off again using the 'resume' button for the cruise control on the steering wheel, or gently pushing the accelerator pedal.

The car's stop-start system also activates when circumstances allow, and if the car has been at rest for less than three seconds, it restarts again when the traffic in front begins to move again.

While these features are not revolutionary, and are similar to other cars with so-called level-two autonomy, the convenience of combining them all in one pack and activating them in sync with one button is unusual.

1.0 X-PLAY

TOYOTA AYGO

Nimble and stylish city runabout benefits from mid-life facelift and low costs



By Simon Harris

The city car sector in the UK easily splits into two camps, with a choice between plain-looking workhorses that maximise interior space and stylish runabouts.

The Vauxhall Viva, Hyundai i10 and Fiat Panda would fall into the former category, while the Vauxhall Adam, Fiat 500 and Kia Picanto are in the latter.

The Toyota Aygo is one of the latter, too. It is produced as part of a joint project with PSA at a Toyota plant in the Czech Republic. Now in its second-generation, it's the first of the trio that includes the Peugeot 108 and Citroën C1 to undergo a mid-life facelift and is available to order now.

Unlike its sister vehicles, the Aygo has only been available with Toyota's own three-cylinder 1.0-litre engine (perhaps because Toyota offers a five-year warranty and Peugeot and Citroën only offer three years' cover), while the 108 and C1 offer an 82PS 1.2-litre in addition, but that doesn't seem to have hampered the Aygo's appeal, particularly in the UK.

The Aygo finished 2017 as third best seller in its sector, and for the year-to-date, it is number one.

On the updated model, the engine has been upgraded, and now produces 71PS instead of the 69PS previously, and 94Nm of torque.

Whereas the 'X' motif at the front was previously in a contrasting colour, it is now in the body colour but stands out by being made more three-dimensional.

The headlights have a different shaped unit and new LED daytime running light signature, while the rear lamp clusters are also revamped.

The range has been restructured with new equipment grades and extra kit. The entry-level model remains the X, but it has historically only taken 2% of UK sales.

Next up is the X-Play, which includes air-conditioning, steering wheel-mounted audio switches, a height-adjustable driver's seat, an adjustable speed limiter, LED rear lights and the x-touch multimedia system with digital radio and Bluetooth. Options include sat-nav and Toyota Safety Sense

COSTS

| | |
|-------------------------------|----------------|
| P11D price | £11,195 |
| BIK tax band (2018/19) | 19% |
| Annual BIK tax (20%) | £425/£851 |
| Class 1A NIC | £294 |
| Annual VED | £125 then £140 |
| RV (4yr/80k) | £3,225/29% |
| Fuel cost (ppm) | 8.50 |
| AFR (ppm) | 11 |
| Running cost (4yr/80k) | 21.70ppm |

SPEC

| | |
|--|-------|
| Power (PS)/torque (Nm) | 71/69 |
| CO₂ emissions (g/km) | 93 |
| Top speed (mph) | 99 |
| 0-62mph (sec) | 13.8 |
| Fuel efficiency (mpg) | 68.9 |

KEY RIVAL

| | |
|-------------------------------|-----------------------|
| Rival | Ford Ka+ 1.2 70 Zetec |
| P11D price: | £11,580 |
| BIK tax band (2018/19) | 24% |
| Annual BIK tax (20%) | £556/£1,112 |
| Class 1A NIC | £384 |
| Annual VED | £165 then £140 |
| RV (4yr/80k) | 3,225/28% |
| Fuel cost (ppm) | 10.57 |
| AFR (ppm) | 11 |
| Running cost (4yr/80k) | 24.45ppm |

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



(autonomous emergency braking and lane departure warning system). It will account for 25% of sales.

Two other variants are based on the X-Play. The X-Plore has 15-inch machined alloy wheels, front fog lights, automatic air conditioning, automatic headlights, rear privacy glass, a reversing camera and sat-nav.

The X-Cite stands out with Magenta Fizz bi-tone paint finish, coordinated interior stitching and trim, and piano black instrument panel and gear lever surround. Both of these variants are available with Toyota Safety Sense.

The range-topping model is the X-Clusiv and comes with a contrasting roof colour, part-leather seats, Toyota Safety Sense and X-Touch multimedia system.

The Aygo is adequately nimble around town, although occasionally the noise of the three-cylinder engine intrudes at higher revs. Four adults can be accommodated without complaint, although, as with many cars this size, boot space is limited.

