

# FleetNews

April 25 2019 €6.00



**CompanyCar**  
IN ACTION



## THE UK'S LEADING RIDE & DRIVE EVENT

12-13 JUNE 2019 **MILLBROOK PROVING GROUND.** [companycarinaction.co.uk](http://companycarinaction.co.uk)





# CompanyCar IN ACTION

12-13 JUNE 2019  
MILLBROOK  
PROVING GROUND

## Event makes 300+ models available to drive

Company Car in Action is the fleet industry's biggest multi-brand driving event, providing unrestricted access to the latest and greatest models from the most popular car brands.

Fleet decision-makers should register online now to attend this exclusive event. Spaces are filling up fast, so don't leave it too late.

The event takes place on June 12-13 at Millbrook Proving Ground, in Bedfordshire. Visitors can choose to attend one day or both.

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

Some manufacturers will be offering exclusive first drive opportunities and the chance to see new models before they go on sale.

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

## THE DRIVING EXPERIENCE



### CITY COURSE

The three-quarter mile City Course is a purpose-built facility allowing vehicles to be tested in a simulated urban environment. You can check out driver assistance systems such as low-speed collision mitigation and automatic parking as well as manoeuvrability. The course has parking bays, bus stops, complex junctions, speed humps and varying speed limits.



### HIGH SPEED BOWL

Millbrook's five-lane, two-mile, banked High Speed Bowl, is where realistic motorway driving can be simulated in a safe and secure setting.

You can test lane-keep assist, adaptive cruise control and other driver aids at motorway speeds as well as comparing road and wind noise intrusion and fuel economy at cruising speeds.



### ALPINE ROUTE

Familiarise yourself with vehicle braking, acceleration and handling on this challenging route which features three loops, totalling more than four miles, with gradients from 6.5% to a challenging 26%.

Here, cars can be put through their paces on a circuit that replicates the most demanding country lanes in a safe and controlled environment.



### OFF ROAD

Test your driving skills and car performance on the off-road course which offers a range of terrains to replicate almost every scenario. Fleet decision-makers have the opportunity to really test the latest 4WD models and see how they cope. The course includes sections of gravel, mud, sand and rocks plus a range of inclines to test traction, power and ride quality.

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

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CommercialFleet

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to tackle fatigue, stress and depression



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P11D FROM	BIK FROM	CO <sub>2</sub>	COMBINED MPG
£29,730	22%*	103 - 94g/km <sup>^</sup>	46.3 - 53.3 <sup>^</sup>

Discover more at [lexus.co.uk/business](https://lexus.co.uk/business)

**LEXUS**  
EXPERIENCE AMAZING

Model shown is UX F SPORT with Tech & Safety Pack at £36,275 including metallic paint at £570. Official range fuel consumption figures for Lexus UX Hybrid in mpg (l/100km): 46.3 (6.1) - 53.3 (5.3). Combined CO<sub>2</sub> 103 - 94g/km.<sup>^</sup> Figures are provided for comparability purposes; only compare fuel consumption and CO<sub>2</sub> figures with other cars tested to the same technical procedures. These figures may not reflect real life driving results. Fuel consumption and CO<sub>2</sub> produced varies significantly depending on a number of factors, including the accessories fitted (post-registration), driving style, conditions, speed and vehicle load. All models and grades are certified according to the World Harmonised Light Vehicle Test Procedure (WLTP), which replaces the New European Driving Cycle test procedure (NEDC). All CO<sub>2</sub> figures quoted are NEDC equivalent. All mpg figures quoted are full WLTP figures. For full details please contact your local Lexus Centre. <sup>^</sup>Based on 2019/20 tax year.

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# RDE2-compliant cars help diesel to hit back

New engines cut taxes for fleets and company car drivers

By Gareth Roberts

Fleets are taking delivery of the first RDE2 diesel cars, cutting vehicle excise duty (VED) and company car tax, with manufacturers promising that more models will follow.

Mercedes-Benz stole a march late last year, when it added two new diesel engines to the A-Class range – the A 200d and the A 220d – which met stricter emissions limits, well before they become the legal requirement.

The new units have been tested to the RDE2 standard, meaning company car drivers will benefit from tax savings thanks to the removal of the 4% benefit-in-kind (BIK) tax diesel surcharge.

Fleets will also benefit from not having to pay the higher first-year rate of VED on new diesel cars not meeting the RDE2 standard.

The German carmaker says it now has eight RDE2-compliant cars available to order: A200d, A220d (both available as saloon or hatch), B200d, B220d, GLE 350d and GLE 400d. The first deliveries were made in February.

Jaguar Land Rover (JLR) has also been quick out of the blocks, announcing in January that the all-new XF 2.0-litre diesel 163PS and 180PS rear-wheel drive variants had been certified as RDE2-compliant (fleetnews.co.uk, January 30).

It says this could save 40% taxpayers up to £2,304 in company car tax over three years compared with models which are subject to the 4% diesel surcharge.

JLR subsequently announced that the revised XE would also be available with an RDE2-compliant 180PS diesel engine, as well as 163PS and 180PS XF Sportbrake models and the new 150PS Evoque.

The manufacturer told

*Fleet News* that further announcements on RDE2-compliant cars are “imminent” and deliveries of the first tax-busting models would be made by the end of this month.

It says its latest diesel engines offer approximately 25% better fuel economy than their petrol equivalents, produce around 15% less CO<sub>2</sub> and emit around the same amount of NO<sub>x</sub>.

Rawdon Glover, managing director of JLR UK, attributed its success to “significant investment” in advanced engine technology.

“These new diesel engines meet the demanding target, set by the latest European standards, well ahead of schedule,” he said. “The test results reflect their performance in real-world driving conditions.”

BMW told *Fleet News* that the new 1 Series will be its first model that is classified as RDE2. A spokesman said: “We will introduce RDE2 technology into the BMW range from the middle of this year, with the first customer deliveries in Q3.”

“There will be a staggered roll-out of this technology across the range but the full model range will, of course, be compliant ahead of the required deadline.”

Vauxhall is also advanced with its plans, with the new Astra, due for launch this summer (first deliveries Q4), the first of its RDE2-compliant models. “Then it comes model by model,” said the company.

However, Audi admitted it was still in the “preparatory phase” after dealing with re-homologation under the Worldwide harmonised Light vehicle Test Procedure (WLTP).



A spokesman said: “We continue to work at full speed on this to close the remaining gaps in our product range and to minimise delays.”

## CHANGING STANDARDS

The hope is these latest diesel engines could offer some respite to the beleaguered fuel, turning the tide on the anti-diesel rhetoric.

However, EU law-makers, who decided to subdivide the Euro 6 standard, rather than call RDE2-compliant cars Euro 7, have not helped that cause.

When the new vehicle emissions test, WLTP, replaced NEDC for all new type approvals in September

2017, the Real Driving Emissions (RDE) test was also introduced to offer an on-the-road measurement.

The limits for emissions remained the same but the testing regime changed and was reflected in a new standard – Euro 6b became Euro 6c.

Under the RDE test, the car is fitted with a portable emission measuring system (PEMS) before being driven for 90 minutes on public roads in different conditions, with both uphill and downhill driving, and a mix of urban and rural roads and motorways.

It is being introduced in two stages, the step 1 test – RDE1 – became compulsory for all new type approvals from September 1, 2017, when WLTP was also introduced.

RDE1 will become mandatory for all new registrations from September 1.

WLTP testing, which takes place in the lab, has been mandatory for all new registrations since September 2018, with diesel cars having to meet the NO<sub>x</sub> limit of 80mg/km and petrol 60mg/km, with cars achieving the limit labelled Euro 6c.

New type approvals, however, have also had to meet the limits on-the-road from September 2017.

The EU has cut manufacturers some initial slack, allowing for a margin of error two times the actual limit. Cars achieving RDE1 are classified as Euro 6d-temp.

However, the rules will begin tightening from January 2020, starting with new type approvals.

This next stage, RDE step two (RDE2), is the measure now being achieved early by some manufacturers, giving fleets and company car drivers the benefit of a tax cut first announced in Budget 2017.

The NO<sub>x</sub> limit for the RDE2 standard is up to 1.43 times the Euro 6 lab limit of 80mg/km for diesel and 60mg/km for petrol. Cars achieving this limit are labelled Euro 6d.

RDE2 will apply to all new registrations from January 1, 2021, before the margin for error – the conformity factor – will be removed by 2023.

## LEGAL ACTION

Brexit will not diminish the emissions rules either, given the Government has said they will apply when the UK leaves the EU.

The rules have been called into question in the courts, however, with

three cities – Brussels, Madrid and Paris – successfully challenging the provision allowing on-the-road emission limits to vary from those required in the laboratory (fleetnews.co.uk, December 14, 2018).

The European Court of Justice ruled in their favour, saying that the European Commission (EC) had no power to weaken the emission limits.

The ruling meant the Commission needed to amend the RDE regulation to ensure that diesel vehicles actually emit less than 80mg/km during the one-the-road test.

The EC subsequently lodged an appeal against the ruling and is also preparing new legislation that will have the same effect as the law declared illegal by the courts in December.

Elzbieta Bienkowska, European Commissioner for industry, says that if the new legislation is adopted in time, the commission will withdraw the appeal (fleetnews.co.uk, February 21).

## PETROL PARITY

Andy Eastlake, managing director of the Low Carbon Vehicle Partnership (LowCVP), says the “overriding aim” must be to accelerate the drive to

## EURO 6B

Last Euro 6 car tested under NEDC

## EURO 6C

Cars approved according to WLTP

## EURO 6D-TEMP

Cars approved to WLTP and RDE1

## EURO 6D

Cars approved according to WLTP and RDE2

“THESE NEW DIESEL ENGINES MEET THE DEMANDING TARGET, SET BY THE LATEST EUROPEAN STANDARDS, WELL AHEAD OF SCHEDULE”

RAWDON GLOVER, JLR

SEPT 2017

WLTP and RDE1 introduced for all new type approved cars

SEPT 2018

All new car registrations tested under WLTP

SEPT 2019

All new car registrations must meet RDE1 standard

JAN 2020

All new type approved cars must meet RDE2 standard

JAN 2021

All new car registrations must meet RDE2 standard

Vans will follow the same approvals regime a year later





## RDE2 and VED

Fleets have faced a hike in vehicle excise duty (VED) for new diesel cars that do not meet the strictest air quality standards since April 2018.

Back in 2017, the Chancellor announced in the Budget that the first-year VED for all new diesel cars registered after April 1, 2018, which failed to meet the RDE2 standard, would be calculated as if they were in the VED band above.

It helped the Treasury raise an additional £200 million in VED receipts last tax year, compared to the previous one.

In 2018/19, for a car with emissions from 110-130g/km that was the difference between paying £165 and £205. This tax year, an RDE2-standard car with the same emissions will cost

£170, while the vast majority of diesel registrations will face paying the band above, a higher rate of £210.

For a car with emissions between 131-150g/km the rise is steeper, with the first-year VED for a car not meeting RDE2 this tax year costing £530 compared with £210 for one that does.

It is a double whammy for fleets already struggling with the effects of WLTP on NEDC-correlated CO<sub>2</sub> figures and fearful of how actual WLTP CO<sub>2</sub> values could hit their bottom line from April 2020, when they are used for tax purposes.

The Government has launched a consultation on the impact of WLTP on VED and company car tax, and is expected to publish its response in the next few months.

“truly, low pollution vehicles” and to rapidly increase the number of zero emission miles driven.

However, he told *Fleet News*: “While combustion fuels still predominate, we need to use all the tools in the box to deliver lower CO<sub>2</sub> and cleaner air, and the efficiency of diesel engines should be captured where possible.

“The latest diesels must, and with RDE2 can now be shown to, deliver emissions as low as petrol.”

Indeed, tests conducted by German automobile club ADAC on some of the latest models, not officially classified as RDE2, suggest they are as clean as their petrol counterparts.

The conformity factor for RDE2 gives an actual on-the-road limit of 114mg/km for diesel and 86mg/km for petrol.

Nearly all the cars tested by ADAC emitted less than 50mg/km (fleet-news.co.uk, February 25).

The Volkswagen Golf 1.6 TDI SCR performed exactly the same as its petrol counterpart, emitting 14mg/km of NO<sub>x</sub>.

ADAC performed the tests using a portable emissions measurement device (PEMS), in the same way as the official test.

Erik Jonnaert, secretary general of the ACEA, the European trade association for carmakers, believes modern diesel cars can play a strong role in helping cities move towards compliance with air quality targets.

“It is important we stop demonising diesel technology as a whole,” he said. “Instead, we need to differentiate between the old diesel fleet and the latest generation of vehicles.”

## Should we trust them this time? RDE2 and the diesel dilemma



**NICK MOLDEN**,  
CO-FOUNDER AND  
CEO OF EMISSIONS  
ANALYTICS,  
CO-FOUNDER AND  
DIRECTOR OF THE  
AIR ALLIANCE

The second stage of Real Driving Emissions testing (RDE2) calls for no more than 114 mg/km of nitrogen oxides (NO<sub>x</sub>) over a wide envelope of real-world driving conditions. This requires an impressive clean emissions performance from diesel vehicles. But should we trust the system this time?

We can be more confident now, yes. RDE2 is very similar to what has been in place in the USA for more than 10 years. The US test is easier, but the limit is lower and the engineering task overall is similar.

RDE2 vehicles are typically delivering emissions in the 20-40mg/km range on the Emissions Analytics' test cycle,

compared with the average of pre-RDE diesels in Europe of around 400mg/km. So, at least an order of magnitude reduction.

Further, the imminent introduction of in-service conformity testing, which can be carried out by third parties, will make it risky to cheat, meaning confidence in RDE2 results should be higher.

Good though they are, these RDE2 vehicles will not be enough to solve urban air quality problems.

Why? At the same time as these RDE2 vehicles are on sale, for the next six months there will still be new diesels available legally emitting 400mg/km and more – all labelled Euro 6.

As Euro 6 has been in place since 2014, the number of pre-RDE Euro 6 diesels on the road will dwarf the number of RDE2 vehicles for years to come. Even some of the early RDE1 vehicles skate close to the emissions limit and will never be subject to in-service conformity testing.

Action is needed on these pre-RDE vehicles to solve urban air quality and rebuild trust in diesel technology – whether or not that is wanted by policymakers. It may prove necessary to meet climate change goals.

Making the regulations for future vehicles ever harder is burdening manufacturers – and ultimately buyers – with unnecessary cost, when the more efficient solution is to address the dirty Euro 6s already on the road. To enable this, genuinely independent ratings are required to compare vehicles of all types and ages, not just piecemeal self-certification by manufacturers. In that way, more targeted and efficient procurement and city access policies can be set.

Rebuilding trust and evidencing the low emissions of their current vehicles are key reasons why Jaguar Land Rover submitted a range of its latest diesel vehicles to the independent AIR Index test (www.airindex.com). These are ratings based on the new European standard methodology CWA17379 and conducted for the independent AIR Alliance (www.allowAIR.org).

The ratings apply to vehicles of any age and are controlled by neither governments nor manufacturers so, for once, the results, can truly be trusted.



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*La meccanica delle emozioni*



Official fuel consumption figures for the Alfa Romeo range mpg (l/100km) combined: 53.3 (5.3) to 24.5 (11.5). CO<sub>2</sub> emissions: 227 – 123 g/km. Fuel consumption figures determined on the basis of the new WLTP test procedure as per Regulation (EU) 2017/1347. CO<sub>2</sub> figures, based on the outgoing test cycle (NEDC), will be used to calculate vehicle tax on first registration. Only compare fuel consumption and CO<sub>2</sub> figures with other cars tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load.



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**PEUGEOT RECOMMENDS TOTAL** Official Fuel Consumption in MPG (l/100km) and CO<sub>2</sub> emissions (g/km) for the PEUGEOT 2008 SUV range are: Combined 39.1 (7.2) – 67.0 (4.2) and CO<sub>2</sub> 133 - 93 g/km. For the PEUGEOT 3008 SUV range are: Combined 35.2 (8.0) – 56.3 (5.0) and CO<sub>2</sub> 132 - 106 g/km. For the PEUGEOT 5008 SUV range are: Combined 35.2 (8.0) – 56.3 (5.0) and CO<sub>2</sub> 132 - 106 g/km.

The fuel consumption you achieve, and CO<sub>2</sub> produced, in real world conditions will depend upon a number of factors: including the accessories fitted (post registration), variations in weather, driving styles and vehicle load. There is a new test (WLTP) used to measure fuel consumption and CO<sub>2</sub> figures. The fuel consumption figures shown in this advert are calculated under the WLTP test. The CO<sub>2</sub> figures shown are NEDC equivalent (NEDCeq), calculated using EC correlation tool which converts WLTP figures to NEDC figures, however, these NEDCeq figures are based on the outgoing test cycle (NEDC) and will be used to calculate tax for first registration. Figures shown are for comparability purposes; you should only compare fuel consumption and CO<sub>2</sub> figures with other vehicles tested using the same technical standard. \*WLTP - Worldwide harmonised Light vehicles Test Procedure. \*\*NEDC - New European Driving Cycle. Models shown are a 2008 SUV Allure 1.2L PureTech 110 S & S, 3008 SUV Allure 1.2L PureTech 130 S & S with optional LED headlights, optional Grip Control® and optional Black Diamond Roof. 5008 SUV Allure 1.2L PureTech 130 S & S with optional Black Diamond Roof and optional Grip Control®. Award logos relate to the following awards: 3008 SUV won Best Medium SUV in the Carbuyer 2019 awards. 5008 SUV won Best Large SUV in the What Car? 2019 awards. Information correct at time of going to print.

**NEWS:** BREXIT UNCERTAINTY CONTINUES

# Deal or no deal? Lack of clarity on Brexit 'utterly unacceptable' – SMMT

Fewer candidates for technician roles as immigrants leave the UK will affect SMR capacity

By Gareth Roberts

**A** 'no deal' Brexit may have been avoided for now, but uncertainty over the UK's future relationship with the EU is taking its toll on the car industry.

It has labelled the lack of clarity "unacceptable", claiming investment from carmakers has been cut or put on hold, with fears that EU workers returning home could exacerbate a skills gap in the after-market.

EU leaders granted the UK a six-month extension to Brexit after talks in Brussels, earlier this month.

The new deadline – October 31 – avoided the prospect of the UK having to leave the EU without a deal on April 12, with MPs still unable to agree a way forward.

Mike Hawes, chief executive of UK trade body the Society of Motor Manufacturers and Traders (SMMT), says the continuing uncertainty, almost three years after the UK



voted to leave the EU, is "utterly unacceptable".

"Industry still does not know what the UK's relationship with the EU will be in the coming weeks and months," he said.

"Uncertainty has already caused serious damage – car plants are on enforced shutdown, investment has been cut and jobs lost. This cannot go on."

Hawes wants Government and Parliament to use the extension to take 'no deal' off the table for good, and guarantee a positive long-term resolution that delivers frictionless trade.

"If they fail, we face yet another devastating 'no deal' precipice on October 31," he said.

The Freight Transport Association (FTA) is also concerned that the threat of a disorderly exit still remains. Pauline Bastidon, FTA's head of global and European policy, said: "While the risk of no deal has receded for now, it is an outcome which cannot be excluded further down the line – indeed, it remains the legal default, in the absence of alternative arrangements."



UNCERTAINTY  
HAS ALREADY  
CAUSED  
SERIOUS  
DAMAGE. THIS  
CANNOT  
GO ON

MIKE HAWES, SMMT

of the Apprenticeship Levy.

"The job is changing so dramatically with the onset of electric vehicles," he said. "EVs, advanced driver assistance systems and automated technology is something to get young people excited about when convincing them to join the industry."

Automotive Recruitment Consultants (ARC) currently has 200 or so vacancies, with some 30% for technicians.

ARC director Chris Highfield says "immigrants that came over to work in technical roles are leaving due to Brexit",

but he also blamed the industry for not training more people to fill roles.

He explained: "Overall, it means there are fewer candidates and there aren't enough people being trained to fill the [skills] gap."

Speaking at fleet representative body ACFO's spring seminar, Malcolm Maycock, managing director of Licence Bureau, also warned of a potential driver shortage, particularly in the parcel delivery sector (fleetnews.co.uk, April 2).

A similar warning came from Oliver Waring, managing director of seminar supporter Reflex Vehicle Hire, who said that many people employed as drivers, valeters and yard staff were from the EU, with some already leaving.

ACFO chairman John Pryor also blamed the Brexit stalemate for the lack of progress on several domestic issues, particularly company car tax.

"It is becoming quite obvious that the Government is unable to set the agenda," he said.

So far, MPs have rejected the withdrawal agreement the Prime Minister reached with European leaders last year, and they have voted against leaving the EU without a deal.

The EU has ruled out any renegotiation of the withdrawal agreement.



# Hotfooting it to improve deliveries

One of four projects from Ford to tackle urban mobility

By Stephen Briers

**F**ord has starting trialling a last mile parcel delivery concept in London with Gnewt Cargo which uses pedestrian couriers to take packages to their final destination.

It's one of a number of mobility initiatives currently under development, according to the person overseeing the Ford Mobility division, Sarah-Jayne Williams.

"We are conscious that with more people moving to cities, cars aren't the most appropriate way to get around," Williams said.

"We have too many vehicles with one occupant. It's a problem that needs to be solved."

Ford is working on four solutions: Autonomic, Mode:Link, Spin and Argo AI.

"Last mile distribution is the most interesting challenge. Key is the software," said Williams. "We have a live trial with Gnewt Cargo where our software sorts the parcels into vans and works out the optimal route to take. The hypothesis is: can we take what five vans do and do the same with one vehicle and five people walking?"

The trial started in February, initially for three months to test the feasibility and business viability, and is the result of a two-year research programme.

Ruth Tilsley is the project lead. "Mode:Link is about using the right

vehicle on the right road," she said. "A van is brilliant when full and travelling fast on an A road. But it's not as efficient on a narrow road, one-ways and traffic lights. Pedestrian partners are faster."

Each van makes drop-offs at set points around the city with walking couriers collecting the parcels. Ford believes it will reduce congestion and pollution.

"A single van can deliver more



**"WE HAVE TOO MANY VEHICLES WITH ONE OCCUPANT. IT'S A PROBLEM THAT NEEDS TO BE SOLVED"**

**SARAH-JAYNE WILLIAMS, FORD**

parcels and constantly move around the city," Tilsley adds.

In January, Ford acquired Autonomic, which brings together all forms of transport and travel modes under the Transportation Mobility Cloud (TMC). It connects the city infrastructure, vehicles, public transport and scooters with apps to provide continuous information about the best way to get about.

TMC also allows real time analysis of connected vehicle data which, according to Autonomic CEO Gavin Sherry, "enables continuous feedback from the vehicle, the owner and passengers".

He believes this can be used by manufacturers and dealers to improve the user/owner experience.

Meanwhile, in the US, Ford is piloting an electric scooter scheme called Spin in conjunction with a number of cities. Williams hopes it can be introduced to the UK – e-scooters are currently banned on UK roads and pavements – and highlights the recent Department for Transport announcement that it is looking to review transport laws.

"We have found that people are less worried about using a scooter than they are a bike in the city," she said.

The final project is to bring to market an autonomous vehicle for commercial operation by 2021. Ford is working with Argo AI, which is developing the software that is being integrated into a purpose-built car.

The vehicles will be used for ride hailing and delivery services.

Ford is matching its initiatives to the global speed of change towards alternative mobility options which is triggering pedestrian zones, encouraging active movement, removing diesel, reducing speed limits and switching the balance away from cars being the dominant force.

"It's the shared street concept. Within that context, the goal is to take vehicles out of the city centres and if we want to continue to play a role in mobility, we have to focus on these solutions," said Williams.

However, she is candid enough to admit that there will be casualties. Ford closed the Chariot on-demand shuttle service just two years after buying the business because it wasn't viable.

"It was our first foray into mobility. The premise was if you take people out of their own transport and into shared, you take vehicles off the road," Williams said.

"Ford Telematics came out of the initiative and we also had learnings for our autonomous vehicle business. We also better understand the challenge it takes to run a service."

She added: "However, we could see that it wouldn't be sustainable for the future."

"It is very unusual for a car company to start up and close down (a business), but we think it's the way it will be with some of these new initiatives."



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Fuel economy<sup>#</sup> and CO<sub>2</sub>\* results for the Grandland X. Combined mpg (l/100km): 37.2 (7.6) – 54.3 (5.2). CO<sub>2</sub> emissions: 128 – 111g/km.

<sup>#</sup>Fuel consumption figures are determined according to the WLTP test cycle. <sup>\*</sup>CO<sub>2</sub> emissions figures are determined according to the WLTP test cycle however, a Government formula is then applied to translate these figures back to what they would have been under the outgoing NEDC test cycle, which WLTP replaces. The correct tax treatment is then applied. Figures are intended for comparability purposes only. The fuel consumption you achieve under real life driving conditions and CO<sub>2</sub> produced will depend upon a number of factors, including the accessories fitted after registration, variations in driving styles, weather conditions and vehicle load. Only compare fuel consumption and CO<sub>2</sub> with other vehicles tested using the same technical procedures. For more information contact your local Vauxhall Retailer. <sup>†</sup>2019/20 tax year. Vauxhall Motors Limited does not offer tax advice and recommends that all Company Car Drivers consult their own accountant with regards to their own tax position. 3 Day Test Drive terms and conditions apply and vehicles are subject to availability. Please call 0330 587 8221 for full details. All figures quoted correct at time of going to press (April 2019).





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Fuel consumption and CO<sub>2</sub>\* figures for the Volvo Cars range, in MPG (l/100km): WLTP Combined 26.2 (10.8) – 117.7 (2.4). NEDC CO<sub>2</sub> emissions 192 – 44g/km. Twin Engine WLTP electric energy consumption 3.7 – 4.1 miles/kWh. Twin Engine WLTP all electric range 20.5 – 29.2 miles.

Figures shown are for comparability purposes; only compare fuel consumption and CO<sub>2</sub> figures with other cars tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. \*There is a new test used for fuel consumption and CO<sub>2</sub> figures. The CO<sub>2</sub> figures shown, however, are based on the outgoing test cycle and will be used to calculate vehicle tax on first registration. Preliminary data. Please contact your retailer for latest information.

NEWS: SUZUKI FLEET STRATEGY

# New Business Partner dealers hold key to Suzuki's growth plan

Carmaker's latest strategy sets target of growing fleet sales by a third over next three years



Suzuki expects 60-65 dealerships to sign up to its Business Partner programme

By Matt de Prez

**S**uzuki is launching a strategy that targets increasing its fleet sales by a third over the course of the next three years.

The plan was masterminded by Graeme Jenkins, the brand's head of fleet, and has been more than two years in the making, since he joined the carmaker in 2017.

