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The Ultimate Driving Machine

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Fuel economy and CO<sub>2</sub> results for the new BMW 1 Series range: mpg (l/100km): Combined 34.4 (8.2) to 61.4 (4.6). CO<sub>2</sub> emissions: 155–100 g/km. Figures are for comparison purposes and may not reflect real life driving results which depend on a number of factors including the accessories fitted (post registration), variations in weather, driving styles and vehicle load. All figures were determined according to a new test (WLTP). The CO<sub>2</sub> figures were translated back to the outgoing test (NEDC) and 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 procedure.

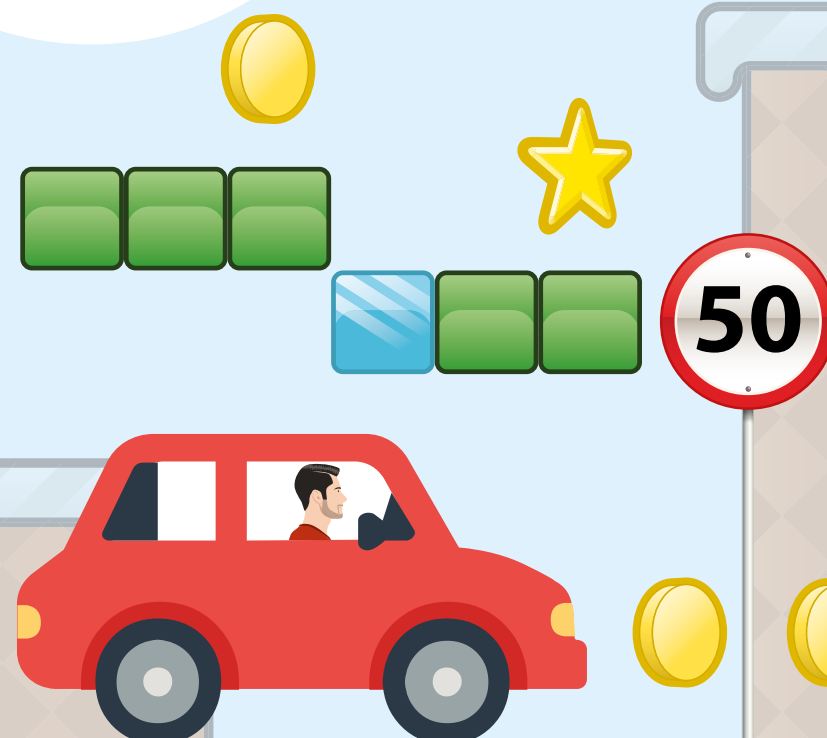
# FleetNews

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### Spotlight on Mitie

Simon King outlines his strategy to switch to EV

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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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# EV demand set to rise but may not save manufacturers from EU fines

A 95g/km cap will be phased in from 2020, but battery shortages are hampering EV uptake

By Gareth Roberts

One-in-five company car drivers are ready to switch to a pure electric vehicle (EV), but that move may not come soon enough for some of Europe's carmakers who face big fines for failing to meet CO<sub>2</sub> targets from 2020.

A *Fleet News* poll suggests significant interest in electric powertrains, with 43.8% of respondents saying they will choose either a mild hybrid (12.2%), a plug-in hybrid (10.2%) or a pure EV (21.4%) as their next company car.

Diesel remains the powertrain of choice for 42.6% and one-in-nine (11.2%) said they will opt for petrol.

In the retail market, the interest in electric motoring is even greater. A little fewer than two-in-five drivers (39%) say they are considering an EV as their next purchase, approaching three times the 15% who said the same in 2017, according to research from Close Brothers Motor Finance.

Its *Britain Under the Bonnet* report also found a drop in concerns about the cost, range and charging time of EVs, in comparison to last year.

EV registrations are critical to Europe's carmakers, who need to cut average CO<sub>2</sub> emissions if they are to hit tough EU targets.

The average CO<sub>2</sub> emissions cap for new cars in the EU is being cut from 130g/km to 95g/km and will be phased in from 2020, before being

applied across all new registrations from 2021. In contrast, China has a target of 117g/km, Japan 122g/km and the US 125g/km, all to be reached by 2020.

In the EU, each carmaker will have an individual fleet target, calculated on a group-wide basis with allowances for vehicle weights.

There is also an average emissions target for vans of 147g/km, a reduction on the 175g/km set in 2017.

Furthermore, average CO<sub>2</sub> emissions from new passenger cars and vans registered in the EU will have to be 15% lower in 2025, and 37.5% lower in 2030, compared with their respective limits in 2021.

Average CO<sub>2</sub> values will initially be based on NEDC-correlated figures, before being taken from the new emissions test procedure, the Worldwide harmonised Light vehicle Test Procedure (WLTP), from 2021.

### LEVEL OF FINES

The penalties for missing targets are punitive. Manufacturers face a fine of €95 (£82) for every gramme of CO<sub>2</sub> they are above their limit, multiplied by the number of cars they registered in the EU in the given year.

If a carmaker's fleet average amounts to 99g/km against a target of 95g/km, and it sells 800,000 cars in the EU, it would have to pay €304 million (£264m).

Business intelligence firm Jato Dynamics suggests, in a worse-

case scenario, that if the 2021 conditions were applied today, the total in penalties would account for almost half of the combined net profits of carmakers in Europe.

The Volkswagen Group, currently missing its target by 26.6g/km, would have to pay the largest fine, some €2,525 (£2,190) per car sold,

when they are incorporated in the final calculation of the fleet average. However, it is capped at a maximum reduction of 7.5g/km.

The eco-innovation approach aims to encourage manufacturers to develop new, advanced CO<sub>2</sub>-saving technologies. It has a 7g/km cap.

Pooling sales figures can also help carmakers meet fleet average emissions targets. Such an agreement will enable a group of manufacturers to be counted as one entity for the purpose of compliance with the joint target.

The most recent example of this strategy is the collaboration between Fiat Chrysler Automobiles (FCA) and Tesla (fleetnews.co.uk, April 8).

FCA has been lagging behind its rivals in the development of EVs but plans to spend €9bn (£7.75bn) in the next four years to develop electric models. Unfortunately, they won't come to market in time to avoid the penalties.

Brexit will also not offer manufacturers any respite. The UK Government has plans in place for a system that mirrors the EU target, but based on UK sales.

equating to almost €9.2 billion (£8bn). The company posted earnings, after tax, of €12.15 billion (£10.5bn) last year.

Meanwhile, PSA's 23.1g/km shortfall (see facing chart) would result in a fine of €2,194 (£1,904) per car sold. Based on its sales volume last year, Jato suggests it would need to pay a penalty of €5.4bn (£4.7bn) – more than half the fine of the Volkswagen Group. PSA posted a net income of €2.83bn (£2.46bn), last year.

A report from business analysts at IHS Markit suggests carmakers face a total fine of €14bn (£12.1bn) in 2021, unless they drastically cut average CO<sub>2</sub> emissions. Jato's worst-case scenario suggests an excess emissions payment of €33.6bn (£29.2bn).

Three measures are available to assist manufacturers in meeting their targets: super-credits, eco-innovations and pooling.

Super-credits give a greater weighting to low-carbon vehicles

plug-in hybrid vehicles. Their volume increased by 47% from 132,800 vehicles in 2017 to 195,300 vehicles in 2018.

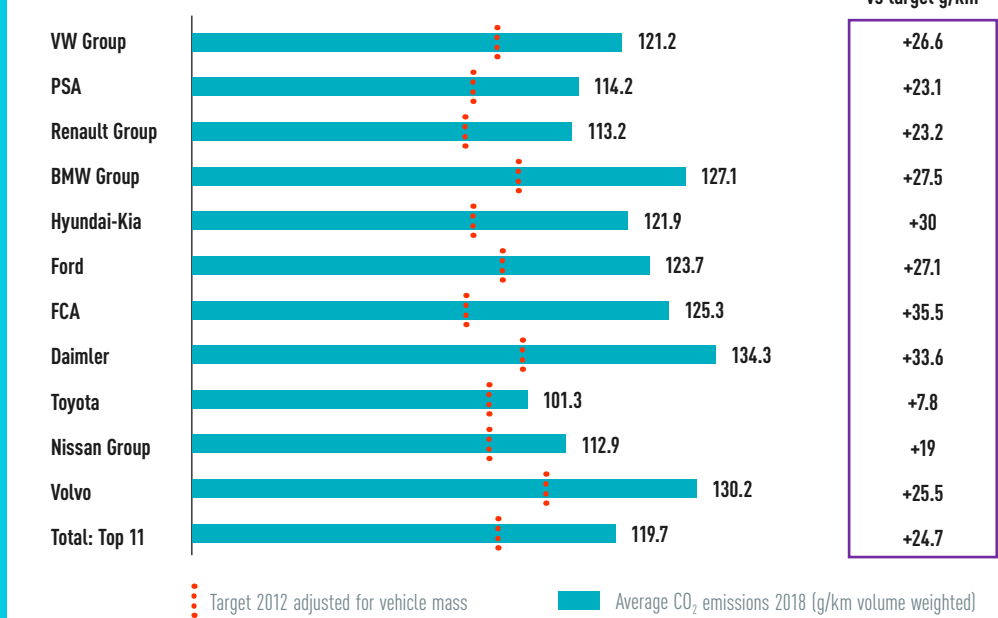
Norway was the biggest market for EVs, where they held a 31% market share, while the Netherlands outsold the UK and became the fourth largest EV market, behind Germany and France.

The latest new car registration figures available for the UK, from the Society of Motor Manufacturers and Traders (SMMT), show that the AFV market rose by 12.7% in April, but zero emission-capable plug-in hybrids fell by 34%. The UK new car market as a whole declined by 4.1%.

Year-to-date, plug-in hybrids are down by more than a fifth at 20.4%. SMMT believes this is the result of the "premature" removal of purchase incentives before the market was ready. The Government announced in October

### CO<sub>2</sub> GAP: ACTUAL 2018 AND TARGET 2021

Manufacturers selling more than 300k units/year Source: Jato



2018 that the plug-in car grant would be cut by £1,000 and no longer apply to hybrid cars with a range of less than 70 zero emission miles, from November 9 (fleetnews.co.uk, October 11, 2018)

However, the Department for Transport (DfT) implemented the lower rate for the Plug-in Car Grant earlier than planned in a bid to calm the "exceptional demand" from those trying to beat the November 7 deadline (fleetnews.co.uk, October 23, 2018).

There have also been problems with vehicle availability, after some manufacturers struggled to get hybrids retested under WLTP when the new testing regime was introduced on all new cars from September 2018. This saw the likes of the BMW 330e and Audi A3 e-tron taken off the market.

Furthermore, battery supply has proved problematic for some manufacturers, leading

to long lead times for fleets as demand has outstripped UK allocations (fleetnews.co.uk, April 2).

The SMMT said manufacturers are investing heavily to bring ultra-low and zero emission cars to market, with some 40 plug-in models now available in showrooms, and more than 20 others expected to arrive in 2019.

However, if the sector is to reach meaningful levels, it believes measures and incentives that build business and consumer confidence will be vital.

SMMT chief executive Mike Hawes said: "We need policies that help get the latest, cleanest vehicles on the road more quickly and support market transition for all drivers. This includes investment in infrastructure and long-term incentives to make new technologies as affordable as possible."

The latest registration figures for Norway show a plug-in market share of close to half (49.7%) in April. Ashley Barnett, head of fleet consultancy at Lex Autolease, explained: "This success is largely down to the tax advantages that reduce the upfront cost of purchasing an EV, as well as the appeal of in-life

benefits such as free parking, road tolls and access to charging points.

"To drive similar take-up in the UK, incentives will be key. Cash grants and tax deductions may need to be maintained in the short-to-medium term if a tipping point is to be reached in new vehicle sales.

"Confirmation of the taxes applicable in the company car market would also help stimulate demand."

### PLUG-IN CASHBACK

Lex Autolease launched its own incentive scheme at the Zero Emission Summit in Birmingham, last year (fleetnews.co.uk, September 26, 2018).

The £1m fund provides customers cashback of £1,000 on the first qualifying 1,000 pure EV orders the leasing company receives, which will increase the size of its EV fleet by more than 67%. It said that 467 qualifying orders were placed in the first four months of 2019 alone.

The business predicts that once the funds have been fully allocated, there will be an overall increase of at least 8% in the number of pure EVs on UK roads.

Above and beyond the orders that qualify for cashback, the fund has ➔

"WE NEED POLICIES THAT HELP GET THE LATEST, CLEANEST VEHICLES ON THE ROAD MORE QUICKLY"

MIKE HAWES, SMMT





also generated significant interest in EVs from both business and personal customers, with a further 530 orders placed in three months, taking the total to 997.

Of the total EVs ordered in 2019 to date, 80% are cars and 20% are light commercial vehicles (LCVs). Business contracts account for 80% of orders and personal contracts account for 20%.

ELECTRIC ONLY

Further pressure could be heaped on manufacturers if a ban on the sale of new 'conventional' diesel and petrol cars is brought forward.

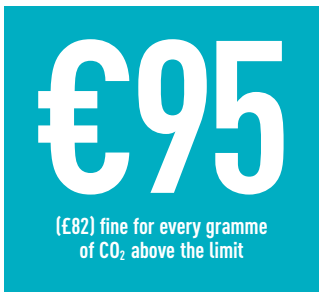
The Government wants all new car registrations to be zero emissions-capable from 2040, but the Committee on Climate Change is calling for that to be brought forward to 2030.

It is part of an ambitious new proposal to reduce the UK's greenhouse gas emissions to zero by 2050.

Lord Deben, chairman of the Committee on Climate Change, said: "The Government should accept the recommendations and set about making the changes needed to deliver them without delay."

The report calls for a substantial investment in EV charging infrastructure to make the switch possible.

It said the UK would require 3,500 rapid and ultra-rapid chargers near motorways to enable long journeys and 210,000 public chargers in towns and cities. Today, in total, there are 21,000 public chargers of all speeds.

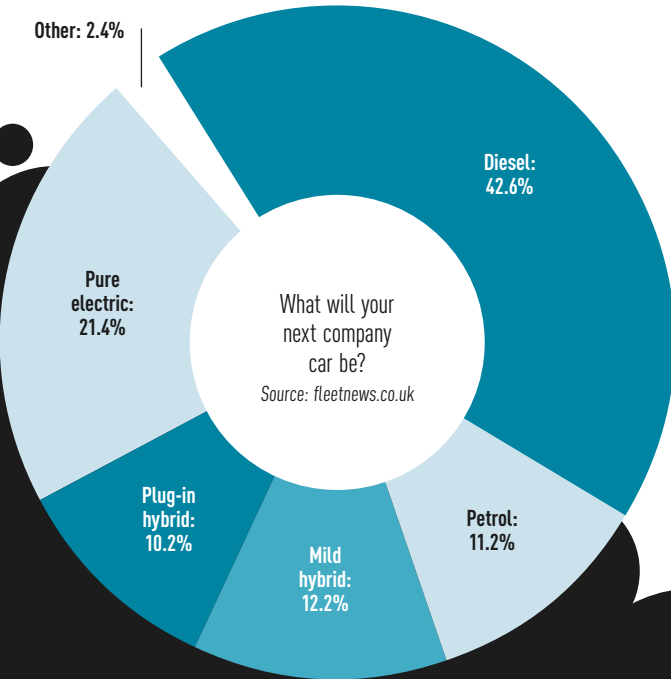


The ambition is for all cars and vans on the road to be electric by 2050, but recognising the current battery supply issues affecting the volume of electric cars that are currently available, the report states that the 2030 ban could be shifted to 2035, if required.

According to the committee, a shift to electric cars in the shorter term will save the country around £1bn per year by the early 2020s.

The report fails to outline how the Government will recoup the lost revenue from company car tax, fuel tax and vehicle excise duty but suggests that financial incentives for EVs could be removed once they achieve price parity with equivalent petrol or diesel models.

"Fleets have traditionally been the pioneers of new technology and can contribute significantly towards efforts to reduce emissions," said Barnett. "If market conditions are made more favourable, fleet managers will continue to place orders for EVs and can drive behavioural change more widely."



Carmakers will struggle to get their act together in time



FELIPE MUNOZ,  
GLOBAL ANALYST,  
JATO DYNAMICS

When it comes to emissions targets, the industry has the technology, resources and will – but not the time.

It's no secret that the European car industry is navigating a challenging period that's filled with uncertainty.

In addition to Brexit and the well-documented trade tensions between the world's largest economies, the upcoming CO<sub>2</sub> targets present a new unique challenge to the industry's top automakers. What happens here in

Europe will be felt across the rest of the globe, as the region is key for the development of new technologies and the world's second largest car market behind China.

Several of the studies conducted by Jato Dynamics indicate that the coming 18 months are going to be crucial for Europe's carmakers. Despite the announced penalties for those that produce excess emissions, it is clear that the big European players aren't ready for this new shakeup.

First, it was the SUV boom, which forced the carmakers to change their product plans to focus on bigger and heavier vehicles. As demand for the segment soared (market share in the UK jumped from 8.5% in 2009 to 38% last year), carmakers focused on bringing more and more of these vehicles to market.

Next came the diesel crisis, which led to many European cities announcing a ban of the fuel type. This generated panic buying among many consumers who opted for gasoline or electric vehicles instead.

In the first three months of 2012, diesel vehicles controlled 54% of the market share. However, Jato's data indicates that this fuel type counted for only one-in-three passenger cars registered in Q1 2019 in Europe.

Both trends took place at a time when the adoption of electric and plug-in hybrid has also taken off at a very slow speed. Although registrations in Europe totalled 120,000 units in Q1, up by 37%, they still count for only a very small part of the market – just 2.9%.

As the new emissions targets edge closer, most of the world's top automakers have been developing the technologies to bring cleaner cars to the market.

The problem is that they lack the time to change the situation and be truly ready for what's to come. And so far, there have been more announcements than real launches, which means that – despite what's at stake – the carmakers simply aren't ready for this new chapter in the industry.

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ALFA ROMEO STELVIO

BIK from 35%  
P11D from £36,920  
CO<sub>2</sub> from 139g/km

ALFA ROMEO GIULIA

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CO<sub>2</sub> from 129g/km

Created and crafted in Italy, the Alfa Romeo Stelvio and Alfa Romeo Giulia are true masterpieces. They couple the most exciting driving dynamics with elegant Italian design. The technology behind Alfa Romeo is created to enhance performance and to give great driving sensations. Both models feature all the latest cutting-edge technology in safety and infotainment including Alfa™ D.N.A. driving mode selector, Lane Departure Warning (LDW), Forward Collision Warning (FCW), Autonomous Emergency Braking (AEB) and 8.8" Connect 3D Nav with DAB radio. All this combined with exceptional fuel consumption and CO<sub>2</sub> emissions.

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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 all-new PEUGEOT 508 SW range are: Combined 36.3 (7.8) – 59.8 (4.7) and CO<sub>2</sub> 132 – 101 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. Model shown is an all-new 508 SW GT 1.6L PureTech 225 EAT8 S&S with optional Night Vision. Information correct at time of going to print. ^According to version: standard or cost option. °Figures shown for 1.5L BlueHDI 130 EAT8 S&S 8-speed automatic engine. \*Figures shown for 1.5L BlueHDI 130 S&S 6-speed manual engine.

### NEWS: MOTORWAYS

# Highways England will trial V2X to further increase m-way traffic flow

Latest project follows smart motorway success, which will now be extended nationwide

By Stephen Briers

**S**mart motorways are as safe as conventional ones, according to the latest data from Highways England, paving the way for a full roll out across the country.

"The days of conventional motorways are over," said Highways England chief executive Jim O'Sullivan. "Our next challenge is to connect the country, to create a connected spine for continuous traffic management."

Smart motorways were introduced in 2006 on the M42 and are intended to increase capacity and reduce congestion at busy times by using the hard shoulder as a running lane and using variable speed limits to control traffic flow.

"We are seeing fewer breakdowns on smart motorways – people take maintenance more seriously – and we also have fewer vehicles running out of fuel (5-10% of all breakdowns)," O'Sullivan said. "This is because of the signage pointing to the next fuel station."

Highways England is now developing its software to handle greater quantities of data, enabling more accurate traffic information. It is trialling vehicle-to-infrastructure (V2X) connectivity on the M2/A2 in Kent, feeding information such as diversion routes straight to a vehicle's sat-nav.

"This is exciting two-way information using dynamic traffic management to send tailored information to



Fewer breakdowns have helped make smart motorways a success

your vehicle," said O'Sullivan.

"Rather than blanket network coverage, we will reach a point where we know you are going to Dover from the information in your car and then we can give you traffic predictions."

With safety as Highways England's top priority, the number of killed and seriously injured (KSI) people on the strategy road network (SRN) fell by 7.6% in 2017 to 1,853, with a similar reduction expected when the 2018 figures are published later this year.

It puts Highways England on track to achieve its 40% reduction in KSI by 2020 (from 2,321 on the 2005-2009 average baseline to 1,393). The organisation's Government-backed Driving for Better Business (DfBB) programme is playing a key role in

getting the message out to fleets.

"It enables organisations of all sizes to access free information about how to improve their work-related road safety and take action to make these improvements," O'Sullivan told delegates at the DfBB conference earlier this month.

He has a number of recommendations for fleets and drivers travelling on the SRN, including:

"Everyone should put the Highways England phone number into their mobile, as well as the details of their breakdown provider."

The Health and Safety Executive (HSE) is running pilot projects to improve its own data and reporting.

Martin Temple, HSE chair, told conference delegates: "We want to learn about the history of a journey. Many times, the root cause started somewhere else, not with the driver."

He criticised the fact that the default position was to blame the driver.

"It's more than that: it starts in the boardroom, in the big companies. There are many facets that require us and the big companies to work together. We can't prosecute our way out of this," Temple said.

Load security was a message that should strike at the heart of the boardroom, underpinning the ethos of health and safety.

HSE recently ran a South Yorkshire pilot which took additional information into consideration, including the site at which vehicles were loaded.



THE DAYS OF CONVENTIONAL MOTORWAYS ARE OVER

JIM O'SULLIVAN  
HIGHWAYS ENGLAND

Of 183 vehicles stopped, a "staggering" 164 received a roadside prosecution where the load was so poorly secured that the vehicle was not allowed to continue its journey.

"This creates risk for other road users, those who have to unload it and those who have to clear up the roads. It demonstrates the deadly result of actions that were foreseeable and preventable," said Temple.

However, HSE is mindful not to overburden with bureaucracy, which is one of the reasons why it is against introducing RIDDOR (reporting of injuries, diseases and dangerous occurrences regulations) for driving at work incidents.

## AMEY ENJOYS FEWER ACCIDENTS AND FUEL SAVINGS

Amey joined DfBB at the end of 2017 and is benefiting from improved management focus and better information.

As a result, it has reduced its at-fault incidents by 45% (they were costing £5 million a year), while its £1.6m annual fuel bill has fallen by 4%.

However, Amey managing director for highways James Haluch questioned why the fact that five people are killed every

day on UK roads hadn't led to a national outcry. "It would if it was on the railways," he added.

Technology is helping Amey to reduce road risk. The company has started using drones for surveying and robotic vehicles controlled remotely to remove people from the carriageway.

Highways England is also using robotic vehicles for lawnmowers and rubbish collection on grass verges.



# Honda to focus on profit over volume as registrations dip

Carmaker looking to develop stronger relationships with small-to-medium enterprises



Honda's e prototype was unveiled at the Geneva Motor Show

By Matt de Prez

**H**onda will strengthen its SME relationships this year as it refocuses its fleet strategy to generate more profitable business rather than volume, given it expects a second year of declining registrations.

The brand has been developing its dealer network with a new Platinum Programme which encourages dealers to work more closely with small businesses and understand how to speak to fleet customers.

"If you walk into any retailer as a fleet customer, it's difficult to get acknowledged or to get the answers you want," said Marc Samuel, fleet sales operations manager at Honda UK. "We want to allow any of the people responsible for cars – be they fleet managers, company car drivers or leasing company employees – to be able to get the level of detail they want out of the dealer."

There are currently 107 Honda dealers in the programme, out of a network total of 155. Dealers will be encouraged to identify local business opportunities and build relationships with those customers.

Samuel said: "We want the dealers to know and understand what their local area has got in it. It's quite easy to do national business, there are enough introducers to facilitate that. This is about the dealer knowing that

they've got a small business over the road that has a need for one or two vehicles. We want to help them to identify what the market potential is."

The Platinum Programme is expected to offer a more personalised and attentive service to fleet customers, while driving aftersales work into the network.

"We are really focused on being what the market needs us to be at the moment, which is serving those SME-sized businesses," Samuel added.

Honda still has a number of major account customers that it will continue to service, but Samuel is clear that he does not want to diminish the network's position for profit by pushing a lot of low-margin or no-margin vehicles.

While true end-user fleet business was 60% above Honda's target last year with substantial growth from leasing, albeit from a low base, low-margin channels accounted for around 2,000 of the manufacturer's 28,000 non-retail sales. This is scheduled to fall in 2019.

The brand's registrations totalled 52,000 in 2018 – a 2.5% decline on the year before. This year, total fleet sales in the first quarter are 20% behind last year's while total registrations are down 15% overall.

"We aren't doing high-cost tactical and some of the daily rental we did last year because we don't believe



WE ARE  
REALLY  
FOCUSED ON  
WHAT THE  
MARKET  
NEEDS US  
TO BE

MARC SAMUEL,  
HONDA UK

that is the most cost effective way of doing business. Uncertainties are more prevalent this year and we have to be more careful about where we choose to put our business," Samuel explained.

## ALTERNATIVE FUEL OPPORTUNITY

Next year's launch of the Honda e, a production version of the Honda Urban EV concept car, is expected to give a further boost to fleet sales.

"I am aware we will have a fairly

significant volume of vehicles assigned to corporate and fleet next year. That number is still being defined, but I think we've got a real opportunity with urban businesses with that car. It's very stylish and has a lot of technology."

The new small electric car will have an estimated range of 125 miles and will be officially launched at September's Frankfurt motor show.

Honda has already received more than 6,500 expressions of interest for the new model which is now available to pre-order with a refundable reservations fee of £800 for delivery in 2020. "Demand is already there," said Samuel.

The Honda e will be the first fully-electric Honda launched in Europe. Currently the CR-V hybrid is the only electrified Honda available, but a new Jazz Hybrid will be launched later this year.

By 2025, Honda expects all of its models to feature electrification. Until then, the brand will continue offering petrol and diesel models in their current form.