The Aygo has sharpened up its act to remain one of the most desirable city cars on the market, with a great balance of kerbside appeal and low running costs.



450H L LUXURY

LEXUS RX

RX adds a third row of seats without looking any bulkier

By Simon Harris

The appeal of the Lexus RX has been the badge, what the brand offers in terms of reliability, service and quality, and, more recently, the fact that it has a hybrid powertrain.

Indeed, the latest generation model has offered significantly lower CO₂ emissions and benefit-in-kind (BIK) tax liability than diesel rivals, and has only been bettered in this respect by plug-in hybrids.

It wouldn't have been chosen particularly for its versatility, as all versions – up to now – had been available only with five seats.

Now there is a new RX on sale with seven seats, which is able to provide an alternative to the Audi Q7, BMW X5 and Range Rover Sport, all of which are either seven-seaters or are available with a seven-seat option.

Where the Lexus stands out over these cars (essentially five-plus-two seaters) is that the seven-seat version comes with a longer body with more space to better accommodate a third row of seats.

All the extra space is behind the rear wheels, as the RX 450h L is 110mm longer than a standard version. But its designers have pulled off the trick of not making it look any larger or bulkier.

The second-row seats have been tiered to allow more leg-room for third-row occupants, while the roof line has been extended to allow headroom for those in the third row, and results in a steeper tailgate window, with the rear wiper now mounted at its base.

The seats can accommodate two adults, but are better for younger, smaller occupants on long journeys.

It's around two-and-a-half years since the current RX arrived in Europe, but Lexus has decided not to rush through any mid-life changes to the range with this additional model.

It's powered by the same 3.5-litre V6 petrol engine and electric motor combination, producing a total output of 313PS. CO₂ emissions under the NEDC-correlated system start at 136g/km for 18-inch wheel models, and are 138g/km for

COSTS

| | |
|-------------------------------|----------------|
| P11D price | £53,945 |
| BIK tax band (2018/19) | 28% |
| Annual BIK tax (20%) | £3,015 |
| Class 1A NIC | £2,081 |
| Annual VED | £195 then £440 |
| RV (4yr/80k) | £19,200/36% |
| Fuel cost (ppm) | 12.44 |
| AFR (ppm) | 22 |
| Running cost (4yr/80k) | 61.51ppm |

SPEC

| | |
|--|---------------------------------|
| Power (PS)/torque (Nm) | 313/247 (engine) + 350 (motors) |
| CO₂ emissions (g/km) | 138 |
| Top speed (mph) | 112 |
| 0-62mph (sec) | 8.8 |
| Fuel efficiency (mpg) | 47.2 |

KEY RIVAL

| | |
|-------------------------------|----------------------------|
| Rival | Audi Q7 3.0 TDI 272 S Line |
| P11D price: | £56,900 |
| BIK tax band (2018/19) | 36% |
| Annual BIK tax (20%) | £4,097 |
| Class 1A NIC | £2,827 |
| Annual VED | £30 then £450 |
| RV (4yr/80k) | £19,875/35% |
| Fuel cost (ppm) | 12.72 |
| AFR (ppm) | 13 |
| Running cost (4yr/80k) | 66.15ppm |

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



those with 20-inch wheels, with combined cycle fuel consumption at 47.9mpg and 47.1mpg respectively.

There are three equipment grades: Entry level SE, which is expected to take the lowest portion of sales, Luxury as the mid-grade variant and Premier at the top of the range.

Lexus believes the seven-seat will take 30% of UK sales, and acknowledges that some will be customers changing their five-seat RX, but it also offers an opportunity to secure new customers.

On the road, the RX L feels little different from the standard model, offering exceptional refinement whether in EV mode or with the engine running.

Build quality is impressive, but in a world of premium SUVs adopting digital displays, it's perhaps surprising that Lexus doesn't offer this yet.

While highly competent, this sector has been dominated by diesel, restricting the appeal of the RX, although fleets might now be open to hybrid options.

The RX L is a well executed seven-seater which, alongside the standard model, improves its chances among premium car user-choosers.

VOLVO S90 D4 INSCRIPTION



The Volvo S90 and I had cause for celebration this week. The pockmarked road leading out of town has finally been resurfaced.

It accounted for one casualty; a new tyre had to be fitted after one particularly severe pothole caused a rip in the sidewall. The alloy also suffered some scuffing, but such is the regularity with which we've been encountering these holes, we've yet to get it skimmed.