It requires dealers to sign up to a new Suzuki Business Partner programme, whereby they will handle incoming sales from contract hire and leasing companies but will also be responsible for generating their own local fleet sales.

"It's not revolution, it's evolution for our dealers to look at the 50% of the marketplace we haven't previously had a proposition for," said Jenkins.

He believes the opportunity for Suzuki in fleet is massive: "Suzuki is seen as a genuine challenger brand in the fleet market. We need to prove we have the capability to look after these new customers."

To become a Business Partner, dealers must commit to having a dedicated member of staff for fleet and will be given fleet sales targets.

There will also be a requirement for dealers to have fleet specific sections on their websites and a strong social media presence.

Above all, dealers are expected to

deliver a high level of customer service to the fleet industry.

"Our retailers are good at delivering very high service on a local level. We don't want to dilute the brand and what we are about," Jenkins said.

"A lot of our dealers are family businesses. Getting local business for them really matches the ethos of the brand. They can go out to small business that want maybe four cars that they might not have been able to do before. It's very much about the local SME market."

The brand will support Business Partners through two regional business sales development managers.

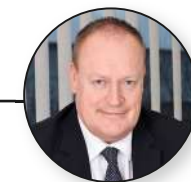
Those sites will also be the only Suzuki dealerships that can handle fleet sales through leasing and contract hire companies, plus the brand's recently acquired Crown Commercial Service [CCS] contract.

Jenkins said: "The key thing is this is about incremental profitable fleet business. Not about taking retail and making it fleet."

"We will be advising them not to chase business around the country. We will also continue to manage relationships with the major leasing companies on their behalf."

Suzuki has 160 dealers and expects 60-65 showrooms to sign up to be Business Partners.

Jenkins said around three-quarters



**SUZUKI IS SEEN AS A GENUINE CHALLENGER BRAND IN THE FLEET MARKET**

**GRAEME JENKINS, SUZUKI**

of the dealer groups holding Suzuki franchises already have fleet experience with other brands, so the transition for them should be minimal. All dealers will be re-offered the chance to join the programme each year.

In the past, Suzuki has been a heavily retail-focused brand with more than 90% of sales purely retail.

Last year, the brand sold a total of 40,000 cars and true fleet sales accounted for around 25% of those. Jenkins hopes the new strategy will

increase that figure to around 40% in the next three years.

Motability is a big part of Suzuki's business, accounting for around 5,000 registrations per year. Jenkins said he is happy with this volume and added that Motability sales will continue to be offered through all Suzuki dealerships.

None of the Suzuki Business Partners will be permitted to deal with brokers as Jenkins feels this could lead to them chasing non-profitable sales rather than focusing on good quality local business.

"We aren't going for the big corporate stuff," he said. "We know the areas we can be successful in. The local SME market and public sector will be very strong for us."

Suzuki's two key models in the fleet sector are the recently facelifted Vitara and the Swift, with the latter especially popular among public sector fleets.

Next year, the brand will launch two new models as part of its partnership with Toyota, which will see Suzuki-badged versions of the new Toyota Rav4 and Corolla Touring Sports offered, complete with hybrid powertrains.

Jenkins said this will be a key partnership for Suzuki as it gives the carmaker two new vehicles in sectors it doesn't currently compete in, and ones that are popular with fleets.





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## NEWS IN BRIEF

# The past month's news headlines from [fleetnews.co.uk](http://fleetnews.co.uk)

MAR

25

### LAND ROVER TO SUPPLY 70 DISCOVERY VEHICLES TO HIGHWAYS ENGLAND

The Land Rover Discovery SE 3.0 Sd6 models will be in service with Highways England for around four years, with each expected to cover around 250,000 miles on England's motorways and major highways.



27

### COCA-COLA FAILS TO OVERTURN COMPANY CAR TAX RULING

Defining when a vehicle is a van or a company car for tax purposes remains "hopelessly unclear", according to accountancy firm RSM, after the courts rejected appeals from Coca-Cola and HMRC.



### SPEED LIMITERS HEAD RAFT OF SAFETY RULES DUE TO BE INTRODUCED FROM 2022

A range of new vehicle safety features, to be fitted as standard on all new cars, vans, lorries and buses sold in Europe from 2022, moved a step closer after a provisional EU deal was reached in Strasbourg.

The new rules include requirements for new technologies, such as automated emergency braking (AEB) and overrideable intelligent speed assistance (ISA), to be fitted as standard for the first time.

28

### ENTERPRISE RENT-A-CAR UK AGREES TO BUY SHB HIRE

The acquisition will make Enterprise Rent-A-Car one of the largest commercial vehicle rental fleets in the country, with more than 45,000 vehicles. SHB Hire, which will operate under the Enterprise Flex-E-Rent brand, says the acquisition secures the future of the business.



APR

4

### FORD REVEALS EIGHT EV MODELS FOR 2019

Ford has outlined an electric vehicle strategy that encompasses mild hybrid, self-charging hybrid, plug-in hybrid (PHEV) and battery electric (BEV) solutions across its cars and light commercial vehicles. Eight will be on UK roads by the end of the year.

### ACFO CHAIRMAN JOHN PRYOR TO STAND DOWN

Long-serving ACFO director and chairman, John Pryor, will officially stand down at the 2019 AGM due to be held on June 12 at Company Car in Action.

### ARI UK MANAGING DIRECTOR KEITH ALLEN TO RETIRE

ARI has announced Keith Allen will be retiring from his position as UK managing director at the end of 2019, but will continue in an advisory role until the end of 2021.

IN DETAIL



To view the full story go to [fleetnews.co.uk/news](http://fleetnews.co.uk/news)

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### LONDON ULEZ: EURO 6 'WRONG STANDARD' FOR DIESEL ACCESS

AIR says tests it has conducted, rated in the AIR Index, show that many Euro 6 diesels will legitimately still be producing many times the officially published NOx limit, with free access to the ultra-low emissions zone.

10

### FORD INTRODUCES NEW KEYFOB TO PREVENT RELAY ATTACK THEFT

The keyless entry fobs now become disabled when not in use to prevent 'relay attacks', where thieves use a computer device to boost the signal from keys stored inside a property to steal a car.

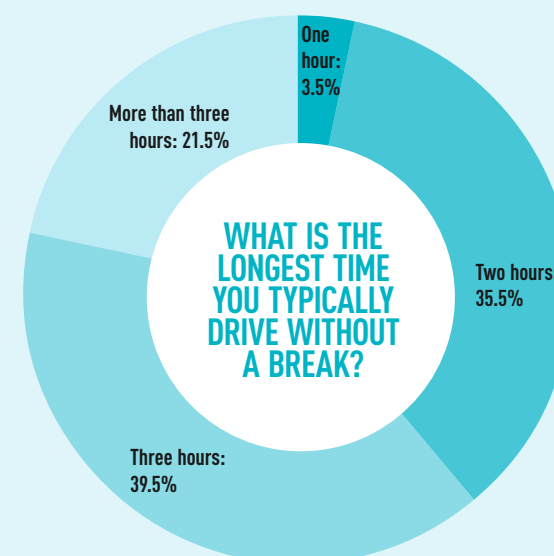


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### POLICE TO USE MOBILE PHONE DETECTION WARNING SIGNS

New mobile phone detection warning signs are being rolled out by Thames Valley and Hampshire police forces. The device is purely about education, warning drivers and being able to identify when the driver was on the phone.

## FLEET NEWS POLL



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

THIS ISSUE'S POLL: What will your next company car be?

### FLEET NEWS VIEW:

Our poll shows that almost two-thirds of respondents, some 61%, drive for three hours or more without taking a break. Driving while tired is high risk and fatigue is a factor in a large number of crashes. At-work drivers can be particularly at risk, especially if they spend long hours driving, drive at night, or have irregular sleep schedules. Our view is drivers should take a break of at least 15 minutes every two hours and account for these breaks when planning the journey.



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# NEW MONDEO HYBRID ESTATE

The Ford logo is rendered in a light blue, stylized script font, positioned centrally below the model name. It is set against a background of two vertical blue stripes that run from the top of the frame down to the tagline.

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Introducing the ultra-efficient and practical New Mondeo Hybrid Estate. Featuring premium leather interior and SYNC-3 technology which keeps drivers connected on the go, this self-charging hybrid will put the spark back into your business.



Model shown is a New Mondeo Titanium Edition Hybrid Estate 2.0 TiCVT Auto with optional Adaptive Headlamps and Power Tailgate. Fuel economy mpg (l/100km): Combined 46.3 (6.1). \*CO<sub>2</sub> emissions 113g/km.

Figures shown are for comparability purposes; only compare fuel consumption and CO<sub>2</sub> figures with other cars tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. \*There is a new test used for fuel consumption and CO<sub>2</sub> figures. The CO<sub>2</sub> figures shown, however, are based on the outgoing test cycle and will be used to calculate vehicle tax on first registration.

**VISIT:** [FORD.CO.UK/MONDEO-HYBRID](http://FORD.CO.UK/MONDEO-HYBRID)



# THE BIG PICTURE

How many times have you read that the number of younger people taking their driving licence test has fallen dramatically, therefore the so-called Generation Z no longer wants to own and drive a car?

I've heard it too many times. I had a theory – perhaps these people were simply at a stage in their lives where a perfect storm was happening: a growing proportion going into further education with no immediate need for car ownership, the spiralling cost of insurance for young drivers and more choice with on-demand transport and the like offering attractive alternatives.

Perhaps, they were simply deferring taking their driving test until a more appropriate moment in their lives.

The Department for Transport national travel survey provided the proof. The overriding fact is that 74% of adults aged 17-plus have a full driving licence, marginally up on the early part of the century. Men are on a par, women are up. And, due to population growth, the total number of people with a full licence has risen from 27 million to 33 million.

Selective viewing does show men aged 17-20 down from 55% in the early 1990s to 29% now, which looks dramatic, but so far they have always eventually taken their tests at some point – hence the overall proportion remaining unchanged. The balancing tends to occur in the 30-40 age range.

The stats show no softening in people's basic desire to have a licence, *ergo* to drive a car, whether that car is owned or leased, new or used. And we see it all the time when people are offered their first company car – it remains a desirable benefit for many, especially as the cost of private ownership for new cars rises.

The main catalyst of alternative mobility options will come from Government and city policies eliminating cars from urban centres, assisted by the technology and new services being created by transport disrupters.

In short, people will have no choice but to use alternatives in the city, but those alternatives will be efficient and clean.



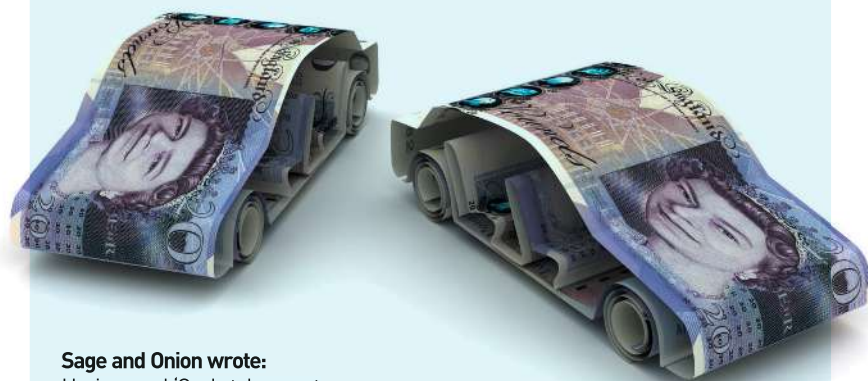
*Stephen Briers*

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

EDITOR'S PICK

## CASH OR CAR

### Tax system makes drivers struggle to see car as a benefit



#### Sage and Onion wrote:

Having read 'Cash-takers put sustainability agenda at risk for employers' (fleetnews.co.uk, April 1), it is employees, not the business, who now view company cars as a cost and not as a benefit because of the current tax system.

I'm always fielding complaints from drivers telling me their car is no longer a benefit to them, especially when they use it relatively little for private use. Our policy offers some driver groups a choice of 550 cars so restriction isn't the issue either.

HMRC has left it far too late in announcing the future of benefit-in-kind tax on company cars so it is no wonder employees are now asking for cash instead.

Maybe it's time to return to a BIK system that offers a sliding scale discount that increases as the proportion of business miles to total miles increases in order to tax the true benefit of the company car more appropriately.

• THE EDITOR'S PICK IN EACH ISSUE  
WINS A £20 JOHN LEWIS VOUCHER

## ROAD SAFETY

### Limiters have limitations

#### John wrote:

Having read 'Speed limiters head raft of safety rules due to be introduced from 2022' (fleetnews.co.uk, March 27), this is good news, but let's not get too excited yet.

Intelligent speed adaptation is over-rideable and most speed-related collisions result from excess speed for conditions, not limits – hugely different.

Furthermore, it will take a good number of years to filter through to the idiots that need these as they rarely buy new cars, just much older high-performance cars. But it is a good start.



# HAVE YOUR SAY

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COMMENT ONLINE [fleetnews.co.uk](https://fleetnews.co.uk)

## SPEED CAMERAS

### Is road safety the motive?

#### Alastair Haigh wrote:

Having read 'Regional variation in drivers detected for speeding' (fleetnews.co.uk, April 8), it would be very interesting to see what the effect of all those speeding fines has on accidents and casualties.

Perhaps this would help understand if the motive for catching speeders is road safety or collecting fines.

#### Whyte added:

The priority should be drug- and drink-driving detection and less reliance on cameras generating revenue from drivers doing 35mph in a 30 zone.



## MOBILE PHONES

### Money better spent elsewhere

#### Matt wrote:

Having read 'Police to use mobile phone detection warning signs' (fleetnews.co.uk, April 12), it seems like technology for technology's sake.

I'm sure money would be better spent on generic signs that remind every driver that using a mobile phone is illegal, regardless of whether they are using one at that moment.

Can I suggest that the authorities spend the money on reminding people to move out of the middle lane on motorways?

In my opinion, this is a much bigger problem.

## VEHICLE TAX

### Van was 'obviously' a car



#### Rosco7 wrote:

Having read 'Coca-Cola fails to overturn company car tax ruling' (fleetnews.co.uk, March 27), a combi van is a five-seat vehicle with only a modest load-carrying capacity with the seats in place.

While unfortunate for Coca-Cola and these employees, it is clear that the intention of fitting three rear seats is to accommodate the family needs of the employees for private use. So it seems obvious that the van has been converted to function as a car, similar to a Peugeot Partner Tpee or VW Caddy Life.

There are many occupational job-need drivers in estate cars, all of whom are paying the increasing company car tax with no choice.

I imagine the advice is clear to Coca Cola, if the driver wants personal use of a van, make sure it only has the front seats.

#### However, Alastair Kendrick added:

We need a review of the benefit-in-kind rules on what constitutes a van and an alignment of the rules for VAT. This, I believe, is on the to-do list of HMRC who seem to have been distracted by Brexit.

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**Burning question:**  
What TV/movie quote do you use most regularly?

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Nice beaver – Naked Gun

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Where nothing can possib-ly go wrong... The Simpsons

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60% of the time, it works every time – Anchorman

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# ROUND FleetNews TABLE

## More drivers are buying into telematics

Reluctance giving way to acceptance as the benefits are better understood

By Andrew Ryan

**T**elematics continues to be one of the major tools used by fleet decision-makers to improve operational efficiencies.

The data generated by the technology can cut fuel use, incident rates and improve driver behaviour, but fleets can face difficulties winning buy-in from drivers.

These were among the topics debated at a recent Fleet News Awards roundtable, sponsored by

Škoda UK, which took place at the Amba Hotel Marble Arch, London.

**Fleet News: How are you using telematics technology to improve your fleet operation?**

**Matthew Hammond, UK fleet manager and transport manager, Altrad services:** When I joined the business about five years ago our incident rate was running at around 30%, which was unsustainable. We looked at various incentives to try to stop the guys damaging the vehicles, but they didn't work, so we introduced telematics.

We do a lot of work in-house analysing the data and how we can use it to prevent incidents.

In the three or four years since we installed telematics, our incident rate has fallen to 11%.

One of the reasons it's been so successful is that everybody who is in the business has bought into what it's about. Two years ago when we changed our 300 vans, nearly every driver who spoke to us said "don't forget to change our device over", because they realise that if a member of the public complains about their driving, they've got a device which shows they weren't doing what they were being accused of, which works to our advantage.

**FN: What data do you analyse?**

**MH:** We look at various things. We look at the driving style, so if you've got a driver who is constantly accel-

erating and braking, it tells you two things. It tells you they are not driving efficiently, and that they are not paying attention because they are not driving smoothly.

The likelihood that they are going to go into the back of somebody is higher than for a guy who is a smooth driver. We will use that data and look at their figures for the previous three months to see if there is a pattern or if it is just a one-off.

If there is a pattern we look at if there is a certain road or time when it happens, and will then go through that data with the driver. We also put them on an e-learning course which is specific to driver awareness and then we will monitor the progress of that driver to see if there is an improvement.

**Sam McIndoe, fleet manager, Radian:** We've done the same. We switched telematics platforms in 2016-ish and had a huge accident reduction just through better

driving. We had about a 37% reduction in collisions in the first year.

**MH:** We've looked at driver league tables and are now moving to the driver getting their own score data on their phone. At the end of the day they can sit and go 'ok, has it been a good or a bad day? What's my score? Where am I in the league?' It's instant information for them.

**Gary Bertie: hires and lease services leader, Scottish Water:** We introduced lightbars for the cabs and that was an interesting dynamic. Some drivers were completely against having these, but they now accept it as it helps us and them. We try to incentivise them to be better drivers, although there are penalties if they consistently perform poorly. We have driver training and additional support measures in place, and these have brought the driver behaviour up.

**FN: Do you consider safety technology when ordering vehicles?**

**GB:** A lot of the safety technology in cars just isn't transferred into the LCV fleet. We want to spec driver comfort features such as 16-point adjustment of the seats because of the type of journeys our drivers are doing, but a lot of the manufacturers just aren't interested.

**SMcl:** You get cars with all this fantastic technology, HGVs also have it for compliance reasons, but then LCVs are kind of left in the middle.

I tell our drivers that yes, they may be a plumber or a carpenter by trade, but firstly they are drivers. They have got our names plastered on the side of their vans and so they need to be trained to drive properly.

With HGV drivers you get that straight away and they also take much more pride in looking after their vehicles. We have two LCV drivers who used to drive HGVs and their vans are immaculate: they are like my champions.

**MH:** There is a big gulf at the moment between van and truck

drivers. We have a couple of truck drivers who won't get in their cabs without taking their shoes off and putting slippers on. Their cabins are immaculate. Also, when we changed our vans two years ago we specced up a batch of them and the difference in the way they are treated is unbelievable. It's the pride thing. You give drivers a nice van with Bluetooth and air-conditioning and fitted seat covers and they are spotless, but the bog-standard, run-of-the-mill van the other guys get is just a tool, isn't it?

**FN: Have you seen a shift in the number of perk drivers taking cash allowances?**

**MH:** Over the past four or five months we've seen about 70% of people migrate from car to cash because of the tax implications, but we treat grey fleet drivers the same as those in company cars. We have a portal set up to capture insurance data, MOTs etc., and offer them the

### ATTENDEES

- 1 Norman Harding, corporate fleet manager, London Borough of Hackney
- 2 Matthew Hammond, UK fleet and transport manager, Altrad Services
- 3 Garry Bertie, hires and lease services leader, Scottish Water
- 4 Yulia Eldridge, area fleet manager, Škoda UK
- 5 Helen Bristlane, commercial manager, Momentum Instore
- 6 Kate Chudleigh, project planning coordinator, Scottish Water
- 7 David Fisher, fleet manager, Rexel UK
- 8 Sam McIndoe, fleet manager, Radian
- 9 Matthew Hattersley, national fleet sales manager, Škoda UK
- 10 Claire Booth, field operations support manager, OVO Energy
- 11 Hannah Pickstone, roundtable chairman, Sewells

same benefits through our tyre and windscreens policies. We used to say there's your cash, away you go, but that isn't right. If a company car driver phones up and says his car won't start, we move heaven and earth to get them to a job, but if it was a cash car we'd just say 'sorry mate'. It was wrong.

**David Fisher, fleet manager, Rexel:** You have to be slightly careful with that though because they are obviously paid to travel for work, so you

can't really provide them with another benefit on top.

**MH:** Absolutely, but the theory is that if their car has broken down and they need transport to get to work, we'll get a hire vehicle or a pool vehicle to get them moving. We won't leave it with them for six weeks, it's a two-to-three day thing.

**DF:** If our grey fleet drivers don't submit all the information required of them, tyre checks and insurance we stop their cash.



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MATTHEW HAMMOND,  
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Must-attend event will help fleet decision-makers to finalise their choice lists. *Matt de Prez* reports



**C**ompany Car in Action is the fleet industry's biggest and best ride-and-drive event, offering the unique opportunity to drive the latest models from the most prominent car manufacturers.

The two-day event takes place at the Millbrook Proving Ground, in Bedfordshire, where fleet decision-makers can test drive more than 300 cars – unaccompanied – on four distinct tracks.

It's free to attend and takes place on June 12-13. Places are filling up fast, so don't miss out and register online now to secure yours.

The event is open to anyone with fleet responsibility. To find out more and to sign up visit [www.companycarinaction.co.uk](http://www.companycarinaction.co.uk).

Among the many highlights at this year's event will be the all-new BMW 3 Series. Fresh from its UK debut, the new model will be available to drive alongside its key rivals and a selection of the BMW and Mini ranges.

A number of manufacturers are planning to bring previously unseen cars to the event, so look out for further announcements nearer the time.

Mercedes-Benz will showcase the all-new GLE at the event, allowing visitors to be among the first to drive the new SUV.

Two new models will be available to test at the Jaguar Land Rover stand. The new XE facelift, featuring a revised interior and RDE2-compliant diesel engine will be at CCIA alongside the all-new Range Rover Evoque.

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Following its debut last year, the fully electric Jaguar I-Pace will return, alongside the plug-in hybrid Range Rover and Range Rover Sport.

Volvo will be bringing its entire model range, including the new S60.

Steve Beattie, head of business sales at Volvo, said: "Last year, nearly 400 Volvo test drives were taken at CCIA 2018, making it a huge success. We anticipate 2019 will be even better as we showcase our full range of cars, which boasts multi-award-winning models, in a choice of engine variants. For those curious about our plug-in hybrids and the benefits they can bring businesses, CCIA 2019 is the ideal place to get expert advice from our team."

Visitors to CCIA will also be able to drive the new Kia e-Niro, which has an electric range of more than 280 miles. It will feature alongside the new Proceed and other key Kia models.

Hot laps in a Kia Stinger will also be offered to those wishing for a more thrilling ride.

Suzuki will be bringing the Swift and new Vitara, as well as the S-Cross and Ignis.

Renault will be showcasing its facelifted Kadjar and electric Zoe.

There will also be the chance to experience the new Renault Sport Megane Trophy, which packs 300PS.

A line up of hybrid models from Toyota and Lexus will include the new Corolla and Lexus UX, while Honda will be demonstrating the new CR-V.

A full range of FCA products will include the Alfa Romeo Giulia and Jeep Compass, as well as the Fiat 500X and Abarth 595.

Ford and Vauxhall will also play a key role in CCIA, with a range of key fleet models (as yet unannounced) available to test at the event.

The Seat Tarraco will make its CCIA debut this year, alongside Seat's existing range of models which includes the Cupra Ateca.

Porsche will also be returning to the event, bringing a selection of hybrid and high-performance models for visitors to experience.

Alongside the driving experience, CCIA will also be exhibiting a range of low-emission vehicles in the EV and Hybrid Zone.

Here, experts will be on hand to advise fleet decision-makers on the best options for their fleet and can provide information on charging points and coverage.

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

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Official fuel consumption for the Tarraco range mpg (litres/100km) combined: 29.7 [9.5] – 47.9 [5.9]. CO<sub>2</sub> emissions 129 – 166 [g/km].

Fastest-growing true fleet manufacturer in the UK by volume in 2018, according to The Society of Motor Manufacturers and Traders (SMMT) True Fleet Registrations Year-On-Year 2018; 1st January to 15th December 2018 year-to-date inclusive. \*Figures shown are for comparability purposes; only compare fuel consumption and CO<sub>2</sub> figures with other vehicles tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. There is a new test used for fuel consumption and CO<sub>2</sub> figures (known as WLTP). The CO<sub>2</sub> figures shown, however, are based on a calculation designed to be equivalent to the outgoing (NEDC) test cycle and will be used to calculate vehicle tax on first registration. For more information, please see [seat.co.uk/wltp](http://seat.co.uk/wltp) or consult your SEAT Dealer.



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Official WLTP Fuel Consumption for the XE range in mpg (l/100km): Combined 50.7 – 30.5 (5.6 – 9.3). NEDCeq with EU legislation. For comparison purposes only. Real world figures may differ. CO<sub>2</sub> and fuel economy figures \*Touch Pro Duo is a standard feature on 20MY XE HSE and XE HSE Dynamic. \*\*All in car features should be used by drivers only when safe for them to do so. Drivers must ensure they are in full control

CO<sub>2</sub> Emissions 168 – 130 g/km. The figures provided are as a result of official manufacturer's tests in accordance with EU legislation. For comparison purposes only. Real world figures may differ. CO<sub>2</sub> and fuel economy figures may vary according to factors such as driving styles, environmental conditions, load and accessories. of their vehicle at all times.



# TRANSFORMING THE MOBILITY LANDSCAPE

Autonomous vehicles, drones and delivery robots will all have a part to play in the future mobility ecosystem, says KPMG. *Andrew Ryan* reports

**P**icture the scene: it's London, February 2030. The city's new mayor has just announced a complete ban on petrol and diesel vehicles entering the area within the M25, ahead of the previous target and spurred on by some competitive announcements from Paris, Berlin and Shanghai.

Ten UK cities are now covered by ultra-low emission zones, while London's air quality has improved dramatically with NOx levels falling some 80%.

Diesel buses were phased out by 2025 and have been replaced by electric and hydrogen vehicles. London's economy has now benefited by £4 billion a year from having cleaner air through reduced costs of treating lung disease and lost working hours.

More than 50% of public transport journeys are delivered by smart integrated transport apps which has resulted in a drop in the price of travel: more than half the time it is 40% cheaper to use mobility as a service (MaaS) compared with owning private vehicles – equivalent to a 10% pay rise.

Private car journeys now account for less than 20% of miles travelled in London (in 2017, this was 37%), while increased use of autonomous vehicle technology in the city has reduced the annual number of road collisions and deaths from 3,500 and more than 100 respectively to almost zero.

Last-mile deliveries are now increasingly performed through autonomous drones and drop boxes, reducing delivery costs by 50%, while London can now claim to have a leading, green, clean connected intelligent transport system.