"As a business, Honda produces millions of engines per year," said Samuel. "But, 95% of those are gasoline. As petrol engine technology improves to the point that you get the same economies of scale as a diesel, things will move on. We see diesel has a place until 2025."

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Model shown is an All-New Focus Active X Estate 1.0T 125PS Petrol Manual with optional LED Headlights and Convenience Pack. Fuel economy mpg (l/100km) (Combined): 45.6 (6.2). \*CO<sub>2</sub> emissions: 111g/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, 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.

SEARCH: FOCUS ACTIVE



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# Greater clarity about performing safe calibrations expected soon

Windscreen companies welcome ADAS advice from vehicle safety experts at Thatcham

By Gareth Roberts

**V**ehicle safety organisation Thatcham Research is urging the industry to collaborate to ensure the safe calibration of advanced driver assistance systems (ADAS).

Thatcham has issued interim advice and says it is working with vehicle manufacturers, insurers, and windscreen repair and replacement companies on a full code of practice, due to be published later this year.

The original 2016 code of practice focused on glass replacement and has now been superseded by the updated guidance, which includes a much more defined position for the industry as a whole.

Features such as autonomous emergency braking (AEB) and adaptive cruise control (ACC) rely on the accuracy of cameras and sensors fitted in a car or van. However, fleets have been receiving mixed messages as to how they should safely have vehicles recalibrated and the effectiveness of the parts they use.

Volvo, for example, has warned against using aftermarket variants for windscreen replacement that do not meet its stringent specifications (fleetnews.co.uk, December 5, 2018).

It wants windscreens replaced by a Volvo-trained technician, using Volvo methods, and all the necessary components and systems.



Autoglass has calibrated more than 600,00 vehicles

However, Autoglass commissioned the Transport Research Laboratory to investigate differences in the ADAS calibration outcomes for Volvo vehicles using OEM or OEM-equivalent windscreens (fleetnews.co.uk, December 18, 2018).

Researchers concluded there were "no material differences".

Safety experts at Thatcham have attempted to add some clarity. They say if ADAS sensors, or parts that are in proximity to ADAS sensors, are included in a repair specification, calibration "must be performed" to vehicle manufacturer tolerances.

Richard Billyeald, chief technical officer at Thatcham, told *Fleet News*: "The whole industry, manufacturers included, needs to work together to enable the existing, healthy aftermarket to access the necessary information to satisfy this requirement."

"Core to this is the provision of ADAS fitment data and consistent advice around which repair scenarios will result in successful calibration."

Thatcham says that investment in training is necessary to ensure competent technicians achieve complete system calibration in accordance with the relevant repair method, and can demonstrate successful recalibration.

Billyeald explained: "Proof of calibration via audited records is essential, providing peace of mind that all

reasonable steps have been taken to reinstate the safety functions of a vehicle before it returns to the road."

Autoglass, which has calibrated more than 600,000 vehicles, welcomed Thatcham's intervention. It recalibrates vehicles in-house and says it recognises the need to follow specific manufacturers' guidance.

Tim Camm, Autoglass technical training manager, said: "It is essential that ADAS technicians are equipped with the knowledge and expertise needed to recalibrate the sensors accurately. If the sensor is out by even a fraction, the driver would be relying on a faulty system, which can have catastrophic implications."

Autoglass has also developed an industry-wide ADAS calibration accreditation with the IMI – the Institute of the Motor Industry – to help drive professionalism and ensure technicians have the necessary expertise.

Alastair Carlton, technical manager at National Windscreens, is a member of the steering group developing the code of practice. He told *Fleet News*: "This initiative recognises the leading role the aftermarket already plays in ADAS calibration along with the need for a review of vehicle repair methods used throughout the industry."

"It will also have a key role in raising awareness of the need for correct repair of this technology, not just in the automotive sector, but also

with insurers, fleets and private motorists."

Auto Windscreens only uses OEM windscreens on vehicles with ADAS and works exclusively with manufacturers for all recalibrations.

It has warned of the increasing number of vehicles with ADAS as an "accident waiting to happen" following windscreen replacement, due to a lack of regulation.

James MacBeth, Auto Windscreens operations director, said Thatcham's new industry guidance is "vital" in advancing the vehicle repair industry's approach to handling ADAS calibration.

"It promotes relationships between vehicle manufacturers, insurers and repairers and there is no doubt that clear guidelines are needed to ensure such safety-critical features are restored before vehicles are returned," explained MacBeth.

"At Auto Windscreens, we firmly believe in the need for calibrations to be conducted in proper environments by trained technicians."

More than 10% of vehicles – some four million cars – are fitted with AEB and, with a number of assistance systems set to become mandatory from 2021, the Association of British Insurers (ABI) says it will be even more important to have clear guidance on managing vehicle repairs involving them.



**PROOF OF CALIBRATION VIA AUDITED RECORDS IS ESSENTIAL**

**RICHARD BILLYEALD, THATCHAM RESEARCH**



# It's not an electric car. It's an electric Audi.

The all-electric Audi e-tron.



Search Audi e-tron



e-tron

Official fuel consumption in mpg (l/100km): N/A. Official CO<sub>2</sub> emissions: 0g/km.

These figures were obtained after the battery had been fully charged. The Audi e-tron is a battery electric vehicle requiring mains electricity for charging. There is a new test for fuel consumption, CO<sub>2</sub> and electric range figures (known as WLTP). The electric range shown was achieved using the new test procedure. Figures shown are for comparability purposes. Only compare fuel consumption, CO<sub>2</sub> and electric range 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 starting charge of the battery, accessories fitted (post-registration), variations in weather, driving styles and vehicle load. Zero emissions while driving. Brake calipers shown not UK specification.

## NEWS HIGHLIGHTS

APR

16

### ACFO CALLS FOR BETTER GREY FLEET MANAGEMENT

Fleet association ACFO has urged companies to introduce enhanced grey fleet management policies due to a rising number of grey fleet drivers.

17



### AUDI SWAPS PETROL FOR MILD-HYBRID DIESEL IN NEW S5, S6 AND S7

The new S5, S6 and S7 will use a 3.0-litre diesel engine fitted with a 48-volt electrical system and mild hybrid technology.

29

### JLR REVEALED AS POTENTIAL BUYER OF ADDISON LEE

The Coventry-based carmaker has been named as one of the prospective purchasers, following the announcement that Addison Lee's current owners, American private equity firm Carlyle Group, plans to sell the business.

MAY

1

### SMARTPHONE VIDEO HELPS RAC ASSESS FAULTS REMOTELY

The RAC has started using smartphone video technology to fix issues remotely, meaning that stranded motorists may not have to wait for a patrol to arrive. See spotlight on page 35.

6



### NEW PLUG-IN HYBRID CAR REGISTRATIONS DECLINE BY A THIRD

The alternative fuel vehicle (AFV) market rose by 12.7% in April, but zero emission-capable plug-in hybrids fell by 34%, figures from the Society of Motor Manufacturers and Traders suggest.

7



### ALD Automotive

#### MEL DAWSON STEPS DOWN AS ALD AUTOMOTIVE MD

ALD Automotive UK has announced that Mel Dawson is stepping down, with finance director Tim Laver named the leasing company's new managing director.

9

### PUBLIC SECTOR 'SHOULD BAN' GREY FLEET CARS

The Urban Mobility Partnership is urging all 44 public bodies in Wales to ban the use of private cars for business purposes.

IN DETAIL



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

### CALL FOR FOUR-FIGURE FINES FOR FLEET DRIVERS WHO LEAVE ENGINES IDLING

Westminster City Council leader calls for instant four-figure fines for company vehicle drivers who leave their engines running while parked.

### MOTORWAY LANE CLOSURES TO BE ENFORCED BY CAMERAS FROM JUNE

Drivers ignoring motorway lane closures (marked with a red 'X') will be handed a £100 fine and three penalty points from June 10. Previously they had to be caught in the act.



### ULEZ GENERATES £220,000 PER DAY IN FIRST MONTH

New figures released by TfL show that, on average, 17,400 drivers of non-compliant vehicles paid the ULEZ charge every day in April. If all those non-compliant vehicles were cars, that would equate to £220,000 per day.

## FLEET NEWS POLL

Don't know:  
2.7%

Yes: 24.3%

SHOULD THE SALE OF NEW 'CONVENTIONAL' DIESEL AND PETROL CARS BE BANNED BEFORE 2040?  
Source: [fleetnews.co.uk](https://fleetnews.co.uk)

No: 73%

### FLEET NEWS VIEW:

Our poll shows that almost three-quarters of respondents (73%), do not believe a ban on conventional diesel and petrol cars should be brought forward. The Committee on Climate Change, among others, has called for a ban to be introduced from 2030, which would be three vehicle replacement cycles for most fleets. Our view is no ban should be introduced until product, which is fit for purpose, is readily available and pricing is at the same level as petrol and diesel vehicles.

**THIS ISSUE'S POLL:** Where should a trained technician calibrate a car's advanced driver-assistance systems (ADAS) after a windscreen is replaced? Franchised dealer network? Windscreen company network? Don't mind.



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**Search 'Jaguar I-PACE for Business'**

Fuel consumption: N/A. CO<sub>2</sub> Emissions: 0 (g/km). EV Range: Up to 292 miles. EV range figures are based upon production vehicle over a standardised route. Range achieved will vary dependent on vehicle and battery condition, actual route and environment and driving style.

upon production vehicle over a standardised route. Range achieved will vary dependent on vehicle and battery condition, actual route and environment and driving style.



# THE BIG PICTURE

A cabinet reshuffle has seen transport minister Jesse Norman move to Treasury. He'll be missed by many as he made the motor industry a priority.

Whether it was road safety charity Brake, environment body Go Ultra Low or our own sister conference Smart Transport, he was active, lending his presence to numerous events. Michael Ellis now takes the DfT role.

With Prime Minister Teresa May announcing she will step down on June 7, fleets and drivers have been thrown into further turmoil.

A leadership contest could last two weeks – or two months. It's likely to be closer to the former due to the uncertainty of Brexit.

That still moves us towards the end of June, dangerously close to the next scheduled Finance Bill. Remember, we were expecting to hear this month about the Government's response to the WLTP consultation and any action Treasury would take to adjust company car tax thresholds and VED rates (although we expected no change to the latter).

All the evidence is in and we are still expecting a decision before Parliament breaks for the summer recess on July 20, as any further delay would not give HMRC enough time to implement any changes.

However, it still leaves company car drivers choosing their next model without any knowledge of what they will be paying in benefit-in-kind tax past March 2021, in other words before the end of the second year.

With many on a four-year replacement cycle, increasing numbers are choosing to take the cash option instead. This puts future tax revenues at risk, surely increasing the pressure on Treasury to act quickly.

However, if you can persuade your drivers to keep their cars for a little longer, a clearer picture should emerge within the next six weeks or so.



*Stephen Briers*

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

EDITOR'S PICK

## YOUNG DRIVERS

### Alternatives to company car needed



#### Rosco wrote:

Having read 'Young driver stats misleading' (fleetnews.co.uk, April 25), when I passed my test in the 1980s it was out of necessity and I was desperate for the freedom that comes from being able to borrow daddy's car.

The change now is that for urban 17-year-olds, the car no longer represents freedom, they probably can't afford the car and insurance or, in many cities, even be able to park it.

The other aspect is that with online deliveries, ride hailing apps and mobility solutions (scooters, bike sharing etc.) they can live without a car.

As a company, we are finding many potential new recruits where the company car no longer makes sense, and for those without a licence, we must find solutions.

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

## HYBRID VEHICLES

### Mitsubishi busts hybrid use myths

#### The Engineer wrote:

Having read 'Mitsubishi survey shows plug-in hybrid use' (fleetnews.co.uk, May 8), the story demonstrates that, as I suspected, it is a myth.

We are reimbursed using advisory fuel rates (AFRs) so I get 14p per mile covered. Using my domestic electricity to charge costs me about 4p per mile so I would be stupid not to plug-in and 'profit' about 10p per mile for the first 25 miles or so.

The newer PHEV has a bigger engine so those drivers get 22p a mile, 'profiting' by 18p per 'electric mile', an even bigger incentive.

My PHEV has done more than 100,000 miles and I drove from Ringwood to the Midlands today, 144 miles with a final figure of 41mpg.

It's another myth that running almost entirely on petrol (when necessary) makes these cars hopelessly uneconomic.

The only reason I am not having another one has nothing to do with the powertrain economics, it's because Mitsubishi can't get the ride comfort quite right for me.

## LEASE CONTRACT

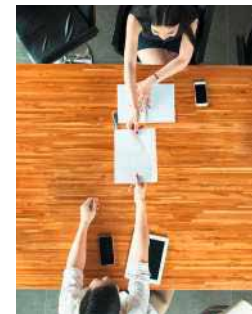
### Extensions can offer 'substantial benefits'

#### B Alberink wrote:

Having read 'Car lease contract extensions a false economy, claims Arval' (fleetnews.co.uk, May 7), I used to do work (and execute) quite a few contract extensions as a consultant for a leasing company.

I do agree with some points raised in the article but usually found that there was substantial benefits to be had with an extension due to the decreasing depreciation element, which is, by far, the biggest proportion of the lease cost.

Additional maintenance cost is usually much lower than the saving on the depreciation side with the extension.



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

## FOREIGN DRIVERS

### Highway Code test required

#### Nancy Baker wrote:

Having read 'Untested foreign drivers bring duty of care dangers' (fleetnews.co.uk, May 7), would it not be a good idea to make all foreign drivers to do the theory test as a minimum requirement? Then at least they would have had to brush up on the Highway Code and then they would know the rules of driving in the UK.



## EURO 6

### Inconsistencies make charging regime tough



#### Peter wrote:

Having read 'Euro 6 wrong standard for diesel access' (fleetnews.co.uk, April 15), while the AIR index may indeed highlight the inconsistencies within Euro 5 and Euro 6 vehicle categories, it is a long way from being comprehensive enough to be the basis for a charging regime.

I thought I would look up my vehicle, being a Xmas 2014 reg. However, the only variant in the database is a Euro 3, 2005 model.

In the absence of a viable alternative, how and where are cities supposed to draw the line?

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**Burning question:**  
What's the most interesting building you've ever seen or been in?

## EDITORIAL

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Duomo di Siena, stunning cathedral sitting among narrow streets  
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Plaza de Espana in Seville. Not just a building, but a square and gardens. Locals didn't make a lot of fuss about it and I came across it almost by accident. Breathtaking. Also a Star Wars' movie location  
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the website for  
more information

**FLEET LIVE VISITOR ADVISORY BOARD**  
The Fleet Live visitor advisory board was created to help the show to meet the needs of fleet decision-makers, whether fleet managers, travel/mobility managers, procurement, finance or HR. Members are:

- Stewart Lightbody, fleet director, M Group Services Plant & Fleet Solutions
- Lorna McAtear, Royal Mail head of supply and internal accounts
- Rory Morgan, Iron Mountain head of logistics support
- Caroline Sandall, ACFO vice-chair
- Lorna Carpenter, Western Union senior specialist, environment safety & health / fleet manager
- David Oliver, Red Bull Company procurement manager
- Debbie Floyd, Bauer Media fleet and risk manager
- Ryan Coles, Aviva group global travel and fleet manager
- Dale Eynon, head, Defra Group Fleet Services
- John Pryor, group fleet and travel manager, Arcadia Group
- Peter Weston, fleet manager, Arcus Group
- Jerry Ward, manager, legal operations (transport), John Lewis Partnership

## New ideas and features for the biggest and most invaluable exhibition and conference in fleet

**F**leet Live is officially open for business. The hall has been booked at the NEC, exhibitors are signing up and you can already register to attend this year's event which remains the largest of its kind in Europe.

Last year it attracted 2,111 visits over the two days, an increase of 13% year-on-year.

The show is set to be even bigger this year with curated best practice sessions formulated by a visitor advisory board made up of fleet professionals to make sure content is useful for anyone involved in making decisions for their company fleet.

### STRATEGY CONTENT SESSIONS

Fleet Live strategy sessions are dedicated to broad, long-term issues that affect operators, particularly where developments and changes will require liaison with other business departments and external providers during the planning process.

Confirmed sessions this year include the latest on Mobility as a Service, with experts including BMW Group Mobility Services head of mobility Tony Douglas, explaining how manufacturers will evolve to keep pace with tech giants like Google and Apple.

It's impossible to ignore the importance of electric vehicles (EV) on the future of the fleet industry.

Another session will detail the UK's largest EV trial - Optimise Prime, with Royal Mail and other key stakeholders explaining how they tackled the biggest hurdles on the road to electrification of their fleets.

Chris Lane, Transport for West Midlands head of transport innovation and Tom Hayes, Oxford City Council executive board member for A Safer and Greener Environment, will both explain their smart transport strategies and how fleets can work with councils to continue to keep goods and people moving in response to air quality regulations.

Gary McRae, Dundee City Council corporate fleet

manager and David Beeton, chief executive of Urban Foresight, will explain how the city was named the most visionary city in Europe for its EV strategy in 2018.

Simon King, procurement director at Mitie, will outline how the company is implementing its plan to make 20% of its 3,500 compact van and car fleet electric by the end of 2020.

More sessions and speakers for the strategy, operations and discover fleet seminar theatres will be revealed in the run up to October's event.

Last year's post-show survey revealed 69% of visitors came to the event to grow their knowledge of best practice, fleet policy and regulations, while 40% were there to meet fleet suppliers.

Stephen Briers, *Fleet News* editor-in-chief, said: "If a business wants to cut costs, improve its green

credentials, reduce risk, better manage its drivers, buy or lease vehicles more effectively, Fleet Live is the only place they can find all the answers."

### TOMORROW'S FLEET

There's a new name to represent the future of the fleet industry at Fleet Live.

The change reflects *Fleet News*' own editorial overhaul at the start of this year that saw it add new sections to the magazine, including Tomorrow's Fleet.

Just like the magazine and on [fleetnews.co.uk](http://fleetnews.co.uk), the Tomorrow's Fleet zone will shine a light on the latest developments in mobility, autonomy, connectivity, shared services and electrification, helping you to understand how these next-gen technologies can improve your operations.



## A business car but not business as usual

The Swift Attitude. £125 per month + VAT on Suzuki Business Contract Hire\*. Plus initial rental of £750 + VAT. 36 month agreement.

10,000 miles per annum. Excess mileage charges apply. VAT payable at 20%.



**Fuel economy and CO<sub>2</sub>\*\* results for the Suzuki Swift Attitude in mpg (l/100km); Combined 51.4 (5.5). CO<sub>2</sub> emissions: 108 g/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. \*Important information - Business Users only. Offer subject to 35 monthly rentals of £124.97 plus VAT with initial rental of £749.82 plus VAT based on Swift Attitude 1.2 Dualjet with metallic paint.

Suzuki Contract Hire is a trading style of Lex Autolease Ltd. Registered office: 25 Gresham Street, London EC2V 7HN. Ownership of the vehicle remains with the finance company and the vehicle must be handed back at the end of the term. UK residents aged 18+ only. Subject to status. The offer above is available from participating Authorised Suzuki Dealers only. The offer cannot be used in conjunction with any other offer unless otherwise stated. This offer is available from 1st April 2019 to 30th June 2019. Return conditions apply. Vehicle must be returned in good condition to avoid further charges. Excess mileage charged at 5.46p plus VAT per mile. The vehicle must be serviced in accordance with manufacturer's guidelines and by an approved service Dealer. All prices and specifications correct at time of going to print. See full terms and conditions at [cars.suzuki.co.uk/swiftbusiness](http://cars.suzuki.co.uk/swiftbusiness)





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**TOMORROW'S FLEET:**  
MOBILITY REPORT

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# PATHWAY TO MOBILITY

The Government has released its *Future of Mobility: Urban Strategy* report, which sets out the nine principles which will guide its approach to emerging mobility technologies and services, as well as help define its vision of urban transport.

*Andrew Ryan* looks at the principles and their meaning

## PRINCIPLE 1: NEW MODES OF TRANSPORT AND NEW MOBILITY SERVICES MUST BE SAFE AND SECURE BY DESIGN

**Department for Transport says:** People's safety and security will be our number one priority in our approach to emerging mobility innovation. New vehicles, services and infrastructure should not increase the risk of harm to transport users and other citizens.

**What is the potential impact?** Numerous surveys have found that safety tops the list of people's concerns about self-driving vehicles, which means the industry faces a challenge to ensure people are comfortable with handing over control, says Lukas Neckermann, managing director of Neckermann Strategic Advisors.

"That means we need to prioritise safety above all else," he adds. "Whether the autonomous vehicle has to be five times, eight times or 10 times safer than a human at the wheel, we do know that in order to convince people of the potential of autonomous vehicles, they need to deliver on the promise of not just reduced incidents but approaching zero incidents."

Multiple studies have found that more than 90% of road collisions are caused by human error and suggestions that autonomous technology could completely eradicate incidents have been described as "untested and uncertain hypothesis" by the International Transport Forum (ITF).

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

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

The ITF adds that many crashes involving human error also involved other factors which may still have led to the collision, even if the human had not committed an error in judgement or perception.

These could include poor roadway design or faulty vehicles, while human error "can also be non-driver-related errors by pedestrians, cyclists and motorcyclists".

It adds: "Since they won't be automated, the errors will probably not be eliminated by automation. These contributions do not likely impact the general finding that automation may continue to significantly better safety outcomes, but it may temper the assessment of automation benefits versus disbenefits."





PRINCIPLE 2:  
THE BENEFITS OF  
INNOVATION IN MOBILITY  
MUST BE AVAILABLE TO ALL  
PARTS OF THE UK AND ALL  
SEGMENTS OF SOCIETY

Department for Transport says:

Access to transport is vital to individual freedom and well-being, social cohesion and a productive economy. Mobility innovation offers huge opportunities to address disparities in access to travel, tackle loneliness and achieve a more inclusive society.

**What is the potential impact?** The mobility strategy makes it clear that both Government and business must consider the needs of all when developing transport services and policy – including elderly and disabled people and those less well off.

It includes ensuring that new services increase rather than decrease the options available to people in areas with poor public transport links, and making sure that people without the internet, a smartphone or bank account still have a good transport offer available.

New mobility services and technologies should be accessible and inclusive by design, while the trend towards ride-sharing will need to cater for users of wheelchairs and mobility scooters, as well as those who, due to mental health or developmental conditions, might not feel comfortable sharing with strangers.

The challenges facing future mobility are vast and different for urban and rural areas. For example, London faces an ageing population, a growing population (8.9 million now; 10m by 2030), inequality – 27% of people are living in poverty while 10,000 have houses worth more than £10m – and an activity crisis.

These changes have to be solved by the transport service to prevent stifling growth opportunities.

Rural areas face different challenges to towns and cities.

Ralph Smyth, former head of infrastructure and legal at the Campaign to Protect Rural England and now a transport consultant, says a point the report misses is “the challenge of the transition between urban and rural”.

He adds: “Urban local authorities are trying to get people to use cars less. Meanwhile, in rural areas buses are being cut. What do you do if you live in the country and you want to go into the city, but have an old polluting car?”

“For the car-free city dweller, how do you get out into the country?”

PRINCIPLE 3:  
NEW MOBILITY  
SERVICES MUST LEAD  
THE TRANSITION TO  
ZERO EMISSIONS

Department for Transport says:

The zero emission transition is essential to meeting our climate change targets and improving air quality, particularly in urban areas. The technology already exists to make it happen. New transport modes and business models, such as self-driving vehicles and ride-hailing services, must be in the vanguard of this change, leading it and not holding it back.

**What is the potential impact?** The Government wants to see new cars and vans delivering as many zero emission miles as possible as quickly as possible.

It wants at least 50%, and as many as 70%, of new car sales to be ultra low emission by 2030, as well as up to 40% of new van sales.

“Improvements in battery technology are coming in at 10%, 15%, 20% year-on-year,” adds Lukas Neckermann.

“That’s something the internal combustion simply cannot keep up with. At best, we can improve the diesel and petrol engine 2% or 3% year-on-year.

“We are getting to the point where the electric vehicle is quite simply the cheaper and most certainly the better option for fleets, for cities, for air quality and frankly also for the automobile industry.

“It’s where the potential lies, it’s where the growth lies.”

PRINCIPLE 4:  
MASS TRANSIT  
MUST REMAIN  
FUNDAMENTAL  
TO AN EFFICIENT  
TRANSPORT SYSTEM

Department for Transport says:

Many journeys into and around crowded urban areas, over distances too long to walk and cycle, are always going to be best served by high capacity mass transit.

**What is the potential impact?** Irrespective of changes in technology, individual motorised transport will never be able to match high capacity transport for getting people in and around dense urban centres and meeting increased demand on the network.

In Nottingham, for example, the provision of two new tramlines paid for by the city’s workplace parking levy (WPL) increased the number of people using public transport.

This saw a modal shift with 20% of people who used their cars moving instead to trams.

“The two new tramlines are now carrying 20 million passengers a year,” says Nigel Hallam, WPL service manager at Nottingham City Council.

The Government wants new mobility services to complement rather than compete with mass transit, for example, by making it easier to get to and from major transport hubs.

It also wants public transport operators to consider how new technologies and business models can help them to improve the reliability, responsiveness, accessibility, affordability and safety of their services.

PRINCIPLE 5:  
MOBILITY INNOVATION  
MUST HELP TO REDUCE  
CONGESTION THROUGH  
MORE EFFICIENT USE OF  
LIMITED ROAD SPACE,  
FOR EXAMPLE THROUGH  
SHARING RIDES,  
INCREASING OCCUPANCY  
OR CONSOLIDATING  
FREIGHT

Department for Transport says:

There is finite road and pavement space in our towns and cities, many of which were laid out long before the advent of motorised transport. The lower running costs enabled by new technologies and business models could worsen congestion if vehicle occupancy and load factors remain low.

**What is the potential impact?** Exploratory analysis into the effects of self-driving vehicles on congestion has indicated the effects are highly dependent on how far ride-sharing is adopted.

Analysis by the Department for Transport suggested that traffic could grow 55% between 2015 and 2050 if ride-sharing fails to take off and vehicle occupancy decreases from an average of 1.5 people to 1.3.

This growth in traffic could increase to 71% if self-driving vehicles also widen access to mobility and carry passengers.

If ride-sharing becomes embedded and average vehicle occupancy increases from 1.5 to 1.7 people, growth in road traffic could be 5%.