The tyre pressure monitoring system has also been called into action due to an underinflated rear tyre. We've pumped it up and reset the system; so far so good.

We're slowly clocking up the miles in the S90 and it's been effortless. The seats offer excellent lumbar support and have inflatable side bolsters to hold you snugly in place. The seat base can also be extended for additional leg support, ensuring that any size and length of driver will be able to find their sweet spot.

Space for five is excellent, thanks in part – as mentioned in a previous test – to the brilliant in-built child bolster seat, which takes up much less room and is less self-conscious for the child involved. Leg, elbow, shoulder and headspace for adults is class leading.

Fuel economy continues to hover around the 43mpg mark, which is now closer to the official figure under the new WLTP test. Our car arrived with a paper figure of 64.2mpg; the retested MY19 car has dipped to 61.4mpg, with a correlating rise in CO₂ from 116g/km to 121g/km – or one tax band.

Others have fared far worse under WLTP.

Equa Index reports real world figures of 46.6mpg, but we can easily beat this on longer journeys with a mid-50s return.

However, every-day running does mean that, even when full, the S90 promises a range of just 470 miles due to its undersized 55-litre fuel tank.

So more visits to the fuel station than we'd like, but that doesn't detract from the fact that the Volvo S90 is an outstanding family car.

Stephen Briers



The Karoq broadens ŠKODA's SUV range

ŠKODA KAROQ

1.6TDI SE

Mid-size SUV shows why it's an award winner

COSTS

| | |
|-------------------------------|----------------|
| P11D price | £22,690 |
| BIK tax band (2018/19) | 29% |
| Annual BIK tax (20%) | £1,316 |
| Class 1A NIC | £908 |
| Annual VED | £205 then £140 |
| RV (4yr/80k) | £9,025 |
| Fuel cost (ppm) | 9.75 |
| AFR (ppm) | 10 |
| Running cost (ppm) | 30.30 |

SPEC

| | |
|--|-------|
| Engine (cc) | 1598 |
| Power (PS) | 115 |
| Torque (Nm) | 250 |
| CO₂ emissions (g/km) | 120 |
| Manufacturer mpg | 61.4 |
| Real-world mpg* | n/a |
| Test mpg | 49.7 |
| Max speed (mph) | 116 |
| 0-62mph (sec) | 10.7 |
| Current mileage | 4,830 |

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

TEST TIMELINE



By Luke Neal

Launched in late 2017, this more conventionally-styled Yeti replacement goes head-to-head against established rivals such as the Nissan Qashqai and Kia Sportage and relative newcomer the Seat Ateca (with which the Karoq shares its platform).

Broadening its SUV range is a large part of ŠKODA's strategy and the all-new mid-size SUV sits comfortably below it's bigger brother, the Kodiaq.

The Karoq was voted best mid-size SUV at this year's Fleet News Awards with the judges saying: "The Karoq is good value and highly equipped with strong petrol and diesel engines. It is an excellent family car, stylish and competitive on costs. It does everything a mid-size SUV should do."

Our model, the 1.6TDi in SE technology trim is aimed at business customers and focuses on driver connectivity, with higher specification above the SE trim included at no extra cost including sat-nav system with an eight-inch touchscreen display, gesture control and Euro-

pean mapping, voice control and integrated Wi-Fi.

Drivers can connect to the infotainment system via Smartlink+ that pairs with Apple CarPlay and Android Auto. Customers also receive a one-year subscription to Infotainment Online that provides live traffic reports, calendar updates and online search functions.

ŠKODA has retained the VarioFlex seating system which was popular in the Yeti (three separate rear seats, which can be individually adjusted or completely removed, increasing the 521-litre boot to 1,810 litres).

However, it's a £450 optional extra (not fitted to our car) and is only standard on the two trim levels above (SE L and Edition).

Standard safety technology includes adaptive cruise control with speed limiter, driver fatigue sensor and pedestrian monitor.

ŠKODA's 'Simply Clever' features – an ice scraper in the fuel cap, umbrella under the passenger seat, LED torch and storage compartments in the boot – are also included.