This is the vision set out in the *Mobility 2030: Transforming the Mobility Landscape* report from KPMG.

"This is clearly something of a Utopia vision of mobility in 2030, but it does describe the potential outcomes of the system-wide disruptions we have been tracking for more than five years," says Charlie Simpson, partner and head of mobility 2030 at KPMG.

"What we can say with some degree of confidence is the scale of disruption we are seeing across automotive, energy, infrastructure and logistics, as well as public sector, represents fundamental discontinuity.

"It is one that throws up huge opportunities as well as challenges, and demands changes in behaviour from all of us."

KPMG's report looks at 'how consumers and businesses can seize the benefits of the mobility revolution'.

It finds that the automotive, transport

## SPONSOR'S COMMENT

By David Morris, Channel Manager,  
Goodyear Dunlop Tyres UK Ltd



For more than 120 years Goodyear has pursued innovation and invention. As mobility evolved, it partnered with pioneers in everything from lunar exploration to land speed records to drive change and discovery.

At the recent Geneva Motor Show, Goodyear demonstrated this continual pursuit of innovation by launching its latest concept tyre and vision of the future, the Goodyear AERO.

The Goodyear AERO concept is a two-in-one tyre designed for the autonomous, flying cars of the future.

With mobility companies looking to the sky for the answer to the challenges of urban transport and congestion, our work on advanced tyre architectures and materials led us to imagine a multimodal wheel that could serve both as a traditional road tyre and a "propeller" for flight.

The resulting design is a tilt-rotor concept with a unique non-pneumatic structure whose load-bearing fins can double as fan blades. This would be flexible enough to dampen shocks when driving on the road, and strong enough to rotate at the high speeds necessary for the rotors to create vertical lift.

With capable vehicles, the AERO would give future commuters the freedom to move seamlessly from the road to the sky. Some of the technologies within the AERO – such as the non-pneumatic structure or intelligent tyre capabilities – are inspired by existing products or ongoing research and development projects. We may be a long way off flying our everyday commute but thinking like this enables us to stretch the imagination and spark debates on future mobility challenges.

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## TOMORROW'S FLEET: MOBILITY 2030

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and wider mobility market is undergoing a transformational social, technological and economic shift, fundamentally changing the way people and products are moved.

Many sectors, beyond automotive and transport, are being disrupted, with new markets emerging, existing ones converging and others declining and possibly vanishing.

"New forms of mobility are critical to support tomorrow's population hubs and economic activity," it adds.

"Today's mobility systems suffer from congestion, inefficiency, accidents and high prices, but

“THE SCALE OF  
DISRUPTION WE ARE  
SEEING REPRESENTS  
FUNDAMENTAL  
DISCONTINUITY”

CHARLIE SIMPSON, KPMG

the future promises convenient, safe and economic mobility, with less impact to health and the environment.”

Christoph Domke, director of mobility 2030 at KPMG, adds: “We go into a phase which is probably the biggest transformation in a generation.

“It is very much driven by the supply side forces of connectivity, autonomy, mobility as a service and electrification of vehicles and alternative powertrains.”

Here we look at some of the report's key findings.

### Electric vehicles

Despite there being only three million electric vehicles (EVs) worldwide at the end of 2018 – 1% of the total vehicle parc – electrification is undoubtedly top of many OEMs' agendas, says KPMG.

Volvo, for example, has pledged that all cars it launches from next year will be either hybrids or fully electric, with most major carmakers making significant investments in electric technology.

KPMG expects growth in the popularity of EVs will accelerate through to 2030, by which time EVs could account for 69% of car registrations and 57% of van sales.

The Government's environmental and health policies – which include a proposed ban on selling new conventional petrol and diesel cars and vans by 2040 – are, arguably, the biggest catalyst for consumers going electric.

The report says incentives such as higher vehicle excise duty on diesels and the continuation of the plug-in car grant will complement the roll-out of a more comprehensive charging infrastructure and reductions in the total cost of ownership (TCO), which Domke says should achieve parity with diesel and petrol cars soon.

He bases this on two major factors: falling battery prices and lower service, maintenance and repair costs.

Battery packs typically account for 40% of the cost of an entire EV. When the first mass-market EVs were introduced in 2010, their batteries cost an estimated \$1,000 (£765) per kWh.

Today, Tesla's Model 3 battery pack costs \$190 (£145) per kWh, with the cost expected to further halve by 2030 due to technological developments and production scale economies.

“We think that we will have a positive TCO case in the UK from as early as next year,” says Domke.





## Mobility as a Service (MaaS)

One of KPMG's main hypotheses is the move away from single-owner, single-use vehicles towards multi-user vehicles.

However, here the report is guilty – like others – of being selective in its use of figures from the Department of Transport.

It trots out the well-worn line that the proportion of men aged 17-20 holding a full driving licence has fallen from 51% in the mid-1990s to 29% in 2017 and for men aged 21-29 from 80% to 69%. That looks huge; however the numbers fluctuate widely over the years – for 17-20 it was also 29% in 2004 but rose to 40% in 2012, for example – while the total number of men aged 17+ with a driving licence is largely unchanged (80% versus 82% in the mid-1990s).

In fact, the percentage of all adults aged 17+ with a driving licence has increased from 69% to 74% over that time due to the rise in women drivers.

What appears to be happening is people are deferring taking their driving test, perhaps until they finish college or due to the cost of insurance. And it's here that MaaS can step in to fill the travel gap.

Many consumers are likely to want to access a mobility service or mode when they need it, just as they have shifted from ownership to access in other parts of their lives, such as music and entertainment.

KPMG expects ride-hailing services to continue their "phenomenal growth".

"If you look at the top five ride-hailing companies in the world, they are worth a staggering \$150bn (£116bn)," says Domke.

While this is dwarfed by the five largest OEMs which have a combined value of £355bn (see table), these have been in existence for much longer.

KPMG estimates the global mobility ecosystem will be worth more than three-quarters of a trillion pounds by 2030.

It expects to see different models emerging during the transformation of mobility. For example, with OEMs it sees two dominant archetypes: 'metalsmiths' manufacturing ever more sophisticated vehicles but ceding the customer interface

**CARMAKERS WILL  
REMAIN AT THE  
HEART OF THIS  
TRANSITION AT  
LEAST FOR NOW**

CHARLIE SIMPSON, KPMG

to mobility providers, and the 'gridmaster', which would manufacture vehicles, but also provide platforms for a variety of mobility services.

"Despite their challenges, the major car companies are going to remain at the heart of this transition at least for now," says Simpson.

"There was a recent article in the UK press which described the situation as carmageddon. We don't think it is quite that bad, but it is clear there is a huge amount of angst in the automotive industry.

"That's not surprising because mobility throws their 100-year-old business model based on engineering excellence into uncertainty, driven by the move from value in the metal, which they well understand, to value in the service.

"What happens when the ultimate driving machine is less of a relevant proposition in this new world and when the winning players are around building digital platforms that aggregate fleet capacity on one side and dynamic consumer demand on the other? These are skills the telecoms and tech players are very good at, but the carmakers significantly less so."

## COMPARISON OF LARGEST AUTOMOTIVE OEMS AND MOBILITY SERVICE PLAYERS OR VALUATION ESTIMATE

Five largest new mobility services players		Five largest traditional automotive OEMs	
Uber	£55bn	Toyota Motor Corp	£154bn
Didi Chuxing	£43bn	Volkswagen AG	£67bn
Lyft	£9bn	Daimler AG	£46bn
Grab	£5bn	BMW AG	£46bn
Go-Jek	£4bn	Honda Motor Co	£42bn
Total value	£116bn	Total value	£355bn

Source: Bloomberg, Reuters, Financial Times, crunchbase.com

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## Connected and autonomous vehicles

The rise of connected and autonomous vehicles (CAVs) offers an opportunity to transform the world by fundamentally altering the way people and goods move.

KPMG says CAVs could improve safety and congestion, while opening up independent mobility to people currently excluded by transport services, such as younger or older travellers.

Domke says autonomous vehicles are currently being trialled at 35 locations globally, while more or less every major OEM has recently announced target dates for Level 4 (high automation where the vehicle performs all tasks in most conditions, but the driver must be ready to intervene) or Level 5 (full autonomy) pods on public roads.

Level 4 is expected before 2025, while Level 5 autonomy may not arrive before 2030.

However, even this may be an unrealistic target, with the market instead launching iterations of Level 4 autonomy, gradually expanding the areas where such vehicles can travel.

KPMG says the onset of CAV should decrease the overall number of vehicles, but the number of journeys and total distance travelled is likely to rise due to increased vehicle utilisation.

"The statistic we heard is that on average, private vehicles are used somewhere between 4% and 5% of the day, but vehicle utilisation will rise towards and beyond 50% in the connected vehicle world," says Simpson.

Initial projections for the UK suggest that total passenger miles travelled could rise by up to 10% between 2015 and 2030.

This will be driven by more affordable on-demand mobility services, as well as greater access to groups currently excluded, such as the young and elderly.

However, KPMG expects the adoption of autonomous technology for LCVs to

outstrip that of passenger cars, given the TCO benefits, safety improvements and the pressing need across the CV sector to find a solution to driver shortages.

The report adds: "We are also seeing significant investment into automated technology for last-mile deliveries through personal delivery device robots and drones."

Delivery vehicles will increasingly be equipped with teams of drones and ground transportation robots that can be launched to make multiple deliveries across an area.

"We expect such investment to skyrocket over the next few years," adds KPMG.



## Unresolved challenges

"One big question is if, in the EV world, we no longer have to stop to fuel our cars at petrol stations what are BP and Shell going to do with their existing fuel forecourt businesses and the associated retail revenue?" asks Simpson.

"We know Shell has acquired (EV chargepoint supplier) Newmotion, (energy provider) First Utility and (EV charging start-up) Greenlots, while BP has acquired Chargemaster, so they are already reimagining this future and diversifying some of this risk."

A different challenge is facing local authorities. "One of their big issues is the decline in public transport revenues, and how the authorities are

going to be responding as these propositions become cheaper and more attractive," he adds.

The UK Government will also have to find a way to plug the revenue gap caused by a potential loss of £28 billion of road fuel duty.

"Our view is that this inevitably implies a further move towards road pricing and access charging," he adds. "That is politically incendiary, but we believe that is a logical end point."

Simpson says another challenge for Government is how it ensures mobility solutions are economically and socially inclusive.

"If mobility services are purely seen as a service for wealthy metropolitan areas, this is going to be a real roadblock in terms of rolling this out nationally," he adds.

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# AUTONOMOUS CARS OPEN UP A WHOLE NEW WORLD

Addison Lee is working to be at the forefront of connected and autonomous vehicle technologies, says its mobility innovation lead Catherine Hutt. *Andrew Ryan* reports

There isn't an EV available currently that dovetails with Addison Lee's requirements



city, who we see are our three core customers.

We are using our own connectivity tools to help us with predictive maintenance so we know when a vehicle needs a service, which means the driver has less downtime and more earning power.

In the same way, when a driver wants to go home at night we can allocate jobs which takes them towards their home, which means we are avoiding unnecessary mileage on the roads.

This is good for the city and, of course, it means the service is more reliable and available for passengers, so it is a win-win-win.

**FN: Will fully autonomous vehicle technology mean Addison Lee will no longer need drivers?**

**CH:** There is a lot of talk about going straight to fully autonomous vehicles and how it's going to be great, and it will be, but we still think there will be a huge role for humans to play.

We carried out research where we looked at attitudes to AVs and ride-sharing and found that people were almost twice as likely to trust an AV – technology they know pretty much nothing about – than get in a ride-sharing vehicle.

There was a real reluctance to share a space with another human being, but they will trust technology, so that is a hurdle which will need to be overcome.

There was also a lot of reliance in having an on-board steward, so we think there is definitely a place for that human being to remain.

Maybe that driver becomes a concierge, childminder, babysitter, doctor or something else, but there is still a role for them.

We also know that we might need solutions for different user cases and we need to preserve customer choice, so there might be completely autonomous mass market solutions in certain locations, but there will still need to be services that have a human element in other instances.

Despite the growth in demand for mobility as a service, Hutt says Addison Lee's immediate focus will continue to be on pre-booked journeys.

"Listening to conversations about mobility, everybody has dismissed pre-booked journeys, saying they don't happen anymore," says Hutt.

"However, every year we carry a million passengers on airport runs in London, which by their nature are pre-booked, so these types of journeys still happen and they will in the future as well.

"For us, while there are certain consumer behaviours evolving, pre-booked journeys are perhaps our core business so we will be making continuous improvements to make sure that our service gets better and better."

**C**onnected and autonomous vehicles (CAV) have the potential to disrupt many operations, not least the private hire sector.

Some commentators predict that robotaxis – driverless pods – could effectively replace human-driven taxis, while ride-hailing services such as Uber may end pre-booked journeys.

However, rather than trying to fight against any change in the hope of maintaining the status quo, Addison Lee, which has 5,500 private hire vehicles in London, has become heavily involved in exploring and developing autonomous vehicle (AV) technologies.

Most recently it has been selected to lead a £15 million Government-backed consortium to launch AV services in London by 2021.

The consortium, which also includes Oxbotica, DG Cities, Nominet and Immense Simulations, has won funding from the Government's CAV 4 programme to introduce 15 AVs in the capital from 2021.

The project will build on the Merge AV ride-sharing research exercise carried out by a number of the consortium members in Greenwich and follows Addison Lee's recent partnership announcement with Oxbotica and its AV mapping exercise in Canary Wharf.

Pilot projects are planned to be on the road towards the end of 2020, and "if certain criteria are met from a customer, commercial and city perspective at the end of those projects, then Addison Lee has committed to launch these services", says Catherine Hutt, mobility innovation lead at Addison Lee.

"We know already from the research we've done that our core business will remain, so, for us, looking at this new technology is very much looking at new markets, potentially looking at new services offering new solutions to the city.

"It opens up a whole new world for us, so it is a really exciting time."

Hutt also talks about Addison Lee's approach to CAVs, as well as potential barriers to the uptake of new technologies.



**THE CONNECTED CAR IS MASSIVELY EXCITING FOR US AND HAS FAR FEWER BARRIERS TO ADOPTION THAN ELECTRIC VEHICLES**

**CATHERINE HUTT, ADDISON LEE**

**Fleet News: How is the electric vehicle agenda impacting Addison Lee?**

**Catherine Hutt:** We are fully supportive of the clean air agenda. We think it is the right thing to do and we have been looking at electric vehicles for a long time now.

However, we face three key challenges.

First is cost: we don't expect parity with diesel vehicles, but EVs have got to be commercially viable.

Second, and more importantly, is that the EVs fit with the Addison Lee duty cycle.

We do 120 miles a day, we need the vehicle to have enough luggage capacity and we need the interior to be of a premium standard, but there isn't a vehicle out there yet which fits our requirements perfectly.

The third challenge is infrastructure. Our drivers take their vehicles home at night and many don't have off-street parking or access to on-street charging, so that poses a real challenge and means we need a rapid charger network in London.

We did some analysis a couple of years ago

and an independent report showed that for the private hire fleet in London alone, to go electric we would need 4,500 rapid chargers on the streets.

The mayor's transport strategy has the ambition of having 300 rapid chargers by 2020, which is a start but we wish the target could have been a bit more ambitious because that is a real barrier to adoption for us.

It's really important that we have rapid chargers as opposed to any other type of charger because it's unfair of us to expect our drivers to have any idle time during the day as that really penalises them.

**FN: How are you using increasing vehicle connectivity in your fleet operation and how do you see that evolving?**

**CH:** The connected car is massively exciting for us and has far fewer barriers to adoption than electric vehicles.

We see this as a win-win-win situation: for the passenger, for the driver and for the



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(9.9 - 6.3). NEDCeq CO<sub>2</sub> Emissions 188 – 143 g/km. The figures provided are as a result of official manufacturer's tests in figures may vary according to wheel fitment and post-registration Retailer fit options and accessories.



**Manager of fleet and facilities**  
Jonathan Brown is a trained assessor who oversees a thorough checklist of what Princebuild drivers should be doing

# Protectionism of the right kind

Looking after its drivers and ensuring they present the company in the best light when out and about is important to Princebuild. Jonathan Brown explains why to *Sarah Tooze*

**D**river safety and protecting the brand are high on the list of priorities for the fleet team at construction company Princebuild, particularly as its green and yellow liveried vans stand out on the roads.

Jonathan Brown, executive manager, fleet and facilities, is responsible for 127 vans (the majority for Princebuild; seven are used by commercial and domestic cleaning division Princeclean) and 60 cars (used by project managers, supervisors, estimators and quantity surveyors).

He says: "It's important to us, to our brand, to be seen on the road to have considerate, careful drivers and to have a low risk to other road users and vulnerable road users."

To encourage the right behaviour and improve the safety of the fleet he utilises a combination of the following:

- Technology – speed limiters, telematics and forward-facing cameras.

- Training – he is a trained assessor and all new employees are given a two-hour introduction to the fleet, followed by an hour's on-the-road training and risk assessment, including an eyesight check and driving licence check.

- Detailed annual vehicle inspection alongside weekly checks.

- Regular communication – including the use of social media platform Yammer (see panel on page 35).

Princebuild introduced speed limiters, set at 68mph, in 2010 for safety and fuel benefits.

It also switched from a basic tracking device to driver behaviour telematics from Masternaut about two and a half years ago.

Both moves have resulted in reductions across the board with 'gold status' achieved this year under the Masternaut Fleet CO<sub>2</sub> Certification Programme, which is verified by the Energy Saving Trust (see fleetnews.co.uk, September 12, 2018). Only 2% gain the gold.

"We have seen a dramatic reduction in over-speed offences," says Brown.

To be awarded gold best-in-class status, – operators must achieve either a 5% improvement on industry benchmarks

(based on fleets of a similar makeup), or show a 5% reduction in emissions, compared with their own year-on-year figures.

Monthly speeding reports, quarterly driver league tables, driver training and communication have resulted in a 10-15% fuel saving.

The communication includes Brown going through a driver's individual scores as part of the annual vehicle inspection, a four-hour speed awareness presentation with drivers to highlight that "speed is a killer" and formal measures.

"If we've got people regularly speeding we send them a letter saying they've had 'x' amount of offences this month and these are the locations," Brown says.

"If they don't respond to that letter and curb their speeding they get invited to meet with a director to explain why they've ignored the letter.

"Most people take note of the letter but you always get the odd driver who, no matter how many times you contact them, their attitude doesn't change. It certainly does change as soon as they've been hauled in to have a discussion with one of the directors."

On the whole, drivers have accepted the technology.

Maria Groves, senior office administrator, who assists Brown with the day-to-day management of the fleet and facilities (Princebuild has four industrial units and six residential properties which it rents out, along with five branches), says: "They were all a bit cautious of it before, but we explained it's for their own benefit.

"We're not watching every minute of every day because we've all got our jobs to do. When a job comes in, we can look where it is and see who is the closest person to deal with it.

"It helps drivers to not have to travel miles out of their way to do a job when there is a work colleague closer. I think they've realised it's actually a benefit for them."

There are duty of care benefits, too. The drivers are on call-out 24/7 and the system allows the fleet team to receive messages when a driver has arrived at a site and when they have arrived home.



“In 2014, Princebuild began fitting Roadhawk forward-facing cameras to all vans dating from 2010. The decision was taken following an insurance claim.

Brown explains: “One of our vehicles nudged into the back of another. There was no damage to either vehicle, but the driver got out and exchanged details just in case. We reported it to our insurance company and a few weeks later there was a personal injury claim through for four passengers and a driver when there had been only one driver present at the incident but no witnesses. That increased our insurance considerably the following year so we decided the forward-facing cameras would be our protection against crash-for-cash.”

Since fitting the cameras, there have been no false insurance claims. However, Brown uses the footage if he receives any complaints about driver behaviour to determine whether it is fair or not, and whether training is needed.

“I’ve seen some footage where it’s not really our driver’s fault,” he says. “I think a lot of people who don’t drive light commercial vehicles are unaware of the number of blindspots there are.”

During the new starter on-the-road training, Brown takes in different road types and covers eco driving, defence driving and space management. This is followed by a risk assessment.

“A lot of the space management issues tend to occur in built-up areas when people close down the gaps because they feel it’s a congested area compared with driving on A roads,” he says.

“It’s about making sure people are aware that the way they drive costs the business. Every saving the company can make goes back into the profits because fleet is just a big overhead of the business.”

All drivers have a fuel card and Princebuild uses the Allstar One Card due to its network coverage.

“If you go for a fuel card that doesn’t offer such high coverage, sometimes you can lose more in downtime with the drivers having to deviate on their journey to find a refuelling station that accepts their card,” Brown says.

The fleet is all purchased outright and predominantly from Renault, although senior managers have free choice (bar a minimum combined mpg of 40mpg, CO<sub>2</sub> is not capped as drivers naturally opt for lower



Maria Groves assists Jonathan Brown with fleet administration

**ORGANISATION:** Princebuild  
**EXECUTIVE MANAGER, FLEET AND FACILITIES:** Jonathan Brown  
**TIME IN ROLE:** seven years  
**SENIOR OFFICE ADMINISTRATOR:** Maria Groves  
**TIME IN ROLE:** seven years  
**FLEET SIZE:** 127 vans, 60 cars  
**FUNDING METHOD:** outright purchase  
**REPLACEMENT CYCLE:** Four/five years

“IT’S IMPORTANT TO BE SEEN TO HAVE CONSIDERATE, CAREFUL DRIVERS”

JONATHAN BROWN, PRICEBUILD

CO<sub>2</sub> to reduce benefit-in-kind).

“We’ve got family ties between Smiths Motor Group and Princebuild so we reciprocate business. We refurb its dealerships and, in return, we buy its vehicles. We’ve got terms set up with Renault UK and the dealership for our discounts,” Brown says.

The relationship with Renault has been strengthened by the manufacturer agreeing in 2016 to spray the vans in Princebuild’s corporate colour at the factory, saving on downtime and around £1,000 in respray costs, as well as giving a better finish.

“The livery is all vinyls now. So, when the vehicles come in, Kingston Signs applies the vinyl and at the same time the forward-facing cameras and telematics are fitted by the providers. Within two weeks of receiving the vehicle we can have it on the fleet,” Brown says.

After four years or 100,000 miles, the vans are sold to one of Princebuild’s supplying garages with strict instructions for the older yellow and green vehicles to be resprayed white to avoid them being identified as an ex-Princebuild vehicle, which can have unforeseen consequences (see panel, right).

The newer vans will only require the removal of the vinyl so Brown believes they will achieve a higher resale value.

He has considered contract hire in the past but found outright purchase to be more competitive and was deterred by potential damage recharges.

Princebuild was recently stung with damage charges of around £1,500 from its short-term hire provider and now keeps an internal hire fleet.

Its energy division, Princeenergy, began operating a Renault Zoe as a pool car last November, a first step into electric vehicles.

“It’s proving quite popular,” Groves says. “It gets used to go to site meetings and everybody who has driven it loves it.”

There is also one plug-in hybrid (a BMW330e) on the Princebuild company car fleet which a senior manager has opted for and Brown believes hybrids and full EVs will become more popular as the electric range improves and there is a wider vehicle choice.

WLTP has not yet presented a challenge although Brown is concerned about the unknown impact from April 2020 (when the CO<sub>2</sub> figures are used for company car tax and VED).

Electric vans are deemed unsuitable due to the miles the Princebuild drivers cover although Brown believes a hybrid van could prove useful as drivers could switch to electric to reduce NO<sub>x</sub> emissions when they enter a city centre.

Next on the agenda is the Fleet Operator Recognition Scheme (FORS) – a lot of clients are requesting that Princebuild is accredited.

“I believe we go beyond most other operators with the same size fleet as us,” Brown says. “We like to dot the i’s and cross the t’s on everything we do, but, at the same time, we don’t want to reinvent the wheel and make it (fleet) too complex.”

BROWN  
ON...

### ...clean air zones

Princebuild is a national fleet operator, with a London office, so Brown has to keep a close eye on clean air zones (CAZs) and their potential impact.

He switched drivers working in and around the capital into Euro 6 diesel vans ahead of the introduction of the Ultra-Low Emission Zone earlier this month.

However, there will be a cost to the business if other vehicles have to be sent to central London to respond to call-outs so Brown is considering ‘doubling up’ the number of tradespeople per vehicle.

Drivers are also taking the initiative, where possible. Some park their vehicles outside central London and take the Tube with a bag of tools as it is easier and quicker.

### ...communications

Princebuild uses social network Yammer, which is aimed at businesses, and Brown has found it an effective comms tool.

There is less face-to-face contact between office staff and drivers who no longer have to come in to collect paperwork. Yammer helps to get key messages to them.

The fleet team put toolbox talks, driving tips and reminders about speeding and parking on there.

“It’s a good means to get information out,” Brown says. “It’s easy to delete an email, with Yammer there is social interaction.”

### ...grey fleet

Princebuild has seven grey fleet drivers and they are managed as if they were in company cars. Restrictions include a CO<sub>2</sub> emissions cap of 160g/km, a minimum of 40mpg (combined figure), and a maximum age of four years. MOT, VED, business insurance and driving licences are all checked and captured on Chevin’s fleet management software.

Drivers also declare on mileage returns that all checks have been done, the vehicle is roadworthy and their documents are valid.

### ...handing data to police

Telematics data has proved its worth in two incidents.

When a member of the public reported a driver for throwing two greyhounds out of a Princebuild van, the fleet team was able to use telematics data to prove its vehicles were not there at the time and that it was, in fact, an ex-Princebuild vehicle.

On the second occasion a motorcyclist died after colliding with a lorry, three cars and a Princebuild van. Telematics data confirmed the van had not been speeding.



# KIA DRIVES THE SHIFT TOWARDS EV TAKE-UP

Although it believes there is still a place for diesel, the carmaker is stepping up launches of electrified powertrains, reports *Matt de Prez*

**T**he introduction of new electric cars is increasingly important to any manufacturer looking to win business in the fleet sector, as companies and their drivers start to look beyond diesel. Kia Motors UK is positioning itself at the forefront of the shift, with a range of hybrid, plug-in hybrid and fully electric cars already offered as part of its line-up.

But, the transition to fully electric cars isn't as easy as it may appear as battery supply means most fleets won't be able to get their hands on electric vehicles (EVs) for at least the next 12-18 months (see *Fleet News*, March 28).

John Hargreaves, Kia Motors UK head of fleet and remarketing, expects EV demand to grow significantly next year, as changes to company car tax rules further shake up the sector.

He says: "In many fleet operations, I think there is still a place for diesel. For a company, especially, it is still worthwhile.

"But from next year, the benefit-in-kind (BIK) tax will make EVs far more attractive. On a £35,000 EV, a 40% taxpayer is going to see a reduction from £2,500 per year to just £250.