PRINCIPLE 6:  
WALKING, CYCLING AND  
ACTIVE TRAVEL MUST  
REMAIN THE BEST  
OPTIONS FOR SHORT  
URBAN JOURNEYS

Department for Transport says:

The greater the share of journeys taken by walking and cycling in urban areas, the better the air quality and health outcomes and the lower the congestion. This will always be true irrespective of developments in automation, electrification and new ways of travelling.

**What is the potential impact?** The National Travel Survey (2017) found that, in England, 45% of all journeys taken by urban residents are less than two miles.

For many people, these trips could be easily undertaken by sustainable, active modes of transport, such as walking and cycling, which support local economies and have huge benefits for health.

Studies have found regular cycling to work is associated with a 45% lower risk of developing cancer and a 46% lower risk of developing heart disease, compared with commuting by car or public transport.

In the west of England, Travelwest (funded by local authorities) provides information and resources to businesses and residents on sustainable travel.

It runs an electric bike leasing scheme for business use.

One of the participating companies is RSK/Structural Soils, and Eric Downey, its senior engineering geologist, says: “Our e-bike started to earn its keep when a colleague undertook a local site audit by bike rather than take a vehicle.”

SPONSOR'S  
COMMENT

By Stuart Thomas, director of fleet and SME at The AA



A suite of mandatory new vehicle safety equipment has been agreed for new type approval models from 2022, and for all existing models by 2024.

EU policymakers expect this to dramatically reduce fatalities, cut traffic collisions by 30% and potentially save up to 25,000 lives over 15 years.

The proposed Bill features compulsory inclusion of intelligent speed assistance (ISA) systems and data loggers. Advanced driver assistance systems (ADAS), such as autonomous emergency braking (AEB), lane-keep assist, driver fatigue detection and reversing camera or sensors will also be mandatory.

The introduction of compulsory ADAS is a key step towards fully autonomous vehicles, an issue that formed a key part of our 2018 Operational Fleet Report, created in partnership with BT Fleet.

Of the fleet managers surveyed, just 29% said they would expect autonomous vehicles to be used in operational fleets within five years. Meanwhile, 67% believed autonomous vehicles would represent a threat to fleet management, with job losses for drivers topping the list of concerns.

However, almost two-thirds agreed that autonomous vehicles would offer safety benefits as well as a reputational effect of being seen as innovative – while fleet managers felt autonomous vehicles will roll out with certainty, once practical considerations have been addressed. At The AA, we welcome any technology that will make UK roads safer. We would encourage the Government to continue the existing dialogue around autonomous vehicles in fleets, while fleet managers continue to bring forward matters arising from technology development, ongoing trials and legislation.

Visit [theaa.com/business](https://theaa.com/business) for more information.



## PRINCIPLE 7: THE MARKETPLACE FOR MOBILITY MUST BE OPEN, TO STIMULATE INNOVATION AND GIVE THE BEST DEAL TO CONSUMERS

### Department for Transport says:

A competitive, open marketplace for mobility is needed to increase consumer choice, drive innovation and lower prices.

### What is the potential impact?

Digitally-enabled mobility services could make travel easier and more convenient as consumers are able to plan journeys integrated across different modes of transport using travel apps.

However, the report says, to realise the benefits most fully, the UK needs to avoid a fragmented market, or one in which one or two large companies have excessive market power.

## PRINCIPLE 8: NEW MOBILITY SERVICES MUST BE DESIGNED TO OPERATE AS PART OF AN INTEGRATED TRANSPORT SYSTEM COMBINING PUBLIC, PRIVATE AND MULTIPLE MODES FOR TRANSPORT USERS

**Department for Transport says:** It is often not possible to get where you want to go using a single public transport option. Increased use of data and new technology can help join up different modes, timetables, ticketing and payment across new and existing transport services.

### What is the potential impact?

Business models such as Mobility as a Service (MaaS) have the potential to make the planning and execution of multimodal journeys easier, moving people away from the private car and towards sustainable transport options.

In theory, this could reduce congestion, improve air quality through decreased vehicle use, and improve users' health by encouraging increased use of active modes of travel such as walking and cycling.

In October last year, for example, Fleetondemand launched its MaaS app for business, Mobilleo, following three years of research, development and testing.

The company says the app integrates thousands of public and private transportation providers into a single, configurable platform.

It allows users to find, book and pay for their entire business journey (including parking, car hire, flights, trains, accommodation, restaurants, airport lounges, car clubs, buses and taxis, in one transaction.

## PRINCIPLE 9: DATA FROM NEW MOBILITY SERVICES MUST BE SHARED, WHERE APPROPRIATE, TO IMPROVE CHOICE AND THE OPERATION OF THE TRANSPORT SYSTEM

### Department for Transport says:

Increased data sharing is vital to ensuring an open mobility marketplace, enabling a better user experience and improving the safety and efficiency of the transport network.

### What is the potential impact?

As new privately-run transport services become increasingly important in the transport system of today and tomorrow, they need to play their part in sharing data in a way that maintains individual privacy, says the report.

This will help to ensure a competitive market, integrate journeys across different modes and improve local authorities' ability to understand and manage the transport network.

Further work will be needed to determine which datasets should be shared and with who, to strike the right balance between empowering local authorities and consumers, and being fair to those who have invested in collecting and formatting data.

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# MAKING TYRES SMART

Connectivity, electrification and autonomy have major implications for tyre technology.

**Andrew Ryan** finds out how two tyre makers are meeting the challenge head-on

**C**onnected, autonomous and electric: these developing vehicle technologies will not only change the cars we use, but also transform how we use them.

However, whatever direction these changes take personal mobility in, one thing remains the same according to Philipp Struck, head of tyre line development at Continental.

"No matter what the idea for vehicles is, all these concepts still rely on tyres and rims," he says. "We believe vehicles driving on the roads will be as important in the future as today for personal mobility."

This belief has seen Continental and rival tyre maker Goodyear develop a number of new technologies to ensure their products remain relevant

as cars become smarter.

By 2025, Continental expects carmaker requirements to focus on three areas:

- Cars which still require a driver but offer significant driver assistance (Level 3 and 4 automation).
- Electric vehicles (EVs).
- Fully autonomous people movers on private roads.

It expects the tyre needs for Level 3/4 autonomous vehicles to be largely the same as for today's cars, although EVs present a different challenge.

Their batteries mean they typically weigh half a tonne more than a comparable internal combustion engine (ICE) car while, unlike ICE, EVs deliver maximum torque as soon as the motor starts turning – both factors which increase tyre wear.

"You can't really say what the penalty on tyre mileage is on EVs because it depends on many factors, but we have seen anything between 5% and 35% worse mileage," says Struck.

He says EV tyres also tend to be taller and narrower than those for ICE vehicles, while speed rating requirements from manufacturers are sometimes lower.

"At the same time the requirement from the car manufacturers is the same: they expect us to deliver a tyre that performs equally (as well as a tyre for an ICE vehicle) and we know from a technical perspective that goal is harder to achieve with a heavier vehicle," adds Struck.

Goodyear is already offering tyres that have been

optimised for use on EVs.

Following the debut of its Electric Drive Technology last year, the manufacturer's new Eagle F1 Asymmetric 3 tyre has been selected by Audi for fitment on the new e-tron electric SUV.

Goodyear says is working with a number of carmakers to address the unique performance requirements of the EV segment.

"The combination of increasing regulations to reduce emissions, the desire to reduce dependence on fossil fuels, and rapid gains in battery technology is creating an ideal environment for electric vehicles," says Chris Delaney, president of Goodyear Europe, Middle East and Africa.

Goodyear testing reveals that traditional tyres can wear out up to 30% faster on electric vehicles.

Delaney says carmakers are pressing for enhanced rolling resistance on electric vehicles to increase range.

Quietness is another consideration, as road noise becomes a major factor when it is not masked by the rumble of an engine.

Away from EVs, the requirements for a fully autonomous people mover are different again. They focus more on the total cost of ownership, low rolling resistance, low wear and the need for advanced sensors to monitor tyre performance and condition.

"These things will drive around all day on their own and there won't be many people looking after them, so the vehicles and particularly the tyres need to take care of themselves," says Struck.

To suit the needs of autonomous vehicles, Goodyear's Eagle 360 Urban concept is a fully-connected tyre that has a morphing tread.

It can check on its own status and gather information on its environment, including the road surface, via connectivity with other vehicles as well as infrastructure, traffic and mobility management systems. Tread can adapt to the road conditions and repair itself in the event of a puncture.

Tyres already have tyre pressure monitoring system (TPMS) technology, but Continental has developed more advanced sensors for its ContiSense and ContiAdapt concepts which monitor a range of factors.

For ContiSense, Continental has developed electrically-conductive rubber compounds that enable electric signals to be sent from a sensor in the tyre to a receiver in the car.

**IF WE WANT TO MOVE THAT (RADIAL TYRES) FORWARD WE HAVE TO BE QUITE RADICAL**

**STEVE HOWAT,  
CONTINENTAL TYRES**

## CONTIADAPT: HOW IT WORKS

ContiAdapt is fitted with small compressors which are able to inflate or deflate the tyres, while hydraulic actuators can alter the rim width to change the footprint of the tyre on the road.



The concept has four different footprints:

- 1 Efficient mode.** This sees the tyre set to the widest rim and highest inflation pressure settings, which makes the footprint wide and short to reduce rolling resistance for efficient driving on dry roads.
- 2 Wet performance.** This sees the narrowest rim but highest inflation pressure to give the smallest footprint, allowing the tyre to push the maximum amount of water away.

- 3 Comfort mode:** This features a narrow rim and lower pressure, increasing the length of the footprint. This brings different tread areas into contact with the road.
- 4 Traction mode for snow/off-road conditions.** This has the lowest inflation pressure with a wide rim to maximise the contact area with the road surface. This improves the grip levels quite dramatically, says Continental.

These rubber-based sensors, powered by batteries which will last around six years, continuously monitor both tread depth and temperature and will alert the driver if the measured values are above or below predefined limits.

If anything, such as a nail, penetrates the tread, the system triggers an immediate warning for the driver, much faster than the TPMS systems used today which warn only when the tyre pressure has fallen below a pre-set level.

"Let's imagine that you are driving along, possibly in the middle of nowhere, and you get a nail in your tyre," says Steve Howat, general manager technical services at Continental.

"TPMS doesn't come on immediately because there is only slow air leakage. The idea here is you have got a sensor that is not only telling you on the dashboard there is a problem but is firing the data back to a tyre dealer to say 'Mr Jones has got a nail in his tyre'. The dealer can make sure it's got the tyre in stock, can make sure Mr Jones knows how to find them, even guiding them through their sat-nav system, to actually get the tyre fixed.

"The sensor could also communicate back to a

fleet office and the fleet operator can look at how quickly the pressure is going down, and tell the driver how soon they need to stop."

ContiAdapt takes the concept of a smart tyre a step further by using the information gathered by the sensors to change its characteristics dependent on the circumstances.

It is able to change the footprint area – the part of the tyre which is in contact with the road – by changing both its rim width and tyre inflation dependent on the conditions (see panel).

"ContiAdapt is about taking a massive leap forward in tyre performance," says Howat. "The radial has been around since the 1960s and, although we've made massive progress in tyre technology, some of this progress is becoming marginal."

"It is a very mature product and very mature technology, so if we want to move that forward we have to be quite radical in what we do."

Howat says the technologies used in both ContiSense and ContiAdapt could be commercially available within three to five years.

"We've done some close studies on cost and we know it would not be prohibitive," he adds.



**S**imon King has a simple way to illustrate how much carbon he hopes his new environment strategy will save: 4,000 tonnes of CO<sub>2</sub> or “twice the size of Sherwood Forest”.

The fleet and procurement director joined Mitie in July 2018 and immediately set about evaluating the vehicle strategy at the outsourced facilities management and energy services company.

“For the first 60 to 90 days, I was seeking to understand the situation – what worked well and where the opportunities were to improve performance,” King says. “This is where it became apparent that we needed within a clear strategy an opportunity to take a market-leading position on electric vehicles – 93% of our carbon footprint is in fleet.”

Support from the executive team came easier than expected.

“I spent all day Saturday writing my presentation and they said ‘you don’t need to persuade us’. It was a 10-minute talk, not a much longer presentation. Mitie understands that this is an important area,” King says.

His environmental strategy focuses on electric vehicles (EVs) and involves three elements: a commitment to convert 20% of the small vans and cars to fully electric by 2020; recognition that infrastructure/charging points and driver behaviour are major road blocks that need to be unlocked; and a commitment to spread the environment focus beyond Mitie to its customers.

With a small van and car fleet totalling a little more than 3,500, the strategy will see 717 EVs brought into the business by the end of next year.

Mitie will install around 230 chargepoints at its offices and another 600 or so at employees’ homes, representing a “significant investment” with supplier Pod Point. It was chosen because of its ability to offer smart chargers that balance the load through charging hubs, and for its software solutions.

The project is being led by Mitie’s own energy team, which can also provide on-site solutions such as battery storage facilities.

“It’s one of the reasons why we can do all this so quickly,” says King.

The energy team has identified potential difficulties with inner city residential charging, so Mitie is working in partnership with other organisations to lobby local authorities to improve the infrastructure. “We want to work together,” King adds.

The first office and home chargepoints will be installed this month, with King anticipating 290-300 EVs coming onto the fleet during the May-to-September window. One-third will be

# ‘We will convert 20% of our fleet to EV by 2020’

Mitie fleet boss Simon King outlines his environmental strategy to *Stephen Briers*

Nissan eNV200 vans; the rest will be cars.

He is re-writing the vehicle policy to make EVs the default choice. “For both cars and vans, unless there are circumstances where diesel is more suitable or there is a business requirement for it, then electric is the default.”

However, the speed of uptake will largely be dictated by vehicle availability, and this has forced the company to widen its traditionally very narrow choice list.

“Historically, we were Vauxhall for our cars. But with EVs, you can’t go for a single manufacturer so we are engaging with all the manufacturers that can support us,” King says. “We are looking for good performance (range, recharge speed) and commercial offering.”

Broadening its choice list has helped Mitie to overcome any driver reluctance to embrace electric. It also surveyed 1,200 potential EV drivers to gauge their interest. Within three hours, 44% had responded; Mitie closed the survey on 80% – a clear indication of the growing appeal of EVs.

The survey asked for details on length of journey, average mileage and the ability to have home charging. King was looking for

**FLEET AND PROCUREMENT DIRECTOR** Simon King  
**TIME IN ROLE** 10 months (July 2018)  
**FLEET SIZE** 5,100 – 1,900 cars, 1,600 small vans, 1,600 large vans  
**FUNDING** Contract hire with Lex Autolease  
**OPERATING CYCLE** starting point of 48 months

drivers with regular, shorter profiles – five trips of 60 miles each rather than one 300-mile journey.

“The survey showed the best fit among our workforce and also showed how we can expand the programme as more vehicles are launched,” he says. “We see 80-90% of charging taking place at home or workplace, but it does require a change in driver behaviour.”

To address this, Mitie will introduce driver training which explains the mind-set necessary to make electric work as a fuel option.

“With diesel, you drive until the light comes on and then find a fuel station to fill up,” says King. “With an electric car, you need similar behaviour to topping up a mobile phone – you plug in at every opportunity to get to keep it constantly charged.”

“That change in usage will require some support and training of our workforce.”

Although, ultimately, he didn’t need to do the hard sell, in his original report for the executive leadership team, King outlined a number of reasons for introducing an EV strategy.

Reducing carbon was “the big one”, particularly as the size of Mitie’s fleet means its impact is significant. Added to that was the in-house expertise of the Mitie Energy division which is able to buy electricity from renewable sources.

This means that, when charged at a Mitie site, not only will the vehicle be zero emissions at the tailpipe, it will be zero emissions when charging.

Mitie has also signed up to the Clean Van ☑

“ENVIRONMENT STRATEGY WILL SAVE 4,000 TONNES OF CO<sub>2</sub> – TWICE THE SIZE OF SHERWOOD FOREST”

SIMON KING, FLEET AND PROCUREMENT DIRECTOR

Simon King quickly discovered that Mitie’s executive team was already on board with the idea of an electric fleet



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### SPOTLIGHT: MITIE

Commitment as a public display of its environmental aspirations, including air quality, providing the company with positive publicity, and it has the support of its employees, which is a big motivating factor.

"We have to make a commitment now and slash our carbon footprint," King says.

However, none of this would be possible if the financial case didn't stack up; after all, Mitie is a commercial business with shareholders to satisfy.

"One reason why we can do all this is because it is cost-neutral with exponential value," King says.

"EVs are more expensive, but the residual values are holding up well and the fuel costs are lower. So, when we look at the total cost of ownership including the infrastructure investment, it's cost-neutral.

"We have a tipping point on cost and that gap will grow (in favour of EVs) when they become cheaper, diesel becomes more expensive and the (diesel) residual values fall."

He adds: "We have a handful on fleet now; we know their range and usage and we are confident we can hit the figures.

ONE REASON  
WE CAN DO ALL THIS  
IS BECAUSE IT IS  
COST-NEUTRAL  
WITH EXPONENTIAL  
VALUE

SIMON KING, FLEET AND  
PROCUREMENT DIRECTOR

"The 'little and often' charge-up means we can manage the range requirement which is typically 80-90 miles per day. We are starting on a like-for-like four-year operating cycle but we will continue to review with Lex."

The next step will be to expand the EV initiative beyond the confines of Mitie's own business and into its customers.

"We have already been contacted by a local authority and a tech firm on how we can help them to change," King says.

He is also keen to widen the EV exposure within the Mitie fleet with larger vans when they come to market, and puts out a public plea to manufacturers: "I would love manufacturers to come to me with larger vans - if you have the ability, please give me a call."

Observant readers will have spotted the fact that Mitie is bypassing plug-in hybrids and going straight to electric. King explains: "We believe this is the right decision. In the vast majority of cases, the choice is electric or efficient diesel. We look at all the technology and if a different one becomes available, such as fuel cell, then we will consider it."

A positive by-product of introducing electric vehicles is safety, one of King's priorities. EVs tend to come highly equipped with the latest technology, such as autonomous emergency braking and pedestrian avoidance technology.

Mitie already deploys telematics across its van fleet and has introduced a driver risk management framework that looks at performance on the road with intervention measures to improve their skills.

It is also keeping a close eye on mobility services and autonomous vehicles but they remain something for the future; for now the focus is squarely on ensuring the EV strategy works.

To find out more about Mitie's EV plan, register for Fleet Live to hear from Simon King - [www.fleetlive.co.uk](http://www.fleetlive.co.uk) (or see page 20).

# KING ON...

### PROCUREMENT

Simon King is responsible for all aspects of fleet management, but says his day-to-day strategy can be summed up by four core areas:

- 1 Safety, which is "priority number one".
- 2 Compliance, including environmental obligations.
- 3 Meeting the needs of the business and its customers.
- 4 Achieving the lowest total cost of ownership.

With a background in procurement more than fleet management, King recognises that his profession often "gets a bad rap" in fleet circles with a perception that cost takes precedence.

"But we are focused on delivering total value - to Mitie and our customers," King says, pointing to five pillars that underpin his approach.

"Cost is important but it's not just about price, it's also about specification; quality and safety link into our fleet strategy; the service that we get from suppliers; ethical and sustainable supply; and innovation - new ideas and ways of working that our suppliers can bring to us," he explains.

"We had a strategic supplier day with 90 suppliers in February, including our key partners like Lex Autolease.

"We work with them to generate exceptional value every day. If procurement is done properly, it adds value."



By turning up at a client's premises in a electric van Mitie will be spreading the word to its customers. But, the company aims to do more with larger vans



# No giant killing act as SsangYong takes aim at local businesses

South Korean manufacturer prefers not to take on the big volume players in fleet. **Andrew Ryan** reports

**D**avid versus Goliath. Wimbledon versus Liverpool in the 1988 FA Cup final. The world is full of heroic giant-killing tales, but these aren't the types of battle SsangYong is looking to get involved in.

"Clearly we can't take a big volume player like a Ford or a Toyota, a Hyundai or a Kia head-on," says Nick Laird, managing director of SsangYong Motor UK.

"We need to be cleverer around the edges, and go for business that, perhaps for them, are less interesting opportunities, but for us are great."

It's a decidedly more modest ambition

compared to the last time *Fleet News* interviewed SsangYong bosses in 2015. Then it was selling 6,000 vehicles and forecasting close to 20,000 by the end of the decade.

Last year, it sold 2,754 cars, of which 1,482 were in retail, and 483 light commercials.

Its priority in fleet now centres on smaller businesses with between 20 and 40 vehicles and often based in one part of the country, which means they can have a strong relationship with their local dealer, according to Laird.

"These customers, particularly those which have a number of pick-up trucks, are great for us," he adds.

His enthusiasm for the brand's fleet prospects has been buoyed by two models: the Musso pick-up and new Korando compact SUV.

The current Musso was launched last summer and will be joined later this year by the long-wheelbase Musso XL, which offers greater carrying capacity.

"Musso XL will be 6% larger than the largest pick-up in the market today, and we imagine that will go down very well with people who are essential users and lug a load of stuff around in their pick-ups regularly," says Laird.

"For example, if you are a builder or a farmer, or just one of those people who need to make damn sure they can get places, need to put kit in the back and need to drive across fields or need to go across uneven terrain, then Musso will work well for them.

"Korando projects us into a much broader market and will be much more competitive with some of the other mainstream models.

"That will provide us with a bunch of opportunities in the retail and business user markets."

New Korando, on sale this summer, features a much-improved interior over its predecessor, and Laird says SsangYong's research shows this will be a key factor in winning new customers.

Its found there are "premium players and then there is everybody else", he adds.

"We're not trying to be premium. We are trying to be a good, mid-market brand.

"If you are in that 'everybody else' category, the

research found consumers won't buy an ugly car, but its exterior doesn't really make a big difference.

"However, we found the interior is one of the things that is much more important for those buyers, so we've spent a lot of time and money designing interiors that are nice places to be, where seating materials are nice, where instrument panels are interesting.

"With our new models, we think the product is ahead of our brand image, so we have the positive challenge where product is perfectly good enough, but we need to give consumers in the business and retail market the confidence and reason to be proud of what they've bought."

Laird says Musso and Korando could both become 2,000 units per year models for SsangYong.

"These two vehicles could – and should – become the mainstay of a larger SsangYong in the UK in the future," he adds.

The Korando range will expand to include a fully-electric model next year and Laird is optimistic this will further help improve SsangYong's image.

"One of the nice things about the alternative fuel market is that because there isn't an internal combustion engine (ICE) to act as a differentiator between brands, it's a bit of a leveller," he says.

"Therefore we have more ability to take a big step in people's perceptions in a tiny market and the buyers of EVs, from what we know today, are so passionate about them that they would love not to buy an internal combustion engine, so the traditionally-strong ICE brands are much less relevant.



**“WE NEED TO GIVE CONSUMERS THE CONFIDENCE AND REASON TO BE PROUD OF WHAT THEY’VE BOUGHT”**

**NICK LAIRD, SSANGYONG MOTOR**

## SSANGYONG'S THREE-POINT FLEET PLAN

### 1 Develop direct fleet business

One of the fleet deals SsangYong has struck is to supply Musso vehicles to the Highways England. It has also placed demonstrator vehicles with police forces.

"We have been delighted to win business from organisations like that because of the credibility that then lends to our product: people will say 'if it's good enough for the police, it's good enough for me,'" says Nick Laird.

"We are using those as ways to get visibility out there and therefore build credibility in the medium term."

### 2 Develop relationships with leasing companies

Laird says: "We are developing relationships with a small number of contract hire companies.

"On our scale, we don't feel we need to have relationships with every contract hire company, and there may be some for whom the fit with us is pretty bad.

"If, as a contract hire company, all you want to do is deliver high-end premium vehicles into professional services companies, we are a very poor fit so there would be little point in either of us getting into a relationship."

### 3 Help franchised dealers grow their fleet business

"We are trying to pull some of our dealers along with our fleet strategy, looking particularly at those local business users," says Laird.

"Sometimes it is about building relationships for them, sometimes it is just cementing relationships that they already have. We are looking to grow our number of dealers across the UK (SsangYong currently has 60 and wants to grow to 90 by the end of 2020), and I would expect the new dealers we bring in will already have experience in fleet."

**ORGANISATION:** SsangYong Motor UK  
**MANAGING DIRECTOR:** Nick Laird  
**TIME IN ROLE:** 17 months  
**2018 REGISTRATIONS:** 3,237  
**EXPECTED GROWTH IN 2019:** 10-15%

SsangYong hopes its New Korando will achieve sales of 2,000 units per year



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<sup>#</sup>Fuel consumption figures are determined according to the WLTP test cycle. \*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. '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 (May 2019).

### SPOTLIGHT: RAC

## 'WE WANT TO HAVE THE VAN THAT CAN'

Technology advances mean vehicles are becoming more difficult to repair or recover. *Matt de Prez* reports on what the RAC is doing to respond

**A**s vehicles become larger and more complex, roadside repairs and recovery pose new challenges for the RAC.

The company has built itself on a foundation of innovations and, this year, it will deploy a range of new services as it looks to provide a better customer experience.

Currently, the RAC attends around 2.5 million breakdowns per year and repairs eight out of 10 vehicles at the roadside.

"As the breakdowns of vehicles start to evolve we need to evolve our thinking. We want to have the van that can."

James Knight, RAC chief operations director, says: "If we look into the future a bit more, we are starting to prepare ourselves for some of the challenges that will come. Of course, electric vehicles particularly, are things that are going to be incredibly challenging to work on."

Typically, when a car cannot be fixed at the roadside a second resource needs to be deployed. This means the customer is kept waiting longer – one of the key things Knight wants to avoid.

"From a customer's point of view, it is incredibly frustrating. They've waited for the patrol and then we can be asking them to wait for another lorry to come to pick them up," he explains.

In 2013, the RAC introduced its rapid deployment trailer (RDT). This, for the first time, enabled patrols to safely hitch up a car to the back of their van and tow it with the front wheels off the ground.

**COMPANY:** RAC  
**FOUNDED:** 1897  
**HEADQUARTERS:** Walsall  
**CHIEF OPERATIONS DIRECTOR:** James Knight  
**NUMBER OF PATROLS:** 1,600  
**NUMBER OF MEMBERS:** 10m  
**BREAKDOWNS ATTENDED PER YEAR:** 2.5m

FROM A  
CUSTOMER'S POINT OF  
VIEW, IT (THE WAITING)  
CAN BE INCREDIBLY  
FRUSTRATING

JAMES KNIGHT, RAC



RAC says that the ability to tow a vehicle with all its wheels raised will grow in importance as more EVs take to the road

As SUV sales boomed and more electric cars flood the market with advanced electronics, a new challenge appeared. The RAC began to see a number of cars that it classified as having "catastrophic faults", which meant, even with two wheels off the ground, the car was immobile.

