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*Important Information, Business users only. Based on a 20MY I-PACE EV400 SE Auto AWD standard specification, non-maintained. Excess mileage charged at 27.04p per mile + VAT. Must be returned in good condition to avoid further charges. Contract Hire subject to status. 18+ only. This promotion cannot be used together with other manufacturer's promotions and is subject to availability at participating Retailers only for new vehicles ordered by 31st December 2019 and registered by 31st March 2020. Contract Hire is provided by Jaguar Contract Hire, a trading style of Lex Autolease Limited, Heathside Park, Heathside Park, Road, Stockport SK3 ORB, Model shown is a 20MY I-PACE EV400 SE Auto AWD with optional Metallic Paint. Optional 20° Style 5068 5 spoke, Gloss Dark Grey with contrast Diamond Turned finish, Matrix LED headlights with signature DRL, Driver Assist Pack and Black Pack. **BIK will subsequently apply at the level of 1% in 2021/22 and 2% in 2022/23.

Stewart Lightbody, M Group Services

'Ask questions; be inquisitive'

Fleet manager of the year Stewart Lightbody reflects on his first six months in charge of the M Group Services fleet and his plans for 2020





ALFA ROMEO GIULIA CO₂ from 128g/km* | BIK from 33%* | P11D from £33,595*

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OFFICIAL FUEL CONSUMPTION FIGURES FOR THE ALFA ROMEO RANGE MPG (L/100KM) COMBINED: 53.3 (5.3) TO 24.5 (11.5). CO2 EMISSIONS: 227 - 123 G/KM. Fuel consumption figures determined on the basis of the new WLTP test procedure as per Regulation (EU) 2017/1347. CO2 figures are determined on the basis of the NEDC outgoing test cycle and will be used to calculate vehicle tax on first registration. Fuel consumption and CO2 figures are provided for comparative purposes only and 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. Only compare fuel consumption and CO2 figures with other cars tested to the same technical procedure

Models shown are Alfa Romeo Giulia Diesel Saloon 2.2. JTDM-2 190hp Speciale 4dr Auto MY19 E6d (P11D price: £37,530. BIK: 33% CO2: 128) and Alfa Romeo Stelvio 2.0 Petrol Turbo 280hp Speciale 5 dr Auto MY19 E6d (P11D price: £45,035. BIK: 37%. CO2: 175)

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Nearly half of fleets say car tax uncertainty is biggest 2020 worry

End of the ICE (internal combustion engine) age is second largest concern for the new year

By Gareth Roberts

t's been a vear of upheaval for the fleet industry. A new emissions testing regime, a lack of clarity over company car tax rates, air quality restrictions, the demonisation of diesel and Brexit have all played their part.

The events of the past year look set to shape the industry for years to come, while a whole host of guestions remain unanswered to enable fleet operators to plan with complete confidence for the future.

Almost half (48.3%) of respondents to a Fleet News poll said the publication of new company car tax rates, rather than any other issue in 2019. will have the greatest impact on fleet operations going forward.

Air quality and the environment have also proved a challenge for fleets during the past year.

Politicians continue to debate when the sale of new petrol and diesel vehicles should end, with one-in-four fleets (25.9%) believing this will be most impactful, while one-in-seven (13.8%) argue it is the introduction of clean air zones (CAZs) that will force the greatest change.

Just one-in-14 (6.9%) said Brexit will create the greatest upheaval. twice as many as the 3.4% who believe the realignment of used car values, which saw a series of falls for ex-fleet stock, will change fleet operations the most.

Here we look back at the key events of the year

NEDC VS WLTP

The year started with fleets being asked to respond to a series of guestions around whether vehicle tax changes were required once the Worldwide harmonised Light vehicle Test Procedure (WLTP) is adopted for tax purposes from April 2020.

Initial evidence provided by manufacturers suggested that more than half of cars would see an increase from NEDC-correlated CO₂ figures to the new WLTP value of between 10% and 20%.

In its response to the consultation, which closed in February. fleet body ACFO called for Government to realign benefit-in-kind (BIK) tax bands to smooth the transition to WLTP or consider a 'grandfathering' of cars registered prior to 2020 to account for the rise in CO₂.

HM Treasury refused to say whether new rules would be included in the Chancellor's Spring Statement in March. Instead, officials would only say the Government would "respond (to the consultation) in due course".

It would be a further five months before fleet decision-makers, company car drivers and the wider fleet industry would hear back from the Government.

In the meantime, they would have to contend with the opening of London's ultra-low emission zone





(ULE7) and a multitude of other cities consulting on their own version of a clean air zone (CAZ).

There was also the ongoing threat of a 'no deal' Brexit, with the potential to increase the costs of day-to-day fleet operations.

IMPACT OF NO-DEAL BREXIT

Fleets were being warned they could face price increases and longer lead times for vehicles and spare parts if the UK left the EU without a deal. MPs were hoping to delay Brexit bevond March 29. if the Government failed to win a maiority for its deal. in an attempt to take 'no deal' off the table

The Society of Motor Manufacturers and Traders (SMMT) warned World Trade Organisation (WTO) rules would impose a 4.5% tariff on parts and 10% on finished cars crossing into and out of the EU. This, it said, could result in an average £1,500 uplift to sticker prices, if brands and retailers were unable to absorb these additional costs.

Europe's second largest car manufacturer, PSA Group, which owns the Peugeot, Citroën, DS, Opel and Vauxhall brands, told *Fleet News* there could be an impact on pricing.

Meanwhile, in a memo to its fleet customers, seen by Fleet News, Zenith revealed Volkswagen Group UK had advised the leasing company it would reserve the right to increase prices in the event of a 'no-deal **Brexit**

Nine months later and, despite 'no deal' avoided on two separate occasions, fleets still don't know how the UK's future trading relationship with the EU will impact their bottom line.

COST OF IMPROVED AIR QUALITY

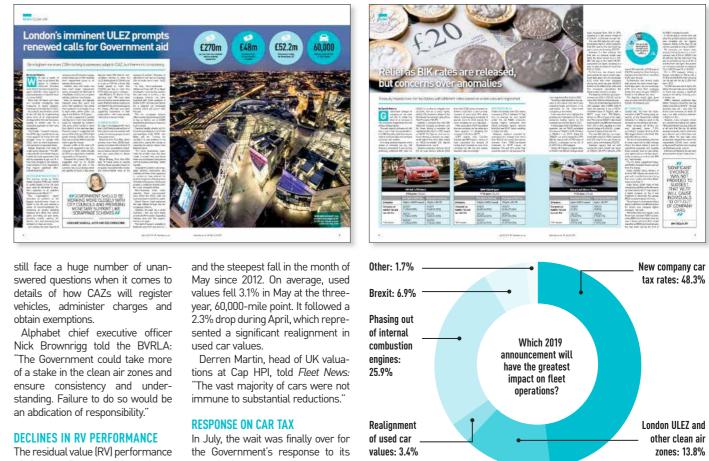
Further clarity is also needed on how local authorities in different cities across the UK intend to improve air quality and how much this will cost. Davs before the launch of London's ULEZ in April, the fleet industry called for more support to help businesses comply with air quality restrictions

Fleet News revealed that more than 60 towns and cities were considering new measures to tackle pollution, including the introduction of CAZs.

In a survey of industry experts for its Industry Outlook 2020 report published this month, the British Vehicle Rental and Leasing Association (BVRLA) say respondents all agreed that the Government must do more to harmonise CA7 operations

but they saw little evidence of this. It also warned if Bristol's plans to ban diesel vehicles altogether were approved this could open the floodgates for other cities to follow suit.

Parts of the UK will become far more complex operational landscapes for fleets, particularly national commercial fleets in 2020. Yet, they



of former fleet cars is a longstanding conundrum for the fleet industry, unlike the more recent challenge posed by air quality.

In June, Cap HPI tried to reassure the market by saying it did not expect a repeat of the turmoil experienced in the used car market in 2008, despite reporting the largest decline in used values for almost five years.

Twelve years ago, the UK was in the grip of a recession sparked by the banking crisis, which saw used car values and vehicle leasing company profits plummet.

During spring 2019, used car values experienced the heaviest monthly drop since December 2014

consultation on company car tax, while previous tax hikes appeared to have taken their toll on employees receiving the benefit.

New data published in the summer showed that the amount of tax the Government takes, on average, from company cars had increased by 9% vear-on-vear.

Revenues from company car tax and National Insurance Contributions (NICs) had increased by £70 million year-on-year, despite there being 50,000 fewer company car drivers.

HMRC data showed the number of employees paying BIK on a company car had fallen from 940,000 to



890.000. but insisted the impact of voluntary payrolling could account for a "significant proportion" of the decline in reported numbers.

In an effort to avoid drivers being hit with further rises from WLTP, HM Treasury announced it was binning previously published BIK rates for 2020/21 in its long-awaited overhaul of company car tax.