"A business with 50 EVs will see national insur-

**IT'S AN ABSOLUTELY MASSIVE CHANGE (TO EV-RELATED TAXES), WHICH IS BOUND TO STIMULATE GROWTH**

**JOHN HARGREAVES, HEAD OF FLEET AND REMARKETING**

ance contributions drop from £35,000 to £4,000. It's an absolutely massive change, which is bound to stimulate growth."

The Korean carmaker is gearing up for a sizeable shift to alternatively fuelled vehicles (AFVs) in the next six years.

It intends to launch 16 models with electrified powertrains by 2025 and is committed to launching a fully electric vehicle each year, for at least the next three years.

The e-Niro, revealed in autumn 2018, provides a range of up to 280 miles and shares a drivetrain with the Hyundai Kona Electric.

When the new model went on sale in January, priced from £32,995 (including plug-in car grant), it took just three weeks for the entire year's allocation of 900 units to be sold.

The first batch of cars will be delivered this month, with the rest of the allocation arriving throughout the year.

Dealers were promised that their first sold order for an e-Niro would be fulfilled and the brand is initially prioritising retail customers with delivery of the new car.

Each of Kia's 192 dealers will get an e-Niro demonstrator and the remaining 700 cars will be provided on a first-come, first-served basis.

Around half will end up with fleets, but the brand is strict that it will only supply leasing companies that have sold orders and any one customer is unlikely to be given more than a handful of e-Niros.

## KEY PRODUCTS

**SPORTAGE**  
P11D from:  
£19,735  
CO<sub>2</sub> from:  
126g/km

The latest version of Kia's compact SUV was launched in 2015. It is the brand's best seller, with more than 21,000 fleet registrations last year. It is available with a range of petrol and diesel engines, has a high safety rating and spacious interior, making it ideal for families. Strong residuals ensure leasing rates are cheap.



**PICANTO**  
P11D from:  
£9,500  
CO<sub>2</sub> from:  
114g/km

The stylish city car comes packed with equipment you would expect to find on larger luxury cars, such as LED headlights, reversing camera and autonomous emergency braking. It has a 1.2-litre petrol engine that can average more than 50mpg, while the premium interior can accommodate four passengers and 255 litres of luggage.



**CEED**  
P11D from:  
£18,075  
CO<sub>2</sub> from:  
99g/km

Last year saw the debut of the all-new Ceed, a more upmarket, refined and better driving version of the core hatchback that is set to rival the top-selling Ford Focus and Volkswagen Golf. It has petrol and diesel engines, while a hybrid is due before the year end. A stylish fastback version, the Procede, sits between the hatch and estate.



**e-Niro**  
P11D from:  
£36,440  
CO<sub>2</sub> from:  
0g/km

With a range of 280 miles, the e-Niro is one of the first affordable EVs that won't create range anxiety. It has enough cabin space for a family of five and comes highly equipped. With an allocation of just 900 units, Kia has already sold out for the year but will still accept orders from those prepared to wait.



"We aren't closing the book to fleet customers," says Hargreaves. "We are looking very carefully at how we allocate the vehicles that we have."

Order books for the car will remain open, despite the initial allocation being sold, as Kia is desperately working to acquire more vehicles before the end of the year.

The brand uses two factories in Korea to supply its battery packs.

By the end of the year, both expect to double capacity – producing around 600,000 units per year – although Kia will have to contend with demand from a range of other manufacturers that all plan to launch new EVs between now and the end of the decade.

"Various manufacturers will be launching new EV models this year, but we are all chasing sufficient lithium for the battery packs. It will be a restraining factor for the next 12-18 months – we just don't have sufficient supply at the moment," says Steve Kitson, corporate communications director at Kia Motors UK.

Despite this, Kia is confident it should be able to quote 'realistic' lead times for the e-Niro by this time next year.

Joining the new model in 2020 will be the third-

generation Kia Soul Electric. The car will have a high capacity 64kW battery capable of 280 miles and a 39.2kW version capable of 172 miles, although Kia is yet to decide which pack to offer in then UK.

The new-generation battery packs powering the Soul EV are up to 30% more energy efficient than Europe's current best-selling electric vehicle, claims the manufacturer.

## ELECTRIFIED CAR SALES SURGE AHEAD

In the fleet sector, Kia is ahead of the market in terms of its AFV penetration, with 10% of its corporate sales featuring a hybrid, plug-in hybrid or fully electric powertrain.

The brand enjoyed a record year for new car sales in 2018, despite challenging market conditions that saw overall UK registrations nosedive by almost 7%.

Kia kept its head above water with a 2.7% uplift in sales – totalling 95,700 units – and believes it is on track to reach its goal of 100,000 new cars sold in a single year, by 2020.

This year, it is up 4% (in a market down 2.4%) although fleet registrations were static in the first quarter.

Its current range is spearheaded by the Sportage crossover, which was the UK's 10th best-selling car last year.

Fleet sales were responsible for the bulk of Kia's growth last year and accounted for 55% of its total registrations – a figure that brings the brand in line with competitors.

Historically, Kia has been a more retail-focused brand. As little as five years ago, up to 70% of sales came from private buyers.

The boost in fleet sales has come from the brand's push to promote its alternatively-fuelled models to those who want cheaper tax bills, but also from stronger consumer interest in its products feeding into the user-chooser market.

With the latest Kia model range almost unrecognisable from the first budget-focused Kias that were available two decades ago, the brand's decision to concentrate on developing European-specific models at its European Design Centre in Frankfurt means it has come a long way in short amount of time.

Last year, a new Ceed joined the range with performance and build-quality to rival the leading cars in its segment. The Sportage has been equally successful, with an uplift in quality



## SPOTLIGHT: KIA MOTORS UK

helping it become second favourite to the ubiquitous Nissan Qashqai.

The Sportage amassed more than 35,500 registrations in 2018, with 21,000 of those going to fleet customers.

It was followed by the Picanto city car, which was bought by 16,800 people (5,000 to fleet).

Since launch, the new Ceed has amassed 8,000 fleet registrations.

### CHANGING ATTITUDES

Fleet managers are increasingly recognising the need for plug-in vehicles on their fleets, with more than 65% of those surveyed by Kia already operating them. It's an uplift of 27% since last year.

The total number of fully electric cars registered in the UK rose by 59% last year, although they still only account for around 1% of total sales. Plug-in hybrids are more popular, making up 2.8% of sales.

In the fleet sector, AFVs make up 9% of the market, although the majority of those are hybrids. Diesel sales are most prominent in fleet, but have declined to 35% of the market.

"We are getting people that are saying they have core people that have to have diesel and they are looking at alternatives for people where it makes sense. Some fleets have a core of high-mileage users where it would be mad to not have diesel," says Hargreaves.

Kia found that range remains the biggest barrier to EV adoption; with 80% of fleet managers believing that EVs and PHEVs do not provide a sufficient range for fleet driving.

The same survey found that only a quarter of fleet managers were actually aware that the average range of a plug-in vehicle was 100-130 miles.

"When you look back, the range of the first Soul EV was around 120 miles. That is challenging for a fleet unless you are a local authority or running short distance. But, the e-Niro can cover more than twice that," says Kitson.

"There is an opportunity to really see change in fleet for EVs and plug-ins, if fleet managers are more aware of what is out there and how the technology is developing," he adds.

**A LACK OF BATTERIES WILL BE A RESTRAINING FACTOR (ON REGISTRATIONS) FOR THE NEXT 12-18 MONTHS**

STEVE KITSON, CORPORATE COMMUNICATIONS DIRECTOR



Used Kia Soul EVs were difficult to sell at one time but now there is strong demand

Charging infrastructure was cited as a concern for 41% of fleet managers in Kia's survey, although Hargreaves says that only 3% of charging takes place on the road, with the majority (60%) charging at home or at work (30%).

Meanwhile, with more EVs heading into the used market, residual values are no longer a barrier to adoption, according to Hargreaves.

"The trend has reversed. EV RVs are improving. They have caught up. There are enough of them in the market to make them a saleable used car.

"The Soul EVs used to be a difficult sell. Now we don't have any, because there is a very strong demand from dealers for them.

"We will get to a stage at some point in the future where internal combustion engine vehicle RVs will go right down," he adds.

Hargreaves expects that diesel sales will continue to decline, but in a more balanced way than in previous years.

He says: "The alternative fuel cars will provide more price parity and some of the financial argument for diesel will get a bit weaker.

"We all have CO<sub>2</sub> targets to reach, so next year there will be a big focus because every EV we sell counts towards that."

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**Arnold Clark**  
VEHICLE MANAGEMENT



# ‘DO LESS, EXECUTE WELL’ PHILOSOPHY IS APPLIED AT COX

Cox Automotive was ‘trying to do too much’. *Stephen Briers* reports on how Martin Forbes is realigning the company

**F**leet of foot isn’t a term usually applied to multinationals with sizeable legacy operations. But, in the automotive industry, new tech companies and other disrupters are forcing incumbents to revolutionise their approach to the market.

Nowhere is this more apparent than in the auction and remarketing sector, where digital technology is moving resale opportunities upstream, enabling fleets and leasing companies to maximise residual values by minimising time to sell.

At the centre of change is Cox Automotive and its UK CEO Martin Forbes.

Forbes was appointed last July to oversee a business with multiple operations, including Manheim with its 16 remarketing centres and digital sales channel, RMS Automotive which provides lifecycle vehicle management for large fleets and leasing companies, and the Movex de-fleet and refurbishment service.

However, the wide – and at that point widening – portfolio of businesses was causing Cox something of a headache.

“I have a ‘do less, execute well’ mentality; Cox was trying to do too much,” Forbes says. “We needed to redefine and focus on what I call ‘core plus’. Core is our B2B wholesale business; the plus is our adjacencies – the businesses that drive the core: NextGear, our funding arm for dealers to buy stock, and Movex.

“We created confusion in the past; now we have a simple structure: Dealer Auctions, our new joint venture with Auto Trader; Manheim, our auction centre, inspect and collect, and de-fleet business; NextGear; and Modix, our digital marketing solution.”

## CAR SEARCH SITE SOLD

Part of the simplification strategy was to offload; car search site Motors.co.uk was sold last October.

“Motors came under the ‘do less, execute better’ strategy. Gumtree approached us and we realised it was the right business to take Motors to the next level,” Forbes explains.

It also opened the way to a partnership with Auto Trader, although Forbes insists this wasn’t the reason for the disposal: “No, it had nothing to do with Auto Trader. We’d already got over that issue.”

He believes the Auto Trader deal means Cox is “disrupting our own market by shifting from physical to digital”. The Dealer Auction joint venture brings together Auto Trader’s digital experience,

platforms and data with Cox’s understanding of the wholesale market, refurb and storage facilities, and ability to move metal.

It also brings Auto Trader back into the fold after the company promised to shake-up the auctions market with the launch last year of Smart Buying, an online service which enables leasing companies and larger fleet operators to bypass the traditional auction by selling ex-company cars direct to dealers.

## OWN PLATFORMS

“We have seen leasing companies using their own platforms and manufacturer captives using third parties,” Forbes says.

“Dealer Auction will allow us to aggregate stock in the marketplace. Right now, it’s a fragmented market for buyers. They log onto the auction websites to see stock with different contracts, different grading and different photos, and a lack of data – it’s too much art and not enough science.

“We are trying to create an environment where stock is put into an aggregated pool so buyers can see everything that is available. If they want to transact online they can, but if they don’t then they can still go to the auction centre, whether that’s one of ours or a rival business.

“There is no reason why any leasing company with a solus remarketing agreement from a physical environment wouldn’t want to put their vehicles up on a digital environment first where you have 13,000 dealers, especially if that reduces the days in stock and increases values. We can provide that service.”

Average buyer fees at physical auction average £200 to £250; on Dealer Auction they average £60. In addition, cars can go online for sale within hours, compared with up to 14 days at physical auction.

Consequently, Cox is seeing resale prices rise a couple of percentage points because dealers are taking the buyer fee into consideration so they are willing to bid more to secure the car.

Dealer Auction sales are rising every month. Including its Simulcast online bidding platform, Cox is selling 25-30% of stock in a digital environment.

This year, Forbes expects to close in on 100,000 online sales. And the profile is changing: stock used to be the older, cheaper cars; increasingly it is younger and the prices are rising – good news for fleets and leasing companies disposing of three- and four-year-old vehicles.

“We predict 80% of wholesale stock will be sold



Martin Forbes acknowledges that Cox’s physical locations will need to be reconfigured

“WE NEEDED TO REDESIGN AND FOCUS ON CORE+. WE CREATED CONFUSION IN THE PAST; NOW WE HAVE A SIMPLE STRUCTURE”

MARTIN FORBES, COX AUTOMOTIVE

**COMPANY:**  
Cox Automotive UK  
**HEADQUARTERS:** Leeds  
**TURNOVER:** £328.5m (2017)  
**STAFF:** 2,600  
**SITES:** 16

online by 2023, but I’m not hung up on the details,” Forbes says. “Whether it’s 60% or 80%, 2023 or 2025, our statement shows the direction of travel.”

So what does this direction of travel mean for the company’s 16 remarketing centres in the UK?

“We have to be open and honest – will we have 16 in two or three years’ time? The answer is no,” Forbes replies.

“Physical auction isn’t dead and buried, but there is stock that is relevant for digital, such as manufacturer and fleet/leasing stock with a younger age profile, and an element that suits the physical lane, such as dealer part-ex.

“We will reconfigure our locations. We will have fewer sites but they will be bigger and strategically placed. We will have to complement digital sales by going into de-fleet and refurbishment in a much bigger way. The journey starts now, but it will be 2023/24 by the time we have reconfigured with the right capabilities in the right locations.”

## FUTURE FOR THE CENTRES

Those centres may become dual-purpose as Mobility as a Service (MaaS) initiatives create a need for large centres which can manage, service and maintain cars.

“Having de-fleet centres with duality of purpose will increase our footprint as MaaS, transport as a service and subscription models start to take hold,” Forbes says.

He predicts a major shift into mobility services, with the automotive industry heading the same way as mobile phones where people buy credit and different packages.

“It’s not ownership, but a rental model where people can shift in and out of cars dependent on their need,” he says. “I also see a world where there is no subscription; it’s simply a click of a button and a car turns up to collect you. We already have this in big cities, with the likes of Uber.”

Cox is the UK’s second largest remarketing company in a B2B market worth £500 million, and is responsible for between 400,000 and 450,000 vehicle transactions a year. It has an ambition to become number one, but recognises that the more pressing need is to keep pace with technological change.

“If we continue with the strategy we have, we will become irrelevant,” Forbes says. “We need a full end-to-end proposition that allows the dealer, fleet and leasing company to keep pace with the market.





# Evergreen award winner gears up for five major launches

Caring for the environment is part of the Toyota Lexus DNA. *Stephen Briers* reports on its hybrid and hydrogen solutions

**T**oyota Lexus retained the Fleet News Green Fleet Manufacturer of the Year, the third time in the past four years it has been recognised as the most environmentally aware automotive company.

Green has coursed through its veins since the launch of the Prius hybrid in 1997 (Japan-only, the second generation model came to the UK in 2000). Toyota has ploughed its own furrow by putting its weight behind 'self-charging' hybrid as the short-term solution and hydrogen as the long-term.

While plug-in hybrid and full battery electric will come (Toyota has the PHEV Prius), it is not the solution for today, according to general manager,

fleet operations Stuart Ferma. Ferma, appointed at the start of 2019, has a busy – nay unprecedented – schedule ahead: coordinating the introduction of five new models in the first half of the year.

**Fleet News: It is an extremely busy time for Toyota and Lexus with launches of the Corolla, Rav4, Camry, ES and UX by July. How are you positioning these cars in the market?**

**Stuart Ferma:** We have a TCO message that is extremely strong and our BIK message is also powerful. Then we have great cars. Akio (Toyoda, Toyota Motor Corporation president) said 'no more boring cars', so with the styling and driving perfor-

mance of our latest models, we are ticking all the boxes. Our fourth generation hybrid system delivers real-world fuel savings as well as reliability and other SMR savings from reduced brake and tyre wear. The hybrid system is the most reliable part of our car and the battery is most reliable part of the hybrid system. We also have strong residual values (e.g. Corolla stands at 49% versus a competitor average of 38%, according to the pricing guides). Our order bank has been phenomenal – demand is well ahead of supply.

**FN: You have remained committed to hybrid as the short-term solution while others have gone straight to full electric. Why are you convinced this is the right strategy?**

**SF:** We have the right proposition for the market today and the market is now looking at us as a viable alternative. For years we have knocked on doors to compete against diesel. Now people are approaching us to green their fleet in an affordable way. We are seeing diesel fleets, both private and public sector, that want to move to an electric fleet but they have no options so they are coming to us as the current option. Toyota is predominantly hybrid from a fleet sales point of view because it is available across the range; the only diesel we have is the Land Cruiser. And almost all our Lexus sales are now hybrid.

Our total hybrid sales were up 27% last year and so far this year they are up by 32%. It is virtually

**“WE HAVE 183 TOYOTA CENTRES AND 47 LEXUS ONES – THAT’S 230 TOUCHPOINTS WITH THE CUSTOMER”**

**STUART FERMA, TOYOTA LEXUS**

all self-charging, not plug-in hybrid – in total 61% of our sales are hybrid. There is a perception that diesel is best for the motorway, but we believe our self-charging hybrid is just as good and it's much better in urban areas. We have to get the message out there and challenge the old perceptions.

**FN: How are you doing this?**

**SF:** We are proactive in putting our vehicles out in the marketplace with our dealers to facilitate the message and our dealers are excited about our latest products.

**FN: Is hydrogen still the long-term future?**

**SF:** Yes, it is our future, although we see a mix of powertrains for different uses. We will bring plug-in hybrid cars when the market is ready for them and they can be utilised for the best of the environment. At the moment, the main driver is taxation. We will also have three battery electric vehicles in Europe by 2021. We are renowned for being green; it's in our DNA so we will do the right thing with our products when we bring them to market. The infrastructure has to be there and the cars have to be sold for the right reasons.

**FN: What is the Toyota roadmap?**

**SF:** We are targeting zero emissions from our vehicles by 2050. We are ahead of the curve within the market (Toyota retained top spot in Jato's 2018 report with average CO<sub>2</sub> emissions of 99.9g/km – the only carmaker below 100). Hydrogen can work now but the lack of infrastructure is holding it back.

**Jon Hunt, manager, alternative fuels:** Our production plan was set to grow steadily to 3,000 (hydrogen) units a year by 2018 to demonstrate proof of concept and to match the limited infrastructure, from 700 units in 2015. Almost 8,000 are on the road now globally. The first significant wave of growth will be in the early 2020s with more manufacturers entering the market as well as our own new products. We have announced a production capacity of 30,000 units from the early 2020s. Before 2030, we expect parity pricing with mainstream products.

Despite some of the comments you see at the moment, it is proving difficult for anyone to deliver viable and practical battery electric solutions. Even the London electric taxi is a range extender with an EV range of around 60 miles. Green Tomato Cars are doing 150-200 miles a day in their Mirai – you could not do that regularly with a BEV (battery electric vehicle). The Mirai range is 300 miles and it can be refilled in minutes.

**FN: You've had a strong first quarter, how do you see the rest of 2019?**

**SF:** There is a lot of uncertainty but we are in a great place. We have a modest market share so

we have a lot to go for and we are the natural choice for greener vehicles. We were ahead of the curve on WLTP and the impact has been lower on our cars than other manufacturers. So far this year, we are ahead of our plan. Fleet is diverse and from our hybrid Yaris to our LS hybrid and our LCVs, we now have every segment covered.

Our priority is to get dealers to appreciate fleet as much as retail. We have 183 Toyota centres and 47 Lexus ones – that's 230 touchpoints with the customer. Our focus is on local dealers supplying locally with a great handover and level of service throughout the ownership period.

**G**reen for Toyota is about more than the vehicles. Its Epsom, Surrey, head office sits in an ecological habitat landscaped with Kew Gardens to provide a haven for indigenous species. It keeps bees to harvest their honey, staff have been given water bottles to rid the site of plastic and the building is zero waste to landfill and incineration. "It's a statement about our business but also about our customers when they do business with us," says Ferma. "In our heart we are green. We do it because it's the right thing to do."



## JUDGES' COMMENTS:

**Now fully committed to hybrid, Toyota has always been an environmental pioneer but continues to introduce initiatives every year. It has never wavered from its objectives, with long-term planning for a greener future. Think environment, think Toyota.**





**D**escribing vehicle rental to a fleet decision-maker as 'your flexible friend' is almost as old as the Access credit card adverts from the 1980s where the phrase originated.

Providing the opportunity to hire cars and vans from as little as part of a day to much longer periods has always ensured that rental provides flexibility to an organisation.

The flexible rental services everyone is currently talking about, however, take this a step further, says Oliver Waring, managing director of Reflex Vehicle Hire, because customers do not have to specify a date or time for vehicles to be returned.

This provides the ultimate flexible fleet because customers can source the vehicles – vans or cars – and keep them for as long as required before handing them back, without an early termination penalty, when circumstances change.

And there are plenty of contributors to the uncertainties and increased costs of running a fleet at the moment: Brexit, London's ultra-low emission zone (ULEZ), the Worldwide harmonised Light vehicle Test Procedure (WLTP) and changes to the benefit-in-kind (BIK) company car tax framework beyond the 2020/21 tax year are just some of them.

"Also, companies are having to apply a more flexible approach to staff movement as workforces become more transient," says Peter Crabtree, corporate sales director at Europcar Mobility Group UK.

"The rigid fleet policies of the past with a typical retention period of three-to-four years are therefore becoming much less appealing for today's businesses.

"The question to ask is whether a one-size-fits-all approach is still appropriate and whether all fleet operators should include more flexible solutions as part of their overall fleet policy."

An uncertain and costly environment is not one in which organisations particularly want to be locked into long-term lease and contract hire agreements or substantial vehicle purchases when there is a more flexible and responsive alternative.



**THE MONTHLY CHARGES WILL BE MORE EXPENSIVE THAN CONTRACT HIRE BECAUSE OF THE REDUCED UTILISATION**

PETER ELDRIDGE, ICFM

# FLEX YOUR RENTAL MUSCLES

New flexible fleet vehicle rental models provide potentially attractive options in economically and politically uncertain times. *Andrew Don* reports

Caroline Gallagher, sales director of Thrifty Car & Van Rental, says flexible rental deals that allow customers to have access to vehicles from one day to a year or longer without being tied into a fixed-term contract, early termination penalties or deposits "allow total management of a variable fleet requirement in an uncertain and rapidly changing business environment (and allow) customers to increase (or) decrease fleet immediately, but adapt for tomorrow as business requirements change".

## DIFFERENT MODELS

Definitions, however, vary. Peter Eldridge, director of ICFM, the car fleet management training body, for example, says flexible rental is any form of short-term vehicle rental that extends beyond the typical one-to-27 day period.

Others, such as ACFO, the fleet operators' association, say it covers a period ranging from three-to-12 months.

Ian Bennett, daily rental operations manager at Ogilvie Fleet, says its own flexible short-term hire choice runs from a single day to a year, while Activa Contracts' Rental Plus deal requires hiring for a minimum of 84 days, as does Europcar Mobility Group's model.

Northgate's Flexible Hire is a minimum three-month commitment, but vehicles can be changed whenever required during that period.

Flexible rentals can either be used to supply extra vehicles or an entire fleet and when businesses may need to increase or decrease

## SPONSOR'S COMMENT

By Neil McCrossan, Sales and Marketing Director, Northgate Vehicle Hire



The modern business environment is 24/7, and customers expect swift and effective services. As a result, businesses must be able to respond as quickly as possible.

When these requirements extend to vehicles, it is especially important that near-constant mobility is ensured and that fleet operations run smoothly, with minimal disruption.

More than ever, businesses are making rental their go-to mobility solution, to enable fleet managers to become more agile in a fast-paced market.

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Vehicles are maintained and serviced, road-tax is taken care of and customers can also customise the vans to make sure they meet their needs. And, if things change, they can return or swap the hire vans to keep their drivers on the road.

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staffing at a moment's notice. Gallagher says this type of hire is expanding across all vehicle types and will continue to do so "during this extended period of economic uncertainty".

Not all flexible rental options are the same so it is very much beholden on fleet managers to do their homework.

Julie Summerell, digital chairman and company secretary of ACFO, says: "Flexible rental is not only a relatively new product in the marketplace, but it comes with different names coined by myriad providers."

Gallagher stresses: "It's important to remember that terms and conditions may vary between providers so it is always vital to check and discuss the small print in agreements."

It is an operational decision as to whether flexible rental is viable. It is a range of products that continues to evolve, whereas contract hire is long established and mature.

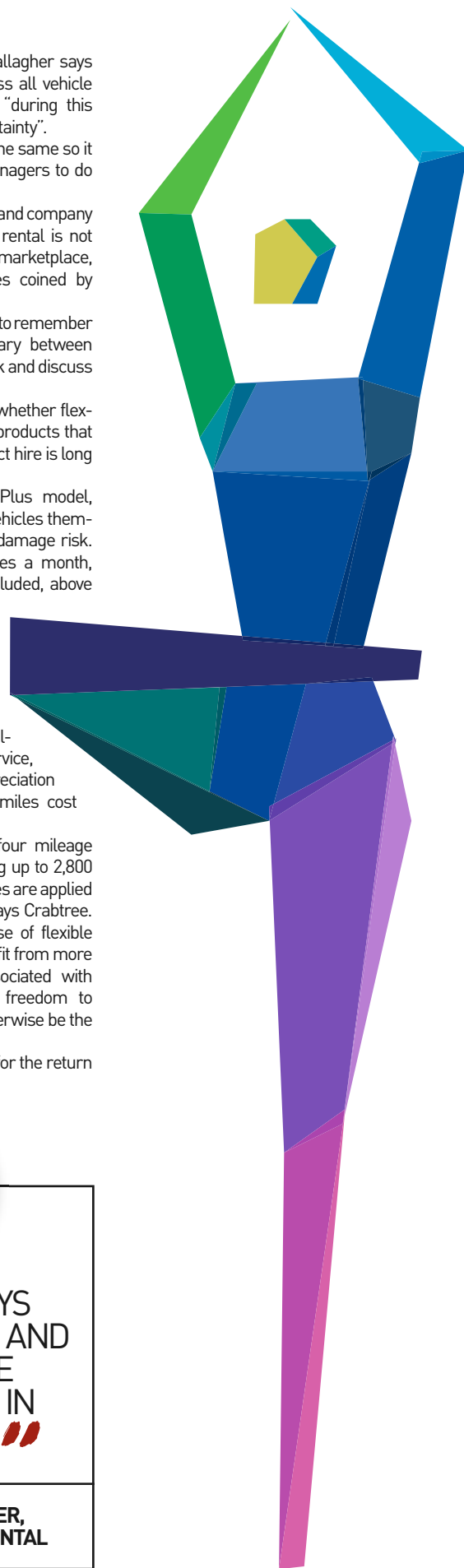
With Activa Contracts's Rental Plus model, customers are required to insure vehicles themselves so they are responsible for damage risk. A mileage allowance of 2,500 miles a month, equal to 30,000 miles a year, is included, above which excess mileage is charged.