"If there is damage to the rear tyres or the rear of the vehicle, we simply can't tow it with an RDT. That's a real challenge, because that's a pinch-point for our customers. If we can't get them on the RDT we will have to get a flatbed truck to come along and that takes time," says Knight.

"But, if we can get all four wheels off the ground, it means we can get the vast majority of vehicles moving, no matter what."

To solve the problem, the RAC's in-house technical team devised a new type of trailer. The all-wheels-up trailer adds an extra piece to the existing RDT to raise the vehicle's rear wheels.

The new equipment stows easily into the back of an existing long wheelbase RAC van, and can be deployed by a patrol in a fraction of the time it would normally take for a standard recovery truck to arrive, meaning the time taken to get a stricken vehicle home or to a garage is cut dramatically.

It also helps the RAC deal with the growing prevalence of electric vehicles, which are often not possible to tow [see *Fleet News*, March 28].

Knight says: "Some of these fully-electric vehicles are a bit like a small bomb, there is a lot of power in them and if you get it wrong it's not a great ending to that particular incident. Being able to tow those vehicles to a local garage or dealership to fix it is going to be incredibly important and it ☞



SPOTLIGHT: RAC

“We will get more and more into that space the more that electric vehicles come along.”

Originally the RDT gave the RAC about 80% coverage of vehicles that it can recover. The all-wheels-up trailer takes it to more than 90%.

Currently, every RAC patrol van has an RDT on board. The company is rolling out the all-wheels-up trailer to its 600 long-wheelbase vehicles. As it moves its fleet to larger vans, it plans to have the new trailer in all vehicles.

However, Knight isn't content with just this solution: “There are more than 32 million cars on the road,” he says. “That is still a big chunk of vehicles we can't recover.”

The problem is weight. As the RAC endeavours to keep a healthy stock of tools and parts on board each vehicle, it means they are limited by the vehicle's maximum towing capacity.

From this month, the organisation will begin the roll out of 50 completely new patrol vehicles that will address this issue.

A fleet of specially converted Isuzu D-Max pick-ups provide additional towing capacity, allowing the RAC to tow SUVs, vans and heavier EVs with its new trailer.

“We were looking for a vehicle we could use in restricted areas – something that is easier to manoeuvre in cities. It has a seven-tonne mass, so we can put a three-tonne vehicle on the trailer,” Knight says.

With four-wheel drive, the new D-Max gives good access for customers that go off-road. The trailer is also wider, to accommodate larger vehicles and vans.

He adds: “The beauty of this is, if you think about London, there aren't many flatbeds. To get one into London is incredibly tight. There are an awful lot of 4x4s in London we can't rescue. Typically we would have had to hand that over to a third party and we know our customers don't like that.”

CHANGING BREAKDOWNS USING TECHNOLOGY

Part of the RAC's latest innovations include looking at new ways to handle breakdowns without sending a patrol.



RAC Remote Technician allows drivers to get help via their mobile telephone

“WE WERE  
LOOKING FOR A  
VEHICLE WE COULD  
USE IN RESTRICTED  
AREAS”

JAMES KNIGHT, RAC

For years, the breakdown provider has aimed to resolve customer issues in the most efficient way and this includes talking customers through simple repairs over the phone.

Smartphone technology allows it to take that service a step further. The system works in a straightforward way: when RAC call handlers identify a breakdown that could potentially be fixed over the phone, the member is sent a web link via text message which, once clicked, enables RAC technical advisers to see the vehicle via the

customer's smartphone. The member is then guided to point the camera to various locations around the vehicle so the adviser can assess the fault.

One of most common uses of RAC Remote Technician is to let technical advisers see a warning light that has appeared on the dashboard.

In the instance of a puncture, the adviser can look at the damage to the tyre to assess whether it can be temporarily plugged by a patrol at the roadside or whether a new tyre will be required. The member can also be directed to show the adviser the tyre size so the RAC can make arrangements for a mobile tyre fitter to attend or for a replacement to be fitted at the nearest tyre centre.

It is also possible for the adviser to draw on the screen to show the member precisely where to look on the vehicle. Knight says this is proving to be very beneficial in fixing more vehicles. For example, when a car door will not close properly, RAC Remote Technician can be used to show the customer what to do to free the catch.

“Lots of customers are non-technical so if we can get the right visual on that fault we can decide to send the right resource to that customer the first time,” he says.



PORTABLE EV CHARGING

RAC patrol vehicles are being rolled-out with a new lightweight EV charging system on board.

The idea is to enable stranded EVs to receive a short charge in order to make it to the nearest charging point.

To minimise weight on the van, the charger is powered by its engine. It can add around 10 miles of charge in half an hour.

Without the charger, the RAC would have to tow the vehicle to the nearest charge point, which may require a flat-bed truck if the patrol isn't equipped with a suitable trailer.

James Knight says: “The ability to charge at the roadside will become more prevalent in the coming years. That innovation is critical to us and our customers.”



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CITROËN prefers TOTAL Official Fuel Consumption for C3 Range MPG (litres/100km) combined: 44.2 (6.4) – 67 (4.2). Combined CO2 emissions 120 – 86 g/km. \*Figure shown is for C3 PureTech 83 S&S versions. ^Figures shown are for C3 Feel BlueHDi 100 S&S versions. Official Fuel Consumption for C4 Cactus Hatch Range MPG (litres/100km) combined: 39.1 (7.2) – 58.4 (4.8). Combined CO2 emissions 114 – 98g/km. □Figure shown is for C4 Cactus Feel PureTech 110 6-speed manual. \*Figures shown are for C4 Cactus Feel BlueHDi 100 manual.

Figures shown are for comparison purposes only; you should only compare these fuel consumption and CO2 figures with other cars tested using the same technical standard. The fuel consumption you achieve, and CO2 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 (Worldwide Harmonised Light Vehicles Test Procedure) used to measure fuel consumption and CO2 figures. The CO2 figures shown are NEDCeq (New European Driving Cycle Equivalent), calculated using an EC correlation tool which converts WLTP figures to NEDC. These NEDCeq figures are based on the outgoing test cycle and will be used to calculate tax for the first registration.



## WINNER:

FLEET MANUFACTURER OF THE YEAR

**BMW GROUP (UK)**

BEST EXECUTIVE CAR:

**BMW 5 SERIES**

**COMPANY:** BMW GROUP (UK)  
**GENERAL MANAGER, BMW CORPORATE SALES:** ROB EAST  
**TIME IN ROLE:** FIVE MONTHS  
**TOTAL SALES (Q1):** 46,753 (Q1 2018: 47,393)  
**MARKET SHARE:** 6.7% (Q1 2018: 6.6%)  
**FLEET SALES (Q1):** 31,032 (Q1 2018: 31,829)  
**MARKET SHARE:** 8.4% (Q1 2018: 8.3%)



The team from BMW, including Rob East (centre right, holding trophy) enjoys that winning feeling

# 'Our clear roadmap is to have 25 electrified models by 2025'

Rob East is 'blown away' by BMW product after move from one winning fleet carmaker to another. *Andrew Ryan* reports

**R**ob East is no stranger to receiving trophies at the Fleet News Awards. At last year's event, he went on stage to collect the fleet manufacturer of the year award for Mercedes-Benz, where he was head of fleet. This year, he was back to collect the reader-voted award again – this time for his new employer BMW, three months after his appointment as general manager, corporate sales. It was the second trophy East collected, with the BMW 5 Series retaining the best executive car. However, East rebuffed any light-hearted suggestion that BMW's awards success could be

attributed to his appointment, instead saying it was an exciting time to join the company. "Since I've been here I've been astonished by the quality of the product," he added. "Looking at the brand from afar, I had limited historic exposure to it so when you hear as an outsider about the 'ultimate driving machine', that's quite intangible. "But when you live with the product, you recognise how sensationally designed it is, whether it's from a dynamics perspective, practicality, infotainment. I've really been blown away by it. "This is going to be a really positive time for us. This year is particularly busy and active, as throughout 2019 we've got 18 model launches and

by the end of the year our product range will be the youngest across the premium sector." New launches include the new 3 Series – "from a corporate perspective, an iconic car" – including a 330e plug-in hybrid version, as well as 1 Series, X5 plug-in hybrid, Z4, 8 Series, and X7, while revised models include the i3 and 7 Series. Further ahead, BMW plans to have 25 electrified models by 2025. While these new products will have a massive role to play in the brand's future, East is also focused on other measures aimed at improving performance in the corporate sector. **Fleet News: What is your priority at BMW?** **Rob East:** We are developing an updated strategy very much to maximise growth. We've got some great customer relationships and have a very strong channel performance in fleet across the various subsets, but there is more we can do. For me, it's very much about how we differentiate what we do over and above the competition and how we continue to fight and punch above our weight in the corporate channel. For us as a group, it is about sustainable channel management. In the first two months of the year we grew in customer channels against our competitors and we want to reduce our non-customer channels, such as demonstrator, rental and internal fleet volume. We take channel management very seriously and it is about creating

profitable growth for our retailers as well as the effect it has in terms of residual value management. This is a clear objective for us as we move into 2019 and beyond. (In the first three months of 2019, BMW registrations in rental dropped 9.5% year-on-year, with fleet captive sales falling 19.3%.) **FN: How do you incorporate Mini into the BMW fleet offering?** **RE:** We've made a fundamental change this year. Historically, the team looking after corporate sales for Mini was separate from BMW's, but, as of the start of this year, my team looks after both brands. It allows us to take much more of a group approach to corporate sales. We can now talk to the market with one voice, which is a really positive step. There is a lot of natural interest in Mini, but it just makes sense that we go out there and talk to the fleet marketplace, whether it is end-users or fleet managers, with one voice. Mini is an integral part of the BMW Group, so it is also about making it much simpler for customers to deal with us. It is fair to say that, historically, we were a little disjointed, but we will be looking to rectify that. Mini has never had a stronger and more corporate-relevant range of products. **FN: The fully-electric Mini will be launched next year, but until then what will be the main focus for the brand?**

**RE:** This year is about making the experience of buying a Mini much simpler, so there is now a five-step process. We can go back to the early days of the Chilli Pack, Pepper Pack and various other packs and I think it is fair to say customers often had some challenges making sense of it. It's now very straightforward: you first pick your model, you then choose the desired level of performance, then the style, then packs and finally any bespoke options. That's a great example of us looking to simplify the customer journey. It's about reducing option complexity, and now we can make sure that where there are packs they can be coded correctly so you get the residual value effect. **FN: Does this desire for simplification stretch across to the BMW brand?** **RE:** One area I've challenged my team around is simplification. I think there are certain points of our approach to the market where, with the benefit of objectivity, we make it relatively complex for customers, so at every point we need to be challenging ourselves to simplify the customer journey. How do we simplify how we communicate? How do we simplify our channel management to our retailers? That's very much work in progress, but that's an area we will be focusing on. **FN: Are you concerned about people opting out of company cars?** **RE:** I don't see the death of the company car; the top end corporate customer remains committed. Drivers want options, but opting out isn't a panacea. We are trying to see how we can support the market by engaging with companies that have an opt-out policy. We are also modelling the like-for-like cost of a company car versus the retail market. **FN: How are you supporting those companies?** **RE:** From a national sales company perspective, we have an opportunity to understand an organisation's objectives in broader terms. It used to be about fleet policy and optimising the number of models on their fleet; now it's about their commercial strategy and how they will develop and grow so we can support them. Several times during the interview, East refers to corporate mobility as a rapidly changing sector, with BMW determined to take a leading role. One of these initiatives is a joint mobility venture with Daimler, which will focus on developing autonomous technology, as well as a free-floating car-sharing service which brings the brands' DriveNow and Car2go initiatives under one roof. "Around 10 to 15 years ago, partnering like this with a rival would have been unheard of, but it made sense to leverage our scale," says East. "You've now got some real focus between two strong automotive brands and it's about harnessing the innovation and thought processes that go through that. "Our clear roadmap is to have 25 electrified models by 2025 so, again, the breadth and the speed of change, certainly from a product perspective, shows no sign of slowing down. "We've got every right to be excited and, indeed, optimistic for the future."



## JUDGES' COMMENTS

### BEST EXECUTIVE CAR

By far the best driver's car in this category, the 5 Series also has competitive running costs and low CO2 emissions. With a strong range of engines and drivetrain, it's the executive car that everyone wants.

### FLEET MANUFACTURER OF THE YEAR

An ever-expanding model range has given BMW a car to compete in almost every segment. It continues to offer improved performance and reduced emissions across its ranges, with no adverse effect on drivability. Attractive BIK and running costs help keep BMW at the top of choice lists.

“WE HAVE EVERY RIGHT TO BE EXCITED AND, INDEED, OPTIMISTIC ABOUT THE FUTURE”

**ROB EAST, BMW GROUP (UK)**



# Company Car IN ACTION

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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 Mercedes-Benz GLE will make its public debut at the show. Visitors will also be able to

drive the new Jaguar XE, Toyota Camry and Lexus UX for the first time.

CCIA 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 the extensive testing ground.

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.

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## THE CARS

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### BMW

Visitors to CCIA will be among the first to experience the all-new seventh generation BMW 3 Series, with a variety of derivatives available to test drive at the event.

In 320d guise, the new 3 Series has CO<sub>2</sub> emissions from 110g/km and promises up to 67mpg.

The new 330e plug-in hybrid will also be on display.

Rob East, general manager corporate sales at BMW Group UK, said: "CCIA is an important event in the calendar for our corporate team to meet with fleet decision-makers and showcase the latest offerings from BMW Group."

Fleet managers will be able to drive the new BMW Z4, 850i and M4 Competition, as well as the i8 hybrid sports car.

Core fleet models such as the BMW 5 Series, i3, Mini Countryman PHEV will also be available for drives at the event.

### FORD

The new Ford Focus will be available for test drives for the first time at CCIA, following its debut last year. It will be joined by the new Fiesta Active and Focus Active.

Visitors can also drive Britain's best-selling car, the Ford Fiesta.

Following a recent facelift, the Mondeo will also be at the event in hybrid guise.



### HONDA

Honda wants to electrify its entire model range by 2025 and the new CR-V Hybrid is the first new vehicle from the manufacturer that features electrification.

The petrol-hybrid CR-V emits from 120g/km of CO<sub>2</sub>, yet develops a healthy 184PS.

Zero emission range is limited, but there is no need to plug-it in.

The CR-V will be joined by the Civic diesel, which promises up to 64mpg and CO<sub>2</sub> emissions from 91g/km.

Recently facelifted, the HR-V will also be available for test drives.

Those looking for greater thrills can enjoy the high-performance Civic Type R, which develops 320PS.



### FCA

A quartet of brands from FCA will be presented at CCIA this year.

Alfa Romeo will offer the Giulia and Stelvio in a range of engine and trim combinations, including the high-performance Quadrifoglio.

Fiat will have the 500X available to drive with its new turbocharged petrol engine, alongside the Fiat Professional Ducato and Doblo vans.

Abarth will have the 595 to test, while the all-new Jeep Wrangler will also be available to drive, as will the Renegade and Compass.

Simon Wheeler, FCA fleet and business marketing manager, said: "CCIA is always a great opportunity for us to show our multi-brand fleet solution in the best way possible."

"Allowing key decision-makers to test our range at Millbrook demonstrates just how capable our vehicles are. It's an invaluable event that we bring our wider fleet team to, enabling us to network and deliver solutions."







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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.

## CompanyCar IN ACTION

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### THE CARS

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#### JLR

Jaguar Land Rover will be bringing a large selection of products to CCIA, including the new Jaguar XE and the new Range Rover Evoque.

It will also be showcasing a range of electrified products, including the current World Car of the Year Jaguar I-Pace, along with the Range Rover and Range Rover Sport PHEV model.

Redesigned for 2020, the facelifted XE features a new interior with enhanced technology.

The Jaguar XF saloon and sportbrake, E-Pace and F-Pace will also be available, as will the Range Rover Velar and Land Rover Discovery.

A spokesman said: "Jaguar Land Rover is excited to be attending Company Car in Action again in 2019. The show provides us with an ideal opportunity to showcase our new and latest products not only to fleet decision-makers, but also key influencers within the industry."



#### KIA

Kia will be presenting one of the most hotly-anticipated cars of the year, the e-Niro. Boasting a range of more than 260 miles, the affordable EV has already sold-out with orders running into 2020.

It will be available to drive at CCIA alongside the rest of the Kia range, including the new Ceed and ProCeed, new Sportage, Optima, Rio and Picanto. There will also be 'hot laps' available in a Kia Stinger GTS.

John Hargreaves head of fleet and remarketing at Kia, said: "Kia is pleased to be attending CCIA for the seventh successive year. We are always pleased to showcase our product and CCIA has the advantage of bringing many of the key fleet decision-makers together at one location. One of our main attractions this year will be the multiple-award-winning all-new e-Niro, but we also expect to see plenty of interest in the eye-catching all-new ProCeed."



#### MERCEDES-BENZ

CCIA visitors will be among the first to drive the new Mercedes GLE large SUV. It features a seven-seat configuration for the first time and is available with a 245PS diesel engine as well as a mild-hybrid petrol. Alongside the GLE will be the new CLA.

Mercedes will also be offering drives in the A 200 d and B 200d, some of the first cars to meet the upcoming RDE2 emissions standard.

As part of its drive towards electrification, Mercedes has launched two new plug-in hybrid versions of the E-Class. One uses a petrol engine and the other a diesel. Both will be available to test at CCIA.



#### PORSCHE

Returning to CCIA for the third consecutive year is Porsche. It will be offering fleet decision-makers the opportunity to test its range of hybrid models, including the Cayenne E-Hybrid and Panamera E-Hybrid.

The Panamera emits from 61g/km of CO<sub>2</sub>, despite packing 462PS. It is available in Fastback and Sport Turismo body styles. The Panamera Turbo S Hybrid has 680PS and emits 74g/km.

In the Cayenne, emissions of 72g/km are complemented by a 462PS power output.

There will also be 718 and Macan models to test, alongside the ubiquitous 911.



#### RENAULT

Renault wants to help fleets make the switch to electric vehicles, so this year it will have experts on hand to talk CCIA visitors through the Renault EV range, which includes the Zoe, Twizy and Master ZE.

They will be available to test, alongside the recently facelifted new Kadjar that includes a new range of petrol and diesel engines.

Key fleet models will be on stand, including the Captur and Mégane. There will also Trophy versions of Megane Renault Sport with 300PS available to drive.

Renault will be running a prize draw with two tickets to the F1 British Grand Prix 2019.







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Official fuel consumption for the Ateca range mpg (litres/100km) combined: 31.7 [8.9] – 54.3 [5.2]. Combined CO<sub>2</sub> emissions 120 – 168 (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. Model shown: Ateca SE Technology. 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.

## CompanyCar IN ACTION

12-13 June 2019 • Millbrook Proving Ground • [companycarinaction.co.uk](http://companycarinaction.co.uk)

### THE CARS

TURN OVER FOR MORE >>>

#### SEAT

Seat will be showcasing the new Tarraco on its stand, with visitors able to drive the car both on- and off-road. It will be joined by the full Seat range, including Ibiza, Leon, Arona and Ateca. Decision-makers will also be able to test drive the new Cupra Ateca and Leon Cupra.

Peter McDonald, head of fleet and business sales at Seat, said: "CCIA is one of the real fixtures in fleet, bringing the industry together in one place at the same time. It offers a unique opportunity to talk to business owners face-to-face, and gain a greater understanding of their needs. Events like this help Seat innovate and improve our offering even further.

"It's also an unmissable opportunity to experience first-hand what the latest Seat range has to offer and discover our fleet programmes."



#### SUZUKI

With a fresh fleet strategy, Suzuki is a brand that wants to be seen as serious player in the industry.

Its key models will be available to drive at CCIA, such as Ignis, Swift, Vitara and S-Cross. Both Swift and Ignis feature mild-hybrid technology. The Swift Sport will also be available to test.

Suzuki's in-house business team will be on the stand throughout the event, including head of fleet, Graeme Jenkins.

He said: "Being recognised as a new fleet 'Challenger Brand', Suzuki is pleased to be supporting CCIA again this year. We look forward to welcoming our existing and new customers to CCIA, where they can drive our vehicles and meet my team of experienced fleet professionals."



#### TOYOTA/LEXUS

Toyota will offer two first drive opportunities for fleets at CCIA this year. The new Toyota Camry, which comes exclusively with a hybrid engine, will be available to test alongside the new Lexus UX compact crossover.

Other newly launched models include the Toyota Corolla and Rav4, plus the Lexus ES. Lexus will also have the NX, RX and RC available to drive. The RC-F and LC 500 will both be at the show too, used for hot laps that can be arranged on stand.

Visitors to the Toyota and Lexus stand will be able to learn more about its hybrid technology and how it can reduce costs.



#### VAUXHALL

Two new models will be available to test at the Vauxhall stand – the new Combo Life and Combo Cargo. Both are based on a new platform and offer improved refinement and efficiency.

The Combo is available with a 1.5-litre diesel engine that meets the latest Euro 6d-Temp emissions standards.

Vauxhall will also be showcasing the all-new Vivaro van in a static display.

Also available to drive will be the Insignia and Vauxhall's SUV range: Mokka X, Crossland X and Grandland X. These are in addition to its best-selling Corsa and Astra.



#### VOLVO

The whole Volvo range will be available to drive at CCIA this year, including the new S60 and the brand's twin-engine plug in hybrid range.

The XC90 and XC60 will also be available to test on the off-road track.

Steve Beattie, head of business sales at Volvo Car UK, said: "CCIA is, without doubt, one of the highlights of our year. It gives fleets a fantastic opportunity to experience first-hand the latest Volvo models and innovations.

"Last year, nearly 400 Volvo test drives were taken, making it a huge success. We anticipate 2019 will be even better."





## THE DRIVING EXPERIENCE

Millbrook Proving Ground is the perfect place to put a variety of cars through their paces on the same roads and in the same conditions. With all vehicles parked on the steering pad or at the off-road course, visitors can simply visit the relevant manufacturer's stand and collect the keys to whatever they wish to drive.



### 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.



### 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.



### 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.



### OFF-ROAD

Test your driving skills and car performance on the off-road course which offers a range of terrains to replicate almost every situation. Fleets have the opportunity to 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.

## 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, 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 – how to look after staff

Companies can play a huge role in looking after their car and van drivers, some of whom will undoubtedly be suffering from stress, distractions or health concerns. This session will offer advice on how you can support your drivers, including the tell-tale signs of mental stress and depression, and what to do about it.



## ZERO AND ULTRA-LOW EMISSION ZONE

The expanded Zero and Ultra-low Emission Zone will showcase even more of the market's low emission cars and plug-in technology.

BMW's new 330e will among the models on display. It emits 39g/km of CO<sub>2</sub> and can travel up to 37 miles on battery alone.

Other plug-in hybrids on stand will be the Volvo XC60 T8 and Toyota Prius. The zone will also feature fully electric cars, such as the Jaguar I-Pace, Kia e-Niro and Renault Zoe, alongside the Honda CR-V Hybrid.

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.

Sponsored by **bp chargemaster**



### 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 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.



# PLAY THE GAME

**C**ompetition exists everywhere. Whether in the workplace, trying to beat sales targets, at home playing boardgames or Candy Crush on a phone, people have a built-in will to win.

By using telematics data, fleet decision-makers can channel this competitive spirit to improve driver behaviour.

"Gamification draws from game design and is intended to leverage people's natural desires for socialising, learning, mastery, competition, achievement, status and self-expression," says Lisa Dorn, associate professor of driver behaviour at Cranfield University.

"Gamification is often geared towards the attainment of rewards such as badges, points or higher placement in a game hierarchy such as beating others on a leaderboard or league

Gamification can be used to improve driver behaviour to reduce costs, cut collisions and improve efficiency. **Ben Rooth** reports

table. Making the rewards for accomplishing tasks visible to other players is a way to encourage players to compete."

Dorn, who is also founding director of online educational company DriverMetric, adds that gamification – at its best – has the potential to tap into a driver's "natural desire" to improve their performance.

"This is drawn from the social sciences – especially psychology," she says. "Humans rely on feedback, social support and encouragement to stay motivated. Social comparison – the process of comparing goals and accomplishments to those of others – motivates individuals to improve their performance relative to others."

Here we look at the five steps a fleet decision-maker should consider to introduce gamification.

## Step 1: Decide on aim of programme

Gamification is used widely in the modern business world as a cost-effective tool to improve employee or business performance, and it also has relevance to fleets.

The information collected through telematics can be used to improve driving styles and safety, increase fuel economy and simultaneously reduce CO<sub>2</sub> emissions.

"Telematics data can help define business objectives and, in some cases, improvements in driver behaviour will then help to deliver these," says Beverley Wise, director UK and Ireland at TomTom Telematics.

"Companies should look at those elements of driver behaviour that are most aligned with their overall business goals.

"A company looking to reduce operational costs, for instance, may look to focus on reducing fuel spend and seek to achieve this by improving driver mpg.

"For example, by helping e-commerce, postal and retail logistics business Secured Mail to implement a league table system, we enabled the company to realise a £130,000 annual saving on fuel and £30,000 annual saving on its maintenance costs."

Wise adds Secured Mail – whose drivers "love the competitive nature of the league tables" – also uses the telematics data to provide targeted training.

## Step 2: Decide on the scope and size of the scheme

Gamification programmes can be implemented on a depot, regional or nationwide basis dependent on the organisation's structure, while they should also be tailored according to variables such as driver demographic, business culture and fleet composition.

However, Adam Wheeler, technical consultant at Masternaut, says incentives tend to work best on a depot or small team basis as the competition is known and results can be discussed between drivers.

Wheeler says: "For larger schemes – either regional or national – to work effectively, there needs to be constant reminders of the scheme to motivate drivers and jog their memory.

"However, a depot versus depot approach is an effective way of incentivising managers to get their team to improve.

"If there is a form of incentive for the depot manager with the best team, it'll help to get each of them invested in the scheme, which, in turn, will help to motivate drivers."

Gamification is particularly suited to small businesses (SMEs), says Derek Bryan, vice-president of Europe, Middle East and Africa (EMEA) at Verizon Connect.