In their place, it revealed two new BIK tables for company car drivers: one for those driving a company car registered after April 6, 2020, based on WLTP CO2 figures, and one for those driving a company car registered before the same date, based on NEDC-correlated CO₂ figures.

The most eye-catching announcement was a new zero percentage rate for pure electric vehicles (EVs) in 2020/21, meaning company car drivers would pay no BIK.

It will be up to the new Government to adopt the new rates into law so they can used from April 2020.

URGE OF EV ORDERS

The publication of the new rates resulted in a surge in EV orders by fleets to leasing companies, as reported by Fleet News.





C Lex Autolease said orders for pure electric cars had increased by 123% in the two months following the announcement. Zenith reported an even bigger surge in pure electric vehicle (EV) orders, up 211%, while Alphabet and Total Motion both reported double digit increases.

However, concerns were raised over product availability, which the BVRLA is now also reporting could hamper the transition to zero-emission vehicles.

It says almost every respondent to its survey predicts that getting hold of sufficient pure electric vehicles will be a major concern in 2020.

While some EVs are available in volume, the latest, highest-range models are in scant supply, it says. Brexit is cited as the main cause, with manufacturers accused of diverting their prized new products to more profitable markets on the continent

END OF ICE IN FOCUS

The switch to EVs has been brought sharply into focus by the desire to end the sale of conventional diesel and petrol cars.

Fleet News reported how fleet decision-makers were split over



petrol cars and vans should be phased out, or whether it should happen at all.

Half (50.4%) of respondents to a Fleet News poll said they were against the Government introducing a ban on fossil fuels. However, almost a third (31.2%) said they wanted a more ambitious target than the policy of making all cars and vans zero-emission-capable by 2040.

UNCERTAINTY REMAINS

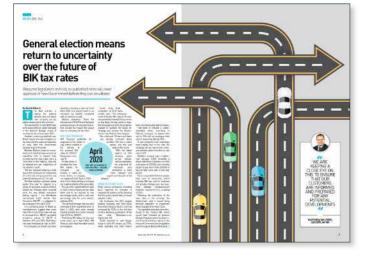
The year ended much as it had begun, with uncertainty over future company car tax rates.

The new BIK tables were expected to be rubber stamped in the Autumn Budget, ahead of coming into force from April 2020.

However, continuing deadlock over Brexit put the new company car tax rates and the required legislation on hold, after the Government decided to ao to the polls.

Fleet decision-makers will hope that they receive clarity on this and a range of other issues impacting fleet operations in 2020.

To read about this year's 'movers and shakers', go to www.fleetnews. co.uk/movers-and-shakers-2019.



Expect increased emphasis on datadriven decisions in the new year



From the 2040 ban on petrol and diesel vehicles to the introduction of clean air zones, WLTP and RDE, 2019 has been a vear of pivotal moments for the automotive industry.

The impact of WLTP-based emission testing has been widespread for both fleet managers and manufacturers.

MARTINEZ. MANAGING DIRECTOR LEASEPLAN UK

We've seen manufacturers permanently withdraw several models this year, while others have had to streamline their existing vehicle ranges and remove additional option packages. For fleet managers and company car

drivers, uncertainty around BIK tax and Brexit continue to influence buying decisions. More so than ever before, fleet management companies

are playing an increasingly important role in supporting customers to manage these concerns, empowering them with up-to-date information and helping them to make small changes in their policies where they're needed.

Another significant milestone this year was the introduction of the UK Government's new Clean Air Strategy, which has fast-tracked the nation's journey towards more sustainable modes of transport.

The effect this has had on the automotive industry is undeniable and will likely underpin the move towards more EV-based fleets in the near future.

Company employees are now pushing for greater choice and flexibility when it comes to work and travel, with many opting for alternative fuels and more agile ways of working to reduce costs and business mileage.

INCREASED UPTAKE OF FLEET SOFTWARE

At the same time, larger/commercial fleets are taking a fresh look at the way they operate, leading to an uptake in datapowered fleet software such as telematics.

The move towards increased digitalisation within automotive is crucial; access to better data supports safety, sustainability and compliance across a company's fleet, and next year we expect to see a significant increase in the number of companies integrating fleet software into their management processes. We've seen great progress in the journey of the EV this year.

The number of vehicles on the road across the UK continues to grow, alongside an increase in confidence around the EV's place in the future fleet.

LeasePlan's 2019 Mobility Monitor, published in October this year, showed that public understanding of the benefits of electric driving is growing, especially those related to the environment.

Going forward, fleet providers need to focus on supporting fleet managers and drivers on how to choose the best option for them. This includes educating them about the wholelife costs of a vehicle - as many people still choose to focus on the headline sticker price, rather than looking at the many other costs involved such as taxes and vehicle depreciation. But with today's (December 12) general election and

Brexit looming, so much remains in the hypothetical, meaning that making predictions for the upcoming year is almost impossible.





Combined CO_2 emissions 102-168 (a/km).

Figures shown are for comparability purposes; only compare fuel consumption and CO2 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 CO₂ figures (known as WLTP). The CO₂ 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 or consult your SEAT Dealer.

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Model shown is a New Puma ST-Line X 1.0 155PS Mild Hybrid Electric Vehicle. Petrol 6 speed manual with optional LED Headlights and Driver Assistance Pack. Fuel economy mpg (l/100km) (Combined): 49.6 (5.7). *CO2 emissions 101g/km. Figures shown are for comparability purposes only; they only compare fuel consumption and CO2 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 CO2 figures. The CO2 figures shown, however, are based on the outgoing test cycle and will be used to calculate vehicle tax on first registration.

NEWS: DIESEL DEBATE

'Make or break' year ahead for diesel amid Government policy 'shambles'

The demonisation continues - new diesel car sales are down more than a fifth in past year

By Gareth Roberts

nly one in 10 new car sales could be diesel in as little as five years, says a leading academic. Currently, one-in-four of new cars sold is powered by the fuel, a dramatic decline from the parity with petrol it enjoyed just a few years ago. Its popularity is also on the wane in the company car market, where it has traditionally dominated thanks to its tax-friendly CO₂ performance. New figures show that the proportion of diesel cars on the FN50 fleet - the UK's top 50 leasing companies by risk fleet size – fell from almost two-thirds (63.4%) to close to half (50.5%) over the past 12 months.

In terms of vehicles they had ordered in the past year, the flight from diesel was still more pronounced. Almost half of the cars ordered in 2019 were petrol [47.6%],

while only two-fifths (38.8%) were diesel. David Bailey, Professor of Business Economics at the Birmingham Business School, said: "There seems to

be no end to the decline in diesels." Overall, diesel new car sales are down by more than a fifth in the past year. Some 515,000 units have been sold year-to-date, compared with 650,000 during the previous 12 months, data from the UK automo-

tive trade body, the Society of Motor Manufacturers and Traders (SMMT), shows. Forecasters say that, with the

sharp falls seen in the sale of new diesel cars since 2017, it could lead to an undersupply of used vehicles in 2020 and 2021, which would help sustain residual values. However, it's unclear whether the decline in new diesel car sales will be mirrored in the used car market. The most recent figures from the SMMT show that demand for used diesels grew by 1.4% in the third quarter, with some 858,442 changing hands.

"A big shift away from diesel is still

taking place," said Bailey. "In late 2015, diesel accounted for more than 50% of the market, by March last year it was down to 32% and it has fallen further since then."

The UK is not alone in turning its back on the fuel; its decline is being seen across Europe. In the key market of Germany, diesel's share has fallen below 30% from having accounted for half the market and to a similar level in France, where three-quarters of new car sales were once diesel.

Bailey said: "We are seeing this continuing decline and, while I originally thought the market share for diesel by 2025 would be down to 15%, I now think that's quite optimistic – it may be as low as 10%."

Despite its popularity in Europe, diesel has not enjoyed similar market penetration in other

> countries. "It's negligible in North America, it's only 4% at best in China and virtually insignificant elsewhere," he said. "If you go back to the turn of the century, diesel as a share of the market in Europe was only

10-15%. We then gave (the fuel) loads of tax breaks, because we thought it was good for the environment."

Dieselgate followed however, and concerns over the fuel's impact on air quality has put its market share on a downward trajectory.

Bailey told delegates at a recent Vehicle Remarketing Association (VRA) seminar the trouble is "people are completely freaked out over diesels".

He said: "They are concerned about falling resale values, they are worried about tighter regulations in cities, higher taxes and its impact on the environment."

He says Government policy has not helped either, labelling it a "complete shambles".

"One part of Government has been saying 'clean diesels are good', while another part whacks a load of tax on them."