"The Karoq is good value and highly equipped with strong petrol and diesel engines. It's an excellent family car, stylish and competitive on costs"

VOLKSWAGEN E-GOLF

Range allows 75-mile commute with charge to spare



A Pod Point 7kW charger has been installed at home

COSTS

| | |
|-------------------------------|----------------|
| P11D price | £32,675 |
| BIK tax band (2018/19) | 13% |
| Annual BIK tax (20%) | £850 |
| Class 1A NIC | £586 |
| Annual VED | £0 |
| RV (4yr/80k) | £8,450/26% |
| Fuel cost (ppm) | 3.14 |
| AFR (ppm) | not applicable |
| Running cost (ppm) | 35.48 |

SPEC

| | |
|--|-------|
| Power (PS) | 136 |
| Torque (Nm) | 290 |
| CO₂ emissions (g/km) | 0 |
| Range (miles) | 186 |
| Max speed (mph) | 93 |
| 0-62mph (sec) | 9.6 |
| Current mileage | 1,223 |

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

TEST TIMELINE



MERCEDES-BENZ E220D AMG LINE PREMIUM PLUS



Official CO₂ figures for the Mercedes-Benz E-Class have increased as a result of incoming WLTP (Worldwide harmonised Light vehicle Test Procedure) emissions testing.

The revised figures – obtained via the new testing cycle then converted back to an NEDC equivalent – were announced alongside a larger choice of petrol and diesel engines.

The E400d, which replaces the E350d, uses a new 3.0-litre straight six turbodiesel engine with an output of 340PS and 700Nm. It delivers 48.7mpg and emits 154g/km of CO₂.

However, it will be the hike in emissions on existing powertrains, which will be of interest to fleets.

Official emissions for the E-Class saloon have increased from a base-level 102g/km to 122g/km.

For our test car, the E220d saloon AMG Line, emissions have increased by three BIK tax bands since delivery, with CO₂ emissions rising from 112g/km to 127g/km.

This rise will hit a 40% taxpayer by £478 per year, with a business paying £165 extra in national insurance contributions.

All new cars launched since September 2017 have been required to be tested under the new regime and the Government has set a target for all manufacturers to re-test existing models by September 2018.

The WLTP test is designed to represent the real-world emissions of a vehicle and therefore produces an increased figure.

In respect of our test car, it importantly remains below the 130g/km threshold many fleets employ and, despite the additional costs, should remain a key executive model in fleet choice lists.

Gareth Roberts

AT A GLANCE – THE REST OF OUR FLEET



Seat Ibiza FR 1.0 TSI 115 DSG

Average fuel economy has increased to 53.4mpg thanks to longer journeys – just 6.7mpg below its official figure.



Renault Koleos 1.6DCI Signature Nav

We picked up a minor windscreen chip which proved trouble-free to fix – Autoglass came out the same day.



Vauxhall Insignia Grand Sport 1.6 CDTI 136 SRI VX-Line Nav

An opportunity arose to use Apple Maps for navigation and it worked well.

PAUL HOLLICK

MANAGING DIRECTOR OF THE MILES CONSULTANCY (TMC) AND ICFM CHAIRMAN

Hollick isn't overly concerned about what people think of him, but he would like to be remembered as someone who sticks to his values and does what is right based on them

My first memory associated with a car was my mum getting her first company car, a beige Ford Escort. All the family were really proud of her – it was a big deal in our household.

My hobbies and interests are cycling, football and a little badminton. I enjoy live music and see a band every three-four weeks. The family/ kids keep me busy, too.

My pet hate is lack of transparency. I need to know how things work and understand why actions occur. Being obtuse does my head in.

The advice I would give to my 18-year-old self is don't push yourself so hard for excellence.

The pivotal moment(s) in my life were the birth of my three kids. Being a father changes you.

My favourite movies are *Pulp Fiction* and *Cinema Paradiso*. Both are great films, *Cinema Paradiso* is about the joy of life and *Pulp Fiction* is a fun film to watch again and again.

I want to be remembered as trying to do what is right based on my values – what is fair and consistent. I am not too fussed about what people think of me.

The three vehicles I would like in my garage are BMW i3 BEV, Porsche 911 GT3 RS and a vintage Land Rover Defender.

A book that I would recommend others read is nothing, as I don't think I could recommend a book to anyone.

If I were Prime Minister for the day I would have another referendum on Brexit.

First fleet role Working for Inchcape Group, and within what is now Inchcape Fleet Solutions as its head of finance and IT. I really get excited about seeing the next generation of leaders coming through our industry because it is interesting and dynamic.