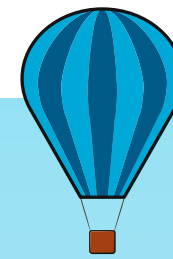
"Close-knit communities of employees will feel more motivated by the appeal of healthy competition with colleagues they know personally based on data-driven insights, rather than arbitrary identifications of employee of the month," he says.

Gamification can also work on an individual level, says Mark Roberts, chief executive of Lightfoot. "Competing with oneself is just as engaging as competing with colleagues or friends," he says.



**A DEPOT VS DEPOT APPROACH IS AN EFFECTIVE WAY OF INCENTIVISING MANAGERS TO GET THEIR TEAM TO IMPROVE**

ADAM WHEELER, MASTERNAUT



## SPONSOR'S COMMENT

By Derek Bryan, VP EMEA, Verizon Connect



Organisations are under immense pressure to improve cost efficiency while also evolving the way they work to keep up with rapidly changing customer and employee demands.

Telematics can be a sensible first step to making these gains, but for businesses to prepare for the future, Verizon Connect's fleet management platform is the next logical step.

Verizon Connect's fleet management suite combines telematics with the advantages of Field Service Management (FSM) activities, such as work order planning and management, along with near real-time updates on traffic and weather conditions, helping businesses to optimise and scale their operations.

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These systems also allow workers to complete admin tasks and report quickly while out in the field using their smartphones or tablets. This not only provides more precise service windows for customers but can also be set up to provide them with accurate and timely updates for the work being carried out.

Fuel expenses can be greatly reduced with fleet management software by pinpointing the most efficient routes and monitoring unwanted driver behaviours like speeding, cornering and unnecessary breaking. By allocating jobs more efficiently, businesses can even take on more work, and make better use of their assets.

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## Step 3: Get the right format

Gamification programmes tend to fall into two categories: league tables where all results are on show, and anonymised systems.

Printed league tables remain the "most common, old-school approach", says Wheeler. "They highlight either the best drivers or identify the worst on a week-by-week basis.

"The advantage of this approach is that it's easy for everyone to see how they're doing compared with everyone else while also contextualising their behaviour."

Dorn adds: "League tables mean that everyone can check everyone else's performance either through an app or a noticeboard, and this can undoubtedly lead to others cheering them on for improvements.

"Equally, if there is a negative safety culture, a public notice could lead to resentment and some drivers gaining social status by being the worst driver."

The culture of the business and the people within it also needs to be taken into account when deciding whether to make results public.

"Some people work better with a fire lit beneath them and a bit of pressure, others prefer to focus on the positives," says Roberts.

However, the advent of GDPR data protection legislation has made it difficult to blanket-publish all driver-related information in a public league table, says Wheeler.

"The best way to show wide-ranging data is an opt-in approach," he adds. "However, this tends to result in those who are embarrassed and unhappy with their score – usually the

worst performers – having their data hidden, which results in the league table losing its effectiveness.

"The best from of gamification is to turn the process into something drivers themselves monitor and police.

"The best way to do this is to give drivers access to their own data – through an app ideally – and show them their rankings compared with others in their team or branch while simultaneously anonymising the other drivers."

This provides a relevant comparison, says Wheeler, and drivers can still see how much they need to improve in relation to the competition.

"The drawback to this approach is that it requires drivers to be invested in their driver behaviour scores, and to want to see how they are doing," he adds.

"So for this approach to work it requires proper incentivisation and buy-in from all managers to promote and enforce it."

For those fleet decision-makers who do want to produce league tables, the best approach is generally to highlight the top drivers each week and mention them to foster a competitive spirit in all drivers.

Wheeler adds: "For the worst drivers a private debrief, showing them their own data and rankings against an anonymised league table can help them to see where and how they need to improve without being publicly called out."

## Step 4: Get incentives right

While just the competition between drivers to be the best can sometimes be enough to encourage improvement, organisations can also offer rewards.

These can, for example, be the promise of a cash bonus, additional annual leave or gift tokens.

"Prizes, rewards and incentives need to be meaningful to people," says Roberts.

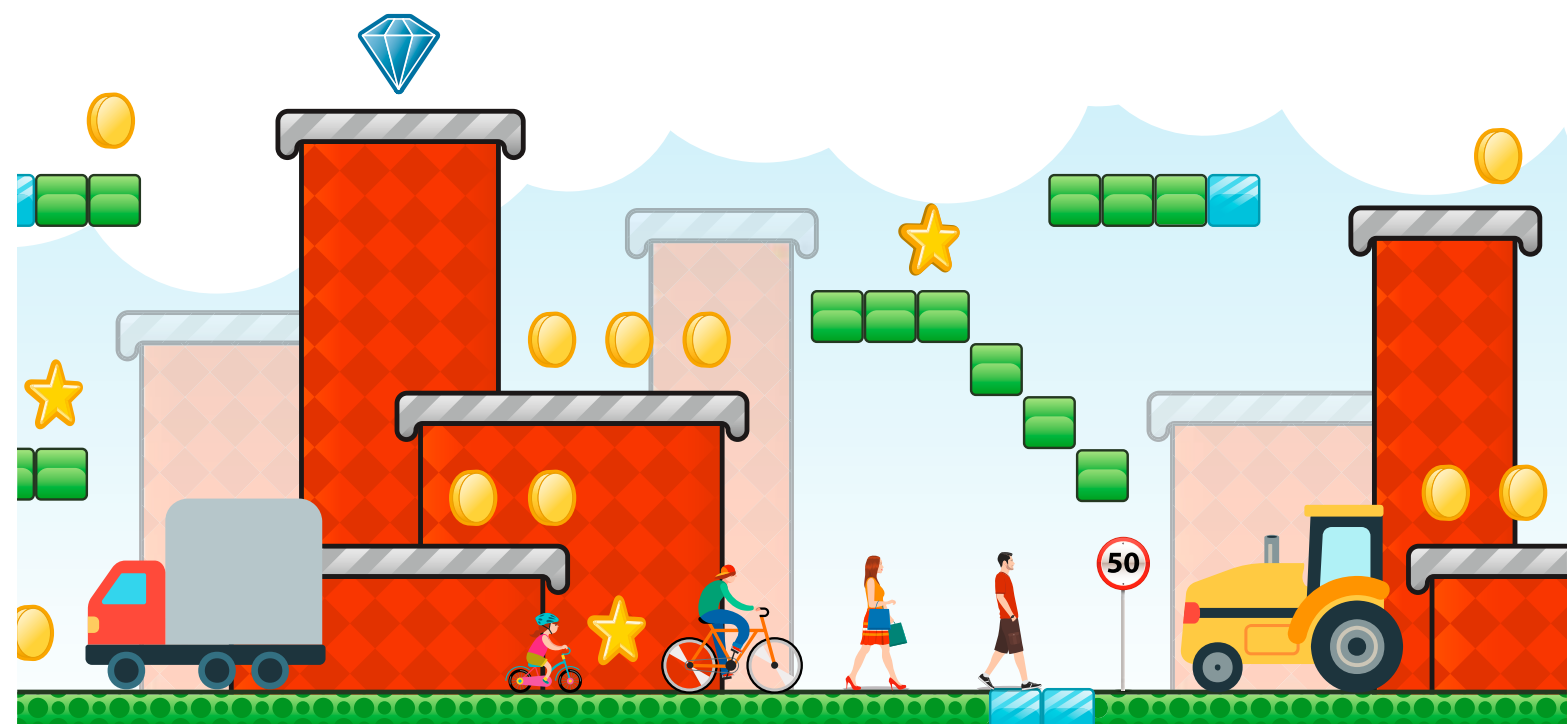
"Engaging with, and hearing the opinions of, your drivers will always be the best way to ensure you're doing things right.

"Taking an hour to hear what your drivers want in the form of incentives will earn you dozens of hours in increased productivity."

Roberts says Lightfoot incentivises driving behaviours in a number of ways, such as tangible rewards ranging from the latest tech to a pie a week for a year, or just the knowledge that drivers are causing up to 20% less pollution and environmental damage.

**PRIZES, REWARDS AND INCENTIVES NEED TO BE MEANINGFUL TO PEOPLE**

MARK ROBERTS, LIGHTFOOT





**Step 5:** Communicate effectively to ensure success

Clear communication is of paramount importance when it comes to implementing any gamification programme.

"The key to a successful scheme will always be the implementation of initiatives that are strategically planned and supported by fleet data insights, the alignment with fleet and wider corporate goals and the use of effective internal communication tools," says Wise.

"The latter may include everything from regular e-mail bulletins informing staff of performance trends, providing updates on the latest driver league tables and recognising the top performers in workshops and face-to-face briefings."

Wheeler agrees. "A clear communication strategy with the drivers and a joined-up approach from the company management are the two biggest things that can help facilitate the successful introduction of a driver behaviour scheme," he adds.

"If these two parts are in place, then it goes a long way in ensuring the foundations of the scheme within the organisation is solid, allowing it to be run successfully from the start."

**CASE STUDY: PRINCEBUILD**

Princebuild has witnessed a "dramatic fall" in at-fault collisions in the two years since it launched driver performance league tables.

"The results speak for themselves," says Jonathan Brown, fleet and facilities executive manager at the building and property maintenance business, which has 120 vans.

"We've also noticed a fuel cost reduction of 10% in the first year, rising to 12% in the second.

"In addition, we've been able to reduce the amount of CO<sub>2</sub> produced across our fleet by 7.6% in the first year and by 8.2% in the second full year.

"In short, the league table has proved successful on several different levels – and is helping us proactively save money."

The league tables are based on a range of driver behaviour data recorded by the telematics technology, while drivers are not offered rewards to motivate them.

Instead, the company explains to drivers the benefits of driving more efficiently and how the savings are used to improve their working environment.

"After the league table is explained during the induction process, I sit down with each driver at yearly intervals and discuss the findings of the telematics relating to speed and harsh braking, etc.," says Brown.

"I also show them where they are on the league table – without ever revealing who's above or below them on the list – which avoids any problems relating to the confidentiality of data.

"This undoubtedly results in them aspiring to climb the league table."

He adds: "It's my view that no good ever comes from naming and shaming – resentment simply festers among those drivers who see their names at the bottom of a list.

"Instead, I talk directly and discreetly to those employees and discuss ways of proactively improving their performance – this is what improves the situation most effectively.

"I've found that the top 10 performing drivers tend to be pretty consistent – so it pays to concentrate on those who need assistance."


Princebuild's Jonathan Brown is a fan of using league tables




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# FLEETS MEASURE UP BEST ON HANDLING VEHICLE RISKS

Given the fixed rules on MOT testing, servicing and licensing, managing vehicles should be easier than managing drivers, says DfBB's *Simon Turner*

**JUNE  
TOPIC:  
LEADERSHIP**

**M**anaging vehicles from a risk point of view should be easier than managing drivers because there are more fixed rules. Cars and vans have to be taxed and MOT tested (at three years), new vehicles have to be serviced in line with manufacturers' guidelines to maintain warranties, and heavy commercial vehicles come under O-licence regulations.

It was no surprise then when we at Driving for Better Business looked at the results from our online risk assessment and found that management of vehicles was the section where fleet operators got closest to where they should be, with an average user score of 65 against a target score of at least 73.

Many operators were, however, going much further towards best practice by utilising an array of advanced technologies that both protect the valuable assets themselves as well as helping to protect drivers. In fact, the two questions receiving the highest positive responses in the whole survey both come under vehicle management.

When asked "do you ensure your vehicles are always serviced within the manufacturer's recommended guidelines and MOT'd on time?" 87% said yes, and a further 10% were working towards it, meaning only a handful weren't taking this issue seriously enough. What is heartening is that all those responding must be confident in their record keeping and alerts for vehicles to ensure they don't miss key dates for MOTs or services that are due.

The next best performing question was "are policies and procedures in place to promote regular vehicle checks to ensure they are in a safe, legal

and well-maintained condition?" which scored a 78% positive response with 13% working towards. Perhaps more importantly, 62% also answer "yes" to a follow-up question of "do you have procedures in place to check these standards are being maintained?" with a further 16% working towards.

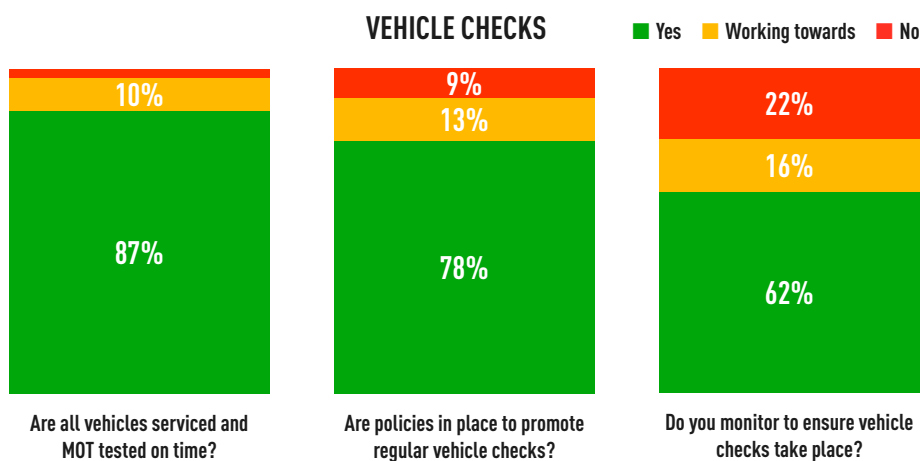
## PUTTING POLICIES IN PLACE

This is so important because putting policies in place is one thing, but ensuring they are followed, and any findings acted upon, is key.

Amey, one of our Business Champions, is among many companies with commercial vehicles that is exploiting digital technology and apps to facilitate driver daily walkaround checks. Simple to use and replacing a manual paper-based method, it allows

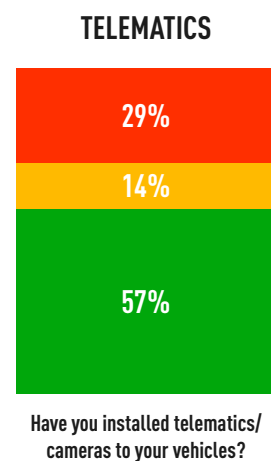
the driver carrying out the inspection to speed up the process and submit the results in real-time from the app, and includes details such as photos, time and date stamps as well as notes on corrective action. Once the check is finished, the report is viewable via an online portal. Any failed vehicle compliance checks automatically generate reports which are sent to line managers for inspection and to guide employees on how to rectify any identified issues.

The most common technology used in vehicle management is telematics. Originally used for tracking vehicles, systems are now so sophisticated they provide a wealth of data on location, fuel efficiency, emissions, idling time, roadworthiness and, of course, driver behaviour.



When asked "have you installed telematics, tracking and/or vehicle cameras to your vehicles?" 57% replied yes with a further 14% working towards. We suspect a lot of fleets making up the 29% who said "no" were car-only fleets where telematics is much more difficult to implement – it encounters greater resistance from drivers, and the benefits are sometimes harder to quantify.

All Driving for Better Business Champions that operate commercial vehicles use telematics in some form and it has been central to their ability to manage both their vehicles and drivers. Collisions aside, data consistently shows poor driver behaviour has a significant adverse effect on wear and tear, fuel economy and emissions so it shouldn't be surprising that most well-run fleets use it.



So why is this such an important part of vehicle management for our Business Champions?

Balfour Beatty uses it to unlock opportunities to gather data such as idling, mpg, CO<sub>2</sub> and link it with ancillary equipment such as on-board weighing and gritter boxes, enabling rich data to be available that not only yields benefits in terms of driver safety but also assists in managing sustainability targets, financial benefits and contractual reporting obligations.

## ALMOST INSTANT IMPROVEMENT

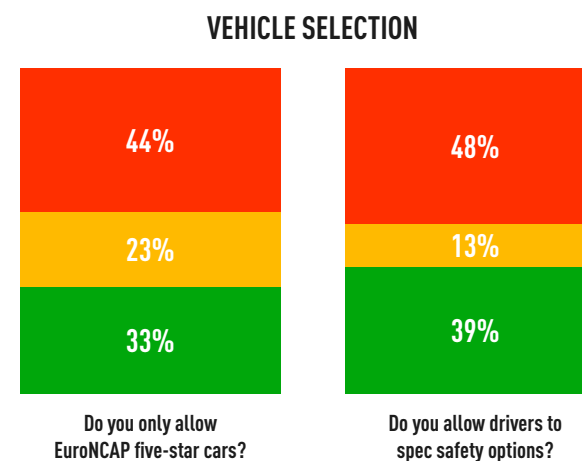
Carnell Support Services installed telematics to help it understand driver behaviours. Intervention soon followed, targeting the drivers that needed it the most and driver performance improved almost instantly. In the first year, driving styles improved by 50% overall, reducing damage, wear and tear, fuel use and emissions.

Hertfordshire Independent Living Services fitted a telematics/driver coaching aid to its fleet of around 70 cars and, in less than 12 months, saw an 80% reduction in speeding events and more than 40% reduction in collisions, all of which reduced their fleet insurance and improved the end of life value of their vehicles.

Iron Mountain saw great success in reducing speeding events across its fleet. The fleet operates one of the strictest anti-speeding policies we've seen with its telematics system reporting an event every time the driver travels in excess of just 4mph over the posted limit (i.e. 35 in a 30 limit, 45 in a 40, etc.). Working with its drivers it was able to reduce speeding events by more than 80% so that now the company reports less than one event per week, per vehicle, despite collectively travelling in excess of 200,000 miles per week.

You might expect this to have dented Iron Mountain's productivity but far from it! Its on-time delivery service KPI of 99.97% has not been affected. Consequently, the drivers now realise they don't have to speed to get the job done.

Use of telematics is therefore a clear area where benchmarking your fleet performance can help. Many of our Business Champion case studies show graphs of collision reductions and further reductions in operational costs and emissions. It also makes it much easier to benchmark your fleet internally, where vehicles are split across multiple depots, teams or geographies, enabling you to see which areas are performing well and which need to improve.



**THE (IRON MOUNTAIN) DRIVERS NOW REALISE THEY DON'T HAVE TO SPEED TO GET THE JOB DONE**

Having looked at some excellent practices where companies are utilising technology to improve vehicle management and vehicle safety, the weakest area in this section is actually vehicle selection and procurement. Many businesses look closely at fuel efficiency and emissions with commercial operators opting for Euro 6 trucks and car fleet operators selecting cars with lower CO<sub>2</sub> emissions.

## UNNECESSARY VEHICLE DAMAGE

However, most operators are missing a trick here to protect both drivers and vehicles by reducing unnecessary vehicle damage with significant associated savings in third-party claims.

According to a study by EuroNCAP and ANCAP, fitment of autonomous emergency braking (AEB) systems leads to a 38% reduction in real-world rear-end crashes and, according to Thatcham Research, this leads to a 45% reduction in third party injury claims.

AEB is now a requirement for a car to achieve a EuroNCAP five-star rating yet only 33% of respondents answered "yes" to "do you insist on only purchasing/leasing/hiring vehicles that have attained a five-star EuroNCAP rating and which include the latest safety features such as autonomous emergency braking?"

A follow-on question of "do you allow drivers of company cars to specify optional vehicle safety or advanced driver assistance systems even if they come at extra cost?" was only answered "yes" by 39% of firms.

Half of the respondents to both these questions said they weren't even looking at this issue. The reasons most often given for not answering "yes" are that these systems are not fitted as standard to the cars they want, and that the additional cost of fitment as an option is too high. This is despite the wider fitment of AEB within company fleets being a stated objective within the Government's British Road Safety Statement.

One such company that has taken on this approach is leasing company Arval, a Driving for Better Business Champion, which ensures all company cars are fitted with ABS, ESC (electronic stability control) and reversing sensors as mandatory features. The company car choice list also only includes vehicles that have scored five stars in EuroNCAP testing.

For car and van fleets, on-board vehicle safety systems and advanced driver assistance systems (ADAS) have well-proven safety benefits for drivers and financial benefits for the business. It is an area where operators now need to be showing significantly more interest.



# HOW TO COMMUNICATE effectively

Take a sophisticated approach to avoid misunderstandings in business communication. *By Peter Eldridge, director, ICFM*

**L**ast issue, we covered the key factors involved in managing others effectively and identified that the pinnacle for training development and excellent service delivery is the art of good communication.

Communication is often taken for granted as being something of a hygiene factor and that we naturally convey information and all that is included under its umbrella. The reality is that for many of us that is far from being the case and the level of understanding we actually communicate is often far short of that required.

There are many good reference points covering the subject of communication and most of them agree that the process is made up of three basic components, the sender, who delivers a message via a channel, which is then communicated to the receiver. Put more simply, this is a process of encoding and de-coding and, on the face of it, all sounds perfectly straightforward.

In reality, the process, particularly in the fleet arena, requires a more sophisticated approach that takes full account of the important core elements involved.

## SO WHAT HAPPENS WHEN ONE PERSON TRIES TO EXPRESS AN IDEA TO OTHERS?

Let's explore this in a little more detail. The first thing to appreciate is that, as humans, we are

**JUNE TOPIC:**  
FLEET RESILIENCE  
- HOW TO MANAGE  
TRANSFORMATION

more likely to respond positively to a message that is to some degree attractive or intriguing. Anything of a converse nature will usually result in 'barriers' being created and the inevitable outcome of poor or no communication. This literally means sometimes we have to find ways of delivering bad news in a way that is acceptable and that, of course, is never easy.

As mentioned, the process of communication commences with the sender, the person who transmits a message and in our sector this could potentially involve any or all of the fleet-responsible stakeholders from HR, finance, compliance, sales and operational backgrounds.

The message they convey, can be via a number of channels, verbal, email, or hard copy document, and each will trigger a response from the receiver, which will inevitably be influenced by the initial method of communication.

On this note, it is not unusual for electronically driven dialogue to be rather more direct and pull no punches, compared with the same message verbally communicated which will often be of a more conciliatory nature!

Therein lies the initial challenge, that we are generally less likely to 'tell it like it is' if we are in face-to-face communications and more likely to take an overly assertive or aggressive stance if communicating electronically.

In addition, the absence of body language in the

latter plays a significant part in communication breakdown for obvious reasons – no eye contact, signalling or measurement of demeanour etc.

If we focus on email or other written communications, the sender must choose certain words and phrases or non-verbal methods to communicate and this is called encoding. Specific attention to detail should be exercised when encoding a message and consideration given to the level of detail and content included. This will directly influence how the receiver will interpret the message and how it will affect the future relationship between the sender and the receiver.

For example, a simple message to say 'thanks' for help and assistance provided with fleet budget information will be relatively straightforward and unlikely to generate anything in the way of a negative response. By contrast, a message that says the fleet budget is going to be cut by 25% will require a more complex and carefully considered approach if getting the receiver to 'buy-in' to the concept is the main objective.

Should I communicate via email or letter, or should I just pick up the phone?

Whether to opt for written or oral communication is influenced by the relationship you have with the receiver of the information. It is also influenced by the urgency and level of detailed content involved and the importance and structure of the response required.

Other considerations are, do you require an immediate response? If yes, a verbal communication is probably best. But if your message contains complicated facts, figures or if documentary evidence is required, then the only sensible option is a written communication. Also, whether your message is being directed internally or externally has a bearing on your choice of communication medium.

Is there any advice on how to organise various communications?

Well the answer, of course, is yes.

First, it is good advice to clearly identify internal and external communication channels, both of which can include a broad range of communications, including:

**Written media:** Letters, reports, proposals, electronic mail, social media bursts, advertisements, brochures, catalogues, news releases, bulletins, job descriptions, quotations, contracts, SLAs, posters, employee manuals and even electronic bulletin boards.

**Oral communication:** Telephone discussions, staff meetings, face-to-face talks, teleconferencing, video conferencing, presentations, etc.

Another oral channel, although generally unplanned, is the 'grapevine' or 'corridor language' most of which is unstructured, based on rumour and anecdote and both of which endorse the fact that "news travels fast".

When communicating in a meeting, either on a one-to-one basis or in a group, be mindful of your body language. It is said that a typical communication consists of more than 50% non-verbal communication, which includes body language. So, if your body language is sending negative signals to the other person, the communication will probably break down in the process.

As the saying goes, 'the first impression is the last impression', hence you should always be careful when it comes to the image you portray.

It is also good practise to create a template that covers all of the likely communications that exist within your business framework. This can be a simple matrix involving a single page or something more sophisticated like an electronic 'flipper' page document, but the key message here is always try to use a consistent approach.

**BE A GOOD LISTENER, REMEMBER THE OLD ADAGE 'THERE IS NO POINT TALKING IF NO ONE IS LISTENING'**

## HOW CAN I BE SURE MY COMMUNICATION WILL BE CLEARLY UNDERSTOOD?

This is the really important bit and in the confusing and imperfect world of business, several problems can occur with communications:

- The message may never get to the receiver
- A letter goes astray.
- An email that ends in a spam folder due to firewall settings.
- If the message is oral, the listener may forget or misunderstand it.
- Even worse, a message intended for the receiver might be intercepted by someone else.

## THE DECODER MAY INTERPRET THE MESSAGE INCORRECTLY

Even if the message reaches its intended receiver intact, there is no guarantee it will be understood as the sender intended. The receiver must have the skills and knowledge to decode it and associate meaning to the words and attachments included.

The problem here is that not all of us have identical experiences with interpretation of the

subjects and the technical elements that are commonplace in fleet communications and attitudes, abilities, opinions and communication skills in general, all vary.

This plays a part in the eventual outcome, with misinterpretation and personal biases often manifesting themselves.

Great care is therefore required to ensure any communication is structured in such a way that the likelihood of a biased or misinterpreted response from the receiver is minimised.

In summary, here are 10 tips to improve your communications:

- 1 Use the right communication medium for the task in question.
- 2 Always adopt a positive and professional approach when communicating.
- 3 Maintain a neutral position when communicating and never express anger or bias.
- 4 Be confident in your approach and with your ideas.
- 5 When communicating in a face-to-face meeting, don't portray negative body language.
- 6 Never interrupt the other party in the communication, always ask before interjecting.
- 7 Think before you speak or respond, make sure you have all the facts.
- 8 Be a good listener, remember the old adage 'there is no point talking if no one is listening'.
- 9 Don't deviate from the line of communication, stick to the topic in question.
- 10 Be open to receiving feedback – communication is a two-way process.

Would you like to know more?

For expert help and advice, join the ICFM, which provides access to a wide range of fleet operational best practice tips – visit [www.icfm.com](http://www.icfm.com) or contact [administration@icfm.com](mailto:administration@icfm.com) for further information. Please mention *Fleet News*.