THERE SEEMS TO BE NO END TO THE DECLINE IN DIESELS

PROFESSOR DAVID BAILEY, BIRMINGHAM BUSINESS SCHOOL

Government has, however, introduced tax breaks for diesel company cars, which meet strict emissions limits defined by the RDE2 standard.

Company car drivers are exempt from the 4% benefit-in-kind (BIK) diesel surcharge, while fleets benefit from not having to pay the higher first-year rate of VED on new diesel cars.

The NOx limit for the RDE2 standard, which is measured on the road, is up to 1.43 times the Euro 6 lab limit of 80mg/km for diesel and 60mg/km for petrol. Cars achieving this limit are labelled Euro 6d.

Cars achieving RDE1, which allows for a margin of error two times the actual limit, are classified as Euro 6d-temp.

RDE2 will apply to all new registra-

tions from January 1, 2021, before the margin for error – the conformity factor – is removed by 2023.

Peter Golding, managing director at FleetCheck, believes that 2020 could turn out to be a make or break year for diesel, with the success of Euro 6d cars key. However, he acknowledges the outlook is not promising when Bristol's proposed diesel city centre car ban will not apply to older petrol vehicles, with potentially worse emissions than the latest RDE2 diesels.

"RDE2, effectively, puts diesel on a roughly equal footing with petrol from an emissions point of view," he said. "The question is whether everyone from legislators to the general public are willing or able to make that distinction."

FORS plans two major changes in response to stakeholder feedback

Clear separation between governance, administration and audits is one of the main goals

By Gareth Roberts

new operating model for the Fleet Operator Recognition Scheme (FORS) has been unveiled.

There are currently three core elements to the FORS programme - governance, administration and certification bodies. They are all delivered by the FORS Community Partnership (AECOM, CILT and Fleet Source) and AECOM is the concession holder, which is let under contract from Transport for London (TfL).

John Hix, director of FORS, told delegates at the organisation's annual conference that, after TfL asked stakeholders how they think the scheme might be strengthened, two main changes will be introduced to create a new "FORS future model"

Firstly, to create a clear separation between governance, administration and audits, Hix explained that the scheme's governance will be procured by TfL through a separate services contract. The winner of the contract will be responsible for the

Governance and Standards Advisory Group (GSAG) and the content of the FORS Standard.

"It is also intended that the successful candidate would take over approval and licensing of FORS training courses and FORS Professional," he said. "Ultimately, they will also have a hand in appointing the audit providers.

The second key change concerns the certification body. "To encourage more audit providers, it is intended that audit bodies will be able to set their own fees for audits, rather than them being set centrally," said Hix.

The changes will be part of a twostage process. The first part - the separation - will be completed by mid-2020 and the full transition will be done by January 2022.

Hix explained: "We've been looking for further audit partners for some time and have appointed DriveTech to provide Bronze audits and they have been doing so since October." Addressing the upcoming Version 6 of the FORS Standard - due to arrive in late 2020 - Hix also said that FORS needed to be careful about



would take into account feedback from members. "One thing the Governance group

will be looking at will be mixed accreditation where some vehicles and drivers would be at Silver level and others at Bronze," revealed Hix, adding that GSAG would be asked to set up a working group about vehicle safety equipment.

BRAVERY AWARD FOR SAINSBURY'S DRIVER

A Sainsbury's delivery driver, who fought back flames to save a trapped motorist, has been named 'Hero of the Year' at the Van Excellence Awards. A car had ploughed into a lamp post in Fenay Bridge, West Yorkshire, bursting into flames and trapping the driver inside. Quick-thinking Kevin Marriott used a fire extinguisher from his cab to initially hold back the flames, but when it ran out, he raced to a nearby pub, grabbed more extinguishers, and continued to fight the flames until firefighters arrived.

The Hero of the Year Award recognises and rewards the van drivers who go above and beyond the call of duty. Kevin Green, from the Freight Transport Association (FTA),

which administers the Van Excellence scheme, said: "Mr Marriott showed unbelievable ingenuity, bravery and perseverance in the face of adversity.

"While van drivers play a vital role in our society, too often their contributions are undervalued: Mr Marriot is a shining example of how they can be some of the most hard-working, dedicated and selfless people in the UK."

Marriot, who has been driving for Sainsbury's for six months but been with the company for approximately four-and-a-half years, was among a number of van operators and drivers recognised at FTA's 2019 Van Excellence Honours in Birmingham, last month. He told Commercial Fleet:



"The support and recognition I have received from both the local community and my colleagues since the incident has been very touching; this award truly is the icing on the cake. I am so pleased my actions helped to save a man's life."

BE ABLE TO

SET THEIR

OWN FEES

JOHN HIX, FORS

Other Van Excellence Award winners included: Rachel Bullen, fleet operations manager at Cadent Gas, who was named Van Excellence Champion of the Year; and Auto Electrical Services (AES), which won the Putting Drivers First Award.

mThe new Audi Q5 TFSI e*



*Batteries included

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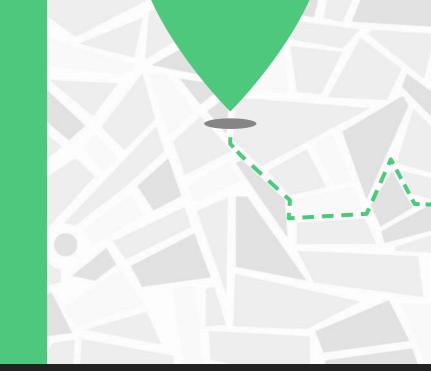
Official WLTP fuel consumption figures for the Audi Q5 TFSI e Range in mpg (l/100km) from: Combined 104.6 (2.7) – 117.7 (2.4). NEDC equivalent CO2 emissions: 54 – 49g/km. Figures shown are for comparability purposes; only compare fuel consumption and CO2 figures with other vehicles tested to the same 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 CO2 figures (known as WITP). The CO2 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 audi.co.uk/witp or consult your Audi Centre. Data correct at T-2 October 2019. Figures quoted are for a range of configurations and are subject to change due to ongoing approvals/changes. Please consult your Audi Centre for further information. Image for illustrative purposes only.



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Don't delay – fleets urged to act now to halve emissions by 2030

Fleet operators may need to cooperate to establish a practical charging infrastructure

By Gareth Roberts

leets have been urged to work together and consider cutting vehicle numbers to help the UK achieve 'net zero' emissions.

The Government passed legislation in June, committing the country to ending its contribution to global warming

It requires greenhouse gas emissions to be net zero by 2050, compared with the previous target of at least 80% reduction compared with 1990 levels.

The Committee on Climate Change (CCC) has said it will take "robust action" for the target to be achieved. It also says that informed decisions

on fleet vehicle mix and driving behaviours are vital for the UK to achieve is emissions obligations (fleetnews.co.uk, July 10).

Fleets were again reminded of the vital role they have to play in the UK achieving net zero at last month's Fleet Heroes conference, organised by Energy Saving Trust.

Tim Anderson, the trust's new head of transport, told delegates: "Decarbonisation in transport has flatlined. We are travelling as much as we ever did; we are emitting as much CO2 as we ever did.

"Even with all the sales of ULEVs (ultra-low emission vehicles) and EVs (electric vehicles), there isn't a material change in our carbon emissions.

"There is a big challenge ahead, but the rewards will be great in terms of climate change, air guality, investment and jobs, and, ultimately, for fleet operators. Saving energy and reducing emissions is good for business."

The Government acknowledged, in response to a report from the CCC in the summer, that there is a need to go "further and faster" to reduce transport emissions to hit its net zero target by 2050.

It said that a 'transport decarbonisation plan' would be published next year, setting out what Government, business and society must do to deliver the emissions reductions needed from all modes of transport. Caroline Watson, programme



2050

is the year greenhouse gas emissions should

be net zero

director for transport and planning at C40 Cities, says "the time for action is now"

C40 is a network of 94 cities around the world, which represents a twelfth of the world's population, one guarter of the global economy and

70% of global CO2 emissions. "Fleet opera-

tions can have a huge impact, more so than the average person,"

Watson explained. "Work out what your plan is to at least halve your emissions by 2030 and tell manufacturers you want zero emis-

sion vehicles. Let's not focus on why we can't do it."

Watson says fleets should also consider options for cutting vehicle use. "We need to reduce the number of vehicles on our roads," she said. "We can't keep making excuses why we can't do this."

Kevin Welstead, sector director for EVs at SSE Enterprise, says that key barriers to the decarbonisation of fleets were typically centred round the cost and lead times of vehicles, the reliability and accessibility of the charging infrastructure, and not enough focus on the needs of fleets from policymakers.

Issues around charging infrastructure could be solved in part, he said, by collaboration between fleets.

He told delegates: "Fleet operators may need to work together to provide the infrastructure." For example, he suggested bus depots with charging facilities could be used during the

day, when not in use, by lastmile delivery fleets.