"Some flexible rental products may have no damage or mileage penalties," says Activa Contracts managing director Ian Hill, "but this is not compatible with the low rental rates as suppliers cannot realistically bear unlimited damage, service, maintenance and repair and depreciation costs – the facts of life are that miles cost money."

Europcar Mobility Group offers four mileage options starting at 1,000 miles going up to 2,800 per 28 days. "Excess mileage charges are applied when the vehicle comes off hire," says Crabtree.

Eldridge says: "The basic premise of flexible rental is that the renter should benefit from more competitive rates than those associated with short-term hire and have more freedom to operate the vehicles than would otherwise be the case with contract hire or leasing."

"There is no formal notice period for the return



**IT IS ALWAYS VITAL TO CHECK AND DISCUSS THE SMALL PRINT IN AGREEMENTS**

**CAROLINE GALLAGHER,  
THRIFTY CAR & VAN RENTAL**

of the vehicle and, on the face of it, no hidden charges. From a cost perspective, the monthly charges will, of course, be more expensive than contract hire because of the reduced utilisation commitment."

He adds that any charges applied at the end of the rental period should be transparent and linked to a pre-understood arrangement.

David Brennan, chief executive at Nexus Vehicle Rental, claims that flexible models help keep fleet costs lean because vehicles are only paid for when they are in use, unlike alternatives.

Similarly, companies operating such vehicles are protected against the costs of depreciating assets that occur with outright purchase.

"A fixed-rate rental fee is the main component of flexible rental and this means fleet managers are not caught out by variable rates and can manage budgets effectively," he explains.

Flexible rental vehicles also tend to be newer and well maintained, he adds, so clients are less likely to incur downtime.

Brennan points out that for customers in, say, the construction industry, even having one vehicle out of action can cause a major operational headache and delays in project schedules.

"In the unlikely event a newer rental vehicle would experience downtime, a replacement can be sourced immediately at no extra fee, keeping jobs on track and businesses moving."

Flexible rental vehicles can also be supplied with company livery. Eldridge says the sector is full of offers from rental companies to provide bespoke modifications that meet various customer requests for racking, refrigeration and other business-critical inclusions.

"The only restrictions are the cost of the vehicle commissioning in relation to the period of use and the legal requirements associated with construction and use/gross vehicle weight," he adds.

The fleet sector has seen a drop in vehicles acquired by rental companies, but Eldridge says the rental companies have offset this by extending the vehicle retention period.

He cautions that flexible rental does not have the protection of a long-term leasing agreement. "Does that mean that the end user potentially incurs more risk of a vehicle being recalled? Well the answer is, of course, yes. It is all about choices, the attitude to risk and commitment to the longer term."

#### THE BEGINNING OF THE END OF CONTRACT HIRE?

Used correctly, flexible rental has the potential to replace more traditionally funded vehicles on a fleet.

"The days are numbered for traditional contract hire," says Graham Telfer, fleet manager at Gateshead Council, which has between 280 and 300 vehicles on flexible arrangements at any one time (see case study, page 53) through Northgate.

"We have to be more flexible and fluid in how we operate now because, traditionally, local authorities or public sector organisations knew the life expectancy of a vehicle because there was a commitment to ongoing building programmes and other services."

"If there was a year-on-year change then we would be stuck with those vehicles for the duration of contract life."

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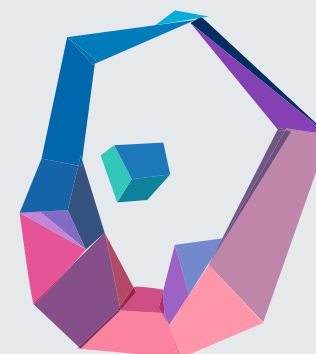
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## TODAY'S FLEET: FLEXIBLE RENTAL

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### FLEXIBLE RENTAL: WHERE IT CAN BE USED



Key areas where flexible rental can support a business include:

**New joiners:** providing cars on an interim basis to new starters during their probation period or while employees wait for a new company car or van.

**Supporting new contracts:** providing immediate vehicle support for new contracts to ensure a business can respond quickly to client needs.

**Enabling growth:** growing businesses need to concentrate funds on expansion so flexible vehicle hire allows them to support growth without having funds tied up in vehicles.

**Planning for change:** flexible vehicle hire is designed to help companies cope with business change. In uncertain economic times, it is vital that businesses can be agile and quickly respond to market developments and that includes the vehicle fleet, which can expand and contract to reflect changing demand.

**Vehicle trials:** as companies consider new vehicle alternatives such as plug-in hybrid and electric, a flexible hire partner can support a business trial at scale while also helping a business minimise risk should its strategy change.

**Delivering an agile fleet:** flexible vehicle hire is not just for times of change; it can be a valuable part of any fleet operation, providing a source of vehicle supply that cost-effectively offers more flexibility and support than traditional contract hire or daily rental.

Source: Reflex Vehicle Hire

“Traditionally, a number of other fleet managers have tried this but there has been a control that you can return maybe up to 20% of your fleet without penalty or up to 30%, whereas now we’ve negotiated up to 100% return of our fleet and we’ve seen a decrease in our rental rates.”

However, ACFO feels the growth in flexible rental does not mean the end of traditional contract hire or outright purchase; simply that fleets are opting for a mix of acquisition methods as a wider choice of solutions emerge.

“Flexible rental is, effectively, a bolt-on solution,” says Summerell.

### SPREAD RISK

The ICFM advises fleet managers not to put all their eggs in one basket, noting that there is no single magic solution to the significant challenges that fleet operators face currently and no single answer that will satisfy all requirements.

“This is a time for strategic and planned thinking and if fleets are going to prosper then they must create a structured balance with the vehicles they operate, the method of acquisition and the duty of care requirements of the business,” says Eldridge.

So is the model here to stay?

Ogilvie Fleet believes the trend will continue even when current uncertainty is resolved.

“Flexible rental...should be treated as a short-term solution to fill a void for up to about six months, but longer in certain circumstances,” says Ogilvie Fleets’ Bennett.

### CASE STUDY: GATESHEAD COUNCIL



The ongoing effects of austerity in the public sector has led Gateshead Council to take on around 300 vehicles on flexible rental with Northgate.

“(With austerity) we’ve had to look at more cost-effective ways – not just looking at the hire rate, but at the add-ons, dealing with fines, the cost of the administration and return of vehicles,” says Graham Telfer, fleet manager at Gateshead Council.

“We’ve just gone into the first formal flexi agreement in the past 10 months through Northgate.

“We have 280-300 vehicles on flexible arrangements at any one time. The rest are all outright purchase. There is no capital outlay and we don’t own the vehicle so I can forecast my fixed costs.

“We don’t pay fuel surcharges or administration charges on fines. We take accountability for the fine but we don’t pay any add-on charges.

“We return the vehicle filled with fuel. If in the event of a vehicle going back and it’s not refilled they are only allowed to charge us the pump price – not an extra 20% or 30% handling fee.

“We agree they’re entitled to the cost of the fuel and we control that at our end to make sure that’s kept to an absolute minimum.”

He adds: “The trade-off for Northgate is it knows the public sector is going to be a regular customer, we

consolidate the invoicing so the admin is kept to a minimum and we have fixed monthly invoicing that we pay up front a month in advance so they

know that that capital is going to go into their business without fail.”

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TAKE THE ACTIONS  
THEY NEED TO  
MANAGE THEIR  
DRIVERS  
EFFECTIVELY

# DRIVER MANAGEMENT – MORE THAN A TICK BOX EXERCISE

Almost a third of companies don't know how many drivers they have, says DfBB's *Simon Turner*

This month's article again focuses on the results from Driving for Better Business's online risk assessment and its all-round driver management processes. An average user score of 60% in this section compares with a target score of around 75-80% so many employers who have taken this online assessment still have some way to go. We're going to start with what you would think would be an easy challenge – knowing how many drivers you have. Sound simple? It should be, yet only 71% answered "yes" they do know how many drivers they have so 29%, almost a third, currently don't. If each company vehicle is assigned to a single driver then it probably is relatively easy, but what

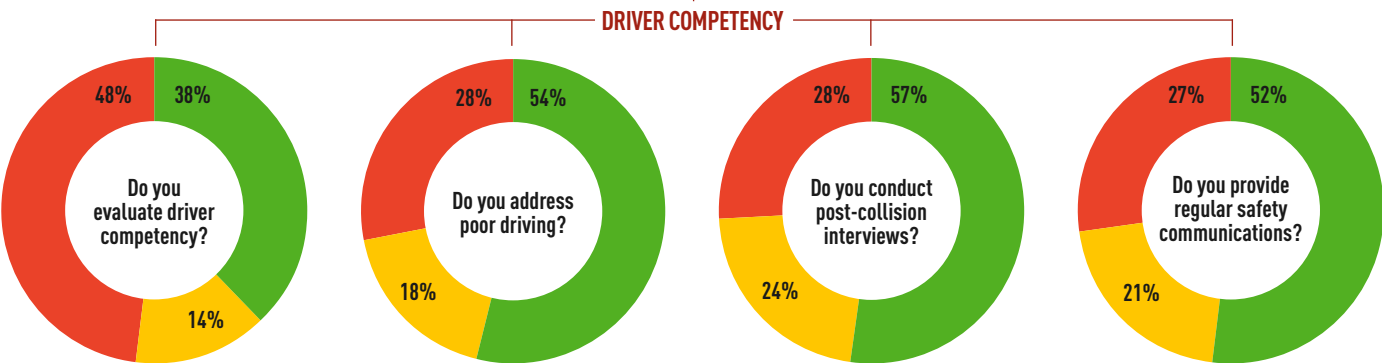
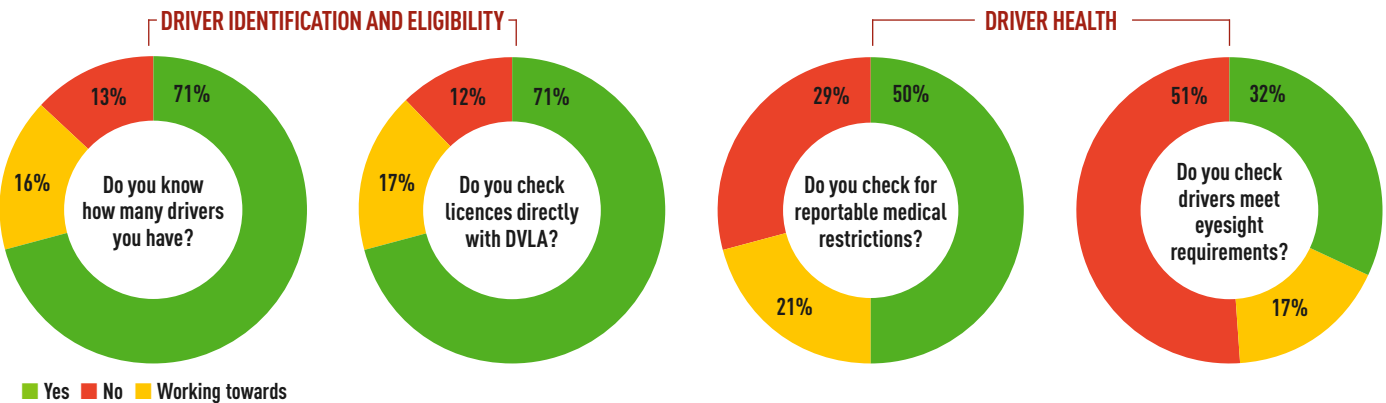
if the vehicle is used for multiple shifts with, say, a number of drivers having access to the same van? Or a really common problem, do you have any idea how big your grey fleet is? How many of your staff are making occasional work journeys in their own cars? The reason this question is so important is that if you aren't certain you know how many of your employees are driving on business, you can't possibly have a robust audit trail to demonstrate that they are being managed effectively. You can't know that all of them have seen your 'driving at work' policy and you can't be certain they have had their licences checked and are therefore eligible to drive on business. When asked how many checked licences directly

with DVLA, the answer was again 71% – likely to be largely the same 71% that are confident they know how many drivers they have. As most will know, checking licences highlights a number of potential issues for drivers including eligibility to drive different types of vehicles as well as potential health issues. Surprisingly, only 50% of respondents check to see whether the licence check data highlights any medical issues that may affect their driving, meaning a significant proportion of those investing in licence checking data are probably only using it for a cursory check on penalty points. This is particularly important in the aftermath of the Glasgow bin lorry incident. The driver, who killed six and injured a further 15 in December

2014, had deliberately concealed relevant information from the DVLA about his medical history. Health problems dating back almost 40 years included blackouts, dizzy spells, heart problems, vertigo and tension headaches. Imagine if he had declared all of this to DVLA and it had been highlighted in his licence check data. But nobody had noticed or even bothered to check beyond seeing how many points he had. Can you be sure that nobody like that is hiding in your data? Allied to this are eyesight checks. Licence check data will highlight whether a driver needs to wear glasses or contact lenses. However, only 32% of firms confirmed they check their drivers meet the Highway Code's eyesight requirements every two years. Even adding in the ones who say they are working towards this policy only gets us to 49%. When we start looking at driver performance, the results are similarly poor with only half of the respondents taking the actions they need to manage their drivers effectively. Only 38% of firms formally evaluate driver competency before allowing them to drive on business with a further 14% working towards this. This would be a shockingly dangerous figure were it involving staff operating machinery in a factory or working in a hazardous industry so why should it be any different when asking staff to drive for work. At a recent Driving for Better Business summit at the Houses of Parliament, Mark Phillips – chief executive of the Rail Safety and Standards Board – highlighted the fact that "since 2007 there have been 18 workforce fatalities in the rail industry but nine of those – 50% – are the result of work-related road traffic accidents" showing that even in a dangerous environment like rail, work-related driving is one of the biggest risks faced by staff. Checking and monitoring driver competence is essential. This picture continues with the follow-on questions. A little more than half (54%) of firms have a

process to address poor driving once it has been identified and 57% of firms conduct post-collision interviews to find out what happened, whether any lessons can be learnt, and whether the driver is actually okay to continue in their role. Post-collision interviews by a trained person are vital, given that a driver who has been involved in an incident, especially a serious one, may be left with serious confidence issues and require some sympathetic on-road assessment and coaching at the very least, and possibly some in-depth counselling to overcome their experience. Last month, we noted how a pretty good indicator of strong management was the driver safety handbook. Most companies where management fully understood their responsibilities, and where a genuine culture of safe driving has been established, have driver handbooks. Good managers see it as an essential way of ensuring drivers understand what is expected of them. We also said that all the best-run fleets have driver handbooks and regular driver communications – this includes regular safety updates. With 52% of firms confirming that they provide regular safety communication to drivers, it is no surprise that this figure is similar to how many firms address poor driving and provide post collision interviews. Done well, it is a clear indicator of

a company whose policies are there for the right reasons, not just box ticking, and that cares whether those policies are followed or not. Lastly, let's look at the issue of mobile phone use while driving as the data from our online risk assessment is rather interesting. Many companies still continue to allow hands-free mobile phone use while driving on company business. This is one of the thorniest of thorny issues when addressing driver management because, of course, it is legal to drive while speaking on a hands-free device. However, we all know there are still distraction issues regardless of whether the phone is being held or not. One of the key challenges for drivers who don't wish to use their phone while driving can be the feeling that managers expect them to be available at all times, including while driving. Additionally, there is a commonly held belief that banning phone use will harm the business and reduce productivity therefore it must be allowed for the business to survive. The data shows that 46% of respondents had actually banned all mobile phone use outright while driving and did not expect their drivers to either answer or make calls. Furthermore, an additional 15% were actively working towards a ban leaving just 38% who still allowed the practice. This shows a clear majority of firms are now banning, or working towards banning, all mobile phone use while driving and this trend is likely to strengthen further over the next few years. As with the fleet safety policies discussed last month, the companies who perform best at driver management are those that have genuinely strong and clear leadership. They understand what is required and they lead by example, communicating those requirements effectively to their drivers and monitoring performance to ensure that standards are maintained.





# MANAGING OTHERS effectively

Managing others while retaining their trust and support is an area of your skills set that should not be overlooked. *By Peter Eldridge, director, ICFM*

**I**n last month's article we covered the importance of developing and nurturing good working relationships with specific emphasis on the supply chain.

This month, we turn our attention to managing those in our closer, working environment more effectively and exploring what 'good' should look like. This group of employees clearly includes all drivers – both those at the wheel of company-provided vehicles and the 'grey fleet' population – but also fleet department colleagues and those where there is a 'dotted line' relationship, maybe in a different department.

The motor industry has perhaps been guilty of not giving due credence to the importance of developing and maintaining good working relationships and, in the early days of the ICFM, there was a noticeable level of 'professional arrogance' on display.

This was coupled with a noticeable disregard for key elements that in 2019 we must recognise as being vitally important.

To further complete the situation, in modern times, we place a high level of reliance on text and other electronic communications methods, that have perhaps eroded our natural ability to interact on a more personal level.

## THE KEY FACTORS

**Trust** – the foundation stone of every good relationship and one that cannot be overstated as an important ingredient.

**Mutual respect** – this requires commitment to value work colleagues' input, opinions and aspirations; the other side of the coin is a realistic expectation they will value yours. Such respect is, after all, the very basis on which creativity and project development are based and manifested.

**Mindfulness** – the absolute need to demonstrate professionalism at all times, being responsible for comments made, actions taken and promoting positive outcomes in all we do.

**Embracing diversity** – another vitally important element, since effective stakeholder develop-

ment can only be recognised by the acceptance of the expanding diversity that exists in our working environment, the people and their valuable contribution and opinions.

**Communication** – the pinnacle point for training, development and effective product or service delivery. The fleet arena, like all other industries, is surrounded by a plethora of e-communications, meetings, conferencing and social media influences. It is an area driven by relentless change and can be an unforgiving environment for those who do not embrace it. Open and honest communication is the start point and reaps real benefits in the long run.

## BENEFITS OF A GOOD WORKING RELATIONSHIP

It naturally follows that the better our working relationships, the more satisfying and productive the likely outcomes will be, since they are the key drivers to a number of benefits, which include:

- The working environment is a much happier place to be and, bearing in mind that most of us spend more than a third of our time engaged in business-related activity each week, this is important.
- Our work ethic and behaviour are the tapestry that others see and on which they base their judgements and reactions. Managing others effectively will positively influence changes that we want to implement and deliver more innovative and creative outcomes.

What's more, the effective management of others generates freedom to focus on opportunities and is the fuel for instilling high levels of staff engagement.

On this point, it should be recognised that in any business there are essentially three types of employee:

## ENGAGED

Those who only see benefit and promote positive outcomes.

## PASSIVE

Those who generally have a neutral stance and neither agree or disagree.

## DISENGAGED

Those who take a more negative view and see change as an opportunity to 'take a stand'.

When applying effective management techniques, it should be appreciated that although it is important to maintain focus on the 'engaged' and 'disengaged' sectors, who should, of course, be included and encouraged, it is the 'passive' sector where quick wins and positive outcomes can cultivate significant benefit.

The reason for this is quite straightforward – 'passive' individuals are more likely to be influenced and drawn towards the 'disengaged' sector than go in the other direction and if not

managed effectively, the beneficiaries will be those in the 'disengaged' sector.

## WHAT IMPACT DOES MANAGING PEOPLE EFFECTIVELY HAVE ON CAREER PROSPECTS?

The answer is of course – a great deal! Gaining a reputation for achieving great things in the area of managing others effectively, is a pre-cursor to being recognised as a good manager, supervisor or team leader. It is a skill set that adds significant weight to a CV.

Good relationships must be viewed as an essential ingredient to career development. After all, if our bosses don't trust what we say and do, it is unlikely we will be high on the promotion list.

The area of managing others effectively is a complex one and we have touched on some of the key factors involved. But there is, of course, more to be taken into consideration.

Would you like to know more? For expert help and advice join the ICFM, which provides access to fleet operational best practice tips. Contact [administration@icfm.com](mailto:administration@icfm.com) and quote *Fleet News*.

MAY  
TOPIC:  
UNDERSTAND THE  
COMMUNICATION  
PROCESS

*Managing others effectively*

## A 10-POINT CHECK LIST

1. First and foremost, recognise that we all share the same work space with our colleagues and we all have the same desire to work with people we're on good terms with and enjoy the benefits that it produces.
2. Allocate time to build and develop relationships. Most of us now operate in very busy working environments and it is all too easy to 'park' the area of managing others effectively as a non-core requirement.
3. Develop your people skills to ensure you do have the right level of communication and collaboration techniques and have the right tools in your box to deal with work-related challenges and conflicts.
4. Sense check your own relationship needs and requirements and create a benchmark summary of what your expectations are of your colleagues and, likewise, what they expect from you.
5. Develop a culture that recognises appreciation and delivers compliments for a job done well.
6. Adopt a positive stance in all that you do, resist the temptation to engage in negative or critical dialogue and pursue a 'can do' attitude with colleagues and key stakeholders.
7. Listen actively and ensure that all the facts are available before casting judgement. Erratic decisions deliver only one outcome – loss of confidence.
8. Recognise the need and right way to 'say no' when required and maintain a firm, but balanced, position when the need arises. Appeasing a decision that you know to be flawed will not promote respect.
9. Pay particular attention to managing difficult relationships – we can't always like the people we work with, but we do have to work effectively with them. The first step is to work more closely with the individuals concerned, ensure that emotions don't overshadow good decisions and try to gain their respect and trust.
10. Don't bite off more than you can chew – approach the subject on a progressive basis and deliver more, promise less.

■ For information about ICFM leadership and management training, go to [www.icfm.com](http://www.icfm.com)

## WHO IS PETER ELDRIDGE?



Peter Eldridge joined ICFM in 1993, making him one of its longest-serving members. The ICFM was founded in 1992 and remains the UK's only independent, not-for-profit organisation dedicated to furthering the education, recognising the achievements and advancing the profession of car and light commercial fleet management.

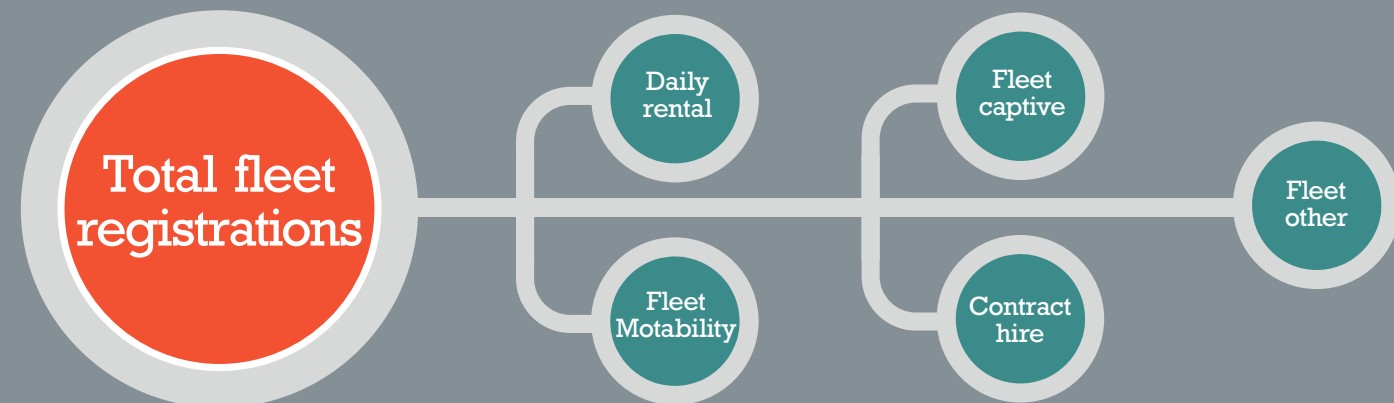
Eldridge joined the ICFM steering committee in 1996 and became a full council member in 1997. He was appointed a director in April 1999 and is regarded as one of the institute's strongest lead tutors. In 2011, he was inducted as an honorary fellow.

Eldridge now focuses his time on the ICFM. He has enjoyed a successful fleet industry career which started at Fiat Auto UK in 1963. It included spells as fleet manager of a large blue-chip fleet operation and senior management positions within the franchised motor trade.

■ For information about ICFM leadership and management training, go to [www.icfm.com](http://www.icfm.com)







# TRUE FLEET DIPS IN Q1 AS RENTAL RISES

Sector still in limbo as fleets struggle to advise drivers on options, *reports Stephen Briers*

**B**rexit is casting a long shadow over the fleet sector. Operationally, it is business as usual for most companies, but for fleets and their drivers it is creating widespread uncertainty due to the suffocating impact the protracted negotiations are having on Government – and specifically Treasury's ability to make key decisions.

Company car taxation rates have been published only until tax-year 2020/21. Anyone taking on a company car today, with a typical four-year replacement cycle, will have no idea what they will be paying in benefit-in-kind (BIK) tax for the final two years.

The sector was anticipating an announcement about future rates in last year's Budget, with the expectation of a change in the thresholds to take into account the effect the new WLTP emissions testing regime was having on reported CO<sub>2</sub> emissions.

That didn't happen. Instead, Chancellor of the Exchequer Philip Hammond told the House of Commons he would defer a decision on company car taxation until his spring statement in March following the launch of a consultation.

The consultation ended in February and the statement came and went with little more than an acknowledgement and a promise to issue a response "in the coming months".

The inaction stems from the fact that officials have not had a chance to adequately brief the Chancellor on WLTP, its expected impact on official CO<sub>2</sub> emissions and the views from industry and environmentalists on the best way forward.

The upshot is a sector in limbo, with fleets

Top 10 true fleet (year-on-year +/-)			
1.	Mercedes-Benz	21,779	(-3%)
2.	Volkswagen	20,288	(-12.3%)
3.	BMW	18,780	(-0.8%)
4.	Audi	15,868	(-16.5%)
5.	Ford	11,139	(-25%)
6.	Kia	10,985	(-4.7%)
7.	Nissan	10,366	(+9%)
8.	Toyota	9,854	(+6.7%)
9.	Hyundai	8,138	(+9%)
10.	Škoda	7,898	(-3%)

Top 10 rental fleet			
1.	Vauxhall	14,848	(+41.3%)
2.	Mercedes-Benz	6,320	(+14.6%)
3.	Renault	5,833	(+16.7%)
4.	Ford	5,340	(-22.3%)
5.	BMW	5,164	(-9.5%)
6.	Hyundai	4,080	(-22.4%)
7.	Volkswagen	3,225	(-11.1%)
8.	Peugeot	3,240	(+12.9%)
9.	Kia	3,177	(-5.1%)
10.	Citroën	2,746	(+43.9%)

unable to brief their drivers on their options, and drivers unwilling to choose their next car due to uncertainty over their future BIK liability.