## 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)







# New funding choices can drive major savings

Roundtablers swap notes on car clubs, ECO schemes and funding panels

By Sarah Tooze

**F**leet decision-makers shared how they have adopted new ways of funding their vehicles and made significant savings when they attended the recent Fleet News Awards roundtable, sponsored by Škoda UK.

The methods discussed include car clubs/corporate car sharing schemes, using a panel of funders and revisions to employee car ownership (ECO) schemes. The latter was prompted by the OpRA

(optional remuneration arrangement) regulations, introduced in 2017 by HMRC.

Fleet operators have also been under pressure to look at new operating cycles as a result of London's Ultra-Low Emission Zone (introduced on April 8 this year).

**Fleet News: What initiatives have you introduced to your fleet within the past two years?**

**Mandi Nicoll, fleet manager, Schneider Electric:** We operate a blended scheme which is ECO predominantly, but we were forced to revisit how we funded that scheme due to OpRA and the removal of the flexible remuneration part of the scheme. We went through three consultants. It was difficult with HMRC because even their technical department didn't understand their own provisions of OpRA but, eventually, we were one of the first companies in the UK to get an approved scheme last year.

We didn't want to lose the savings we got from ECO or for it to cost any more so there was a long agenda to implement. It went fairly well. We've got 1,300 company cars in the UK, we saved £2 million a year when benchmarked against a traditional contract hire scheme. Our scheme is based on benefit-in-kind (BIK) so

the contribution from the driver is more or less equivalent to BIK although it's a constant contribution for four years.

**Tracy Turbitt, senior buyer, Schneider Electric:** Because of the increase in BIK over the next three years we're implementing ULEVs (ultra-low emission vehicles) so we maximise the tax efficiency and retain the £2m saving. Our company is all about sustainability and, hopefully, more drivers will take ULEVs.

**FN: How else will you optimise the scheme?**

**Tracy Turbitt:** For the ECO scheme to work efficiently, the drivers need to be regularly submitting their mileage capture. If they don't do that they can't optimise the AMAPs (approved mileage allowance payments) within the scheme and we have to make more loan payments. We use TMC for mileage capture and we're looking at telematics as that will feed directly into TMC and remove the need to for the driver to submit their mileages.

**FN: Has anyone else made changes to the funding of their fleet?**

**Sarah Gilding, head of vehicle fleet management, South Yorkshire Police & South Yorkshire Fire and Rescue:** We've implemented a car club where the vehicles are rented long term. One of our specialist areas had asked to increase the number of their vehicles because of the number of staff they had but, by implementing a car club, we've been able to stick with the same number (of vehicles) as utilisation is really good. That's probably saved in excess of £200,000 on its own.

**FN: Was the car club straightforward to introduce?**

**Sarah Gilding:** It was. It was just about getting the message across to people and trying to change the culture of drivers who have got the keys and keep the keys with them and think it's their vehicle. By doing quite a number of different communications with the staff and looking at the data to see who was booking vehicles and not using them and

feeding that in we improved the utilisation by about 80%.

**Justin Patterson, head of operations, Addison Lee:** One of my biggest challenges in the past 12 months has been funding. We replace probably 1,700-2,000 vehicles a year so quite a large amount of capital is required. I've introduced a funding panel by bringing together three leasing companies and three asset finance banks and we order the vehicles in batches so I'll give them three months' notice that I need 300 or 400 vehicles. I spec them, buy them and work the panel in terms of residual value (RV) positioning. We can choose if we wish to sell the vehicles at the back end and also within the agreement we've negotiated that we will return the RV. So if, for example, you have £200 impact of RV because we've hit the vehicle we'll make good that £200.

It's worked well, although there have been some challenges. Each bank and each leasing company will have different targets so some months and some quarters they're

really keen, others they're not. If you want things to be steady in terms of knowing what your funding rates are going to be and who you are going to be with I wouldn't recommend the model. But in terms of savings we've had multi-million pound savings because each single vehicle is competitive.

**FN: How do you ensure drivers keep the vehicles in good condition?**

**Justin Patterson:** Most of our fleet, 4,500 of 5,000 vehicles, we rent out so the majority of our drivers are self-employed. They lodge a deposit with us which covers things like damage and, therefore, we've got a mechanism of recharge. We also operate under a regulatory environment in London with TfL (Transport for London) and PCO (Public Carriage Office) requirements are much more stringent than the MOT so things like unsightly bodywork is a fail. We can't have scratches and dings and that's one of the sells back into leasing and the banks – we will give them back a Cap-clean vehicle.

## ATTENDEES

- 1 Justin Patterson, head of operations, Addison Lee
- 2 Stephen Briers, editor-in-chief, Fleet News
- 3 Tony Murphy, fleet manager, Murphy Plant
- 4 Sarah Gilding, head of vehicle fleet management, South Yorkshire Police & South Yorkshire Fire and Rescue
- 5 Olivia Scott, area fleet manager, Škoda UK
- 6 Tracy Turbitt, senior buyer, Schneider Electric
- 7 Hannah Cockayne, area fleet manager, Škoda UK
- 8 Graham Telfer, fleet manager, Gateshead Council
- 9 Mandi Nicoll, fleet manager, Schneider Electric
- 10 Elaine Pringle, vehicle operations team manager, Scottish Water

**FN: How time consuming it is to manage the scheme?**

**Justin Patterson:** It's certainly time-consuming. We've run through quite a change of fleet and we're preparing for further huge change in the coming years. The challenge we had this year, and will have for the next three years, is that the majority of vehicles operate within the TfL environment and we're now in the first of ULEZ so all vehicles need to meet Euro 6.

Then, from next January 1, any newly registered vehicle operating

in London needs to be sub-75g/km and 20 miles zero emissions capable – basically a plug-in hybrid of some description.

By January 2023, regardless of age, they've all got to be sub-75g and 20 miles zero emissions capable.

So, by the time we get to the summer I can't order any more vehicles that have a traditional internal combustion engine because I'm going to be beyond my three years, unless I reduce the term and that is an option.



“WE DIDN'T WANT TO LOSE THE SAVINGS WE GOT FROM ECO OR FOR IT TO COST ANY MORE”

MANDI NICOLL  
SCHNEIDER ELECTRIC





# RANGE ROVER EVOQUE

Evoking the best of its predecessor with refinements should make it a fleet winner

By Andrew Ryan

**T**he original Evoque broke new ground for Range Rover when it was launched in 2011, with the futuristically-styled car taking the brand into a smaller SUV sector than before.

It also proved to be a major hit, selling 785,000 globally during its life, with 20% of these registered in the UK.

Although three-quarters of the UK registrations were made by retail customers, the model had plenty of fleet appeal, too, not least because of the availability of a model with CO<sub>2</sub> emissions below 120g/km.

So if the original Evoque is a hard act to follow, how does its successor fare? The answer, in short, is very well.

A major part of its appeal will be its engine line-

up. A plug-in hybrid variant powered by a 1.5-litre petrol engine and an 80kW electric motor will be available within the next 12 months. But, until then, customers will have the choice of 150PS (D150), 180PS (D180) and 240PS (D240) versions of the Ingenium diesel engine.

All, except the 150PS unit in the front-wheel drive car, are the first engines to feature the carmaker's 48v mild hybrid technology, which, Land Rover says, reduces CO<sub>2</sub> emissions by up to 8g/km and fuel consumption by up to 6%.

This translates into official combined fuel economy of between 41.9mpg and 40.4mpg and CO<sub>2</sub> of 149g/km to 163g/km for these engines.

However, it will be the 150PS FWD model (44.9mpg) which will be of most interest to fleets. As the only engine option which is RDE2-compliant, it means drivers will avoid paying the

4% diesel supplement as part of their benefit-in-kind (BIK) tax bills.

With CO<sub>2</sub> emissions from 143g/km and P11D prices from £31,030 for the entry-level Evoque equipment grade, 20% taxpayers could face a monthly BIK bill from £165.

Strong residual values are likely to help leasing rates as well: Cap HPI estimates the Evoque will retain an average 63% of its value across its range after three years/36,000 miles, a 10 percentage point increase on its predecessor.

If these sums stack up for a fleet and driver, then there is also much else to commend the SUV.

From the outside, it is unmistakably an Evoque, sharing the same sloping roofline and rising waistline as its predecessor.

The most noticeable updates are its slim LED head- and tail-lights and door handles which sit flush to the bodywork before emerging when the driver approaches – both features first seen on bigger brother, the Velar.

The Evoque is available in four equipment grades: Evoque, S, SE and HSE. Standard across the range are automatic headlights and windscreen wipers, heated windscreen, two-zone climate control, heated front seats, 10-inch infotainment touchscreen and Bluetooth connectivity.

Driver-assistance features includes a rear camera, front and rear parking aid, emergency braking, lane-keep assist and driver condition monitor, helping Evoque achieve a maximum five star Euro NCAP rating.

Stepping up to S adds larger wheels, leather seats, Navigation Pro and Connect Pro, auto-dimming heated door mirrors, traffic sign recognition and adaptive speed limiter, while SE includes premium LED headlights, powered



The 10-inch infotainment touchscreen comes as standard

	FLEET PICK D150 S MANUAL	ENTRY LEVEL D150 MANUAL	RANGE TOPPER D240 HSE R-DYNAMIC
SPECIFICATIONS			
P11D Price	£34,180	£31,030	£48,415
CO <sub>2</sub> emissions (g/km)	143	143	163
Monthly BIK tax (20%)	32%/£182*	32%/£165*	37%/£299
Fuel efficiency (mpg)	44.9	44.9	40.4
Fuel cost (ppm)	N/A	N/A	N/A
Annual VED	£530 then £140	£530 then £140	£855 then £465
Class 1A NIC	£1,509	£1,370	£2,472
RV	£15,575/46%	£14,175/46%	£19,875/41%
AFR (ppm)	11	11	11
Running cost (ppm)	N/A	N/A	N/A

////////////////////////////////////// \*without 4% BIK diesel surcharge //////////////////////////////////////

## RIVALS



**RIVAL 1**  
AUDI Q3 35  
TDI SPORT



**RIVAL 2**  
BMW X1 SDRIVE18  
2.0D M SPORT



**RIVAL 3**  
VOLVO XC40 D3 150  
INSCRIPTION

	FLEET PICK D150 S MANUAL	ENTRY LEVEL D150 MANUAL	RANGE TOPPER D240 HSE R-DYNAMIC
SPECIFICATIONS			
P11D Price	£33,690	£32,660	£32,300
CO <sub>2</sub> emissions (g/km)	123	120	127
Monthly BIK tax (20%)	32%/£180	32%/£174	33%/£178
Fuel efficiency (mpg)	60.1	40.4	51.4
Fuel cost (ppm)	N/A	N/A	N/A
Annual VED	£210 then £145	£210 then £145	£210 then £140
Class 1A NIC	£1,489	£1,442	£1,471
RV	£11,250/33%	£10,050/31%	£11,975/37%
AFR (ppm)	11	11	11
Running cost (ppm)	N/A	N/A	N/A



The Evoque retains the sloping roofline and rising waistline of its predecessor

tailgate, and Park Pack, consisting of clear exit monitor, park assist and rear traffic monitor.

HSE adds upgraded leather seats, interior luxury pack, Meridian sound system, ClearSight interior rear view mirror, powered gesture tailgate, keyless entry, blind spot assist, adaptive cruise control and high speed emergency braking.

Styling cues from the Velar such as a digital instrument cluster and dual infotainment screens also feature, adding to the Evoque's luxury feel. Quality of materials and build is excellent.

The interior is also more spacious than before: for example, rear knee room has increased by 20mm despite the car being just 1mm longer,

while the boot – at 472 litres – has grown by 10%. In comparison, the Volvo XC40's boot is 432 litres enough for a journey I had to make,

The feeling of luxury the Evoque's interior exudes is reflected on the road. During our test route on a mixture of surfaces, it proved to be exceptionally refined and comfortable.

Performance from the D150 engine was adequate, but the nicely-weighted direct steering made it enjoyable to drive.

These qualities, combined with its eye-catching looks, true Range Rover luxury and RDE2 engine, mean its success story looks set to continue for some time yet



## THINKING CAP

By Martin Ward, Cap HPI manufacturer relationships manager

This month I've been...

...driving the Audi e-tron

It's good to see manufacturers venturing up north to launch cars with Wetherby the venue for the UK press event of the Audi e-tron.

The e-tron is the first fully electric production model sporting four-rings. This is a full-size SUV and runs on battery power alone with a range of around 240 miles – not quite as good as I would have thought, but adequate.

Its power is up to 300kW or 408PS when boost mode is used and goes from 0-62mph in 5.7 seconds. It throws you back in your seat, and frightens passengers to death! This Audi looks fantastic, quality is brilliant and it's great fun to drive. Prices start from £71,520.

...and the Volvo S60

I went even further north, to Pitlochry in the Scottish Highlands, about one-and-a-half hours' from Edinburgh, to drive the all-new Volvo S60, the saloon to take on A4, C-Class and 3-Series.

Only one engine and one model to drive. No diesel will be available for this car built at Volvo's newest plant in South Carolina, just a 2.0-litre petrol that produces 250PS, and a cracking engine it is, too. On our five-hour test drive we achieved 37.5mpg on average, according to the on-board computer. Being in the car for all that time, among some spectacular scenery, was a real pleasure.

...facing the reality of electric vehicles

It seems that everywhere you turn someone is talking about the future of electric vehicles (EVs). I recently had an EV for a week and, as good as it was, I found it almost unusable.

Despite having a charging box in my new garage, the lead didn't quite reach which meant I couldn't close the up-and-over door. When charging overnight, I had to leave the door part open.

Also, the range just wasn't quite enough for a journey I had to make, so I took a petrol-powered car.

Anyone talking about EVs should use one for a week before they speak. First-hand experience might give them a more balanced view.

cap hpi





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IGNITION: FIRST DRIVE

ŠKODA  
SCALA

It may not send pulses racing, but Scala is a solid performer with much to commend it

By Phil Huff

**S**koda's previous attempt at taking on the market dominated by Golf, Focus and Astra didn't go too well in the UK, with the Rapid never capturing the imagination. Still, it sold well across Europe, so Škoda is having another crack with the Scala.

Available to order now, with first deliveries this summer, it has borrowed some style from Audi, with a chrome-rimmed front grille framed by aggressive LED headlights. The rear sees the glass flow down below the window line into the bodywork, creating a smooth profile. The manufacturer then uses that space, spelling out Škoda in capital letters as a mark of confidence in its new design direction.

Sharing much of its underpinnings from the Seat Ibiza and Volkswagen T-Roc, the Scala has a sensible range of Volkswagen group engines under the bonnet. It starts with a 1.0-litre three cylinder petrol unit delivering 95PS, and rises to a 1.5-litre engine with a handy 150PS. There's also a 1.6-litre 115PS diesel, but the pick will be



The whole car is littered with clever features

that small petrol engine tuned to provide 115PS.

There are no WLTP economy figures available just yet, but experience over the model's press drive suggests the small petrol engine will return a reasonable 40mpg. The figure will drop alarmingly if swift progress is required, as is often the way with downsized engines, but the chassis doesn't really encourage that style of driving.

The Scala is no hot hatch, instead focusing on being safe, comfortable and predictable. It's devoid of drama and excitement, but that's meant as a compliment.

Ride quality is strong, at least on the 16-inch wheels of the SE-spec car. The same applies to the larger 17-inch wheels of the SE L. Both cope with rutted urban roads and remain compliant over all but the worst of surfaces. The optional 18-inch wheels make a difference, but not for the better. Save your money, and some CO<sub>2</sub> emissions, and stick with the standard fit.

Every model is well equipped, with even the entry level fitted with air conditioning, hill hold, digital radio, a chilled glovebox, leather-covered steering wheel and two USB-C sockets.

There's no Android Auto or Apple CarPlay to take advantage of the sockets on the entry model, but SE and SE L have larger touchscreen infotainment systems with smartphone mirroring, while the top model includes navigation.

The whole car is littered with 'Simply Clever' elements and handy design touches to make life easier; the cap for the washer bottle doubles as a funnel, there's an ice-scraper in the fuel flap that also has a gauge to measure tyre tread depth and, of course, a ticket holder built into the A-pillar.

Space is a highlight, too. With a wheelbase 10cm longer than the Golf, there's acres of room inside, with four six-footers easily fitting. The boot is also enormous, with a class-leading 467 litres of space with the seats up and parcel shelf in place. It's all fitted in a cabin that's stylishly minimal, with excellent ergonomics. Škoda's budget-conscious culture shows itself in some cheaper material choices below elbow height, but every surface is at least acceptable, if not luxurious.

There's nothing to complain about, and little to get overly excited about, but the sum of all the parts is far greater than you might expect.

FLEET PICK MODEL:  
SCALA SE 1.0 TSI 115 MANUAL

SPECIFICATIONS	
P11D Price	£18,360
CO <sub>2</sub> emissions (g/km)	113
Monthly BIK tax (20%)	26%/£955
Fuel efficiency (mpg)	N/A
Fuel cost (ppm)	N/A
Annual VED	£170 then 140
Class 1A NIC	£659
RV	N/A
AFR (ppm)	11
Running cost (ppm)	N/A



# TOYOTA CAMRY

The comeback Camry has numbers that should appeal to drivers and fleets

By Matt de Prez

**T**oyota is on a bit of a roll. It recently impressed us with the revival of the Corolla, replacing the dowdy Auris, and now it's bringing back the Camry to plug the gap left by the Avensis.

Fleets are the target market for the new model, expected to account for 80% of sales. While Toyota doesn't have strong sales aspirations for the Camry – only 500 will be sold this year – it believes that having a broader model range will increase its chances of scoring lucrative fleet deals.

There is only one engine and two trims to choose from, keeping the line-up simple. The Camry uses a 2.5-litre petrol hybrid, the same one that's fitted to the Lexus ES. Customers can choose from Design or Excel models, with prices starting at £29,995.

CO<sub>2</sub> emissions of 98g/km help to minimise tax bills on Design grade cars, while the higher-spec Excel – priced at £31,295 – emits 101g/km.

Both come packed with fleet-friendly equipment, including leather seats, adaptive cruise control, reversing camera, sat-nav and keyless entry.

**FLEET PICK MODEL:**  
2.5VVT-H DESIGN

SPECIFICATIONS	
P11D Price	£29,820
CO <sub>2</sub> emissions (g/km)	98
Monthly BIK tax (20%)	23%/£114
Fuel efficiency (mpg)	50.4 to 53.3
Fuel cost (ppm)	N/A
Annual VED	£120 then £135
Class 1A NIC	£946
RV	£10,375/35%
AFR (ppm)	11
Running cost (ppm)	N/A



Interior quality is high with swathes of soft touch materials

The Excel – set to account for a quarter of sales – adds larger 18-inch alloy wheels, blind-spot monitor and a wireless charging tray.

Interior quality is high, almost Lexus-like, with robust switchgear and swathes of soft touch materials. Long journeys should be no trouble in the Camry. Its seats are supportive and comfortable, there is little wind or road noise and the driving position is easy to optimise.

There's a decent amount of space in the rear and clever packaging of the battery has left room for a 524-litre boot, considerably larger than the one in a Ford Mondeo Hybrid (383 litres) and bigger, even, than that in a Mazda 6.

Handling is best described as safe and secure. The Camry is no match for a BMW 3 Series – it's not meant to be – but its stiffer shell and new suspension design does a decent enough job in the bends with little body roll and sharp steering.

The engine develops 215PS, giving the Camry an advantage over similarly priced cars in this segment. It's enough to get the saloon from 0-62mph in 8.3 seconds and promises average fuel consumption of

50-53mpg. During our test we were impressed that the Camry appeared to hit the advertised mpg figures with little effort. A strong feat for a large, petrol-powered car.

The lowest figure we saw was around 40mpg, suggesting the Camry could be a feasible alternative to a diesel for higher mileage users.

As with all Toyota and Lexus models we've tested recently, our biggest disappointment with the Camry is the infotainment system. Cheap-looking graphics and poorly arranged menus are one thing, but the sometimes incomprehensible sat-nav directions make for a stressful experience. On more than one occasion we came across Camrys on the launch event making U-turns or going the wrong way.

The lack of Apple Carplay or Android Auto means users have little alternative.

Overall, the Camry is comfortable, efficient and well equipped. As a fleet proposition, the numbers stack up so it should appeal to drivers who want a cost-effective conventional three-box saloon and not an SUV.



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FIRST TEST

## PEUGEOT 508

1.5-LITRE BLUE HDI

By Stephen Briers

It's the looks that strike you first. The narrow headlights set back FROM the bumper and bonnet, bookending an equally shallow grille, give the car a menacing glare, while the swooping roofline lends a hint of coupe to this five-door hatchback.

Our new long-term Peugeot 508 has earned many admiring glances. Everyone asks: "What's it like?"

It's been a few years since a Peugeot has attracted such interest. And, initial reactions to the question are "it's pretty good".

Our test car is the lower trim Allure (which sits just above the entry level Active) with the 1.5-litre Blue HDI 130PS engine.

Priced at £26,320 (P11D), metallic paint adds £575, but there are no other options on the car.

Quality and equipment levels are impressive. As standard, you get safety items such as speed limiter recognition, driver alert attention, lane keeping and blind spot detection, plus 'convenience' kit including front/rear parking sensors, 180-degree colour reversing camera, 3D sat-nav, Apple CarPlay and Bluetooth.

Peugeot has put much emphasis on total cost of ownership. Running costs over four years/80,000 miles is 35.39p per mile compared with 39ppm for the nearest VW Passat (1.6 auto) and 37.93ppm for the Vauxhall Insignia (1.6 man).



## VOLKSWAGEN ARTEON

2.0 TDI 190 R LINE

By Matt de Prez

We've praised the Arteon for its space, looks and efficiency in recent months, but it's time to level the playing field and talk about the car's foibles.

Living with it for the past five months and 6,000 miles has been largely stress-free, although having to unlock the car with its keyfob has become irritating as all Arteons have push button start, so once inside the key is not needed.

Of course, keyless entry is available as an option. It costs £480, or £920 if you want it with an electric tailgate.

Our next gripe is a lack of USB sockets. There is only one in the whole car (located in the front armrest), which means passengers need to take

it turns to charge their devices.

Despite coming with a plethora of safety technology, including adaptive cruise control as standard, there is no reversing camera, which makes backing out this 4.8-metre car a bit more of a challenge.

Again, one can tick a box on the order form to add the feature; but it costs an additional £330. The Arteon's sloping roof means taller passengers may find the headroom less accommodating than in a similarly sized executive car, despite the generous legroom.

I can't fault the fuel consumption, which is still far better than the official WLTP figure (48-50) on longer runs – at almost 60mpg.



## MERCEDES-BENZ VITO

116 SPORT COMPACT

By Trevor Gehlcken

I was quite surprised recently when a warning flashed up on the Vito's dash telling me I needed to fill up the AdBlue tank. There were only 3,900 miles on the clock and most of our test vans will do well over 7,000 miles before needing a top-up.

I duly stopped at a garage and bought a big bottle, which cost £18, and poured about half of it in before it was filled to the brim.

Rather puzzled, I turned to Google for advice and the truth was soon revealed – the Vito's AdBlue tank is about half the size of the one in the rival Vauxhall Vivaro. It's the same with the fuel tank, which is a lot smaller than those of most of the other vans in the medium sector.

It's no big deal in the bigger picture of van operation but it has certainly caused me some problems when number crunching this van's running cost figures and comparing it with others.



## VAUXHALL GRANDLAND X

1.5 TURBO D TECH LINE

By Andrew Ryan

Earlier this month, Vauxhall announced that it is to introduce a plug-in version of its Grandland X SUV.

Offering CO<sub>2</sub> emissions of 49g/km, a zero emissions range of 30 miles, and a combined fuel economy of 128mpg, it will become the manufacturer's most efficient SUV.

Those figures are impressive, but our long-term Grandland X 1.5 Turbo D Tech Line Nav also makes a strong case for itself when crunching the numbers.

It is averaging 55.3mpg, while its CO<sub>2</sub> emissions of 113g/km put it in the 30% benefit-in-kind tax bracket, meaning a 20% taxpayer would face a monthly company car tax bill of £124.

As talked about in previous long-term test updates, its appeal also stretches beyond that. It's highly practical and well built, while it's also proved to be an excellent motorway cruiser.



## VOLVO V60

D3 INSCRIPTION

By Gareth Roberts

A windscreen replacement on the Volvo V60 was a timely reminder of the myriad safety features available on this car.

Once the glass had been replaced, the car had to be recalibrated to ensure the camera, radar and sensors positioned near the rear view mirror were all working correctly.

Volvo contends this process should only be carried out by its own technicians and you can understand why given so many features are reliant on its accuracy.

The City Safety with Autobrake technology, for example, uses automatic braking and detection systems to assist the driver in avoiding potential collisions, and is the only system on the market to recognise pedestrians, cyclists and large animals, including moose and elks, says Volvo.

And, in a world first, its City Safety system now also engages autobraking to mitigate oncoming collisions. If the car drifts over a lane marking, heading into the path of an oncoming vehicle, and the driver takes no action, the system automatically steers the car back into its own lane.

Meanwhile, its Pilot Assist system, which is standard in the V90, but optional for the V60, supports the driver with steering, acceleration and braking on well-marked roads up to 80mph.

When Pilot Assist is activated, acceleration, braking and steering assistance helps the driver follow traffic flow within the current lane.

The system also enhances speed and distance control and achieves a consistent position in the centre of the lane.

The driver can override the system at any time by using the brake pedal, accelerator pedal or steering wheel. Using the turn indicator will temporarily abort the steering support if the driver wants to change lane.

Pilot Assist alarms and automatically switches off if the driver does not keep a hand on the steering wheel.

The V60 also includes run-off road mitigation, oncoming lane mitigation and other steering-assistance systems.

Oncoming lane mitigation helps the driver avoid collisions with oncoming vehicles by assisting with steering back into the correct lane.

When a potential run-off road situation arises, torque can be applied to the steering to support the driver, along with braking action.

The run-off road mitigation uses input from the car's advanced sensor system to detect a run-off road scenario. When a run-off is unavoidable, the front safety belts automatically tighten to keep the occupants in position. This feature is standard in the V90 and optional in the V60 Series.



FAREWELL TEST

## MERCEDES-BENZ C200

AMG LINE ESTATE

By Luke Neal

The past six months with the C-Class have flown by. The car has covered some long journeys including Paris, Devon and Wales as well as the regular day-to-day trips. They have been mostly of light duty with just one or two passengers and little or no cargo although the car has put in a stellar performance when put to the test as a holiday workhorse on occasions. It is worth pointing out that the rear seats are too small for three grown adults to sit comfortably on anything more than a short journey.