"A community hubbased approach is what we expect to see in metro cities, not just London, to help that transition," he said.

SSE had recently secured £5.2 million (£3.4m grant funded) for a scheme helping

homeowners, with no off-road parking, to charge their EVs in Oxfordshire.

The 'Park and Charge' project will see SSE install charging hubs, which will enable residents, visitors and businesses to charge at up to 35 local authority-owned car parks across the area.

It is also part of a 'Bus2Grid' project that will involve more than 30 electric buses using smart technology to provide bi-directional charging so-called vehicle-to-grid (V2G) technology - that enables the bus batteries to interact with the energy svstem.

Welstead said: "We believe fleets are going to play a pivotal role to achieving net zero and that helping fleets overcome some of the challenges to transition is key."

Anderson concluded: "Action is needed and that action has to happen not tomorrow, not next week, not in 2030, but right now."

13

Respected leasing stalwart Ian Hill joins the *Fleet News* Hall of Fame

Activa Contract boss is "professional, calm and caring", says Arnold Clark CEO Eddie Hawthorne

By Stephen Briers

an Hill, Activa Contracts managing director, was inaugurated into the *Fleet News* Hall of Fame at the FN50 dinner last month.

The Hall of Fame recognises and honours people that have made an outstanding contribution to the fleet sector during their career.

Hill has spent his working life in the automotive industry. He started as an apprentice at a local dealer group in 1961 and discovered a particular love of HGVs. As his role progressed, he started working on projects for head office, including researching new business ideas.

One idea was a truck and van rental operation that Hill built into a strong and successful regional business. He became MD and held that position for 15 years until the business was sold in 2000.

The dealer group also had a car

contract hire operation and, after his success with van and truck rental, Hill was put in charge.

His success brought him to the attention of Scottish retail giant Arnold Clark, who approached him and colleague Peter Smith to help expand his operations south of the border.

Hill became MD of Arnold Clark's new leasing business Activa Contracts, starting with five members of staff and no premises. It now has more than 50 people, a head office in Milton Keynes and is a vital part of Arnold Clark Finance, contributing 7,000 vehicles to the risk fleet.

Eddie Hawthorne, CEO and group managing director, Arnold Clark Automobiles, said: "Three words sum up lan: professional, calm and caring. It has been an honour to work with him and I, and my fellow directors, truly value his professionalism, ethics and, most of all, his friendship."



OUTSTANDING CUSTOMER SERVICE REWARDED

Fleet News presented three awards during the FN50 Dinner to the contract hire and leasing staff who are offering outstanding customer service. David Marchlewski, senior account manager at Arval UK, was named the 2019 FN50 rising star. The winner of the FN50 Customer Service Award for Individuals was Nicola Austin, senior fleet consultancy

analyst at Zenith

The winning customer service team was the AlphaRent team from Alphabet (GB).

The John Leigh outstanding achievement award went to Avis Budget UK managing director and BVRLA chair Nina Bell in recognition of her work in building consumer and business trust in rental and for championing diversity, gender balance and inclusion in the industry.



Nina Bell (right) collects the trophy from John Leigh's wife Jenny (centre) an daughter Sammy.



David Marchlewski (left) picked up his award from *Fleet News* editor-in-chief Stephen Briers

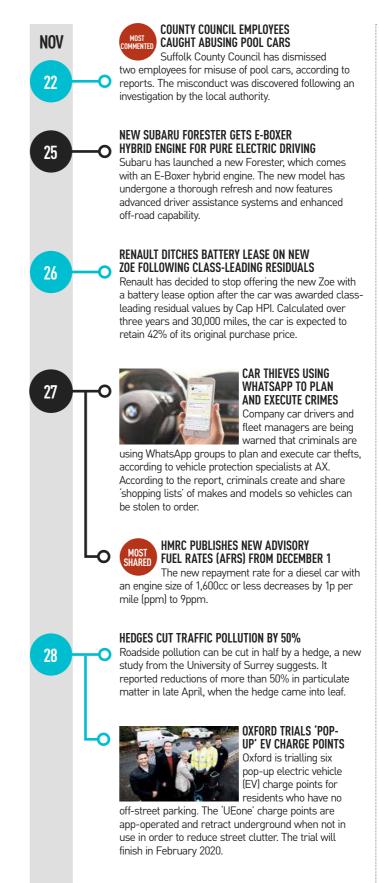


AlphaRent rental services manager James Duff-Green and rental first contact executive Georgina Smith



Nicola Austin from Zenith delivered work to the highest standards according to her manager





TWO-THIRDS SAY HARD SHOULDER REMOVAL COMPROMISES SAFETY

Removing the hard shoulder on all-lane running smart motorways compromises safety for those who break down in a live lane, according to 68% of drivers in an RAC survey.





million used cars are bought each year by putting the entire process online and offering home delivery.

CLASS ACTION AGAINST VOLKSWAGEN GROUP REACHES THE HIGH COURT

A class action representing more than 90,000 UK Volkswagen owners will aim to determine whether its emissions-reducing defeat device software was designed to defeat clean air laws.



UPDATED VAUXHALL Insignia revealed

Vauxhall has revealed a mild facelift for the Insignia, with a refreshed design and improved driver

assistance technology. However, changes to the CO2 emissions, engine line-up or pricing will be revealed in January, when the car goes on sale.

FLEET NEWS POLL

More than five years ago: 9.9%

Two-to-five —• years ago: 6.1%

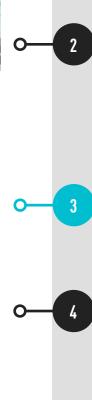


One to two years ago: 29%

FLEET NEWS VIEW:

Our poll shows the vast majority of respondents (84%) have had their eyes tested in the past two years, which is what the NHS recommends. However, a worrying 6.1% said they were last tested two-to-five years ago, and one-in-10 (9.9%) said their last visit to the opticians was more than five years ago. *Fleet News* says drivers should check they meet the minimum eyesight requirements for driving on a regular basis.

THIS ISSUE'S POLL: When will you be making the switch to a fully electric vehicle?



Within the past

vear: 55%



DEC



Do your company car drivers know about the 0% BIK rate for electric vehicles from April?

Our experiences suggest a large proportion – if not the majority - aren't aware. Companies don't appear to be sharing the information with employees, despite the financial benefits and the opportunity to ensure staff stay with – or return to - the company scheme instead of opting out.

There are reasons: electric cars have a higher P11D price and therefore their total cost of ownership (TCO) tends to be higher, despite the lower fuel and servicing costs. There is still some nervousness among leasing companies about residual values (and lack of acceptance at lower SMR) and we're hearing that insurance premiums are higher due to repair cost uncertainty.

However, there is a way for companies to offset the higher cost. A 20% taxpayer will typically pay £120-150 per month in BIK for a VW Golf-type car. If they switch to an electric Golf, they will pay nothing. Consequently, some fleets are now considering employee contributions.

Even £75 a month would go some way to making the EV TCO competitive with diesel; and the employee still benefits from an effective annual wage rise of £540-£900.

Higher rate 40% earners would be even better off, potentially saving several thousand pounds a year; they could be contributing £150 a month.

Choose a car in a higher band, and the employee pays the additional cost on top of the basic contribution.

Employees should be beating a path to your door with their EV orders – the only issue will be whether their demand will be met by supply.

And that's a major concern: we believe some electric cars due for launch next year have already sold their entire 2020 allocations to retail buyers who are able to put down deposits (something most fleets are unable to do).

We'd love to say 2020 will be the year of the EV; for fleet, we think we'll be deferring such proclamations until 2021.

A very Merry Christmas and prosperous (and green?) New Year to all our readers! Our next issue will be out on January 23, 2020. Until then, you can keep up-to-date with all the latest news via our daily newsletter, our website, our Facebook page and on Twitter. Sign up to daily news at fleetnews.co.uk/register



Stephen Briers. editor-in-chief. Fleet News

DIESEL CARS





Rosco7 wrote:

Having read 'Is the future demonisation of diesel inevitable?' (fleetnews.co.uk, November 29), I believe the death of diesel has already begun.

There is no easy to articulate argument for the newer, cleaner diesel cars. And the legacy of Dieselgate means that even RDE2-compliant diesels will not necessarily be trusted.

New diesel car registrations are now at 24% and falling, with the majority of those vehicles being bought by company car fleets.

Ultimately, diesel is associated with being dirty and part of the cheating by OEMs. At the moment residual values of ex-company car diesels are surprisingly good, but this will change as good quality hybrid and petrol cars go through the system.

Once the wholelife costs of diesel cars goes above those of alternative and petrol cars then that will be the end of it (see also page 9).

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

CHARGE POINTS

Tesco scheme will help drivers make the switch

David Dunn wrot Having read 'EV drivers can

charge for free at Tesco' (fleetnews.co.uk. December 4), this scheme should help get people to switch over to electric vehicles and it's also areat PR for Tesco.