It resulted in a 7% fall in true fleet registrations last year, and this has carried over into quarter one 2019 with a further decline of 8.4% ('leasing/contract hire' and 'fleet other' figures from the Society of Motor Manufacturers and Traders).

The majority of this decline comes from 'fleet other' – sales to end-user fleets, plus bodyshop courtesy cars and likewise registrations – down almost 15%; 'leasing/contract hire' fared better, with a smaller 1.2% dip.

Manufacturer fortunes in true fleet were mixed, with the best performances tending to come from those with newer models and efficient engines.

Hence Citroën, Hyundai, Nissan, Renault, Seat, Toyota and Volvo were among the bright spots.

A positive among the greatly reduced activity is the growing interest in electric cars. Registrations of pure EVs increased by 53% in Q1 and, while some commentators zoom in on the fact that, at just fewer than 6,000 units, volumes account for just 0.9% of total car registrations, a lack of supply is hampering uptake.

Hyundai has sold out of the new Kona Electric and is now taking orders for 2020, and that picture is mirrored at Kia, with the new e-Niro. Both could sell more today if they could get greater supply.

With models destined for markets around the world, production is being stepped up to try to satisfy demand – note Volkswagen's announcements to convert three plants to EVs over the

next couple of years – but the bigger issue is battery supply.

A handful of Asian companies, such as Panasonic and LG Chem, dominate the market and some manufacturers report that additional supply in the short-term will come at a price – with batteries already accounting for 40% of the price of an electric car, any increase is not going to be sustainable for carmakers or buyers.

It is likely to be another two or three years before battery production is at a sufficient level to match demand.

When the profitable markets – private and true fleet (especially local business) – struggle, manufacturers get tempted by the rental market. Most resisted last year, with rental registrations falling 12%, but some returned to the sector this year, as volumes rose by 6% compared with Q1 2018.

This is despite most manufacturers claiming they were either reducing their penetration in rental or making no change; if their performance doesn't match their plans, they could unsettle the market with an unscheduled flurry of model returns within the next 12 months, leading to an inevitable hit on resell values.

Similarly, the pricing guides and leasing companies will be unimpressed by such actions, causing them to lower residual value forecasts which will increase monthly leasing rates.

Here, we pick out some of the trends, looking at premium manufacturers and the traditional fleet stalwarts. In the Q2 analysis, in the July issue, we'll put the spotlight on the up-and-coming brands and the French carmakers.

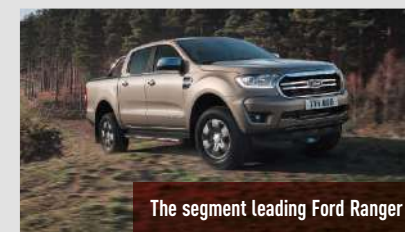
## PREMIUM MANUFACTURERS

In recent years, the German trio (Audi, BMW and Mercedes-Benz) have started to dominate fleet, thanks to pricing policies, strong residual values and efficient engines, which resulted in competitive total cost of ownership. They take three of the top four positions in the true fleet table.

## LCVs BREAK THROUGH 100,000 CEILING IN Q1

Registrations of light commercial vehicles broke through the 100,000 barrier in Q1, with a near 9% rise on Q1 2018 to 102,743, underlining the continued strength of the sector despite economic uncertainties caused by the ongoing Brexit negotiations.

1.	Ford	34,951	(+4.2%)
2.	Volkswagen	11,154	(-3.9%)
3.	Peugeot	9,788	(+10.8%)
4.	Mercedes-Benz	8,816	(+37.5%)
5.	Vauxhall	8,373	(+28.3%)
6.	Citroën	7,828	(+7.5%)
7.	Renault	5,654	(+21.8%)
8.	Mitsubishi	3,940	(+29.8%)
9.	Nissan	3,734	(-13.4%)
10.	Fiat	2,575	(+10.6%)



The segment leading Ford Ranger

It was largely a positive picture for manufacturers (see table), with eight of the top 10 up year-on-year.

Mercedes-Benz saw the biggest increase, thanks to strong gains by Vito and Sprinter, while Vauxhall was buoyed by exceptional growth in Combo.

But it's Ford which continues to dominate the LCV sector, with three times the volume of registrations of second-placed Volkswagen. Its Ranger pick-up, Connect small panel van, Custom mid-size and full size Transit are all segment leaders.

THE BEST PERFORMANCES TENDED TO COME FROM THOSE WITH NEWER MODELS AND EFFICIENT ENGINES

## SPONSOR'S COMMENT

By Jon Lawes, managing director, Hitachi Capital Vehicle Solutions



It's no surprise that the success story of the past quarter is the rapid growth of registrations for alternatively-fuelled vehicles (AFVs). An

increase of more than 14% in the adoption of AFVs shows there is clearly a growing confidence in electric, plug-in hybrid and hybrid cars.

To react to this shift in attitude toward electric vehicles and the arrival of more plug-in models, the Government must address shortcomings in charging infrastructure.

Support for a transition to green fleets must be a priority. As we have seen from our involvement in Optimise Prime, the world's biggest trial of commercial electric vehicles, business is already rising to the challenge.

The success of AFVs is not the only good news from the past three months though. It has been a positive quarter for light commercial vehicle demand, with this segment seeing an 8.9% increase compared with the same period in 2018.

While Ford has, on the whole, benefitted across the quarter, continuing to prove itself as a trusted model across van and car sales, it has been a challenging end to the quarter for several other well-known brands.

Citroën and Volvo have bucked the trend, seeing increasing sales thanks to the introduction of new models.

It continues to be a challenging environment for the automotive industry with legislation and the looming spectre of Brexit still making an impact.

Environmental concerns are top of the agenda with the introduction of ULEZ and other clean air zones sure to have an impact on already declining diesel sales.

There may be challenges, but it's an exciting time with new technologies and innovation continuing to drive the industry forward.

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FLEET REGISTRATIONS: QUARTER 1 2019																
	Rental (Q2)			Fleet Captive (Q2)			Fleet Motability (Q2)			Fleet Other (Q2)			Leasing/Contract hire (Q2)			Total (Q2)
Vauxhall	14,848	(10,510)	41.3%	1,778	(2,419)	-26.5%	7,040	(8,007)	-12.1%	2,175	(12,694)	-82.9%	5,576	(4,549)	22.6%	31,417 (38,179) -17.7%
Mercedes-Benz	6,320	(5,514)	14.6%	2,909	(3,198)	-9.0%	2,963	(1,787)	65.8%	10,382	(11,139)	-6.8%	11,397	(11,324)	0.6%	33,971 (32,962) 3.1%
Renault	5,833	(4,998)	16.7%	271	(98)	176.5%	1,643	(2,682)	-38.7%	2,061	(2,077)	-0.8%	1,505	(876)	71.8%	11,313 (10,731) 5.4%
Ford	5,340	(6,874)	-22.3%	5,341	(4,669)	14.4%	8,396	(10,900)	-23.0%	7,357	(9,626)	-23.6%	3,782	(5,268)	-28.2%	30,216 (37,337) -19.1%
BMW	5,164	(5,706)	-9.5%	3,859	(4,779)	-19.3%	3,229	(2,418)	33.5%	6,603	(7,645)	-13.6%	12,177	(11,281)	7.9%	31,032 (31,829) -2.5%
Hyundai	4,080	(5,258)	-22.4%	131	(285)	-54.0%	3,208	(3,220)	-0.4%	3,257	(3,408)	-4.4%	4,881	(4,042)	20.8%	15,557 (16,213) -4.0%
Peugeot	3,420	(3,028)	12.9%	419	(175)	139.4%	2,848	(2,061)	38.2%	2,763	(3,344)	-17.4%	2,938	(2,865)	2.5%	12,388 (11,473) 8.0%
Volkswagen	3,225	(3,628)	-11.1%	2,959	(2,570)	15.1%	5,119	(3,717)	37.7%	6,556	(8,813)	-25.6%	13,732	(14,318)	-4.1%	31,591 (33,046) -4.4%
Kia	3,177	(3,346)	-5.1%	601	(589)	2.0%	2,928	(2,353)	24.4%	4,581	(4,683)	-2.2%	6,404	(6,844)	-6.4%	17,691 (17,815) -0.7%
Citroën	2,746	(1,908)	43.9%	270	(445)	-39.3%	1,885	(1,552)	21.5%	2,686	(2,085)	28.8%	1,890	(1,876)	0.7%	9,477 (7,866) 20.5%
Toyota	2,287	(2,508)	-8.8%	496	(456)	8.8%	2,386	(1,856)	28.6%	6,849	(6,017)	13.8%	3,005	(3,220)	-6.7%	15,023 (14,057) 6.9%
Volvo	1,953	(1,970)	-0.9%	308	(558)	-44.8%	447	(210)	112.9%	2,295	(2,017)	13.8%	5,124	(4,392)	16.7%	10,127 (9,147) 10.7%
Land Rover	1,796	(1,997)	-10.1%	1,629	(1,405)	15.9%	0	(0)	0	5,102	(4,502)	13.3%	2,609	(3,493)	-25.3%	11,136 (11,397) -2.3%
Nissan	1,768	(1,750)	1.0%	577	(168)	243.5%	109	(6,375)	-19.9%	7,476	(6,719)	11.3%	2,890	(2,796)	3.4%	17,820 (17,808) 0.1%
Škoda	1,703	(1,523)	11.8%	1,603	(1,492)	7.4%	921	(1,015)	-9.3%	3,557	(3,471)	2.5%	4,341	(4,673)	-7.1%	12,125 (12,174) -0.4%
Mini	1,536	(1,043)	47.3%	1,420	(1,331)	6.7%	996	(666)	49.5%	2,044	(1,692)	20.8%	2,167	(2,035)	6.5%	8,163 (6,767) 20.6%
Jaguar	1,453	(712)	104.1%	457	(989)	-53.8%	0	(0)	0	1,603	(1,676)	-4.4%	2,636	(1,975)	33.5%	6,149 (5,352) 14.9%
Audi	1,082	(1,098)	-1.5%	4,250	(4,387)	-3.1%	1,241	(1,366)	-9.2%	6,275	(5,494)	14.2%	9,593	(13,504)	-29.0%	22,441 (25,849) -13.2%
Fiat	986	(1,290)	-23.6%	9	(38)	-76.3%	220	(371)	-40.7%	3,407	(3,491)	-2.4%	754	(844)	-10.7%	5,376 (6,034) -10.9%
Honda	664	(0)	n/a	1,297	(1,360)	-4.6%	242	(1,564)	-20.6%	3,552	(6,786)	-47.7%	1,296	(115)	1027.0%	8,051 (9,825) -18.1%
Seat	625	(513)	21.8%	1289	(1,213)	6.3%	2,477	(2,174)	13.9%	2,834	(2,277)	24.5%	4,536	(4,721)	-3.9%	11,761 (10,898) 7.9%
Mitsubishi	501	(66)	659.1%	0	(0)	0	842	(603)	39.6%	1,242	(1,576)	-21.2%	1,894	(1,962)	-3.5%	4,479 (4,207) 6.5%
Alfa Romeo	75	(0)	n/a	4	(78)	-94.9%	13	(6)	116.7%	269	(318)	-15.4%	222	(486)	-54.3%	583 (888) -34.3%
Lexus	44	(68)	-35.3%	279	(159)	75.5%	0	(0)	0	1,147	(1,115)	2.9%	629	(580)	8.4%	2,099 (1,922) 9.2%
Mazda	0	(308)	-100.0%	348	(463)	-24.8%	948	(532)	78.2%	1,817	(2,725)	-33.3%	1,831	(1,311)	39.7%	4,944 (5,339) -7.4%
Jeep	0	(200)	-100.0%	20	(35)	-42.9%	363	(264)	37.5%	410	(445)	-7.9%	138	(202)	-31.7%	931 (1,146) -18.8%
Suzuki	0	(0)	0	208	(223)	-6.7%	900	(1,156)	-22.1%	2,201	(2,687)	-18.1%	1,367	(978)	39.8%	4,676 (5,044) -7.3%
Grand total: 370,537 (385,305) -3.8%																

⚡ Ford's historic sparring partner, Vauxhall, suffered greater Q1 reversals after a tough 2018, with true fleet down 55% (all in the fleet other category, with some due to a tactical withdrawal from courtesy car supply; leasing/contract hire actually increased). Overall sales were level with Q1 2018 thanks to exceptionally strong retail performance, up almost 44% or 7,000 units.

However, Vauxhall appears to have reneged on its pledge to reduce penetration in the rental sector after eight years of taking such action. Its

Q1 rental registrations increased by 41%, or more than 4,000 units.

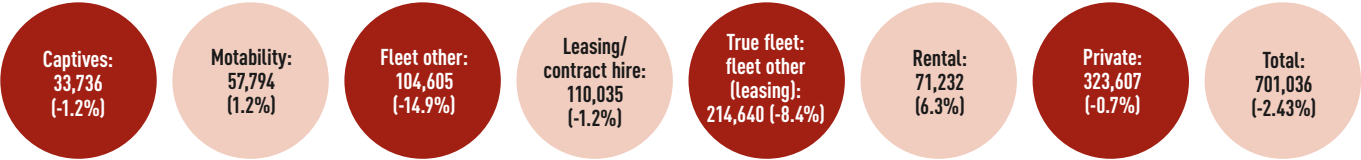
Rental now accounts for 27% of its total volume, up from 19%, compared with an industry average of 10%; RV setters will be watching Q2 with interest to see if this is a blip or a more permanent shift.

Volkswagen, like its Audi sister brand, was affected by supply post-WLTP, resulting in a 12% reduction in true fleet registrations. It remains the second biggest seller, though, and the largest to the leasing/contract hire sector.

Arguably the manufacturer with the most successful first quarter across the board is Volvo. A host of critically-acclaimed models, such as the award-winning XC40, has seen it win business in the private and fleet sectors, with true fleet up almost 16%.

With very low registrations in the Motability sector and as in-house captives, Volvo has one of the highest true fleet and retail proportions of business. These two most profitable market sectors accounted for 83% of its total sales in Q1.

CAR REGISTRATIONS QUARTER 1, 2019



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# How Lightfoot is leading the way for forward-thinking fleets across the UK

**L**ightfoot is looking to continue its shake-up of the fleet management industry this year with its technology that puts drivers at the centre of improving efficiency, safety and cutting emissions for the businesses they drive for.

The company is expecting to double in size over the next 12 months and add more forward-thinking fleets to its roster after securing investment of £3.2 million to aid its expansion plans.

Rupert Lyon Taylor, Managing Director of Lightfoot's fleet division, said: "We're leading a revolution in a sector that has been stuck using dated, traditional methods of approaching driver behaviour."

"What makes us different is we put the driver at the centre of everything and we offer instant feedback and rewards for those that improve the way they drive."

Lightfoot's system plugs into a car or van's OBDII (on-board diagnostics) port and uses lights and audio via a dashboard display to tell drivers how efficiently they're driving.

If a driver is pushing the vehicle's engine too far and driving inefficiently, the lights will go from green to red. As the driver eases back into a more efficient driving

style, the lights drop back into green.

Driver feedback is instant and based on live engine data, meaning the guidance Lightfoot delivers is bespoke for each vehicle, based on driving style, and the roads driven on.

After every journey, drivers receive a percentage score that reflects how smoothly they have driven. The goal is to reach 85% or above to be rated as an Elite Driver.

Drivers can join competitive tables, get access to discounts and win prizes based on how well they drive.

Growth for Lightfoot over the next 12 months will come from its core business of new fleet operator accounts in the UK, international expansion and looking to expand into the retail market.

Lightfoot has doubled the headcount at its newly-built and award-winning Devon headquarters to 70 in preparation for the growth plans. This recruitment drive has seen the addition of specialist engineers and industry heavyweights, while bolstering numbers in vital areas such as customer support and account management.

There has already been multiple success stories for those fleets that have started using Lightfoot's technology.

Virgin Media introduced Lightfoot's driver technology in 2017 across its fleet of 4,000 vehicles.

The live feedback provided by Lightfoot helps to tackle the problem many fleet managers face – endless amounts of data provided by telemetry devices, but little opportunity to give timely, direct feedback to drivers.

Since launch, Lightfoot has been rolled out to nearly 95% of the Virgin Media fleet.

Rob McCann, Virgin Media Sustainable Growth Manager, said the environmental benefits of Lightfoot have been significant.

He said: "With Lightfoot, it's expected the business will save a million litres of fuel each year through improved driving efficiency – equating to approximately 2,500 tonnes of CO<sub>2</sub> emissions, enough to fill 52 Sydney Opera Houses."

After one year, Lightfoot has helped to improve Virgin Media drivers' mpg by 10%.

Dave Hodsdon, Virgin Media Head of Claims and Insurance, said the benefits of the tool stretch beyond its sustainability credentials.

Hodsdon said: "Since rollout there has also been a real improvement in driving techniques."

"We took Lightfoot on to help us ensure that every driver comes home safe and, if we can make that journey more efficient as well, then that's a great win-win".

Lightfoot technology is helping fleets across the UK to reduce their carbon footprint.

Greencore Group, an international manufacturer of convenience food, has installed 330 Lightfoot units across its fleet. As a result Lightfoot has helped to lower the company's carbon footprint by an estimated 10-15%.

This equates to an estimated 112 tonnes of CO<sub>2</sub> cut from Greencore's carbon footprint per year.

Ben Martin, Greencore Network and Transport Director, said: "We wanted to



Lightfoot founder and CEO Mark Roberts shows the Lightfoot dashboard display

give our drivers an informal friend in-cab which could provide immediate feedback on their driving.

"It has given them a chance to improve their driving style before anyone at head office becomes involved and has been key in encouraging and empowering our drivers."

Driver safety is paramount for fleets and Lightfoot can also help in this area, with Montel Civil Engineering seeing an 80% reduction in at-fault claims after one year of running Lightfoot in their fleet.

Montel installed Lightfoot on their fleet vehicles early last year. Jon Kirkland, Montel Civil Engineering Managing Director, said the numbers relating to emissions really caught his attention.

He said: "We are always on the lookout for ways to keep our employees safe and Lightfoot seemed a great way to not only protect our drivers, but reward them too."

Dan Davis, a driver with Enviromontel, a Montel group company, recently won Lightfoot's Fleet Driver of the Week award, earning a prize of a pie a week for a year for his contribution to the company's

**VIRGIN MEDIA WILL SAVE A MILLION LITRES OF FUEL EACH YEAR THROUGH IMPROVED DRIVING EFFICIENCY**

**ROB McCANN, VIRGIN MEDIA SUSTAINABLE GROWTH MANAGER**

growing reputation as one of the UK's smoothest, safest fleet operators.

London estate agents Douglas and Gordon deployed Lightfoot in their vehicle fleet to increase efficiency and improve the welfare of their drivers.

The agents gave the technology a structured trial over two fortnightly periods – the first with Lightfoot running "blind" (only recording performance) and the second "live" (providing real-time feedback to drivers).

The results of the trial presented a compelling business case to Douglas and Gordon for a full rollout of Lightfoot's technology across its fleet.

In just two weeks of driving with Lightfoot,

its drivers increased their mpg by an average of 18.8%, reduced Lightfoot penalties by 75%, and reduced harsh driving events (accelerating, braking and cornering) by an average of 50.6%.

James Evans, Douglas and Gordon Chief Executive, said: "Working with Lightfoot means we can be confident our reputation on London's roads stays strong. We are committed to serving our communities in an environmentally-friendly way and reducing the impact of our fleet is a major step in achieving this. With Lightfoot, we can have even more confidence that our drivers are looking after themselves and everyone else on the road."



The lights will go from green to red if the vehicle is being driven in an inefficient manner

For more information on how Lightfoot can help your business, email [info@lightfoot.co.uk](mailto:info@lightfoot.co.uk), telephone 01392 340 419 or visit [www.lightfoot.co.uk](http://www.lightfoot.co.uk)





# VOLKSWAGEN T-CROSS

Cheap to run, easy to drive and dependable. There's much to like about Volkswagen's smallest SUV, writes *Matt de Prez*

Volkswagen has overhauled its entire SUV line-up in the past three years, adding three new models which have culminated with the T-Cross. It's the smallest SUV in the Volkswagen range, aiming to compete with the Renault Captur and Nissan Juke. The T-Cross is based on the same platform as the Polo and shares its underpinnings with the Seat Arona – which should give it a healthy start. The carmaker has been more adventurous with the styling of the T-Cross than with its previous SUV, the T-Roc. The chunky crossover looks like a scaled down Tiguan, but features a unique full-width reflector at the rear – a design cue previously only used by

Audi and Porsche within the VW Group. It comes in some flamboyant colours, such as turquoise and orange, with matching interior trim pieces. The T-Cross is only 5cm longer than the Polo and around 14cm taller, yet it costs in excess of £2,000 more, like-for-like. Is it worth the extra? Well, the T-Cross does feel much more spacious inside and comes with more standard equipment. Rear legroom can be sacrificed in favour of boot space, or vice-versa, thanks to a sliding rear seat. In the rearmost position, there is adequate room for an adult to travel in the back seats and 385 litres of luggage space. Moving the seat bench forward extends luggage space to 450 litres. With the rear seats folded

completely, the T-Cross offers 1,281 litres of storage volume. To improve passenger comfort, the rear seats are mounted higher than in the front, giving passengers a better view and easier access. Up front, the dashboard is similar to the Polo's. It's well laid out and easy to get to grips with. Hard plastics are used on the dash, centre console and door cards but the interior has a quality and robust feel. There are two engine options, both using a 1.0-litre turbocharged petrol unit, producing 95 or 115PS. The lower-powered car is fitted with a five-speed manual gearbox, while the more potent model gets a six-speed. A seven-speed DSG is also available on the 115PS model. Most models emit 112g/km, although the DSG improves the figure by 1g/km. Fuel consumption is rated at 44-48mpg, dependent on specification. The lower-powered car with a manual gearbox is expected to be the most frugal. For most drivers it should be more than adequate. It can accelerate from 0-60mph in 11.5 seconds and, provided you are willing to use all of the revs, makes steady progress. The 115PS version offers a more relaxed drive with an extra 25Nm of torque to help things along. At motorway speeds the extra gear helps minimise engine noise, but be prepared to downshift if you want to speed up as there is little grunt below 2,000rpm. Light controls make it easy to manoeuvre and there is good visibility. The ride is fairly soft too, making for smooth and quiet motorway journeys.



The dashboard is well laid out and easy to get to grips with

	FLEET PICK 1.0 TSI 95 SE	ENTRY LEVEL 1.0 TSI 95 S	RANGE TOPPER 1.0 TSI 115 R-LINE DSG
SPECIFICATIONS			
P11D Price	£16,775	£18,575	£24,830
CO <sub>2</sub> emissions (g/km)	112	112	112
Monthly BIK tax (20%)	26%/£72	26%/£80	26%/£107
Fuel efficiency (mpg)	48.7	48.7	47.9
Fuel cost (ppm)	N/A	N/A	N/A
Annual VED	£170 then £145	£170 then £145	£170 then £145
Class 1A NIC	£601	£666	£890
RV	£6,450/38%	£5,975/38%	£8,225/33%
AFR (ppm)	11	11	11
Running cost (ppm)	N/A	N/A	N/A

## RIVALS



RIVAL 1  
RENAULT CAPTUR  
0.9TCE ICONIC



RIVAL 2  
NISSAN JUKE  
1.6 ACENTA



RIVAL 3  
SEAT ARONA  
1.0 TSI 90 SE

SPECIFICATIONS			
P11D Price	£16,705	£16,880	£16,930
CO <sub>2</sub> emissions (g/km)	122	157	115
Monthly BIK tax (20%)	28%/£77	36%/£98	27%/£76
Fuel efficiency (mpg)	45.6	34.4	48.7
Fuel cost (ppm)	10.62	13.58	9.83
Annual VED	£170 then £145	£530 then £145	£170 then £145
Class 1A NIC	£645	£815	£630
RV	£5,300/31%	£4,300/25%	£5,700/33%
AFR (ppm)	11	14	11
Running cost (ppm)	28.44	32.39	27.16

THE T-CROSS FEELS MORE SPACIOUS INSIDE AND COMES WITH MORE STANDARD EQUIPMENT (THAN THE POLO)

Volkswagen does produce the T-Cross with a 1.6-litre diesel engine in other markets, but says it won't be offered in the UK unless there is a shift in demand for the fuel. There are four trim levels: S, SE, SEL and R Line. The base S model comes equipped with alloy wheels, lane-keep assist and electric rear windows, over and above the same trim on the Polo. It also has air-con, an eight-inch touchscreen with digital radio, and AEB. The SE trim adds smartphone connectivity, an alarm, front armrest and adaptive cruise control. SEL gets parking sensors, sat-nav, climate control, LED headlights and mobile app connectivity. The R Line sits at the top of the range featuring



Styling of the T-Cross is more adventurous than the T-Roc

18-inch alloy wheels, sportier bumpers and trim pieces, sports seats and a digital instrument cluster. Fleet customers are likely to opt for the SE or SEL; although the latter is only available with the 115PS engine, priced at £21,430 – adding about £12 per month to the benefit-in-kind tax. The T-Cross is more practical than a Polo and offers a more premium alternative to the Seat Arona. It should be cheap to run, easy to drive and dependable. Their main competitor may well be Škoda's version, the Kamiq, which launches later in the year and is likely to be just as well suited to fleets, for less money.



## THINKING CAP

By Martin Ward, Cap HPI manufacturer relationships manager

This month I've been... wondering if speed limiters are the answer. The EU wants to fit speed limiters to all new cars (see fleetnews.co.uk, March 27) and, I guess, the reaction to this will be mixed. On-board technology already exists for speed warnings and setting upper limits for speed. Most of the cars I have driven recently have had some form or another of speed warnings. But, although the EU ruling will be welcomed by many, as it could reduce accidents and save lives, it is the driver who is ultimately responsible. Speed is not the main reason for serious injury. Someone should invent technology to stop some drivers, usually in older cars, with lowered suspension and large 'stickers' on the front and rear windows from driving dangerously and like complete idiots.