Career goals at TMC/ICFM We are growing TMC into a massive international business, with multiple products and services. In terms of my other role, as chairman of the ICFM, it is all about professionalising the industry. I really want all fleet managers to be ICFM members and to help train, support and grow the industry.

Biggest achievement in business Difficult to answer. I've been lucky to work with some incredible people within some great businesses. If pushed, I guess the current role at TMC has stretched me more than most roles – it is a high paced, tech and data backed business, far removed from my days running leasing companies.

Biggest career influence The biggest impact on my career was in my first role – the MD promoted me to finance director of an international wine business at the age of 23. He took a chance on me for which I will be forever grateful.

Biggest mistake in business Not a mistake as such but there have been issues with execution and timing. I've launched things too early, I've executed things poorly. You tend to learn from these situations, adapt and reset your expectations.

Leadership style Flexible but demanding. High paced and people need to keep up.

If I wasn't in fleet I loved working in the wine trade. The perks were good too!

Childhood ambition Up to my teenage years, I always wanted to be a policeman.



The Ford Focus range is brimful of new features

All-new Focus is most techno advanced ever

The all-new Ford Focus is the most technologically advanced ever, delivering more style, space and advanced technologies than ever before.

The expanded line-up includes the upscale Focus Vignale, alongside the stylish Focus Titanium and sporty Focus ST-Line. The line-up also includes higher specification ST-Line X and Titanium X variants. The first Focus Active crossover and Active X will come later.

The X variants add considerably to already high specifications, with Focus

ST-Line X, for instance, adding standard features such as 18-inch alloy wheels, heated front seats, six-way power-adjust driver's seat, partial leather trim with red stitching, privacy glass, rain-sensing wipers, dual electronic air conditioning, navigation and Fordpass Connect.

The Focus Vignale has an extremely high standard specification, with features such as a rear wide-view camera, B&O Play premium audio system, heated steering wheel and full Vignale seat trim.

Available are the first head-up display for a Ford model in Europe, to deliver

greater confidence at the wheel, and Active Park Assist 2 to enable fully automated parking at the push of a button.

It introduces the FordPass Connect embedded modem for connectivity on the move, plus wi-fi for up to 10 devices, wireless charging pad, SYNC 3 with eight-inch touchscreen, and B&O Play audio.

There is also new Stop & Go, Speed Sign Recognition and Lane-Centring technologies which help negotiate stop-start traffic, together with both predictive curve and sign-based lighting to help drivers see more clearly.

AND IT'S ALSO THE MOST VERSATILE FOCUS

A new interior makes use of every centimetre of space to make it the most versatile Focus ever, with a significant improvement in head, leg and elbow room in both the front and back, helping to maximise comfort while on the move.

Rear legroom, rear knee clearance and front and rear shoulder room are all improved and boot capacity on five-door Focus has been increased by 12 litres.

The Focus estate also benefits from impressive dimensions, with increased loading width of 1,150mm, a load length of 1,707mm and a boot capacity of 1,620 litres, with the second row seats folded, which is 114 litres more than the current Focus estate.

Focus powertrain options include powerful and fuel-efficient EcoBoost petrol and EcoBlue diesel engines, and a

new eight-speed automatic transmission with rotary dual shifter for ultimate cruising comfort.

Fuel efficiency and CO₂ emissions from the two available petrol engines are enhanced using Ford's industry-first cylinder de-activation system for a three-cylinder engine, which can automatically stop one of the engine's cylinders when full capacity is not needed.



Go Further

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

Next issue: Joe Howick, chief operating officer, Fleet Europe

ALL-NEW FOCUS

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THE CHANGE YOUR FLEET DESERVES

Discover more at ford.co.uk/new-focus or contact the
Ford Business Centre: 0345 723 23 23 | flinform@ford.com

P11D

£28,630 - £17,730

BIK

28% - 22%

CO₂

123 - 91g/km

COMBINED MPG

55.4 - 80.7



Official fuel consumption figures in mpg (l/100km) for the All-New Ford Focus range: urban 45.6-74.3 (6.2-3.8), extra urban 62.8-85.6 (4.5-3.3), combined 55.4-80.7 (5.1-3.5). Official CO₂ emissions 123-91g/km.

The mpg figures quoted are sourced from official EU-regulated test results (EU Regulation 715/2007 and 692/2008 as last amended), are provided for comparability purposes and may not reflect your actual driving experience. Information correct at time of going to print.