I just wonder how long it will take to filter to other similar companies and how long it will take to become a benefit of reward schemes.



means private motorists will

Mayor election

AIR QUALITY

escape charges

Nick Rose wrote:

Having read 'Consistency needed on clean air zones' (fleetnews.co.uk. September 19), we are a private hire association in Greater Manchester (GM) and have devoured the information that has been circulated to us by the GM Combined Authority and TfGM (Transport for Greater Manchester) and it is frightening. There is very little joined up thinking and absolutely no one fully understands it.

The proposed CAZ is a 500 square mile area, encompassing some of the most scenic parts of the north-west, but the same rules will apply for areas with no emissions issues Who will be affected?

HGVs, buses, LGVs, Taxis and Private Hire Vehicles are being targeted and. as a result, it is the hardest hit who will get hit hardest again. The private motorist will not be charged because the mayor

needs a vote next year.

December 12 2019 🔳 fleetnews.co.uk

CONNECTED CARS

HAVE YOUR SAY

Trust your eyes not technology



Coliny

Having read 'End of UK road signs by 2027, says report' (fleetnews.co.uk, November 11), I tell all my drivers to drive by what they see through the windscreen not what the sat-nay or electronic kit tells them. Whoever came up with this idea is foolish and detached from the real world.

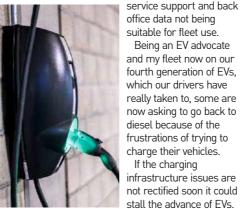
CHARGE POINTS

Charge point unreliability could stall uptake

Norman Harding wrote

Having read 'Charge point anxiety is new barrier to EV take-up, say fleets' (fleetnews.co.uk, December 3), the charging network issues don't just apply to public charge points.

I installed a private charging network for fleet use only and now have ongoing problems with system reliability. service support and back



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kind (BIK) uncertainties

new cars.



KT wrote:

pocket.

LINKEDIN UK fleet managers group TWITTER twitter.com/_FleetNews

EMAIL fleetnews@bauermedia.co.uk **COMMENT ONLINE** fleetnews.co.uk

COMPANY CAR TAX

Commitment to new **BIK tables was needed**

Sage and Onion wrote:

Having read 'Uncertainty over new company car tax rates' (fleetnews.co.uk. December 2), it would take a very brave new government to change what has already been announced to kick-start fleet orders for

I've had drivers holding off ordering a replacement car in the first half of this year because of benefit-in-

It would have been nice had ACFO been able to get a statement of intent to commit to these new BIK tables from each party as part of their manifestos. Broadly, it looked like all parties were committed to zero emissions, but how they intended to apply tax is a different matter. With all the spending pledges that were made in the run-up to today's election, where will the tax revenue come from to pay for it?

ADVISORY FUEL RATES

New AFRs leave me out of pocket



Having read 'HMRC publishes new advisory fuel rates (AFRs) from December 1 (fleetnews. co.uk. November 27). how are new AFRs for diesels less than 1.6 litres reasonable for honest, careful company vehicle drivers? The new AFR for a diesel below 1.6-litre equals 9p per mile as of December 1. A company vehicle with a diesel engine of the employer's choice (not driver), at best achieving 51mpg real-world careful driving and manufacturer checked/confirmed mpg, pays the driver for business journeys £4.59 per gallon used over each 51 miles covered, when paying £5.63 at the pump, £1.04 a gallon out of

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CONTACT US

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Who is your favourite pantomime character

EDITORIAL Stenhen Briers 01733 468024 stephen.briers@bauermedia.co.uk Maleficent, mistress of all evil, in Sleeping

Sarah Tooze Andrew Bayter 01733 (68901 andrew.baxter@bauermedia.co.uk I hate nantomimes (oh, no he doesn't - Ed)! Gareth Roberts 01733 468314

gareth.roberts@bauermedia.co.uk The one I don't have to watch

Andrew Ryan 01733 468308 andrew.rvan@bauermedia.co.uk Cantain Hook

Jeremy Bennett 01733 468655 jeremy.bennett@bauer Dick Whittington's cat nedia.co.uk

Kenneth Brown 01733 468655 kenneth.brown@bauermedia.co.uk Sleeping Beauty

Matt de Prez 01733 468277 **matt.deprez@bauermedia.co.uk** Jafar from Aladdin Photos Chris Lowndes

PRODUCTION

Luke Neal Widow Twanky David Buckley Widow Twanky. When Christopher Biggins played her at Bromley New Theatre I was the butt of his jokes Finbarr O'Reilly The giant in Jack and the Beanstalk Chris Stringer I have a certain amount of respect for anyone holed up in the back end of a pantomine horse Leanne Patterson 01733 468332 Niamh Walker 01733 468327 Kerry Unwin 01733 468578 Chelsie Tate 01733 468338

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that excites

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0

'There will be fighting in the car park'

Electric vehicles and new mobility solutions are touted to transform the fleet sector, but what will be their real-world impact? Four leading fleet decision-makers debated the issue at the Fleet News Mobility Conference. Andrew Ryan reports

> **I** NOW ABOUT 45% OF MY COMPANY FLEET IN THE UK IS NON-PURE INTERNAL COMBUSTION FNGINE

> > RYAN COLES, AVIVA

Fleet News: How applicable and viable could Mobility as a Service (MaaS) be to your fleet? Stewart Lightbody, fleet director at M Group Services Plant and Fleet Solutions: I like the concept of mobility packages where one app can be used to arrange and pay for different modes of transport, but can I see it happening and is it viable for everybody? Not in the short- to medium-term. If it's an app-based transaction, if it's made easy and if there's something in it for people such as it's cheaper, then they will probably give it a go.

It also depends on where you are going and what you are trying to do. If I am trying to get to London and move around, I think it is an absolute no-brainer. However, if I have to try to get an engineer and a digger to Cromer, it's going to be a bit of a challenge.

So where it fits, I think, is logical and travel is definitely heading that way. But we are a long way from making it mainstream.

David Oliver, procurement manager, Red Bull: We've got a young workforce and they are asking more and more about mobility options. The generation that comes into our business now is guite used to tapping on a phone and then food turns up, or tapping on a phone and a car takes them somewhere.

Our workforce is based in Covent Garden in central London, so no one ever drives to the office and two steps from our front door they have probably got four or five bike options, a number of ride-sharing options and so forth.

As Stewart said, it's about the sweet spot around convenience and cost. If the operators can keep it easy, then I think MaaS has a future, but we are playing wait and see for guite a lot of it.

We're probably in the situation where our traditional field-based guys will have company cars for the next cycle at least.

Ryan Coles, group travel and fleet manager,

Aviva: If our employees are going out to see customers, clients or suppliers, we need to give them a range of solutions, but it is very much driven by what our millennials expect from what they are experiencing in their personal life. They are our future.

FN: What steps are you taking to reduce emissions from your fleet?

Justin Laney, partner and general manager at John Lewis Partnership Central Transport: We have around 500 vehicles, everything from cars up to maximum weight trucks. We have a strategy to convert all the heavy trucks to biomethane by 2028. We also have a strategy to achieve a zero carbon fleet by 2045 and, certainly for the vans and trucks, we expect to get there a long time before 2045. There are challenges in doing that and one of the things is the vehicles are mostly easy, the infrastructure is a lot more difficult

Ryan Coles: Two years ago, our company car programme had two alternative fuel vehicles on there, but now about 45% of my company fleet in the UK is non-pure internal combustion engine vehicles. That's purely through drivers being given the choice but also being educated and being able to find information. In November, Aviva's group board issued its climate change targets and I was asked if I could commit that every single vehicle on my fleet would be electric by 2040. And I said 'no, I can guarantee they will be there by 2025'.

FN: How can you encourage driver take-up of electric vehicles (EVs)?

Stewart Lightbody: Give people the chance to try the technology. Some won't get it, some will fight against it, some will probably adopt it far more readily than you think they will. It's a personal choice, whether it's financial, emotional or logical, everybody will have a different reason for doing

something. It's just a case of tailoring your messaging and getting as many of those messages across to as many people as you can. David Oliver: We took a Volkswagen e-Golf to our sales conference and let everyone sit in it and drive it around the car park, not because we were worried about the range, but just because we were surprised by how many people wanted a go in it. That, I think, debunked a lot of myths and gave them the chance to ask a few questions of the guys who were there with the vehicle. That kind of warmed them up to the idea and, as Stewart said, you might struggle to get people in an EV initially, but 10 minutes in and they are driving it and enjoying the pleasant, quiet cabin. The more you tell them about the future benefits like the benefitin-kind (BIK) taxation and running costs, the

stronger the sell.