...driving the Seat Tarraco. The all-new Seat Tarraco is the big brother to the Arona and Ateca and comes with seven-seats as standard and is 4,735mm long. There is a choice of two petrol engines: a 1.5-litre 150PS and 2.0-litre 190PS, plus one diesel with two outputs 150PS and 190PS. Seven-speed DSG and six-speed manuals are offered, and 4Drive is available on some models. I drove the Tarraco around Surrey and nearby areas. It was so good, it did everything right, and no surprises. The interior is high quality and fit and finish is up to a very high standard. Prices start from £28,335 OTR for a 1.5 SE manual.

...admiring the latest vans. I've been noticing some vans on the roads recently and thinking just how good the new ones look. Get an old-ish van parked next to a new one, and they are worlds apart in most areas. The design teams have been allowed to put in nice styling lines, not just flat panels anymore, some real flair that makes this workhorse look very special. But no doubt more expensive to repair, for even minor damage.

cap hpi



**FLEET PICK MODEL:**  
RUBICON 2-DR 2.2  
MULTIJET-II (200)



P11D  
£45,050

**TAX**

BIK (20%)  
37%/£277



CO<sub>2</sub>  
197g/km



MPG  
37.7

# JEEP WRANGLER

By Phil Huff

**I**t doesn't look like the Wrangler has changed much in the 77 years it's been around.

Originally a design solution to the US Army's need for a lightweight, utilitarian, four-seater vehicle suitable for war zones, the latest model takes some of what made that so useful and brings it bang up to date.

Function still very much dominates form, with a similar boxy profile as previously. Eschewing modern design means there's a charm to the Wrangler that makes you smile and attracts attention.

For fleet buyers looking for something to cross fields, forests and fells, the Rubicon is the model of choice. While the regular Sahara and Overland models have a comprehensive four-wheel drive system, the Rubicon takes things further with heavy-duty axles, locking differentials and a front anti-roll bar that can be disengaged to allow for maximum axle articulation. It's virtually unstoppable on the rough stuff, which will appeal to significant niche.



The windscreen can be folded down and doors removed to give a real outdoor experience

It's not quite so capable on tarmac, but improvements from previous models are immense. The ride quality, noise isolation and comfort are all just about acceptable. The Sahara and Overland models, with their road-focused tyres, are better.

Performance is surprisingly swift from the 200PS 2.2-litre turbo diesel engine, but the official economy figure of 37.7mpg is rather optimistic. Alongside CO<sub>2</sub>

emissions of 197g/km, the BIK burden is set at the maximum rate of 37%. The net result is that the Wrangler's not cheap to run, with depreciation adding to whole life running costs of more than 62ppm.

That might not matter though as there's currently nothing like the Wrangler on sale. If it meets the very specific needs of your business, then it's the default choice, and not a bad one at that.

**FLEET PICK MODEL:**  
2.0D R-SPORT  
180 AUTO



P11D  
£41,525

**TAX**

BIK (20%)  
31%/£212



CO<sub>2</sub>  
139g/km



MPG  
48.4

# JAGUAR XF SPORTBRAKE

By Matt de Prez

**J**aguar offers two options for those that need a premium car with bit of load lugging capability: the XF Sportbrake and the F-Pace.

On paper, both provide similar levels of boot space and performance for roughly the same price.

While the F-Pace is among the better-handling SUVs currently available, for pure driver enjoyment the XF is the better bet.

Its sleeker body style means it burns less fuel too – officially returning 48mpg which is 3mpg more than the F-Pace.

Estate cars may have fallen out of favour somewhat in the past few years, but the reality is they often make more sense than an SUV, especially for a company car driver.

The XF's segment is highly competitive. It battles with the BMW 5 Series, Mercedes E-Class, Audi A6 and Volvo V90. All are brilliant, efficient, fast and well equipped.

When it comes to boot space, the XF loses out to the Mercedes for outright volume, but competes with its other rivals.

CO<sub>2</sub> emissions of 139g/km, for the 2.0d with 180PS, put the XF on the back foot



The XF competes well with most close rivals in terms of boot space

among more frugal rivals. During our test we found 40mpg to be more realistic.

The XF also comes with an inordinately long options list, where even features such as lumbar support are costly extras.

We can't fault the XF's handling, although its diesel motor feels a little lethargic and noisy compared to the unit in a 5 Series.

Its steering is especially responsive, but

this can make the car feel fidgety on the motorway.

Is the XF Sportbrake the best estate in the segment? No, we can't ignore the lower running costs of rivals, even with the new model's RDE2 compliance. If a driver wants a Jag then they won't be disappointed, but if they want the best luxury estate then they'll need to choose an E-Class.



# DS 3 CROSSBACK

DS sets its sights on premium SUV segment with its Ultra Prestige offering

By Matt de Prez

**I**f you think about a small French car you probably have something cheap and cheerful in mind. DS wants to change that thinking.

It has the ambition to become a leader in the premium SUV segment and wants to achieve it with a range of luxury, electrified crossovers.

The new DS 3 Crossback is the brand's latest model and comes complete with a fully-electric version.

It is neatly styled and demonstrates a flexible new platform from the PSA Group, which will eventually underpin most of the company's new models – including the new Peugeot 208.

The 3 Crossback is about the same size as most small crossovers. Think Kia Stonic, Renault Captur or Seat Arona. But, DS says it is a premium model and, therefore, a rival for the Audi Q2 and Mini Countryman. This means you can spend more than £35,000 on a small French crossover, with a three-cylinder engine!

**FLEET PICK MODEL:**  
DS 3 CROSSBACK 1.2 100 PRESTIGE

SPECIFICATIONS	
P11D Price	£24,705
CO <sub>2</sub> emissions (g/km)	113
Monthly BIK tax (20%)	26%/£107
Fuel efficiency (mpg)	52
Fuel cost (ppm)	N/A
Annual VED	£165 then £145
Class 1A NIC	£886
RV	£7,550/30.5%
AFR (ppm)	11
Running cost (ppm)	N/A



Interior space is limited as the car is relatively small

Fleet customers are likely to opt for the entry-level Elegance model, priced from a more realistic £21,305. Prices for the electric version are yet to be announced.

While it doesn't look particularly impressive on paper, the DS 3 Crossback does feel a bit more special than the usual crop of mainstream models.

The powertrain line-up consists of 100PS, 130PS and 155PS versions of a 1.2-litre petrol engine, a 100PS 1.5-litre diesel and the electric E-Tense.

The petrol models are expected to be the most popular, emitting from 113g/km of CO<sub>2</sub>.

In the E-Tense, the 50kWh battery can provide up to 180 miles of range and it offers 136PS.

We only drove the electric model for a few miles, as it is still, technically, a prototype. What impressed us is how it is indistinguishable from a petrol or diesel model.

The petrol engines do a decent job of hauling the 3 Crossback around in relative refinement and complement its chassis, providing a smooth ride.

Body roll is minimal, with responsive steering

making the car feel nimble and light. Despite the firmer suspension setup, ride comfort is excellent.

The interior won't be to all tastes, but it certainly reflects the brand's luxury aspirations. The high-spec 'La Premiere' launch models have a leather-clad dashboard, matrix LED headlights and a Focal audio system.

All versions get electrically retractable door handles and digital instruments. Sat-nav only comes on Prestige models (from £24,950) and above, though. To get heated seats, you have to opt for the range-topping Ultra Prestige, which starts at more than £30,000.

Interior space is limited as the car is relatively small. The boot is one of the smallest in the segment; at 350 litres it is 100 litres behind the Countryman.

DS doesn't talk about volumes, but we don't expect the 3 Crossback to be a huge fleet seller. It's decent enough, but, in reality, a VW Golf makes a lot more sense for those who want a practical, efficient and premium-feeling hatchback.





NISSAN LEAF  
TEKNA

By Sarah Tooze

There's one feature on our Nissan Leaf which has proved divisive among colleagues: the e-Pedal. It's activated via a switch and allows you to use the accelerator pedal to speed up and slow down the car rather than needing to use both the accelerator and brake pedals. You can even bring the car to a complete halt just by lifting off the accelerator.

The benefit, says Nissan, is that the Leaf will regenerate during e-Pedal deceleration to help extend the car's range.

On paper it sounds great, but two colleagues have tried it and disliked it – to the extent where they have turned it off.

The problem is that it's quite easy to let your foot off the accelerator too quickly and find yourself sharply braking. However, with some practice it's a useful feature, particularly in slow moving traffic.

Our head of digital Jeremy Bennett, who is also testing a Leaf for sister title *AM*, says he has chosen to keep the e-Pedal on.

I use it from time to time, but I don't like the experience of parking with it, particularly as I have to reverse up a slope into my parking space at home and you have to be quite precise with the pedal so at that point it gets switched off. I then have to remember to switch it back on!



VOLKSWAGEN  
ARTEON  
2.0 TDI 190 R LINE

By Matt de Prez

It's easy to overlook safety in a world where, seemingly, every car gets a five-star rating. But, our VW Arteon sits among just a handful of cars that achieved an almost perfect Euro NCAP score for occupant protection.

Tested in 2017, the Arteon was awarded 96%. Since then, only five other cars have managed a higher number. Volvo's XC60 leads the pack with 98%.

As part of its arsenal of safety tech, the car features autonomous emergency braking with pedestrian detection, which can apply the brakes if it senses an imminent collision – either in the city or at higher speeds. There is also lane assist,

which actively applies steering inputs to keep the car centred in-lane.

Prior to a collision, the car is able to tighten the seatbelts and close the windows.

Emergency assist can even pull the car over to the side of the road and apply the hazard warning lights, should the driver become incapacitated.

While we don't plan on utilising any of these features, often an array of assistance systems can become disruptive to the driver. In some cases they are simply switched off. In the Arteon the systems are well calibrated and unintrusive, in fact, it's the only car I've driven that I've kept the lane-keeping aid switched on.



VAUXHALL  
GRANDLAND X  
1.5 TURBO D TECH LINE

By Andrew Ryan

A couple of work meetings in the south of the country offered the chance to stretch the legs of our Vauxhall Grandland X long-term – and it proved an accomplished long-distance cruiser.

Comfortable and refined at motorway speeds, the SUV is well suited to this environment, while its high seating position also gives a commanding view of the road ahead.

Extra awareness about what is going on around the car is provided by the blind spot indicators which are standard on our Tech Line trim model.

This equipment grade also features sat-nav, operated and displayed through an eight-inch touchscreen at the top of the centre console. Some manufacturer-fitted systems can be tricky to use, but Vauxhall's sat-nav is straightforward and easy to follow.



MERCEDES-BENZ  
C200  
AMG LINE ESTATE

By Luke Neal

The Easter holiday and a 600-mile round trip to South Devon has provided a good test for the C-Class's comfort and abilities beyond day-to-day.

Cruise control is a welcome addition for any long journey however the lack of adaptive cruise control on our model (part of the optional £1,695 Driving Assistance package) became tiresome during extended motorway driving. Fuel economy was 43mpg on the trip computer compared with the usual 35mpg, but it is still far from impressive.

The C-Class is equipped with built-in charging leads for popular devices such as Android, iPhone etc. The leads, however, are short and are built into the centre armrest which means charging while using the device is impossible and, while multiple device charging is possible, it can clutter the area in the way of the driver's elbow.



MERCEDES-BENZ  
VITO  
116 SPORT COMPACT

By Trevor Gehlcken

It's now month four of our six-month sojourn with the Vito Sport and, as with most of our long termers, there are a couple of gripes we have found along the way, although they are small compared with our general admiration of this classy performer.

First, I am not keen on the Becker sat-nav units Mercedes puts in its vans. The unit in the Vito isn't the touchscreen variety, so to adjust it you have to twiddle around with a button and scroll across a keyboard to find the letters and numbers you want, which can be a right pain.

In the end I plugged in my own TomTom unit, which has all my details already programmed in. This leads me to the second moan, which is that – unlike some of the rivals in the sector – there is no USB port on top of the dash, so my sat-nav wires are left trailing across the dash, along with the connector for my mobile phone, which is clipped on to the windscreen with a metal holder.

I also noticed that while our van has a high res reversing camera (an added option at £465 and a useful safety item), it does not have reversing sensors as well. I would rather have the beepers than the camera as I am perfectly capable of manoeuvring with the use of mirrors, although others may well disagree.

My final gripe is that all the lashing eyes in the cargo area are floor-mounted, unlike some of the rivals which have a few positioned halfway up the side walls. I always carry a large plastic box containing such detritus as jump leads, spare oil, a towing rope and a spare blanket or two – and there simply isn't any way of tying it in properly. As it stands, the damned thing can be heard sliding back and forth in a most annoying manner while under way.

A reader seeing these complaints without perusing my previous test articles may well get the impression that our Vito is lacking in some areas, but I hasten to point out that in no way do these gripes lessen my admiration of the super stylish vehicle.

Talking of style, our van bears little resemblance now to the shiny picture accompanying this article that was taken when it arrived.

The Vito has been cruising back and forth between my home in Essex and a holiday abode in Devon. Anyone who is familiar with that curious bright red Devon soil will well imagine what the vehicle looks like now, bearing as it does a combination of west country grit, M4/M5 sludge and the usual seagull guano that accumulates at my home near the beach in Southend On Sea.



VOLVO V60  
D3 INSCRIPTION

By Gareth Roberts

Despite the rapid rise in SUV registrations, the executive estate sector is proving a worthy alternative for fleets looking for a mix of performance and practicality.

Our Volvo V60 D3 Inscription is a prime example, with ride and handling matched by a boot that also compares well with rivals.

The V60 is the fifth model based on Volvo's Scalable Product Architecture (SPA) platform, which has allowed it to significantly increase the interior space.

The Inscription is 13cm longer than its predecessor and offers 100 litres more boot space,

with a squarer back end to increase practicality.

There are 529 litres with the rear seats in place, while dropping the rear seats gives you 1,441 litres and creates a flat floor level. Models come with power-operated tailgates.

That compares well to the Mercedes-Benz C-Class estate, which has a smaller 460-litre boot with the seats up. However, dropping them down will give you more space than the V60, with 1,480 litres available.

It is a similar story with the Audi A4 Avant, which has boot space of 505 litres or 1,510 litres with the seats down and the BMW 3 Series Touring, 495 litres and 1,500 litres, respectively.



FINAL TEST  
AUDI A6  
40 S LINE

By Stephen Briers

We've enjoyed our time with the Audi A6, although having now sampled most of the mainstream executive cars over the past couple of years (Jaguar XF, BMW 5 Series, Mercedes-Benz E-Class, Volvo S90), it's difficult to stand out in such a highly competitive sector.

The A6 does much right: excellent ride and handling, outstanding entertainment/sat-nav system, quality interior, quiet and refined 2.0-litre diesel engine with decent fuel efficiency, especially on motorways where it easily exceeds the new WLTP figure, comfortable, stylish, incredible intelligent lighting system – it doesn't just ticks boxes, it creates some new ones.

We've detailed the imperfections in previous tests, all related to sluggishness – the hesitation when hitting the accelerator from standstill and when engaging reverse, the age it takes for the windscreen to demist, the lethargic awakening of the multimedia system, for example.

They aren't insurmountable: keeping the powertrain in dynamic and chassis in comfort – which you can do in Individual mode – resolves the indolent transmission (but does also turn off stop-start), while cold mornings require a slightly earlier start to account for demisting.

It may not be our first choice in this sector (the BMW 5 Series was the Fleet News Award winner), but it is definitely worthy of fleet consideration.



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## Plug-in vans are 'ideal city solution'

Ford pilot reveals no compromise on range, volume or capacity



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Fuel economy<sup>#</sup> and CO<sub>2</sub><sup>\*</sup> results for the New Vivaro range. Combined mpg (l/100km): 49.6 (5.7) – 60.1 (4.7).  
Model shown Vivaro Sportive L1 Panel Van in Amber Red (no-cost option) with 17-inch silver alloy wheels (optional at extra cost). <sup>#</sup>Fuel consumption data and <sup>\*</sup>CO<sub>2</sub> emission data are determined R (EU) No. 2017/1153 and R (EU) No. 2017/1151. The values do not take into account in particular use and driving conditions, equipment or options and may vary depending on the format of tyres. For more

CO<sub>2</sub> emissions: 125 – 152g/km.  
using the Worldwide harmonized Light vehicles Test Procedure (WLTP), and the relevant values are translated back to allow the comparability into NEDC, according to regulations R (EC) No. 715/2007, information on official fuel consumption and CO<sub>2</sub> emission values, please read the guidelines at <http://vanfueldata.dft.gov.uk>



# Ford pilot claims plug-in vans are ‘ideal solution’

Project demonstrates no compromise on range, volume or capacity



Ford has 20 Transit Custom PHEVs on a year's trial with 15 organisations

By Stephen Briers

Ford has concluded that plug-in electric vehicles (PHEV) are “the ideal solution” for urban and extra urban operations, as it moves into the latter stages of its pilot programme with 15 fleet operators. The trial, which started in London a year ago, is supported by a £4.7 million grant from the Government-funded Advanced Propulsion Centre. It involved 20 Transit Custom PHEV vans which are powered by a lithium-ion battery, capable of 31 miles of zero-emissions travel, with Ford’s 1.0-litre Ecoboost petrol engine operating as a range extender. The engine does not drive the wheels, it simply helps charge the on-board batteries on the go. The battery pack is located under the floor so the Custom PHEV offers the same load volume as the standard van,

with a one-tonne payload capacity. The test fleets varied from taxi firm Addison Lee to the Met Police and delivery operator DPD to Heathrow Airport. Each took delivery of vehicles at different points over the trial period but all will run them for a full 12 months. Ford has now analysed the data from more than 110,000 miles of driving. It found that the vehicles ran on electric-only for 35% of the time in total, rising to 49% in greater London and 69% in central London. Average daily mileage ranged from less than 20 miles to 110 miles. “It’s the right answer for urban vehicles because they are zero-emission capable and have no compromise on range, volume or capacity,” said Mark Harvey, director Ford Commercial Vehicle Mobility Solutions. The Custom has four modes: EV

The 15 fleets taking part in the trial	
1.	Addison Lee
2.	Autoglass
3.	British Gas
4.	BSkyB
5.	Clancy Plant
6.	DPD
7.	Heathrow Airport
8.	Kier
9.	Mears
10.	Metropolitan Police (two vehicles)
11.	Morrison Utility Services
12.	RNLI
13.	Speedy Services
14.	Transport for London (three vehicles)
15.	Vodafone

Auto (where the best mode for the journey is selected), EV Only (electric only), EV Later (petrol only, conserving the battery for later use) and EV Charge (which recharges a depleted battery during higher speed driving, such as on the motorway). By making adjustments to the way drivers used the electric powertrain, particularly for those commuting into the city for business, fleets were able to squeeze much higher usage from zero emissions travel. “One driver started using EV Only mode from the start of his journey but he had no home charging so he was only starting with 35% charge,” said Harvey. “The battery was running for 35.8 km (22 miles) a day and the range extender for 121 km (75 miles).” “We gave him some training so he started the day using EV Charge to recharge the battery, then switched to

EV Only in central London. This gave him 75 km (47 miles) of pure EV.” The Custom PHEV will go into full production towards the end of the year with first customer deliveries expected early 2020. Ford has made a number of

## TAILORED SMR FOR VANS

Ford will introduce bespoke light commercial vehicle service and maintenance scheduling via its FordPass Connect app later this year as it strives to achieve “100% uptime” for fleet customers. Hans Schep, Ford of Europe general manager of commercial vehicles, said: “Our solution is usage-based maintenance. Rather than fixed intervals, the maintenance is tailored for each vehicle so it is only serviced when required to reduce breakdowns. The foundation of this service will be put in place this year.” Sensors provide real-time data, so service attention is only given when required, and action is taken before problems become serious enough to cause a failure. Fleets can check the status of every vehicle via the app, and drivers can see live and predicted vehicle health data. SMR work that might normally be carried out in separate visits can be bundled together, minimising time off-road.

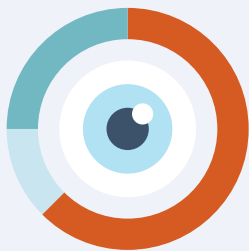


“PHEVs ARE THE ANSWER FOR URBAN VEHICLES BECAUSE THEY ARE ZERO-EMISSION CAPABLE”

MARK HARVEY, FORD CVMS

enhancements following the pilot, including installing a more powerful 13.6kWh battery. This will enable full charging within three hours via rapid charge (22kWh) and five hours on domestic (7.2kWh). It has also improved the feedback information on the driver displays and moved the charging point to the front bumper for better access. Further trials are due to begin this year in Cologne, Germany, and Valencia, Spain. Harvey said the total cost of ownership model varies dependent on usage – Ford is “still working on” establishing the ‘sweet spot’ for daily/weekly mileage – but it could be comparable to diesel alternatives. Additional savings can be achieved if operating inside the London Congestion Zone. Ford has kept in close contact with the residual guides and is hopeful the Transit Custom PHEV will get strong values, expected to be revealed within the next couple of months.

Ford has also outlined plans to join the growing throng of manufacturers with a full electric 3.5-tonne light commercial vehicle, although its BEV Transit will not be launched until 2021, more than a year after the Volkswagen Crafter and Mercedes-Benz Sprinter and two years after the Renault Master. Roelant de Waard, Ford of Europe vice president of marketing, sales and service, said an electric van was “critical for urban areas”. He described the electric Transit as a “fleet owner’s dream”, adding that it would be available in multiple body styles with no compromise on payload (one tonne). No details on range are available, although de Waard said: “We see this van as last mile for inner city use. Professional operators don’t want to pay for what they don’t use so we have to tailor the range. “If they don’t need more than 80km, they won’t want to pay for 200km. You need a lot of batteries for long range and they are expensive.” He also outlined details of a two-tonne Transit Custom mild hybrid, which will be launched later this year, promising to improve urban fuel efficiency by up to 8% compare with the 2.0-litre diesel equivalent.



## PUBLIC EYE

In our regular column, an experienced fleet manager gives his take on the burning issues facing the public sector. This month, he looks at risk management.

I fear risk management could be dropping down the agenda for public sector fleets because there is so much focus on the environment, and the challenge of reduced budgets for local authorities (highlighted in my previous columns), plus the uncertainty surrounding Brexit. But it’s essential to keep one eye on risk management too. Time spent reviewing the policies and processes in place is time well spent – and could avoid your organisation hitting the headlines for the wrong reasons. In the process you might also achieve some cost savings, helping with the budget cuts challenge. Two organisations which have helped me greatly over the years are road safety charity Brake and Driving for Better Business (DfBB), which have both recently been reinvigorated – DfBB with its tie-up with Highways England (fleetnews.co.uk, May 11, 2018) and Brake with its new Global Fleet Champions campaign, which has replaced the Brake Professional membership service (fleetnews.co.uk, February 12, 2019). Both DfBB and Global Fleet Champions are free to join and provide a host of relevant fleet safety information, as well as showing your commitment to road safety. DfBB has a process called Seven Steps to Excellence, which allows you to check the systems you have in place and gives you the management tools to improve them. I would also encourage you to take part in Brake’s annual Road Safety Week, which I have found is a great way to engage with the public.





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CITROËN prefers TOTAL Official NEDC fuel consumption (in mpg and l/100km) and CO<sub>2</sub> emissions obtained for New Citroën Berlingo Van diesel range are: BlueHDi 75 – Urban 57.6 (4.9), Extra Urban 68.9 (4.1), Combined 64.2 (4.4) and CO<sub>2</sub> 114 g/km. BlueHDi 100 S&S – Urban 57.6 (4.9) – 61.4 (4.6), Extra Urban 65.7 (4.3) – 70.6 (4.0), Combined 61.4 (4.6) – 67.3 (4.2) and CO<sub>2</sub> 119 – 109g/km. BlueHDi 130 S&S engine range\* – Urban 57.6 (4.9) – 61.4 (4.6), Extra Urban 67.3 (4.2) – 68.9 (4.1), Combined 64.2 (4.4) – 65.7 (4.3) and CO<sub>2</sub> 117 – 114 g/km.

The fuel consumption you achieve in real life conditions and CO<sub>2</sub> produced will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. \*There is a new test for fuel consumption and CO<sub>2</sub> figures. The figures shown, however, are based on the outgoing test cycle for a transition period ending 31/08/2019. Only compare fuel consumption and CO<sub>2</sub> figures with other vehicles tested to the same technical standard. \*Features referred to may be standard, unavailable, or available as a cost option dependent on version. Model shown is New Citroën Berlingo Van Enterprise M, featuring the following cost options (prices shown excl VAT at 20%): Passion Red paint (£200.00), 16 inch 'Starlit' alloy wheels (£550.00) and offside sliding side loading door (£220). All prices correct at time of going to print. +Calls are free of charge from all consumer landlines and mobile phones. If you are calling from a business phone, you should check with your provider whether there will be a charge for calling an 0800 number.

## COMMERCIAL FLEET: COMPLIANCE

### FTA ADVICE

By Eamonn Brennan, van information manager, FTA



**Q** One of our vans was struck by another vehicle which failed to stop. Our driver managed to get its registration number and has reported the incident to the police who have issued a crime number. Can we get the details of the registered keeper from the DVLA?

**A** Yes, however DVLA insists that any request for this type of data must have 'reasonable cause'. An example they give is 'finding out who was responsible for an accident'.

In your case you would have a strong case for requesting the vehicle keeper's details, particularly as you have been issued with a crime number. You will need to complete a V888 form on the DVLA website and pay £2.50 for the data.

As the incident has been reported to the police, it would be advisable to let them pursue the driver who left the scene (breach of section 170 of the Road Traffic Act 1988) rather than contacting them directly once the DVLA has given you the details of the registered keeper, as this could lead to confrontation and make matters worse.

**Q** One of our truck drivers has requested a change in his work patterns due to eyesight issues that are worsened by bright sunlight or working at night. He has been diagnosed with glaucoma and is under the impression that if this condition affects his ability to drive trucks, his doctor will tell him and that he would need to tell the DVLA. Is this true? We are concerned.

**A** It is the driver's responsibility to inform the DVLA of any changes to his medical/eyesight standards that may affect his driving entitlements. From what you say you are right to be concerned. The DVLA website has details on the medical conditions which need to be reported along with the requisite forms. DVLA will assess the information provided on the form and will give a detailed decision in writing with regard to continued entitlement.

This process can take time, so you will need to decide whether your driver should drive large vehicles while the DVLA is considering the matter. We advise you seek a professional opinion.



**Q** With the recent bad weather conditions affecting the roads, we have not always had a chance to fully clean our vehicles before they go to test. In fact, we have just had a test refused due to the state of the vehicle chassis and components underneath. Is the DVSA right in taking this action?

**A** Yes, DVSA can refuse to carry out (or continue with) a test in a wide range of circumstances. These include the vehicle being dirty or in a dangerous condition. It can only be assumed that the test station staff considered the vehicle to be unacceptably dirty – presumably to the extent that the test could not be properly carried out.