The Mercedes is universally liked for its premium look and feel partly due the AMG

line styling although there have been minor niggles:

Fuel consumption isn't great. A high of 42mpg has been achieved but a disappointing 35mpg is more realistic, although this petrol model is around £2,000 cheaper than its diesel counterpart.

The infotainment system proved a little laggy at times and the myriad ways to control the car's many onboard functions felt a little unnecessary. The nine-speed autobox is smooth and responsive and, as such, the flappy paddle gear change is a little redundant and the keyless start but no keyless entry is a bit of a bugbear of mine.

Overall, if a premium badge is a 'must have' then the C200 AMG line Estate is worth considering.



FAREWELL TEST

## NISSAN LEAF

TEKNA

By Sarah Tooze

During our three months with the Leaf I have managed to do most of my charging at the office thanks to Bauer now having 10 charging points, ensuring there is always one available. This has meant I haven't had range anxiety as I have kept the Leaf regularly topped up.

I have also experienced 'charging in the wild', courtesy of a Polar Plus card, supplied by Nissan for testing purposes. It gives access to more than 6,500 sites, including at train stations, dealerships and supermarkets. I tried out the latter on a few occasions and found it straightforward.

However, when I investigated getting a charging point installed at home it was

complicated despite the house being just five years old with a garage and parking space.

The fuse box in the garage didn't have enough power supply and using the electricity meter at the front of the house would have required permission from a neighbour to run a cable across their land and involve digging up the back garden.

In the end I decided to make do with public and workplace charging.

The Leaf itself has been enjoyable to test, with an average of 4 miles/kWh (in Eco mode) and plenty of safety and convenience features, including the semi-autonomous ProPilot.

I would, however, have preferred a more intuitive infotainment system.



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Nolita Grey on Range Rover First Edition MY20. \*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 of the vehicle at all times.

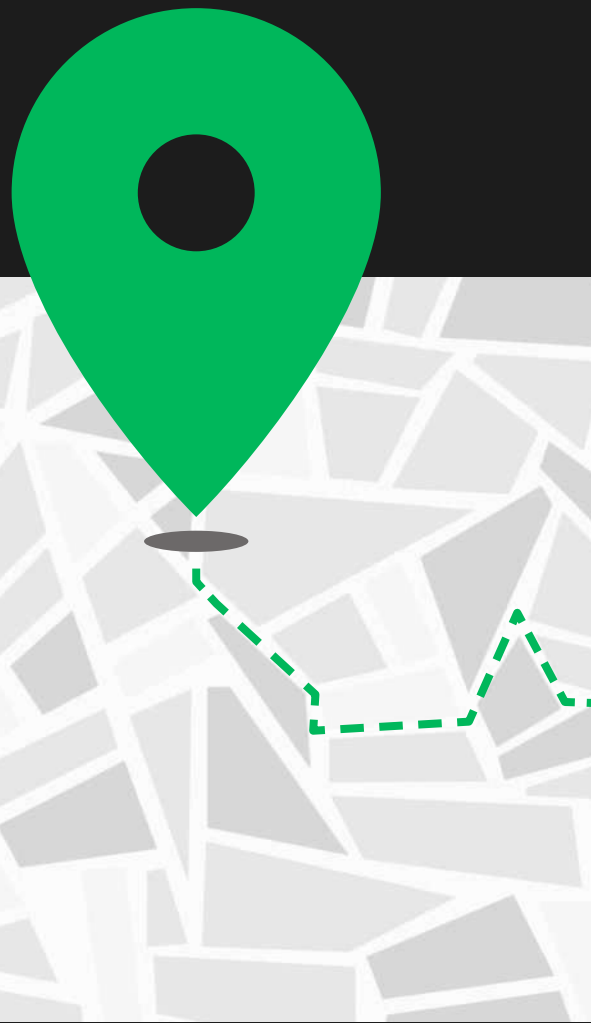
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# Commercial Fleet



## Driver shortage: call for action

Government must address  
working conditions and cost  
of getting HGV licence

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Official Government Test Environmental Data. Fuel consumption figures mpg (litres/100km) and CO<sub>2</sub> emissions (g/km). New Combo Cargo Van range: Urban: 57.6 (4.9) – 64.2 (4.4), Extra-urban: 67.2 (4.2) – 72.4 (3.9), Combined: 64.2 (4.4) – 68.8 (4.1). CO<sub>2</sub> emissions: 117 – 107g/km.<sup>#</sup>

Model shown New Combo Cargo L1 Limited Edition Nav with offside sliding side-access door (optional at extra cost) and Night Blue metallic paint (no-cost option). <sup>#</sup>Fuel consumption data and CO<sub>2</sub> emission data are determined using the WLTP test cycle, and the relevant values are translated back to allow the comparability into NEDC. 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 information contact your local Retailer. Vauxhall Motors Limited reserves the right to change, amend or withdraw this offer at any point in time. Correct at time of print.

## COMMERCIAL FLEET: NEWS

# Government urged to act over growing shortage of HGV drivers

High training costs and poor working conditions are putting pressure on driver numbers

By Gareth Roberts

**A** failure to deliver safe, secure rest areas and address shortcomings in the apprenticeship levy are damaging efforts to tackle the driver shortage, truck associations have warned.

In the UK, estimates suggest a shortfall of more than 50,000 qualified drivers, with the number of unfilled vacancies increasing by 50 each day.

Age is a major factor, with a quarter of the workforce due to retire in the next 10 years, thanks to the average UK driver age being in the 50s.

However, the cost of acquiring a HGV licence – some £3,000 – remains a major barrier for young people entering the profession, and poor parking facilities do nothing to improve their perception of the industry.

A Department for Transport (DfT) lorry parking survey, conducted a year ago, identified that there was an immediate need for more than 1,411 parking spaces to enable drivers to take their legally mandated rest breaks without concerns for security and safety. In the South East, it found 37% more overnight parking spaces were required immediately.

However, a year after former roads minister Jesse Norman made a commitment to increase parking places on the strategic road network, drivers believe the situation has actually deteriorated.

Almost all the respondents to a new Freight Transport Association (FTA) survey felt there had been no improvement in the facilities for drivers on local roads; more than half felt that the provision had become worse.

Elizabeth de Jong, FTA director of UK Policy, is calling for urgent action. "In an industry where you are compelled by law to take regular

Unfilled vacancies  
are said to be increasing  
at the rate of 50 a day

**50,000**  
shortfall in HGV  
drivers in the UK

"INSERT  
DRIVER  
HERE"

breaks and rest, it is vital that Government is pressing forward with its stated intention to improve and expand the provision of facilities," she said.

"No other industry would be expected to operate in such conditions, and it is now down to Government to deliver on its promises."

However, it's not just a UK issue. The global industry association for road transport, the International Road Transport Union (IRU), says that rest areas across the whole of Europe are in desperate need of an upgrade.

Currently, Europe has only 300,000 truck parking spaces available and only a fraction of these guarantee

basic service and security levels.

The IRU, which has been instrumental in helping the EU define a set of standards for rest areas, is calling for an additional 100,000 spaces and a decent place for drivers to rest.

It recently met with Europe's transport commissioner, Violeta Bulc, to discuss the issue and hopes to tap into EU funding to kick-start much-needed change.

The IRU also says the high cost of training can put people off entering the profession and, like the FTA, believes changes to the apprenticeship levy could help deliver a boost in driver numbers.

Employers, with an annual salary bill of more than £3 million, must pay the levy, which in the current tax year is set at 0.5% of their total pay.

However, the training tax has been criticised for failing to deliver, ➔



**"NO OTHER  
INDUSTRY  
WOULD BE  
EXPECTED  
TO OPERATE  
IN SUCH  
CONDITIONS"**

ELIZABETH DE JONG, FTA





Perception is that the promise to increase rest places for drivers hasn't happened

**50**  
estimated increase  
in driver vacancies  
each day

including for the commercial fleet industry. In total, there were 375,800 apprenticeship starts in the 2017/18 financial year, down 26% on 2016/17.

A recent report from the Public Accounts Committee, which highlighted the scheme's failings, blamed the Government's focus on higher-level apprenticeships. It wants the scheme overhauled so more people benefit.

The FTA says its members are only claiming back a small proportion of the money they contribute under the levy, because the apprenticeships are not suited to their training needs.

FTA head of UK policy Christopher Snelling says he wants to see the apprenticeship levy turned into a training levy, so the commercial fleet industry can use funds to "deal with the skills shortage we face".

Boris Blanche, managing director of the IRU, backs the FTA's call for changes to the levy. He told *Commercial Fleet*: "We need to make sure we're upskilling the UK workforce in as wide a way as possible that suits all business needs."

The apprenticeships and skills minister, Anne Milton, said she would not "sacrifice quality for quantity", but the Government was "considering" the Public Accounts Committee's recommendations "carefully" and would respond in due course.

However, Hermes in partnership with employment and skills provider Seetec, says it has designed an apprenticeship which can help address the UK driver shortage.

The 'Road to Logistics' initiative, which is funded through the company's apprenticeship levy, recruits

LGV apprentices who currently have no driving experience, supporting them to achieve their Cat C and Cat C&E Licence.

The scheme is open to applicants of any age over 18, with the Level 2 apprenticeship taking 14 months. Successful participants will be offered roles as hub drivers at Warrington and Rugby.

Jenny Haynes, Hermes learning and development business partner,



**"THE COST OF TRAINING IS STILL A DETERRENT FOR MANY POTENTIAL CANDIDATES"**

**JASON GREAVES,  
MANPOWER**

said a pilot scheme saw 14 new apprentice hub drivers recruited in April and it is now launching across its depots, revamping its old 'Warehouse to Wheels' programme.

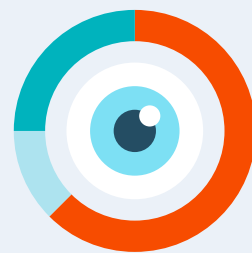
Recruitment firm Manpower has also launched a 'Driver Academy' to help attract more young people into the profession.

It says its new training programme will halve the time it takes to complete an HGV qualification from an average of eight months to just four.

Jason Greaves, operations manager at Manpower, told *Commercial Fleet*: "We are hoping to have in excess of 4,000 job-ready graduates from the programme by the end of this year."

The training costs from £2,000 to £3,000 (dependent on the level of the course undertaken), but Greaves said that there is the opportunity to apply for a payment plan to help with the finances.

However, he added: "Support in funding should be a top priority for the Government. The cost of training is still a deterrent for many potential candidates, but the opportunity to apply for grants to help with that could help encourage more to make that move."



**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 the grey fleet and clean air zones.

Public sector organisations which have focused on their core fleet vehicles when assessing the impact of London's ultra-low emission zone (ULEZ) and other cities' low emission/clean air zones, now need to turn their attention to the grey fleet.

Grey fleet vehicles are typically older (seven years, on average) and more polluting than the core fleet so these vehicles will have to pay to enter charging zones.

That's an additional cost public sector organisations won't want to incur so I think we will see an increase in the use of car/van clubs, car/van sharing and spot hire to ensure they have the latest Euro 6 diesel vehicles or electric vehicles.

While it's true that many public sector organisations have already reduced their use of grey fleet and it's no longer a means of employee remuneration, there are still some supervisors and managers who are running commercial vehicle operations who use the grey fleet. For instance, they may use a car-derived van to deliver post or take equipment to different sites.

The impact of low emission/clean air zones will also be felt from the supplier side.

For instance, public sector organisations may use couriers who drive older, higher polluting vehicles. These businesses may pass the cost of the charging zones onto their customers or the cost of having to upgrade their vehicles.

It's yet another expense for public sector fleets in a time of austerity.

# Can businesses afford to lose £4,500 off the bottom line?



**Stuart Russell, director commercial vehicles, Europcar Mobility Group UK, provides an insight into how van users can avoid incurring additional costs as the focus on clean air zones increases.**

**A**pril 8, 2019 saw the introduction of the new ultra-low emission zone (ULEZ) in London in a bid to improve the city's air quality. New regulations mean that non-compliant vehicles travelling within the zone will be charged an extra £12.50 a day. Worst case, that's an extra £4,500 per year!

And it's not just London businesses that are facing this financial headache.

According to research commissioned by Europcar Mobility Group UK earlier this year, more than a quarter of businesses across the country said that between 11% and 50% of their fleet travel into London on a regular basis, with 36% of businesses from as far as the East Midlands driving into London at least once a week.

The London ULEZ is, therefore, creating a challenge for businesses right across the UK. The charge for non-compliant vehicles will be hard to swallow for many firms – but so, too, is the prospect of upgrading fleet. And the London ULEZ is just the first stage in a nationwide vision to clean up Britain's air.

**"Europcar Advantage Long Term Van Hire can keep businesses on the road without hefty long-term commitments"**

**Stuart Russell,  
Europcar Mobility Group UK**

This wider movement encompasses clean air zones that are scheduled to be introduced in Birmingham, Derby, Leeds, Nottingham and Southampton.

## Taking Advantage

A solution that ensures compliance, but avoids making long-term commitments to outright vehicle acquisition or leasing is Europcar Advantage Long Term Van Hire which gives firms access to new vans from three months onwards. Provided at a fixed rate, it's easy to budget and plan for the medium- to long-term. And flexibility is key to Advantage Long Term Van Hire – there is a range of mileage allowance

options and no penalties for returning vehicles after three months. There are no upfront costs either – adding vehicles to a fleet is, therefore, easy to do.

Advantage Long Term Van Hire also gives businesses access to the latest motoring technology – rather than being 'locked-in' to vehicles that fall behind new motoring advances. Technologies that improve safety and emissions are being innovated every day; businesses looking to stay on top won't want to be left behind.

Advantage Long Term Van Hire provides continual access to a fleet of new vehicles and firms can upgrade every three months without penalty.

Europcar's network covers all major cities across the UK, as well as 14 Specialist Supersite Hubs – including the latest centre in Birmingham – helping prepare businesses for the clean air zones.

In addition we have dedicated van experts, with local knowledge, to understand the dynamics of the market and provide 'on the ground' expertise that ensures they deliver a 'fit for purpose' service.

As the UK marketplace continues to manage a variety of challenges, there is one certainty – Europcar Advantage Long Term Van Hire can keep businesses on the road, without hefty long-term commitments.

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# Deal 'opens the way for fleets to move from fossil fuels to electric'

Tevva Motors and Hitachi Capital Vehicle Solutions agree 'revolutionary' funding arrangement

Tevva will be rolling out its Air Quality Champions initiative later this year



By James Gordon

**B**ritish electric truck-maker Tevva Motors has announced a landmark agreement with Hitachi Capital Vehicle Solutions, which "will open the way for fleets to move from fossil fuels to electric", according to Tevva commercial director David Thackray.

It will also "provide the bedrock" for his company's ambitious Air Quality Champions programme.

The deal, which Tevva finalised in late 2018, will, "enable fleet operators seeking a move to e-Trucks to replicate the leasing options they have long enjoyed with diesel vehicles".

This, said Thackray "represents an important step change for leasing companies", many of whom have been "previously unwilling to provide attractive finance deals to customers due to uncertainty around RVs".

Thackray, who helped broker the partnership, said: "We believe this could prove as evolutionary as it is revolutionary. It means that whenever a customer orders a 7.5-14

tonne vehicle, we can offer them Hitachi Capital Vehicle Solutions leasing terms. Under the deal, Hitachi Capital Vehicle Solutions then provides the vehicle to our customer in return for a monthly rental, which fully covers the cost of maintenance and repair. This, essentially, means customers don't need to worry about CapEx and have the benefit of fully fixed ongoing operating costs."

But Thackray said there is a second and a third strand to the agreement, which, he believes, "could boost global production in the coming months".

The deal, he added, helps "lay the foundations for Tevva Motors' Air Quality Champions initiative", a £1 million project aiming to promote electric vehicle take-up in large companies.

The programme begins in the UK later this year and will be rolled out across Europe subsequently. It will feature fleets from a range of different sectors. Each company will be given the option to buy a truck (or a fleet of trucks) after a trial period



**"CUSTOMERS DON'T NEED TO WORRY ABOUT CAPEX AND HAVE THE BENEFIT OF FIXED COSTS"**

DAVID THACKRAY, TEVVA

ranging from three-to-six months.

Thackray said: "We're close to finalising the initial eight UK participants, which include a host of multi-national companies from the food

logistics, transportation, security and manufacturing sectors.

"The programme will be introduced in Europe in 2020 with Germany, the Netherlands, France, Spain, Italy, Belgium and the Nordics being probable locations. We think that deploying the Air Quality Champions fleet trucks in a number of nations in a number of different disciplines – allowing fleet operators to trial the trucks over a long period – is the best way to show them the financial model is sound and that our trucks are better than their ICE-powered counterparts."

Finally, Thackray was keen to emphasise the benefits that the collaboration with Hitachi Capital Vehicle Solutions will bring.

He added: "As our finance partner, Hitachi Capital Vehicle Solutions has been involved in commercial vehicle leasing for more than 30 years and has a huge customer base. When large customers with big fleets are nearing the end of their finance deals, Hitachi Capital Vehicle Solutions has already promoted our trucks to its clients."

# Renault follows up best LCV year with Master and Trafic facelifts

Part of the plan for group to be global leader in light commercials within next three years

By Matt de Prez

**F**ollowing its best year for sales, Renault's Light Commercial Vehicles (LCV) division is launching facelifted versions of two key models: the Master and the Trafic.

The new vans were unveiled at the company's Paris headquarters in April alongside a concept version of the new Kangoo ZE, which is expected to be revealed next year.

At the launch, Denis Le Vot, Alliance SVP, Renault-Nissan LCV Business Unit, said: "2018 was the best year ever for the light commercial vehicles business in terms of sales, with 34% growth compared with the previous year. In 2019, we will continue the renewal of our line-up to meet the expectations of our customers."

"Thanks to Renault Pro+ development and our connected services offer, we will keep developing accurate and innovative solutions to support our professional clients' business development."

More than 620,000 Renault LCVs were sold in 2018, making the brand a leader in the European market.

In the UK, it still has work to do. Last year, Renault was only seventh on 15,543, 10,000 behind fifth place Citroën and more than 110,000 behind market leader Ford.

Referring to Renault's Drive The Future plan, Le Vot said the company wants to become a global leader in LCV by 2022 and expects to increase its sales by 40% in that time.

Electric vehicles will be key to Renault's future success, but it will also leverage its alliance partners Nissan and Mitsubishi.

In the UK, the new Trafic and Master will be available in September. Both feature Euro 6d-Temp engines and a host of updates to improve driver comfort, efficiency and connectivity.

The new Master has undergone the most noticeable change, with an all-new front end featuring a larger front grille and extended bonnet. The new look is said to give the van more road presence by being more truck-like and the larger grille also allows for better airflow to the engine bay, which is required to meet the new emissions



Pictured at the press launch are Alliance SVP Denis Le Vot (left) and EVP design director Laurens van den Acker



regulations that become mandatory for all new vehicles launched from September.

It also benefits from a new dashboard with an integrated sat-nav screen.

To improve safety, a digital rear-view mirror is available that utilises a rear-mounted camera. There is also a crosswind assist system, blind spot monitor and optional autonomous emergency braking across the range.

A revised 2.3-litre diesel engine is used in all models with varied power outputs. The most powerful model develops 180PS and 400Nm. Renault says the new engine is "significantly" more efficient than its predecessor.

The fully-electric Master ZE will be available with a 33kWh or a new 57kWh battery, providing up to 80 miles of real-world range.

The new Renault Trafic has also been updated and now includes a new 2.0-litre diesel engine, with power outputs of 120PS, 145PS and 170PS. All the new engines meet the latest Euro 6d-Temp emissions standard.

Fuel economy is expected to be improved by up to 10% with the new powertrains.

Renault said it will continue to offer the 1.6-litre diesel engine with 95PS in a base model Trafic aimed at fleets.

For the first time, the Trafic will be offered with an EDC automatic gearbox. Alongside some minor styling tweaks, the Trafic also features new full-LED headlamps, a new key and the option of keyless entry.

There is no autonomous emergency braking option available as part of the update. Renault said the system –

which is an option on the Master – won't be available on Trafic in this update.

An electric version of the Trafic is also in the pipeline. Renault confirmed it will offer electric versions of all its LCVs by 2022.

Prices and specifications for both new vehicles are expected to be announced at their official launch in June.

Next year, the new Kangoo will be revealed in production form. The concept version suggests the vehicle will take on a sportier demeanour with sleeker and more car-like styling than the current one.

While the concept previews an all-electric Kangoo, we expect there will also be diesel and petrol versions offered from launch.



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# FTA ADVICE

By Eamonn Brennan, van information manager, FTA

**Q** We have just taken delivery of some new vans and have noticed they do not have spare wheels. Our drivers are concerned that this may be illegal. Are spare wheels a legal requirement?

**A** There is actually no legal requirement for vehicles to carry spare wheels. Furthermore, if a spare wheel is carried, the MOT test or any roadside check would only deal with the manner in which the wheel is secured.

Tyre tread depth and condition, along with any other defects, will be advisory and will not result in a vehicle prohibition being issued or a test failure.

From an operational point of view, you would need to put provisions in place in the event of a tyre failing during a journey.

Obviously, a wheel fitted with a defective tyre ceases to function as a spare.



**Q** One of our drivers has reported that they suffer from anxiety – does this condition need to be reported to DVLA (Driver and Vehicle Licensing Agency) and will they still be able to drive lorries?

**A** It depends. If the driver doesn't suffer from significant memory or concentration problems, behavioural disturbance, agitation or suicidal thoughts, then they may continue to drive without notifying DVLA, provided the illness

**Q** Some of our vans are subject to operator licence requirements and one of our directors has been fined for speeding in his own car. He has accepted a fixed penalty, but given he does not have a vocational driving licence do we need to inform the Traffic Commissioner (TC) of this offence?

**A** It is expected that any notifiable offence committed by a 'relevant person' will be notified to the TC. A relevant person is anyone who is named on the operator licence, such as a director or transport manager (TM), and any vocational driver driving a commercial vehicle. For directors and TMs, it does not matter what vehicle the offence is committed in,

however for a vocational driver the notifiable offence is for commercial vehicles only. This includes non-O licensed vehicles and smaller vans. A fixed penalty offence committed in their own car is not reportable by the employer, although the Traffic Commissioner will be aware, and the driver may still be invited to a conduct hearing.

For more on driver conduct please refer to the Senior Traffic Commissioner's guidance document 6.



**Q** Can you confirm whether a technician is legally allowed to drive a vehicle on the public road without a digital card inserted?

**A** Yes, a technician can drive a vehicle on a public road without a digital card if it is undergoing road tests for technical

development, repair or maintenance purposes, or if it's a new or rebuilt vehicle which has not yet been put into service. If the technician holds a digital tachograph card they must always carry it with them. It is advisable to keep a separate log of missing mileage for journeys undertaken by the technician.



## Stop! You have run out of driver hours!

Under EU Regulation 561/2006 (EU drivers' hours rules), drivers are limited to a maximum of nine hours' daily driving time, extendable to 10 hours no more than twice in a fixed week (00.00 on Monday to 24.00 on the following Sunday).

Drivers must also take a daily rest within each period of 24 hours after the end of the previous daily or weekly rest period. An 11-hour (or more) daily rest is called a regular daily rest period which can be reduced to a minimum of nine hours no more than three times between weekly rests.

### Taking rest periods

It is important to ensure that drivers' days are planned efficiently so they do not run out of driving time. Good scheduling in advance is required so drivers can either return home after completing their

shift or they will have reached a suitable place to take their daily or weekly rest.

So, what happens when your driver runs out of driving time and hasn't reached a location where they can take their daily/weekly rest?

If the driver has exceeded their driving time but still has some duty time remaining, they are able to travel for the remaining time to a suitable base. Examples of this could include being a passenger in the truck which can be recorded as a period of availability (PAO) which will count towards the driver daily duty but not their 'driving' time.

If the driver has run out of both the driving and duty time, the driver must start their daily/weekly rest immediately and be freely able to dispose of their time. Therefore, they cannot be under instruction



from their employer to complete tasks, including getting a taxi home. As an operator, you must not be seen to be giving the driver instruction to return home – this would include paying for the driver's taxi or train fare.

### Unforeseen circumstances

What if the driver has exceeded their driving limit while stuck in traffic following an incident?

When a driver has reached both their driving or duty limits due to unforeseen circumstances, these limits may be exceeded but only to the extent necessary to reach a suitable stopping place for reasons of safety (of the persons, vehicle and load). These reasons must be noted on the driver's tachograph records, for example written manually on a digital tachograph printout upon reaching the suitable stopping place.

It must be noted that this facility of departing from the rules only allows the driver to travel to the nearest suitable stopping place which may not be the planned destination or completion of the original journey. Regular occurrences of this activity may raise questions with enforcement officers and the events must be unforeseen and not pre-planned.



# CommercialFleet AWARDS 2019

OCTOBER 8 2019,  
NATIONAL  
MOTORCYCLE  
MUSEUM,  
BIRMINGHAM

## 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

### 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:** Judging – fleet categories

**SEPTEMBER 3:** Judging – supplier categories

**SEPTEMBER 4:** 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



# ELECTRIC GRABS THE ATTENTION AT CV SHOW

Manufacturers take opportunity to demonstrate advances they are making towards clearing the air at Birmingham NEC event. *Matt de Prez* and *Stephen Briers* report

## DAF TRIALS THREE ELECTRIC TRUCKS

Daf is trialling three electric truck options in Europe as it starts to assess reliability, real-world range, ease of use and driver acceptability.

Further pilots are planned, including in the UK where the company has a shortlist of candidates to take on trucks for a year-long project. Most are expected to be in and around London, where electric trucks "make most sense", according to Daf UK managing director Robin Easton.

Daf is partnering VDL on the technology for the CF electric truck, Cummins for the electric LF and ZF Tech for the hybrid CF, which has up to 20 miles of electric-only range.

The electric CF has a full-load range of up to 60 miles, while the LF has a modular pack enabling up to 125 miles. Its range can be adapted to the fleet's needs; fewer battery packs will reduce the price.

Fast-charging at a 300kW station takes the CF from empty to full in just 30 minutes, making it ideal for delivery operations which can recharge while unloading.

"It will enable 24-hour operation," said Easton.



Operators will be able to order the Daf CF electric towards the end of the year

Electric CF trials will continue throughout 2019, with operators able to place orders towards the end of the year for delivery in 2020.