Justin Laney: We've pre-qualified some drivers who are due a vehicle replacement in the next year







IF TRAVEL IS DEFINITELY HEADING THAT WAY (TOWARDS MOBILITY AS A SERVICE). BUT WE ARE A LONG WAY FROM MAKING IT MAINSTREAM

STEWART LIGHTBODY. M GROUP SERVICES

for EVs. We are a fairly small (car) fleet and can look at the mileage data to find out what drivers' journey cycles are like which helps us identify the ones who won't have issues with home charging.

We do our best to take away some of the barriers to taking on an EV, as well as showing them the advantages of what's coming down the line. including the new BIK rates in April.

We are trying to personalise the process. It's an investment in time, but I think the drivers appreciate it because they can see the financial benefits of an EV and that most of their trips will be fine.

We can give them 30 days of backfill of daily rental for those trips an EV won't work for, cost that in as well and maybe that goes right, maybe that goes wrong, but we will do it and then see what that brings us.

A couple of our drivers have agreed to do a video case study which will help because our drivers are more likely to believe it from somebody who has \supset

TOMORROW'S FLEET: MOBILITY SOLUTIONS



GOODFYEAR



I ONE CHALLENGE WE CAN SEE WITH CHARGING POINTS AT WORK IS THAT PEOPLE WANT TO PARK IN ONE PLACE AND STAY THERE

JUSTIN LANEY, JOHN LEWIS PARTNERSHIP

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got the vehicle than me telling them they should an EV because it looks good on paper.

FN: What challenges are you encountering with adding EVs to your fleet?

Stewart Lightbody: We run just over 7,000 vehicles, pretty much split between cars and vans, but with the number of vans we run and the kind of work that we do in the utility world it's just not feasible to convert to electric now. I'm struggling to see any time in the future when it will be.

Our core vehicle will be a 3.5-tonne panel van with a mini digger on a trailer and that's going to take one hell of a battery pack and it won't go very far. Perversely, we have already electrified the digger on the back, but in order to get it to the site I've got to stick it behind a diesel and then tow it into a clean air zone where it's not welcome.

Ryan Coles: Part of what we do in terms of moving people around is looking at out-of-hours emergency solutions for our out-of-town call centres, so if it is a Saturday or Sunday or late at night, where we are not tapping into an existing bus network and we need to move people, then we will partner with zero emission taxi firms.

This is great, but replacing a 25-seater minibus with a fleet of zero emission taxis means you are going to have five vehicles on the road instead of one, which is more congestion, which means more petrol or diesel vehicles sitting in traffic burning fossil fuel, and then you've got the extra particulate matter from disc pads and tyres and so on. Justin Laney: One challenge we can see with charging points at work is that people want to park in one place and stay there all day. If they are on a charging point you probably want them to move on and let someone else charge their car up. At our office in Bracknell there is a very active community which acts in a co-operative way and

they make it work. But there is no doubt that as the fleet of electric cars grows – as it will do – that is not going to work any more and there needs to be something that is a bit more formalised, but that certainly is



// WE'VE GOT A YOUNG WORKFORCE AND THEY ARE ASKING MORE AND MORE ABOUT MOBILITY OPTIONS

DAVID OLIVER, RED BULL

something that can unlock more use out of an electric charge point.

Stewart Lightbody: We had exactly the same issue at Anglian Water when I worked there. As part of the development programme of putting the charge points in, we had to create a charter on how people were going to behave in relation to who got priority for parking. For example, if somebody came in with a plug-in hybrid and someone followed with a fully electric car, who gets priority?

This sort of process is deliverable in an office infrastructure, but you don't need too many EV drivers and a limited number of charging points and very quickly you will get to a point where there will be fighting in the car park.

If I had a PHEV and a friend of mine had an EV, I'd go in in the morning and plug-in for a few hours, and by the time he got into the office I would move and I would take his car parking space in the traditional car park, so neither of us lost out.

While that is easy to do between two people, if you try to do that with 2,000 it's going to be chaotic.





The built environment can tackle obstacles hindering EV uptake, as Simon McWhirter explains

here's no doubt that the drive to move towards a net-zero carbon society by 2050 is one of the biggest challenges facing UK business, particularly those with vehicle fleets.

To put it in perspective, we've got 30 years left to reach our agreed targets and, according to research by utilities company E.On, 70% of company fleets are still reliant on internal combustion engine (ICE) vehicles compared with only 4% with fully electric fleets.

It presents a considerable challenge as we are already on the back foot in meeting our objectives. The silver lining is that there are a number of solutions currently being developed, or available.

These have the ability to rapidly turn the tides, encouraging a sea change in attitudes which will foster mass adoption of electric vehicles (EVs). One method to engender this shift is through the proliferation of 'active buildings'.

The built environment is often overlooked when it comes to emissions, but it accounts for a sizeable proportion, linked with transport and infrastructure.

The way we think about our buildings could be the key to unlocking the potential of EVs for company fleets and offsetting the initial replacement costs of phasing out ICE vehicles.

In brief, an active building is a systems approach which supports the wider energy system by intelligently integrating renewable energy technologies for heat, power and transport.

Significantly, they reduce demand on the National Grid, a crucial factor when considering mass adoption of EVs.

It's a relatively modest proposal but, equally, it's not as banal as attaching a solar panel to the office roof and an extra power outlet in the car park.

ABOUT THE AUTHOR

Simon McWhirter is head of engagement at Active Building Centre, Swansea University, which has a vision to transform the UK construction and energy sectors through the deployment of Active Buildings contributing to more efficient energy use and decarbonisation. It is funded by UKRI (United Kingdom Research and Innovation) as part of the Government's Industrial Strategy Challenge Fund.

What I am referring to is an intuitive system by which energy is directly generated through photovoltaic (PV) panels (or other renewable energy systems) on a building's roof and walls that can be stored in the structure of the building itself and then released on demand through a smart management system.

The idea is that, as well as heating and powering the building, it could power vehicles, whether a single car or a fleet of lorries.

As such, structures built according to this system present an opportunity for businesses to start switching their fleets away from fossil fuels and toward sustainable, green energy solutions.

Change will need to be gradual and many businesses will need to be incentivised by policymakers to absorb the upfront costs associated with rapid ICE scrappage and EV introduction.

The best place to start will be with future builds, whether that be warehouses, headquarters or offices, before focusing on the challenges of retrofitting existing structures.

Fundamentally, an active building will make this

a cost-effective move in the long term. The potential fuel savings should be a major motivator.

For example, on our test site at Swansea University, centre founder Professor Dave Worsley has covered 20,000 miles in his Nissan Leaf over the past 12 months, all powered by energy generated through PV panels – effectively, free fuel.

It's easy to imagine the potential on a large scale and the substantial savings which could be made on a company's fleet cost. The long-term benefits will quickly outweigh the short-term impact.

Equally, active buildings will contribute to a reduction in the running costs of a company's built assets as the energy can also be used to heat the building and power appliances.

Of course, there are a few hurdles which need to be surmounted on a national scale. Chief among these is the lack of EV charging points, particularly in rural and remote areas.

The fact is, the more active buildings we have, the more charge points there will be.

We also need buy-in from policymakers and energy suppliers. Importantly, the next government needs to create a holistic strategy which allows for the establishment of charging points in remoter, rural areas. This will pave the way for EV fleets to become the norm, not the exception.

The aim is to develop and increase an understanding among fleet managers and business owners about how structures can work harder towards a net zero carbon future.

However, it must be cost-effective in the long term if we are going to induce UK PLC to make a significant change to their business models.

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Hyundai's vision of the future

Manufacturer to have 16 electric vehicles by 2025 as it outlines its plans for a zero emission future. Christopher Smith reports



zero emission transport is the future of fleet, how that's to be achieved is far from clear

Korean manufacturer Hyundai is taking alternative fuel vehicles (AFVs) seriously - with ambitious launch targets over the next few years, alongside real-world trials for financial, not just pure environmental, reasons.

By 2025, the company is aiming to sell 560,000 pure electric vehicles (EVs) globally per year, with another 1.1 million electrified adding to the figure.

hile it has become pretty obvious that At the moment, the pure electric count sits at around 60,000 – so it will be a steep growth curve. By that point, the brand will have 16 electric vehicles in its range - up from just three at present.

Hyundai gave a glimpse of what might be in store when it unveiled its 45 electric vehicle concept (pictured) at the international motor show in Frankfurt in September.

The company already sells the loniq, launched in 2015 (recently been facelifted and given an extended range), the Kona and the hydrogen fuel cell Nexo which replaced the experimental ix35 Fuel Cell SUV.

Keen not to put all its eggs in one basket, the brand sees a place for both types of EV in its model line-un

Hydrogen fuel cell vehicles are well placed to cater for longer range drivers, including goods vehicles, while battery electric vehicles (BEVs) are likely to cater for urban and inter-urban journeys up to 300 miles.