**Q** One of my technicians was towing a broken down car back to our workshop using a 'spectacle lift' behind our 5.6-tonne gvw recovery vehicle. He was stopped by the police and warned that this was illegal as the car was deemed to be an unbraked trailer. We have never encountered this issue before and are unsure whether we should be using our recovery vehicle in this way in the future. Can you advise?

**A** The officer was correct in that the car is deemed to be an unbraked trailer in these

circumstances. Normally, a trailer in excess of 750kgs and not exceeding 3,500kgs gross weight is required to have an independent braking system (usually over-run brakes).

However, Construction and Use Regulations contain a specific exemption for damaged or defective vehicles that are being recovered to a place of repair.

You should be aware that once the car is repaired and in a sound, roadworthy condition the car could not be delivered back to your customer using the spectacle lift.

## What do Driver Location Signs indicate?

You may have seen the sign (right) on a motorway or A road and wondered what it signifies.

It is called a Driver Location Sign and it helps pinpoint your exact location on these roads.

The signs become particularly important if you need to report an incident, debris on the carriageway or if you break down.

They are designed to be clearly visible from the road so you (using a

hands-free kit) or passengers can report an incident without having to stop.

To report an incident call 999 or 112.

**So, what do the letters and numbers mean?**

- The first line tells you what motorway or A road route number that you are on.
- The letter on the second line indicates the direction of travel

- For example, on the M25 'A' indicates clockwise on the main carriageway and 'B' anticlockwise.
- On other motorways 'A' is generally used to indicate northbound or 'Away' from London and 'B' southbound or 'Back' to London.
- The figures on line three indicate the distance from a defined point on the road network measured in kilometres.





# CommercialFleet AWARDS 2019

OCTOBER 8 2019, NATIONAL MOTORCYCLE MUSEUM

6

## BENEFITS OF ENTERING AWARDS

1. Improved financial performance
2. Personal recognition; career-enhancing
3. Greater increase in sales than competitors
4. A rise in employee engagement
5. Positive press coverage
6. Increased customer awareness

## 2019 AWARD CATEGORIES

### FLEET AWARDS

Ground-breaking safety initiative of the year  
Innovative use of technology in fleet  
Fleet eco-innovator of the year  
Urban delivery innovator  
Apprentice of the year  
Most improved commercial fleet of the year  
Public sector fleet of the year  
Private sector fleet of the year  
Commercial Fleet manager of the year

### SUPPLIER AWARDS

Fleet customer partnership award  
Innovation in smart mobility services  
Innovative new product of the year  
Converter of the year  
LCV/truck rental company of the year  
Truck leasing company of the year  
LCV leasing company of the year

### MANUFACTURER AWARDS

Small LCV of the year  
Medium LCV of the year  
Large LCV of the year  
Pick-up of the year  
Zero emission LCV of the year  
Safety innovation of the year (LCV or truck)  
LCV manufacturer of the year – reader voted  
Truck manufacturer of the year – reader voted  
LCV of the Year – reader voted  
Truck of the year – reader voted

## AWARDS JUDGES

**AUDITOR** – Brian Cooper, Ernst & Young  
**CHAIRMAN** – Christopher Macgowan OBE

### FLEET CATEGORIES

Stephen Briers, Commercial Fleet  
Mark Cartwright, Freight Transport Association  
Phil Clifford, Fleet News Hall of Fame

### MANUFACTURER CATEGORIES

Stephen Briers, Commercial Fleet  
Matt de Prez, Commercial Fleet  
Andy Picton, Glass's  
Ken Brown, Cap HPI  
Lorna McAtear, Royal Mail  
Steve Winter, Centrica  
Paul Kirby, Leaseplan  
Mark Karkeek, South West Water

### SUPPLIER CATEGORIES

Stephen Briers, Commercial Fleet  
Dale Eynon, Environment Agency  
Simon Gray, SSE  
Rory Morgan, Iron Mountain  
Steve Duffy, Network Rail  
Cliff Lewis, Interserve  
Ellie Barnes, E.On

By Stephen Briers

Entries are now open for the 2019 Commercial Fleet Awards, run by *Fleet News*. This is a chance for your business to boost its credibility and standing with customers, resulting in improved staff motivation and better business performance.

Numerous studies have shown the positive impacts that winning industry awards can have

on a business and its employees. Even being shortlisted can have a positive effect, according to research carried out by awards consultancy Boost.

*Fleet News* is raising the profile of the Commercial Fleet Awards by joining up with the biggest car and van showpiece event in fleet, Fleet Live.

The Commercial Fleet Awards will now take place at the National Motorcycle Museum,

Birmingham, on the evening of the first day of Fleet Live, Tuesday October 8. Fleet Live is held at the nearby NEC on October 8-9.

Now in its 17th year, the Commercial Fleet Awards, recognises and honours the best people, companies and products in the van and truck sector.

The awards dinner brings together around 500 people from across the industry in a gala celebration.



**NOW:** entries open. Go to the awards website – [awards.commercialfleet.org](http://awards.commercialfleet.org)

**JUNE 28:** Entry deadline for all categories

**AUGUST 13:** Commercial Fleet Awards judging – fleet categories

**SEPTEMBER 3:** Commercial Fleet Awards judging – supplier categories

**SEPTEMBER 4:** Commercial Fleet Awards judging – manufacturer categories

**OCTOBER 8:** Commercial Fleet Awards ceremony at the National Motorcycle Museum, Birmingham

TO ENTER THE AWARDS, GO TO: [AWARDS.COMMERCIALFLEET.ORG](http://AWARDS.COMMERCIALFLEET.ORG) FOR MORE

INFORMATION: EMAIL [EMMA.BUNCE@BAUERMEDIA.CO.UK](mailto:EMMA.BUNCE@BAUERMEDIA.CO.UK) OR CALL 01733 395133



# LOOKING AFTER YOUR 'INDUSTRIAL ATHLETES'

Keeping the vehicles in good shape is an integral part of a fleet manager's role. But is the same thought and effort applied to the care of drivers? *Matt de Prez* reports

**H**ow well do you know your drivers? You probably look at their telematics data and timesheets to make sure they're doing their jobs properly, but would you be able to tell if they were suffering from fatigue, stress or depression?

Fleet management has been transformed by data. But, when it comes to the business of well-being, a more human approach is needed.

Vehicles are inherently safe until you add drivers and, like all human beings, drivers are affected by all of the pressures and stresses they are exposed to both in their job and also in their lives outside of work.

These factors will affect how they do their job. They'll impact on a driver's attitude to risk, their relationships with other road users and customers, and their health and self-esteem.

"We all go to considerable effort to ensure our vehicles are properly equipped and specified for the job in hand, so why don't we have the same

ambition for the single most important component in it – the driver," asks Mark Cartwright, head of vans at the FTA.

The stresses and strains put on a driver both mentally and physically are often overlooked, as fleet managers and business owners focus on key performance indicators and profits.

But, the driver is not only delivering goods or providing a service, they are also representing your business and their wellbeing should be a priority if you want to ensure they deliver not only the best customer service, but also the safest driving performance.

Cartwright believes that drivers should be regarded as "industrial athletes", where their health and wellbeing is integral to their training and lifestyle.

Improving wellbeing can sometimes take just a handful of small changes within a business, but, before acting, you need to understand the key elements that affect wellbeing.

## DIET AND HYDRATION: PUTTING THE RIGHT FUEL IN

If a driver is not eating and drinking properly it can affect their performance behind the wheel and on the job.

Research by the British Dietetic Association (BDA) found that up to 60% of eating and drinking takes place in the vehicle.

"That's a lot of your daily intake. If you aren't eating healthily at work, you aren't eating healthily overall," says Susan Bury, dietician and nutrition consultant.

More than half (56%) of van drivers consider themselves overweight, but data from the Mercedes-Benz Vans Business Barometer suggests most van drivers undertake a higher-than-average amount of physical exertion during the working day. Bury says it is down to food.

"The brain needs a variety of nutrients to work at its best. The same as your vehicle, your body needs the right nutrients," she says.

It's important to get the four key food groups throughout the day. Bury says the biggest challenge is fruit and veg.

"Drivers should have five servings per day as a minimum. Advise them to have them at every meal," she says.

"These foods are associated with less depression and less anxiety but also protect against diseases and, crucially for those driving, improve cognitive function."

A fleet manager can't be expected to control what their drivers eat, but Bury says there are a number of things that can be done to educate drivers and also give them the opportunity to do the right thing.

"Breakfast should be the number one meal of the day. It tops up your energy store after sleeping. The worst thing you could do is get into your vehicle in the morning without a breakfast. You can't be alert if you don't have fuel," Bury explains. Her advice is simple; tell drivers to get up a bit

earlier and make time for breakfast, or give them the opportunity to sit down and eat before going out on the road.

Lunch breaks should also be factored in. Often drivers will skip lunch or eat on the move as they rush between jobs. This means they often eat foods that are unhealthy for convenience.

Bury says drivers should be encouraged to stop and get out of the vehicle for at least 30 minutes during their shift, enabling them to have a proper meal. Canteens and depots should also offer healthy options and avoid vending machines with sugary snacks.

The BDA survey revealed that drivers are likely to avoid drinking to avoid stopping to use the toilet.

Bury says you should drink eight cups of fluid during a shift to stay hydrated, yet 27% of drivers drink between five and six cups and 19% drink four or five.

She adds: "In simulator tests, drivers who were dehydrated performed twice as many errors."



“The research concluded that mild dehydration has the same effect on the brain as being drunk.”

#### FATIGUE: RUNNING OUT OF CHARGE

Most of the public health advice in the UK focuses on exercise and nutrition but the thing that is forgotten, for the most part, is sleep.

There is a lot of new research on how a lack of sleep affects the health, alertness and productivity of employees and Marcus de Guingand, managing director of The 3rd Pillar of Health, says sleep is crucial to a person's psychological and physiological wellbeing.

“If we don't get sufficient good quality sleep, we suffer from daytime drowsiness. But, more serious for drivers is micro sleeps. They can last from half a second to two seconds. If you are travelling at 70mph, you could travel up to 60 metres with no alertness and no control of that vehicle.”

Research consistently shows that people aren't getting enough good quality sleep before their work day.

“It is affecting people's ability to do their jobs and those people are at higher risk of a sleep disorder,” says de Guingand.

In numerous studies, short sleep is associated with increased illness. That includes everything from minor ailments, like colds, to chronic illness.

There is also a significant impact on performance. Sleeping for less than six hours per night for a week can impair driving performance as much as being drunk, says de Guingand.

Around 20% of incidents on UK roads are related to sleep deprivation and fatigue-related accidents tend to be much more serious, as those who are sleep deprived have less ability to react and take evasive action.

“People think it is unacceptable to drive while fatigued. But fatigue is not generally seen as a particularly high risk area by the general public. People will drive while drowsy, which translates into people falling asleep at the wheel,” de Guingand says.

With around 10% of people who use a car for work admitting to falling asleep at the wheel in the past 12 months, de Guingand highlights the fact that common counter-measures for tiredness, such as opening the window or turning up the music, are all shown to be ineffective in laboratory tests.

“The best counter-measure is obtain sufficient quality sleep prior to a journey,” he says.

There are Working Time Regulations and Hours of Service rules but there are issues with using these as a fatigue counter-measure, says de Guingand.

“They fail to account for undiagnosed sleep disorders, poor sleep habits and people with small children. They assume people turn up to work well-rested and don't consider commuting times.”

One of the issues that is often forgotten is the impact of pay grades and pay structure. Dr Paul Jackson, head of impairment research at TRL (Transport Research Laboratory), warns that businesses could be inadvertently encouraging



“WE NEED TO  
BREAK DOWN THE  
BARRIER AROUND  
MENTAL HEALTH, IT  
IS NOT A WEAKNESS”

REBECCA POSNER,  
TRL

drivers to hide fatigue or incentivising them to work fatigued, by offering overtime, higher pay rates on rest days and encouraging them to work on days when they should be recovering.

“Those rest days are about recovery, preparing them for the next block of duties,” he says.

One option to combat the dangers of fatigue is for a business to introduce a fatigue reporting system that allows employees to report when they are suffering from fatigue or where they have a concern about fatigue.

Jackson says the easyJet airline has a non-jeopardy reporting system, so employees can call in and be taken off shift with no questions asked.

“Most people will raise concerns proactively, rather than waiting until the last minute. There is a concern that people will take advantage. Some will, but you can't penalise people for being open and honest,” he adds.

#### STRESS: LEARNING TO BOUNCE BACK

Driving for a living is stressful. Not only do drivers have to contend with other road users, traffic and navigation, they also have to deliver goods or provide a service at the end of a journey.

While the causes of stress are difficult to mitigate, learning how to cope when things become challenging is the key to a healthy mind.

Andy Neale, founder of NFE Group, says: “At some point people are going to need to be able to cope with something and then they will need to bounce back. That's resilience.”

“When we get stressed, the heart sends a message to the brain saying ‘we need help’.

“We react to stress now the same way as we did thousands of years ago.

“We are hardwired to make stupid decisions in stressful situations. We are conditioned to hit hard or run quickly. The thinking centre becomes inhibited.”

To reverse this process, Neale says you have to be prepared to trick the mind and move your emotions. This is done by breathing in for five

seconds and out for five seconds for up to half a minute and visualising yourself in a happy place.

Stress might not be easy to recognise, but there are signs that a workforce is suffering from it.

“A workforce that is characterised by fatigue and stress tends to be characterised by poor morale,” says Jackson.

An increase in sickness and people regularly leaving the business is a good indicator, according to Jackson.

He advises fleet managers to visit the Glassdoor website, which allows employees to anonymously review their working conditions and see what has been posted about their company.

#### MENTAL HEALTH: BREAKING DOWN BARRIERS

The working environment in the fleet and freight industry has a lot of things that can negatively impact mental health.

The job often involves high competitiveness, scrutiny through the use of telematics, long hours, deadline pressures, shift work and social isolation.

“It means we have a group of people that are at a much higher rate of developing poor mental health,” says Rebecca Posner, behavioural psychologist at TRL.

A study in the USA found 27% of HGV drivers had a prevalence of mental health conditions, compared to just 5% for the general population.

“We have a very male-dominated industry,” explains Posner. “One of the biggest problems is that they see mental health as a sign of weakness. Effectively, as a result of the working environment, we have a group that are more likely to develop poor mental health conditions and are more likely to live with them for longer because they feel embarrassed or ashamed or don't know how to deal with them.”

A study quantified the impact of severe depression on driving behaviour and found that it had the same effect as alcohol at the legal limit.

Cardiff University carried out a separate study and found that those with higher levels of positive wellbeing and appraisal demonstrated more positive driving behaviour; engaging in fewer violations such as indicating hostility to other drivers or missing warning signs.

Those with higher levels of negative wellbeing and appraisal reported a higher propensity to commit violations.

Posner says: “Not only does positive wellbeing and appraisal actually reduce the likelihood of drivers engaging in these behaviours, but negative wellbeing goes the other way.

“We need to break down the barrier around mental health, it is not a weakness.

“Companies have first aiders, but how many have mental health first aiders? Sometimes it needs someone to spot the differences and start a conversation.

“If we can break down those barriers, we can create a workplace where no one is ashamed of having a mental health deficiency and seeking support. If no one speaks up and we don't put the tools in place to deal with it, then we won't move forward.”





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IGNITION: FIRST DRIVE



## RENAULT MASTER Z.E FWD LM31 Z.E BUSINESS

It's a green machine, but the Master Z.E's price and range are causes for concern

By John Lewis

**R**enault's electric Master Z.E is entering a market where it has – as yet – few direct competitors.

DV and Iveco are the only ones able to field rivals at present. Other manufacturers have developed battery-powered panel vans, but have yet to launch them in the UK.

Master Z.E has a 77PS electric motor and is on offer with 8.0, 9.0, 10.8 or 13.0cu m load areas.

We sampled one with a 13.0cu m load box and a modest 975kg payload capability; payload capacities go up to 1128kg dependent on the model.

Access to the load area is by means of twin back doors which can be pushed through 180 degrees plus a nearside sliding door. Front-wheel drive makes it easier to manoeuvre heavy items on board.

Ten load tie-down points are provided plus a full-height steel bulkhead which looks stout enough to protect the occupants of the cab from injury.

It is worth noting the electric Master has the same onboard safety devices as its diesel-powered stablemates such as ABS, electronic stability control and electronic brakeforce distribution.



Twin back doors can be pushed through 180 degrees

### SO WHAT'S MASTER Z.E LIKE TO DRIVE?

With next to no noise bar the odd creak from the suspension, it is remarkably relaxing. If you are looking for stress-free van driving, then this as close as you are likely to get.

All that torque available immediately means you can zip away from the traffic lights briskly, and neither the ride nor the handling raise any issues.

Drawbacks? The key one is a short range between battery recharges.

While the official NEDC figure is a creditable 124 miles, Renault is honest enough to admit that the real-world estimated summer range is 75 miles.

The estimated winter range is just 50 miles however – short enough to give some fleet operators cause for concern.

A longer range would be possible, but that would mean a bigger battery; and payload capacity could suffer.

Press the Eco Mode button to throttle back performance and you might be able to squeeze out a few more miles.

The bad news is that it makes the vehicle feel

sluggish, even when you are lightly laden and travelling along roads where there are no significant inclines.

As with Kangoo Z.E 33, it takes from six-to-17 hours to recharge the battery fully dependent on where it is plugged in.

While we alluded to the absence of stress, the Z.E voice system needs to be deployed in town centres to warn pedestrians and cyclists of your presence. Just hope they are not wearing headphones and thus oblivious to anything that is happening outside.

Master Z.E does not come cheap. Even with the plug-in van grant, our demonstrator would cost a hefty £48,800; significantly more than the nearest equivalent Euro 6 diesel.

### VERDICT

A potentially-useful package and one that ticks a lot of environmental boxes, but both the range and price give some cause for concern. Bear in mind that Master Z.E is also being marketed through the Renault Trucks network.

### Renault Master FWD LM31 Z.E. BUSINESS

SPECIFICATIONS	
OTR price	£48,800
Power/torque	77PS/225Nm
Payload	975kg
Gross vehicle weight	3,100kg
Load volume	13 cu m
Fuel cost	4.34ppm
SMR	3.16ppm
Running cost	66.82ppm
Range	124 miles



# FLEETLIVE

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### COMMERCIAL FLEET: TRUCK TEST

## DAF XF 480 FTT 6X4

Daf targets the UK construction sector with new product and drive systems



The galvanised steel bumper houses the LED daytime running lights

By Tim Campbell

**T**he Daf XF and its predecessor the 105 XF has been around, in one form or another, for a couple of decades and over the years they have won a number of accolades including two International Truck of the Year awards.

As with most tractor units in the UK, they are used primarily for the national and international trucking of goods, but there is a sector that Daf Trucks is beginning to actively target across Europe with its upgraded range of trucks including the XF – the construction market.

Now the needs of general trucking operators are often very different from those of an operator working from a quarry or building site delivering bricks or sand/aggregate, and therefore Daf has decided to add to and upgrade its offering in this sector which is an important barometer for the UK economy.

One of the often quoted key requirements for this sector is a double-drive system and at a recent Daf Construction event in Malaga, Spain, we thought it would make sense to test drive the Daf XF FTT featuring its latest generation double-

drive tandem and hub reduction system. Although the vehicles were to European specification, the fundamental driveline is virtually identical to UK specs.

Powering the XF 480 is the in-house Paccar MX 13 engine rated at 485PS (355kW) at a very low revving 1,600rpm and developing its maximum 2,500Nm of torque between 900rpm to 1,125rpm. This 12.9-litre engine is Euro VI-compliant and uses the standard mix of AdBlue and EGR linked to a DPF to ensure the levels are met.

Behind the MX-13 is the TraXon 12-speed 12TX2610 featuring an overdrive top gear and the engine management software caters for off-road applications.

While Daf engineers have developed a new front 10-tonne axle designated 193N, our vehicle featured the Daf 183N nine-tonne front axle with parabolic suspension obviously dependent on the tyre and legal constraints.

The rear bogie is a different story with a completely new double drive tandem designated HR1670T and this can incorporate 10 rear axles ratios up to 7.21:1 and down to 3.46:1. Once again to appeal to the off-road operator, the cast axle bodies feature a set of hub reduction gears helping to increase the ground clearance while the air brakes chambers are mounted high, well away from potential off-road dangers such as rocks and stones.

The oil change has been extended to three years or 450,000kms whichever comes first, helping to reduce the total cost of operation.

The rear bogie can be up-rated to a maximum of 26 tonnes, i.e. 13 tonnes per axle, but this is a maximum European specification (UK is rated at 19 tonnes) and the rear suspension on the bogie is provided by eight air bellows.

The FTT 6x4 has a 3.90 metre wheelbase and includes a 510-litre fuel tank matched to a

90-litre AdBlue tank. There are ventilated disc brakes front and rear and our vehicle also featured a three-stage Paccar engine braking system as well as an optional ZF interarder. The normal plethora of software-based braking systems such as ABS, EBS etc. are also available and safety is also complemented by a lane departure warning as well as a vehicle stability control system.

Our test truck featured the penultimate top of the range cab for XF which is the 2,490mm wide Space Cab. The exterior has a galvanised steel bumper, tinted glass and electric window openers, with both main mirrors and wide angle mirrors electrically heated as well as LED daytime running lights. The cab features a four point air suspension system.

The interior trim colour is a nice mixture between what Daf call Dark Sand which most people would describe as dark beige and it is contrasted by a piano black colour.

The driver seat is a Comfort Air which is air suspended and multi-adjustable with a standard fixed co-driver seat. There is a lower bunk without drawers and an upper bunk with luggage storage. Heating and ventilation is controlled via an automatic temperature control and air conditioning system backed by an auxiliary water-based cab heater.

Climbing into the cab reveals a semi-wraparound dashboard with the central instrument panel having a speedometer on the left, rev counter to the right featuring a green economy zone and a central LCD information display.

In the UK and many European countries, Daf Trucks has a leading role in the sale of tractor units and the latest generation XF, along with the new front and rear axle sets, should ensure that continues – especially if it targets the construction sector as planned.

SPECIFICATIONS	
Price as tested	N/A
Chassis kerb weight (kg)	9,741
Engine	MX-13
Output (PS)	489
Torque (Nm)	2,500
Payload (kg)	34,259
Warranty	1 year complete vehicle, 2nd year driveline



# THE LAST WORD

## PAUL SINGH

MANAGING DIRECTOR, SMARTWITNESS

An incident Singh was involved in was luckily filmed on cameras outside his offices. He decided to take the element of chance away by creating SmartWitness for on-board CCTV recordings

**My favourite quote from a movie is:** "Carpe diem. Seize the day, boys. Make your lives extraordinary" from *Dead Poets Society*. It's a great thing to say to yourself every day, and remind yourself that you are the author of your own destiny.

**My first memory associated with a car was the first time I saw a Porsche 911 SE flatnose.** I think that was the point I realised I like cars more than anything else in the world.

**If money was no object, the car I would own is a Ferrari 458 Speciale Aperta.**

**If I were made transport minister for the day I would mandate the use of key technology to make vehicles safer.**



**The song I would have on my driving playlist is** *Driving Home for Christmas* by Chris Rea. I'm just gutted I only get to play it in December.

**The advice I would give to my 18-year-old self is to follow your dreams no matter what the consequences.**

**A book I would recommend others read is** *Steve Jobs* by Walter Isaacson.

**My pet hate is people that are driven solely by money and personal gain. It's important to give something back to the world.**

**My hobbies and interests are technology and Crystal Palace FC.**

### Why fleet

I was involved in a collision, someone ran a red light and hit my car. Luckily it was outside our offices on CCTV which I used in the claim and won. At that time there was nothing on the market small enough to go into a car, but I had the knowledge. SmartWitness was born and we created some of the first UK forward-facing in-vehicle CCTV cameras.

### How I got here

SmartWitness started more than 10 years ago, and now we are a multi-national company that has installed in excess of 250,000 cameras. The early days were tough and few people could see the benefits that are now very obvious.

### Latest products, developments and achievements

Our first products were designed to witness driving events. These grew into ones that would report on driving style, and we are now introducing a range using the latest AI machine-learning which detects driver distraction and alerts drivers to help prevent incidents.

### My company in three words

Innovative, reliable and value.

### Career influence

Steve Jobs – he brought innovative technology to the masses and changed our lives forever.

### What makes a good MD?

Having a clear vision, bringing a team together to deliver it and giving them the tools to achieve it.

### Advice to fleet newcomers

It's a great market to sell into but it is also very demanding due to the nature of vehicles and the environment they operate in. Be prepared to be flexible and open to change. To be successful you have to be able to adapt quickly to provide solutions to new problems.

### If I wasn't in fleet

I would work in insurance. Insurers have been slow to adopt the technology available to make driver's lives safer and therefore reduce the cost and need for insurance.

**Next issue:** Roger Evans, sales and marketing director G3 Remarketing

# CompanyCar IN ACTION

12-13 JUNE 2019  
MILLBROOK  
PROVING GROUND

## CCIA KNOWLEDGE HUB

DAY 1 – 14:00 WEDNESDAY JUNE 12

### EV Question Time

This session will look at how and why you should add electric vehicles to your fleet, assessing the potential pitfalls to avoid, the challenges to overcome and busting the myths and perceptions around charging, infrastructure and range requirements. It will include advice from those that have done it and recommendations about choice list options and engaging drivers.

DAY 2 – 11:00 THURSDAY JUNE 13

### Driver wellbeing – are you looking after your staff?

With suicide the biggest cause of death for men under 50, companies can play a huge role in looking after their staff. This session will offer advice on how you can look after and support your drivers, including the tell-tale signs of mental stress and depression to look out for.



## ZERO AND ULTRA-LOW EMISSION ZONE

The expanded Zero and Ultra-low Emission Zone will showcase even more of the market's ultra-low emission cars and plug-in technology. In addition to the clean energy models, there will be a number of industry experts available to discuss the vehicles, the technology behind them and the benefits they can bring to your fleet.

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### FLEET EXPERTS ON HAND

This year at CCIA there will be a number of experts on manufacturer stands ready to answer your questions and help assess your future requirements. Engage in higher value and more insightful discussions about your queries so you can make better informed business decisions.



### GLASS'S VALUATION ZONE

Monitoring and assessing residual values is critical to managing current and future levels of risk. Glass's specialists will provide up-to-date and essential car and van RV forecast data. Visit the experts on its stand near the information point to make the most of your day.



### COURTESY VISITOR TRANSFER

A courtesy visitor transfer service will be available this year from Milton Keynes Station to Millbrook. Just let us know when you book your free place at the event.



### FREE LUNCH

All visitors will receive a £5 voucher to put towards lunch courtesy of manufacturer partners. These can be collected from the registration desk upon arrival at the event.

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



# CompanyCar IN ACTION

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