"We have had a lot of interest, particularly from supermarket operations," said Easton. "We've also had a lot of enquiries about the LF – fleets want it now. Demand is being driven by regulations so I don't see big volume until 2025."

The impact on payload for the electric LF is "not material", he

added. The penalty is around 1,500kg on an 18-tonne truck.

Pricing will be around three times that of an equivalent diesel, resulting in a longer payback period. Easton doesn't expect price parity "until the next decade".

Daf is also pushing the benefits of hydro-treated vegetable oil (HVO) fuels, which all its trucks can now use. Availability remains an issue, although more vendors are coming to market.

It has a slight premium per litre over diesel, but Daf claims a well-to-wheel reduction in CO<sub>2</sub> emissions of up to 90%.

"It's an easy opportunity for customers to reduce their carbon footprint," says Easton. "We are considering filling every truck that comes from our plant with HVO to get the message out there."

HVO and diesel are interchangeable and there is no impact on servicing schedules or warranty.

## FIAT PROFESSIONAL PETROL DEMAND RISES FOR VAN RANGE

Fiat Professional has seen a major shift in its engine mix, with petrol increasing from 10% of sales to 60% over the past couple of years.

Many of its petrol vans, typically smaller panel vans such as Fiorino, are destined for city operators, especially small businesses.

The company, which was planning for a drop in market registrations this year, has enjoyed a strong first quarter, with a corporate demand particularly high.



“WITH VANS WE HAVE CONVERSIONS SO WE HAVE TO BUILD THOSE INTO THE CUSTOMER'S SCHEDULES”

RICHARD CHAMBERLAIN, FIAT PROFESSIONAL

"In London, we have seen movement from Euro 5 to Euro 6 as fleets look to comply with the ultra-low emission zone," said Richard Chamberlain, FCA Professional head of brand.

Fiat is also planning its production cycles in the build up to the new WLTP regime, which comes in for all vans from September.

"It's a challenge; cars were straightforward but with vans we have conversions so we have to build those into the customer's schedules," Chamberlain said. "But we will have all homologia-

## ISUZU NEW FLEET DEALS DRIVE GROWTH AT ISUZU

Isuzu is predicting a growth in registrations of 5% next year, as the single-model brand continues to win new fleet contracts and launched new models aimed at the lifestyle market.

Energy provider SSE has decided to switch its entire pick-up fleet to Isuzu D-Max models, placing an initial order for 215 vehicles.

The D-Max has also been chosen by the RAC for a new project trialling a 50-strong fleet of off-road recovery vehicles. It was selected for its combination of value for money and 2.8-tonne towing capability (read more in Spotlight on the RAC, page 37).

Joining the two customer vehicles on stand at the CV Show were two new D-Max models.

The AT35 Safir is an exclusive version, limited to just 10 examples. Built in partnership with Arctic Trucks, the Safir costs £45,000 and comes with an exclusive paint finish and custom suspension.

Also on stand was the new

XTR. Sitting above the Blade trim, it is fitted with new suspension and brakes to improve driveability.

"We have seen a shift in pick-up owners now wanting better-looking trucks with more appeal that can turn heads like a sports car. Small business owners are switching from SUVs to pick-ups for the VAT advantage" said Isuzu UK managing director William Brown. "The XTR injects some excitement into the brand and some awareness that, while we are a working brand, we are still in the lifestyle market."

Working vehicles remain at the core of Isuzu sales, however.

"Fleet is going really well," added Brown. "We can just about keep up with the demand in fleet. We supply so many utilities companies now. Once one has done all the testing and whole-life cost analysis, it makes it easier for others to make the decision to switch."

An all-new Isuzu D-Max will be launched at the end of 2020.



William Brown says the XTR has injected "some excitement" into the brand

tions in place by the time we get to production in June."

Changes to the line-up enforced by the new WLTP regime will see Fiat end production of the 2.0-litre diesel Ducato large panel van. The 2.3-litre will remain, but with uprated power and improved fuel efficiency, plus a new 180PS version.

In production from June, Fiat is also taking the opportunity to make tweaks to the interior, such as a new infotainment system.

Chamberlain expects the rest of the year to remain strong, with

Fiat's main focus on its existing customers and core products.

He is also looking further ahead to the company's first electric vans. A full electric Ducato is in final testing with a number of customers across Europe; a launch date is "not far away", according to Chamberlain.

Although there are no firm details, he claims the range will be a step up from the distances offered by the current crop of EVs.

"The market is gathering pace and we will be at the forefront as it evolves," he adds.

## VAUXHALL BIGGER VIVARO OFFERS BETTER EFFICIENCY



On the Vauxhall stand – LCV director Derek Wilson (left) and brand manager Brad Miller

The new Vauxhall Vivaro has more payload, greater load length and is more efficient than its closest rivals, according to UK managing director Steve Norman.

Payload of up to 1,457kg is 19% more than the outgoing model, while the new van can accommodate four-metre load lengths and tow 2.5 tonnes, up 25%. Cargo capacity is also up 25% despite its compact exterior proportions.

The Vivaro's 100PS 1.5-litre diesel has "22% lower emissions than the equivalent Transit and 20% lower than the Volkswagen Transporter", Norman said. The engine is also 16% more efficient for CO<sub>2</sub> emissions and fuel consumption on the new WLTP test cycle than the old model's NEDC figure (44.8mpg), making it around 52mpg.

The Vivaro, built in Luton and available to order now with the first deliveries at the end of July, will be available in three trims, five body options and six powertrains. Pricing starts at £21,240.

A key selling point is the move from a commercial vehicle platform to the PSA Group's EMP2 platform, giving the van more car-like ride and handling qualities. It also means the introduction of advanced safety systems, including adaptive cruise control, autonomous emergency braking and surround view vision.

Vauxhall Commercial Vehicles brand manager Brad Miller also highlighted improvements in connectivity. "Vauxhall Connect will be standard," he said. "Initially it will be eCall but it will be expanded in the next six-to-12 months to include navigation and Apple CarPlay. There will also be telematics."

He added: "The new vans broaden our opportunities. Corporates were left out because we didn't have the payload and towing capacity to meet their specific needs. Now we can."

A full battery electric version (BEV) will be launched next year, but a plug-in hybrid will not be added.

"BEV is the way to go for a medium-sized van," Miller said.



Vivaro is more efficient than its rivals, claims Vauxhall



## LDV NEW LDV EV30 DEBUTS WITH £22,000 PRICE TAG

LDV managed to surprise CV Show visitors this year with the unexpected launch of the new EV30 compact electric van.

The show-stopping rival to the Nissan e-NV200 will be ready for deliveries next year and will be priced from just £22,000 (including the plug-in van grant).

Mark Barrett, general manager of LDV UK and Ireland, said: "With the EV30 pricing, we're trying to work on building volume. It's designed as an electric vehicle from the factory, which makes it cheaper to develop. We want to get into the Nissan pricing space."

The EV30 is based on an all-new lightweight monocoque platform that uses an aluminium frame and lots of plastic components to maximise the payload.

Two sizes are available offering load spaces of five cubic metres and 6.3 cu m with payloads of up to one tonne.

Barrett said he has "no concerns" over availability of the new model, with the capacity to import 1,000 units per month.

"SAIC has recently started a joint venture with CATL, the third largest battery manufacturer in the world. Access to batteries is not an issue," Barrett said.

Two battery options will be offered: 25kWh and 52kWh. The smaller one has a 120-mile range, while the larger can travel 200 miles.

Prices for the larger battery option have yet to be finalised.

"In 2020, we expect more than 50% of our sales to be electric vehicles," Barrett said.

He added the EV80 will continue to be available as a 3.5-tonne van and chassis cab.

Also on the LDV stand was a facelifted version of the V80. It now features a Euro 6 diesel engine and as a new interior with a 10-inch infotainment screen.



LDV's EV wants to get into the Nissan space



The cab of the MAN CitE offers all-round visibility

## MAN TGE NEW CONVERSIONS A 'PERFECT MATE' FOR CLOSED BODIES

MAN Truck and Bus UK has revealed a range of new Vans to Go conversions based on its 3.5-tonne TGE panel van.

In addition to a new minibus, the company has launched a flat-frame chassis capable of accommodating boxes bodies and Lutons.

Described by MAN UK managing director Thomas Hemmerich as "a perfect mate for closed bodies", the new chassis will enable MAN to "conquer a new market segment with the TGE", he said.

Hemmerich added: "We have agreement with minibus converters and we hope to enter this interesting segment."

He is also hopeful of getting a right-hand drive version of the electric TGE, based on the Volkswagen Crafter, by the end of next year and is close to signing two big orders that will justify the investment.

The electric TGE will have an eight-year battery warranty and from a cost of ownership point of view is a "no-brainer" in London's ultra-low emission zone, according to Hemmerich.

It will be part of MAN's eMobility range, which also includes the eTGM and a new CitE concept truck targeted at urban operators.

The CitE, first revealed at the IAA show last year, is powered by a

220kW battery offering a range of up to 60 miles. The cab features all-round visibility and a low floor with one-step access to the cab.

MAN has introduced two new pieces of technology, a driver's app and a diagnostics black box.

The app allows pre-checks and includes the truck manual. The driver can scan parts of the truck to get instructions on usage. The black box, MAN Check, monitors vehicle health giving workshops and fleets access to data such as oil levels to reduce potential repair and maintenance downtime. It also alerts the driver if there is a technical fault.

## PSA GROUP ELECTRIC BOXER/RELAY TO LAUNCH THIS YEAR

Peugeot and Citroën parent PSA Group has already announced its target of an electrified version of every model by 2024. Lifecycle planning would put the Boxer and Relay last in the queue, but customer demand has lifted both up the list of priorities, according to UK fleet director Martin Gurney.

The two models are going through homologation now, following conversions in partnership with BD Auto, and will go on sale in late Q3/early Q4.

"Because they are conversions, we can convert any version, for example chassis cabs," said

Gurney. "We expect L1H1 and L3H2 to be most popular because they are the most popular panel vans."

Indicative range is 120-140 miles; the L3 will offer the greatest because it can accommodate a larger battery pack. PSA is using the highest gross vehicle weight payload so will be around 1,200-1,300kg, making the L3H2 version a four-tonne van.

Charging times on a Type 2 charger will be seven-to-eight hours; on rapid charge, it will drop to two hours. However, even on Type 2, 50% of the charge can be

recovered within two hours.

Gurney anticipates interest "in the hundreds initially", the majority of which will be from operators working in cities.

Pricing and specification will be revealed in autumn, but Gurney expects it to be competitive to challenge existing rivals in the market.

Peugeot and Citroën will launch a full-OEM production of the electric Dispatch and Expert in mid-2020, underlining PSA's view that pure electric is the best option.

"Fleets that want an electric van want it for a specific purpose and a hybrid version doesn't offer any benefit," Gurney said.

"In addition, full BEV is more cost-effective to produce."



Relay electric has moved up the development queue

## FORD TRANSIT PAYLOAD BOOSTED BY 80KG

Ford has revealed that its new 2.0-tonne Transit will offer up to 80kg of additional payload when it goes on sale this summer.

Weight savings have been achieved thanks to the use of computer-aided design systems. They include an aluminium bonnet, composite bulkhead and 'marginal gains' by reducing the weight of many parts without affecting strength and durability.

Aligned to an upgraded 2.0-litre EcoBlue diesel line-up, the reduced weight makes the Transit up to 7% more fuel efficient, with CO<sub>2</sub> emissions from 156g/km.

Ford is also introducing a more powerful 185PS variant and a 10-speed automatic transmission for rear-wheel drive models, while a 48-volt mild hybrid option cuts fuel consumption by another 8% in stop-start urban applications, with 144g/km CO<sub>2</sub> emissions.

The Transit also gets a new interior, the Sync 3 communication and entertainment system, and additional safety technology, including intelligent adaptive cruise control, park assist, lane-keeping aid, pre-collision assist and blind spot information.



Ford Transit is now up to 7% more fuel efficient

## TOYOTA PROACE CITY TO TARGET NEW SECTOR

The new compact Proace City van will move Toyota into a new sector when it is launched next year.

Details are still to be confirmed, but it is likely to be available in two trims and two body lengths (short- and long-wheelbase) with Toyota's five-year/100,000-mile warranty.

Both variants will be available with three front seats, while the LWB version also comes as a crew van with a second row of fold-flat seats as well as a panel van.

Payload is up to one tonne and towing capacity is 1.5 tonnes. Pricing will be announced later in the year

but is likely to start in the region of £17,000.

Stuart Ferma, Toyota general manager, fleet operations, said: "We see it complementing the CV range we have been expanding over the past three years. It's another addition to go into fleets with more options."

Built to compete against the likes of the Ford Transit Connect and based on the same platform as the Citroën Berlingo, Peugeot Partner and Vauxhall Combo (but with the longer warranty), Toyota is pitching its smallest van at the SME market where the competition is less intense.



Proace City is being pitched at the SME market



# Daf aims to build its presence in the construction vehicle market

Truckmaker adds to its rigid range with new axles and chassis

**By Tim Campbell**

When people think of a Daf truck most will visualise a CF or XF tractor unit. Very rarely would a multi-axle construction vehicle come to mind, according to Daf itself, and that's something its team wants to put right.

Of course, the multi-wheeler sector is often highly specialised, typified by high value bodywork such as refuse bodies, tippers, mixers and vacuum pumps etc., which, in turn, require a more complex solution on the chassis especially in manoeuvrability and power take off alternatives.

This fact has not eluded the product and engineering staff at Daf and, as a result, they have altered and added to their rigid range with a particular emphasis on the construction sector as well as adding new axles both at the front and rear.

**NEW AXLES**

A new three-leaf parabolic suspended 10-tonne front axle will be offered in the CF and XF from the second half of this year catering to the construction operators where high front axle loads are commonplace such as a brick carrier with a front-mounted crane.

Daf is also looking at a new 7.5-tonne trailing axle with single wheels featuring a newly designed die-cast axle housing weighing 10 kilograms less than previously while the static load capacity has been increased by 25% to 26 tonnes.

This axle is also fitted to the FTR tractor unit variant of the CF and XF designed for low-loader work above 44 tonnes.

**DOUBLE DRIVES**

Daf has launched a couple of new tandem axles for this sector starting with the SR1132T, a 19-tonne tandem with single reduction, leaf spring suspension and disc or drum brakes, ideal for typical 6x4 and 8x4 high payload applications such as concrete mixers.

For heavier applications in three/four axle tractor and rigids there are 21- and 26-tonne variants of the



SR1360T single reduction tandem which is equipped with disc brakes and air suspension.

Of course, for many off-road applications, hub reduction is the axle of choice, therefore the 21- and 26-tonne hub reduction tandems are with the HR1670T, which can be equipped with air or leaf spring suspension and features drum brakes.

Chassis also receive attention.

A new configuration within the four-axle trucks with single and double drive is the FAW, which will be available ex-factory later this year. This is a four-axle CF or XF rigid with a tridem, consisting of the SR1360T tandem with single reduction or the HR1670T tandem with hub reduction, and a steered rear-most axle.

The new 8x4 FAW chassis has a technical gross vehicle weight (gvw) of 37 tonnes and the steered trailing axle helps with manoeuvrability exemplified by a turning circle of just 7.8 metres – great for transporting large or heavy loads to construction sites where there is relatively little space, as well as farmyard delivery.

**XF FTM: 8X4 TRACTOR WITH TRIDEM**

For the heavy haulage market up to 120 tonnes Daf has a new XF 8x4

“THE MULTI-WHEELER SECTOR IS OFTEN HIGHLY SPECIALISED, TYPIFIED BY HIGH VALUE BODYWORK”

tractor designated FTM with double-drive SR1360T or HR1670T tandem and steered pusher axle, which together form a tridem. The benefits of the single front axle and three rear axles means the axle capacity can be fully exploited without exceeding legally permitted loads.

The chassis of the XF FTM has a wheelbase of 4.65 metres and is characterised by the relatively compact construction and a technical gvw of 41 tonnes. This offers significant advantages in terms of manoeuvrability and fifth wheel position, which is important for operation with short neck specialist trailers.

It's available as an eight-tonne front axle, an eight-tonne pusher

axle and the 21-tonne HR1670T tandem with hub reduction, ideal for a gvw of 34 tonnes. The second has a nine front axle, eight-tonne pusher axle and 26-tonne tandem axle with hub reduction.

**NEW: XF 8X2 RIGID WITH TWO STEERED FRONT AXLES**

The FAX is an 8x2 rigid with two steered front axles (eight or nine tonnes) and a steered trailing rear axle (7.5 tonnes) behind the driven axle. This is already available as a CF and can now be ordered as an XF.

As with the comparable CF, the XF FAX offers gvw of up to 37 tonnes. Its steered trailing axle ensures maximum manoeuvrability, ideal for distributing building materials.

**LF AND CF CONSTRUCTION**

The CF Construction is available as a 6x4 FTT tractor and 6x4 FAT and 8x4 FAD rigids, both with double-drive tandem and the latter with two steered front axles and have a special off-road mode of the TraXon transmission. The LF Construction is available with a 19-tonne chassis, where the cab is lower to the ground offering good visibility and it can be further aided by specifying the optional 'vision window in the co-driver's side door'.

## IGNITION: FIRST DRIVE



# RENAULT KANGOO ZE

First heat pump in an electric van helps make Kangoo a vehicle you can warm to

**By John Lewis**

Renault is hoping its battery-powered Kangoo ZE 33 will allay any range anxieties that are deterring fleet managers from acquiring electric vans.

Marketed solely in Business trim, and also available in long-wheelbase Maxi guise, it comes with a 33kWh battery with greater energy density than the one fitted to the previous Kangoo ZE plus a 44kW electric motor. The battery can be completely replenished in no more than six hours thanks to a 7kW 32A charger and a heat pump is fitted to keep the cab warm; a first for an electric van.

While the official NEDC range is 170 miles, Renault quotes shorter figures in its literature which it believes are more realistic. They are 125 miles in the summer dropping to 75 miles in harsh winter weather.

Load capacity is 3.0cu m while payload capacity is 625kg. Access to the cargo area is by means of twin rear doors that can be swung through 180 degrees plus a sliding nearside door. Six load tie-down points are provided plus a full-height bulkhead.

Head out onto the highway and you soon discover



that all the performance ZE 33 has on tap is immediately available. Make full use of it and you will deplete the battery more rapidly, so it makes sense to stop having fun and press the Eco Mode button to restrict the van's performance.

It makes little difference to its on-the-road behaviour when you are running lightly-laden on flat terrain, but may make climbing an incline with a heavy load on-board more of a struggle.

ZE 33's electric motor is barely audible, which means all the other sources of noise on the vehicle are highlighted. You hear the slapping of the tyres on the road surface more clearly than you would if you were driving a diesel van.

It also means pedestrians and cyclists do not hear you coming; and you quickly discover that they use their ears as much as their eyes.

Fortunately, ZE 33 is fitted with ZE Voice. It emits a strange, targeted noise at speeds of up to 20mph that warns vulnerable road users that you are in their vicinity.

Regenerative braking helps extend ZE 33's range and is by no means as fierce as the system

fitted to Kangoo ZE when it first appeared. When you lifted your foot off the accelerator pedal you were in danger of bashing your nose on the windscreen.

ZE 33 offers a comfortable ride and dependable handling, but be careful when manoeuvring at low speeds. Too heavy an application of your right foot and you may find yourself shooting forwards more quickly than you expect.

Bear in mind that operators of electric vans do not have to pay Vehicle Excise Duty or the London congestion charge, and that availability of the government's Plug-In Van Grant helps keep the front-end price down.

It cuts the purchase price of electric light commercials by 20% up to a maximum of £8,000.

A longer range means that the eminently-practical ZE 33 should appeal to a wider range of fleets than its predecessor.

It is without doubt worth considering if you are involved in short- to medium-haul delivery work in urban and suburban areas.

## Renault Kangoo ZE 33 ML31 BUSINESS VAN

SPECIFICATIONS	
CV OTR price	£24,200 (ex grant)
Power/torque	60PS/225Nm
Payload (kg)	625
Gross vehicle weight (kg)	2,130
Load volume (cu m)	3.0
Fuel cost (ppm)	4.34
SMR (ppm)	2.40
Running cost (ppm)	32.90
Range (miles)	170



# THE LAST WORD

## ROGER EVANS

SALES AND MARKETING DIRECTOR, G3 REMARKETING

Evans has a love of cars and technology, but if he wasn't in fleet then enjoying adventures on two wheels would be high on his wish list. Failing that, life as a police detective might also appeal

The song I would have on my driving playlist is *Welcome to the Jungle* by Guns & Roses. As a student I remember a hot summer's day and us all piling in my Austin Allegro for a road trip to Southend, we played this over and over at full volume.

The advice I would give to my 18-year-old self is study harder, learn languages, travel more and take a few more risks.

If money was no object, the three cars I would own are a Maserati Granturismo, MC Stradale and Lancia Delta Integrale.

My pet hate is unreliability.

My first memory associated with a car is a farmer driving his tractor into the side of my father's Dolomite 1500 in Devon when I was about five.

My favourite movie quote is, "yeah, well, you know, that's just, like, your opinion, man," from *The Big Lebowski* (1998).

A book I would recommend others read is *Sapiens: A Brief History of Humankind* by Yuval Noah Harari.

My hobbies and interest are motorcycle adventure riding, politics and, more recently, astronomy.

The first thing I would do if I were made transport minister for the day is review the Budget.

### Why fleet?

I've always loved cars and technology and from my first job back in 1992 in a start-up fleet management company, there has always been something new and exciting to work on.

### How did you get here?

Building relationships and a strong network of contacts as well as changing sectors within automotive has given me a wide spread of experiences and transferable skills.

### Latest products, developments and achievements

We have just launched a new app for our finance customers to help them and their end clients assess any work required at end of life. We have also launched 19 UK locations to allow customers to easily drop vehicles off and get them refurbished prior to sale.

### My company in three words

G3 – genuine, guidance, guaranteed.

### Career influence

If I had to pick, it would be my first boss who shaped the new start-up business sales to focus on new product innovation while selling that vision to the market at the same time. We grew it from 5,000 to 125,000 cars in just five years and nearly 100 staff.

### My definition of a good MD

Humble and very happy to listen to their team and experts. When I switched industries to run a corporate clothing business, every staff member knew more than me about the products and processes. I had to be humble, learn from them, use my transferable skills sensitively, but have a vision and share it regularly with everyone.

### Advice to fleet newcomers

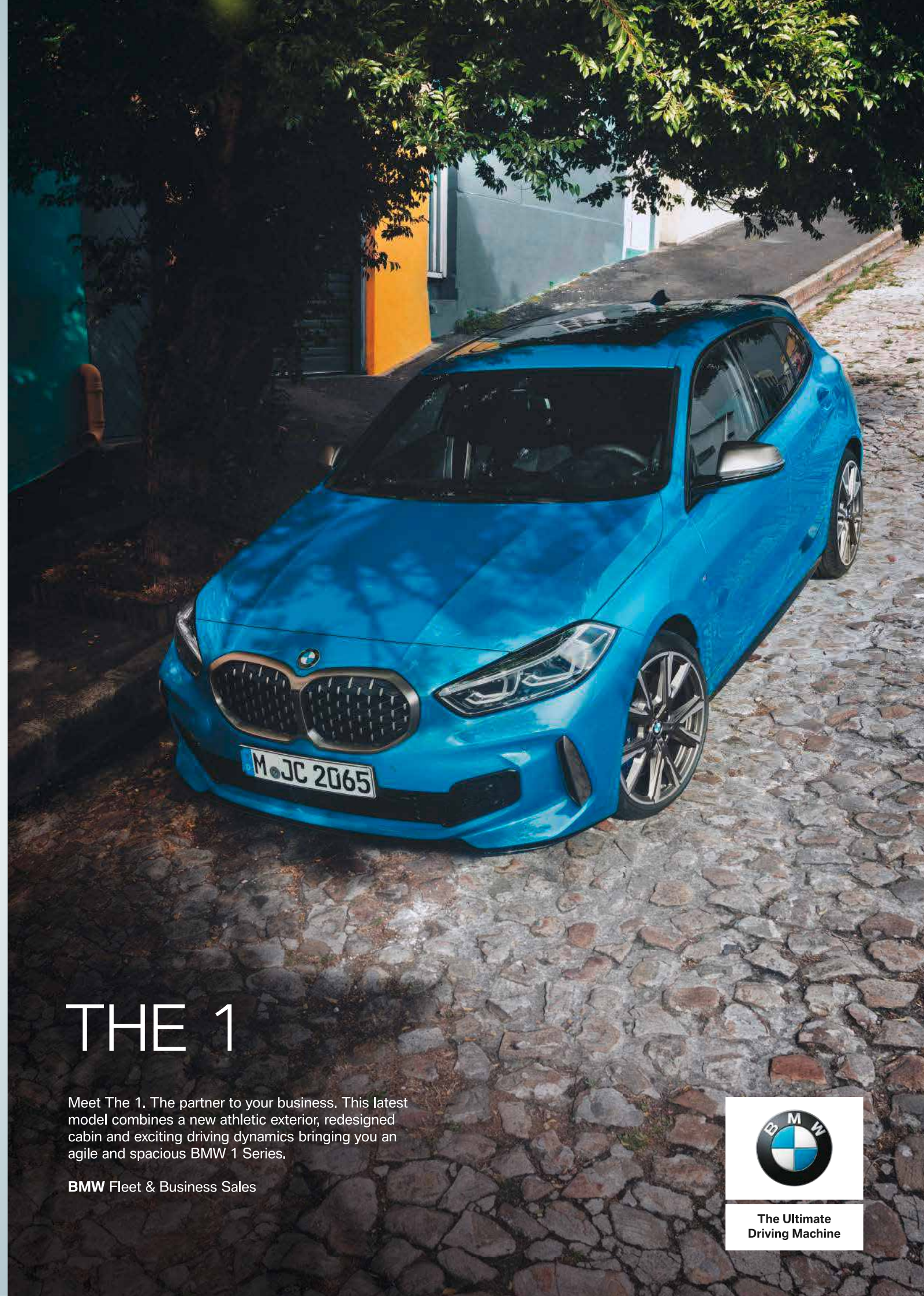
Assume you can make a difference. Be creative, don't take no for an answer, be persistent, challenge the orthodoxy. Don't be put off by 'that's the way we've always do it' people.

### If I wasn't in fleet

I'd like to be a police detective or an adventure motorcycle tour guide...



Next issue: Aaron Cardoso, Seat UK fleet business development manager



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