Yukihiro Maeda, head of cross carline (product strategy) at Hyundai Motor Europe, says: "We're putting customer use cases at the centre of our planning. There is clear demand for each technology, and we can help shift buying decisions with our product."

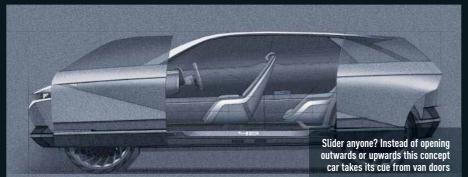
At launch, both the Ionig and Kona models saw high demand, which led to lead times of up to a year in some cases.

Maeda says: "We've seen a great response to these vehicles and that strong customer demand has helped us to solidify manufacturing capacity.

"We've massively increased production in line with that, and though we've still got back orders, these are a lot more manageable."

The new models have also improved the company's offer in the fleet sector.

"It's no secret we were not strong in fleet, but we can provide these electrified models that many



This is being created with the aim of backfilling its range to meet those 16 models, creating both smaller and larger EVs than the small family models currently on offer.

the next generation of Hyundai EVs.

range," he adds.

It is introducing 800v technology to allow sub-20 minute charging up to 80%, when used with infrastructure such as that on offer by lonity, the shared ownership charging company in which Hyundai Motor Group (which also includes Kia) now has a stake.

others can't. It's given us huge growth, and those

buyers are then looking again at the rest of the

The manufacturer plans to launch a new battery electric platform Obefore 2025, which will power

Despite all the work to increase range and reduce charging time on its battery electric lineup, Hyundai sees fuel cells as an important part of its mobility range.

It has set out a plan - FCEV Vision 2030 - to maximise the technology.

With \$6.7 billion (£5bn) of planned investment, the company aims to have the capacity to build 700,000 cells a year by 2030.

Its truck programme in Switzerland (see panel right) is perhaps a sign of future plans.

"We can use the demand from trucks and haulage to help us build out an infrastructure for car drivers," explains Florian Büngener, deputy general manager at Hyundai Motor Europe.

"It's important to think holistically about green mobility," he says.

"Data from vehicles and connected car services allows us to build a true picture of usage and look in the longer term at different business cases for technology and vehicle lifespan.

With that information, the company can then model possible scenarios to encourage uptake, but governments need to do more, Büngener says.

"People are starting to realise they need to emit less, but are not guite ready to give up the car," he adds. "While the credentials are great, we need

//WE CAN USE THE DEMAND FROM TRUCKS AND HAULAGE TO HELP US BUILD OUT AN **INFRASTRUCTURE** FOR CAR DRIVERS

DEPUTY GENERAL MANAGER. HYUNDAI MOTOR EUROPE

the legislation to push and encourage these technologies, and make it as easy as possible for the end-user to adopt." He hints at the potential of the wider Hyundai group, to make use of these investments across sectors.

"We're not just looking at electric cars, but home storage, maritime and other commercial uses," he adds.

The company has developed a product called 'Generator' - effectively a portable battery, to charge electric vehicles. Designed to support the new electric touring car championships launching next year, it is powered by two hydrogen fuel cells, which can be topped up guickly, and offer more power at a lower weight than a battery to battery transfer.

Büngener says: "It's significantly guieter than a diesel generator, better for the environment and could be used for vehicle recovery, too."



FUEL CELL TRUCK PROGRAMME

In Switzerland, Hyundai is about to launch the first of 1,600 hydrogen fuel cell-powered articulated trucks.

Used by three major Swiss supermarkets for deliveries, the trucks will gradually be rolled out between now and 2025.

The scale and scope of this countrywide project takes it a little beyond a trial and the manufacturer claims to be operating the programme on a commercial basis.

Switzerland operates the LSVA, a road pricing scheme applicable to all goods vehicles exceeding 3.5 tonnes. The tax is calculated using the gross vehicle weight, distance travelled and emissions data for the truck.

The trucks are leased from Hyundai on an all-inclusive contract – programme partners include hydrogen generation on a cost per km basis. Hyundai says the difference in total cost of ownership is more than offset by the savings from the heavy road pricing tax.

The vehicles will have seven interlinked hydrogen tanks storing 350 bar of pressurised hydrogen – found to be a good balance between range, cost, refuelling time and weight.

The hydrogen for the project is to be produced in the country at a hydropower plant, with hydrogen generation built specifically for the truck rollout.

Hyundai doesn't currently operate its Truck and Bus division in Europe, beyond the fringes of former Soviet states such as the Ukraine, but this work leaves it well placed to enter the market with a point of difference.



FLORIAN BÜNGENER.



Vehicles will have too much expensive tech to be just parked at the roadside, says *Daniel Ruiz*

n recent weeks, a momentous event in the advance of self-driving vehicles in the UK occurred, allowing millions a glimpse into the future of autonomous travel. The first round of self-driving passenger trips happened in London as part of Oxbotica's trials of self-driving shared car journeys.

The Oxford-based connected and automated vehicles (CAVs) software development company is laying the groundwork for bigger trials, led by Addison Lee, which will take steps towards providing commercially viable self-driving 'robotaxi' journeys as soon as 2021.

These trials have shown that self-driving mobility services are starting to cast off the futuristic notions that surrounded them just a few years ago and that more substantial progress is being made through the exploration of usage scenarios, etc.

However, as self-driving vehicles become more common on our roads and streets, we need to think about the unique requirements they have when it comes to things like parking, refuelling, maintenance and interacting with the urban, rural and highway infrastructure.

As Lacey Barnfather, CAV programme manager for Addison Lee, recently said at the Daily Telegraph Smart Mobility Summit 2019, self-driving vehicles are packed with expensive tech so they cannot just be left parked up on the side of the road. They need to be securely stored and maintained. Quite simply. where will these CAVs live, and how will our towns, cities and regions have to change to accommodate these new road users?

As outlined in the UK Connected and Automated Mobility Roadmap to 2030, by the end of 2021 British towns and cities will need to have developed planning guidance and blueprints for how they will be CAM-ready (Connected and Automated Mobility).



formerly Meridian Mobility UK) as CEO in January 2018, having led a 500-strong team at Dynnig UK. He now leads the UK's connected and autonomous vehicle (CAV) programme.



While it might seem like this planning is coming at an early stage, it is critical the thought process begins as soon as possible so we are prepared for the eventual roll-out of self-driving vehicles on our streets. This includes thinking about challenges ranging from finding spaces for these vehicles to park overnight, to how they will interact with everyday structures like taxi ranks and road signs.

Like most aspects of CAV technology, testing will play a key role in ensuring our cities will be CAMready and able to cater for the number of selfdriving vehicles forecast for the next decade.

Some of our (Zenzic) Testbed UK partners, such as Horiba Mira-Coventry University CAV and



Milbrook-Culham, have tracks which emulate realistic urban environments and these are being used to thoroughly explore the full extent of a selfdriving vehicle's daily 'life'.

Sponsored by

These tests will help identify pain points and bolster the already impressive rate at which CAV technology is safely accelerating in the UK.

When it comes to questions of fleets of robo-taxis or even privately-owned self-driving vehicles, critics are more likely to see issues rather than solutions. One of the more common arguments against them is that the large-scale roll-out of selfdriving vehicles could lead to more congestion if CAVs travel passenger-less between destinations and put more pressure on existing urban facilities, such as parking spaces.

But this assumes a dramatic leap to wide scale roll-out of such vehicles with no corresponding change in the demographic of the rest of the vehicle fleet. There will not be a sudden influx of these vehicles, with estimates of a few thousand expected to hit UK streets over the next 10 years. The introduction of self-driving vehicles is also tied closely to offering more alternatives to private car ownership, giving people more flexible travel options as they can instead rely on a mixture of public transport, shared vehicle, active travel and self-driven mobility services.

In certain scenarios, automation is already showing promise in pre-empting the challenges which CAVs could face when traversing built-up areas, such as manoeuvring between buildings.

For example, earlier this month Volvo Buses debuted a self-driving electric bus which is able to drive between its parking bay and several workstations including cleaning, servicing and electric charging, without requiring a driver, at a depot near Gothenburg, Sweden.

Last year, UK transport operator Stagecoach partnered with bus manufacturer Alexander Dennis (ADL) and technology company Fusion Processing to produce a single-deck autonomous bus which has been deployed successfully in Stagecoach's Manchester depot.

Buses being able to move about a depot without human input frees up driver time to operate multiple buses on their routes, while also allowing for better charging practices and better maintenance.

As the self-driving ecosystem continues to gain traction across the UK, the next step is to ensure that not only will self-driving vehicles fit the environments they're expected to operate in, but that plans are in place to ensure CAVs can become assets for all environments (including crowded urban spaces) rather than a hindrance.

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E-PEDAL

PROPILOT

Ask questions; be inquisitive

It's important to continually search for new ways to improve fleet effectiveness by focusing on people, culture and strategy, Stewart Lightbody tells *Stephen Briers*

veryone thinks running a fleet is the same wherever you go. It's absolutely not!"

That's the view of Stewart Lightbody, fleet director at M Group Services Plant and Fleet Solutions, ACFO deputy chair and current Fleet News Awards fleet manager of the year.

He should certainly know: his fleet career began 19 years ago at Siemens and has taken him to head of fleet positions at Kier and Anglian Water (AW), where he implemented transformative strategies.

Lightbody met with *Fleet News* at the M Group dedicated fleet facility in Stevenage six months after his latest appointment.

"I have a lot of experience of running fleets of different types," he says. "The challenge when joining a new business is not the fleet or the vehicle; it's the people, the culture and the strategy. This is what I focus on: what do we want to achieve? Why are we not achieving it? What difference can I make to this business? I ask guestions, I'm inguisitive."

Low-hanging fruit is plucked first, with a full assessment of team culture, carrying out one-to-one meetings, asking staff about their roles and responsibilities.

"Show an interest in them, find out what works and what doesn't work and then try to find common themes," Lightbody says.

At M Group, there was plenty to discuss. Lightbody joined in May, nine months after the previous fleet director had left the business. The team had been successfully managing the day-to-day operations on a rapidly expanding fleet, but without a longterm strategy.

Continuous improvement

Lightbody came to the attention of the board of M Group Services after transforming the AW fleet – focusing on organisational, cultural and behavioural change – which showed his ability to identify opportunities for continuous improvement. Enriched by several Fleet News Awards wins, it helped elevate his CV to the top of the pile. For him, the chance to take charge of one of the UK's biggest fleets – 7,300 vehicles, No 8 in the Fleet200 – with its diverse nature, and deliver a cultural and behavioural change programme "was a major attraction".

He adds: "This role is more of a business. We are a bit of a hybrid in that we are a profit centre where we take the risk of fleet utilisation, but on other customers/contracts, we just recover our costs."

His initial discussions with the fleet team unearthed several recurring themes, including a need to enhance the level of service to M Group.

"Many of the team were inexperienced and new to the business," Lightbody says. "They had been without a day-to-day leader for nine months, so it was no surprise that it wasn't as cohesive as it could be.

"I started in fleet admin so I can do any task if it needs doing – and I will. This job title doesn't stop that."

Such extensive knowledge enabled Lightbody to quickly identify the strengths of the team – including great attitude and behaviour – and the areas requiring some "finetuning".

Some staff were focused on the wrong tasks, including admin with finance backgrounds and other core skills that could be put to better use in other roles, "positive for them and the business".

He adds: "It's a big reward watching others grow and it is important to empower the team to come up with ideas. All I know is what I've done in the past – I want them to suggest better ways of running the fleet."

Two members of the admin team have since been put on ICFM training – Lightbody is a member and strong advocate of the institute after completing his own diploma training in 2006.

"They had aspirations, but they didn't know that training opportunities existed. That's where I was when I started (in fleet)," he explains. "ICFM is an opportunity to show them what's available and expand their knowledge." Expansion of the mind was also one of the reasons Lightbody took his team to Fleet Live this year. "They were amazed," he says.

"All they know is here (at M Group Services), but taking them out of the business showed them what fleet is all about and how big and exciting it is."

The initial team conversations gave Lightbody the "building blocks". His next step was to understand what the 'customer' (M Group) wanted. He has been travelling across the country meeting drivers, seeing where they work and listening to their concerns. A lot of the feedback focused on a lack of communications and consistency from the fleet team.

"I take a three-step approach: first, work out the strength of the team and the fleet; second, identify where things can be improved; third, understand the needs of the client," Lightbody says.

"This shows where the gaps are and then I can understand where I can add value."

No single fleet management system

An obvious gap on the M Group fleet was the lack of a single, dedicated fleet management system. It uses the plant hire division's system for its vans and a separate system for cars. Throw into the mix the company's two main workshops, two satellite sites and 50 mobile servicing vans, and the lack of seamless automation resulted in ambiguity and considerable inefficiencies.

A tender process is underway with a new fleet management system supplier due to be appointed next year. "It will be the catalyst for change and we need it to achieve our objectives," Lightbody says.

A significant legacy of Lightbody's time at AW was the implementation of an electric vehicle strategy. When he left, the company had acquired its first 10 electric vans and signed up to Global Action Plan's Clean Van Commitment. The water company also pledged to reach net zero carbon by 2030.

Much of the success came from looking beyond internal silos and breaking down barriers. $\hfill \ensuremath{\mathbb{C}}$



Stewart Lightbody took up his new role six months ago

SPOTLIGHT: STEWART LIGHTBODY

C He explains: "I found out that we had solar panels on some sites so I could link our charge points for free charging. I wouldn't have known this had I not built strong relationships right across the business."

In time, he hopes to replicate the strategy at M Group Services, although speed of change will be slower due to the different nature of the business. AW's fleet is regionalbased and low mileage; M Group's is national and high mileage, typically 25,000-30,000 a year with fully loaded vehicles.

It will require, Lightbody says, help from others, including Government and the public. "A move to electric vehicles will be a chal-

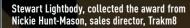
lenge and we need others to play their part in order for us to be able to change," he says.

This ranges from vehicle availability to broader societal change: "We could change to electric, but there will still be gridlock because customers want everything delivered today which means there are too many vans on the road. It has to change."

The company has four electric vehicles on a Thames Water contract, a "no-brainer" in London and a small scattering elsewhere. But the core fleet is a 3.5-tonne Transit with a trailer and mini digger – electric is not an option here.

M Group does have two electric JCB excavators, a first for the UK, but this only serves to highlight further incongruity: they have to be loaded onto a trailer and towed by a diesel van!

Nevertheless, there are 1,500 vans in its utilities division, the closest in profile to the AW fleet. The first step will be to assess how work is scheduled and allocated, identifying where mileage can be reduced, which will increase the viability of electric alternatives.





Stewart Lightbody ROLE nine months ZE: 7,300 - 3,500 cars, 3,500 vans, 300 HGVs G METHODS: cars - contract hire with SMR: vans - contract hire with/without SMR; trucks - asset finance OPERATING CYCLES: cars - 3.5 years; vans - four years; trucks - five-to-seven years

Services Plant & Fleet Solutions

Mecalac

AWARDS ART LIGHTBODY

JUDGES' COMMENTS:

Stewart is embedded into the culture and strategy of the company to understand how his fleet can work with each operation to deliver wider benefits. Fleet managers need to be transformational not transactional and Stewart has demonstrated how to transform his fleet through data and sheer will to deliver best-in-class enlutione

There is, though, a disconnect with policymakers about what's possible, believes Lightbody, putting on his ACFO hat.

"Electric vehicles are not the objective: the objective is clean air." he says. "Where we can use them, such as in local communities, we are 100% behind them, but elsewhere the options don't exist. The policy is 'where we can, we should', but we also need help to play our part in the clean air strategy." Board level buy-in is also crucial, particularly when it comes to overhauling the

and this filters down." Lightbody says. M Group Services can handle home charge point installations internally, giving it an ideal opportunity to promote electric cars to its 3,500 company car drivers.

There is a significant question mark over cost of ownership with such a high mileage fleet but, with drivers paying zero BIK next year, Lightbody is considering whether they make small personal contributions to offset the higher price.

"When I started at AW, I had a lack of understanding about electric vehicles so I've been on that journey," he says. "Now I have to bring others along and that might mean hybrid first. We have to make it easy for people to change from diesel.

"Transitioning straight to electric is too far for most people - they can't make that jump mentally."

Lightbody has the grandiose plans, but he also recognises that some of the day-to-day business practices need sharpening. Take company car policies: M Group has multiple procedures amassed during its recent acquisitions (the fleet size has doubled

in the past four years). These need to be consolidated before any decision can be taken on manufacturer partners for hybrid and electric.

...ACFO

Stewart Lightbody joined fleet association ACFO to make a difference. He was appointed deputy chair last summer

after joining the board in late 2018. He explains: "The fleet industry should be amazing. There's a lot of opportunity for collaboration and ACFO should be right there,

in that space." However, he recognises, it needs to change.

"We've been too quiet; we have to be the voice of the fleet operator; we have to have an opinion

Stewart Lightbody

in one of M Group's

two main workshops.

diesel-only car policy. "It sets the culture

"We will still do the wholelife cost analysis and have a framework of possibilities so that when the business is ready, we have a suite of options," he adds.

Part of a future company car policy will be the introduction of new mileage thresholds criteria. The fleet averages 25,000-30,000 miles a year, which is too high. Reducing annual mileage will save fuel, improve safety and reduce the impact on the environment and on air quality. It also brings EVs more into scope.

"There is a cultural mind-set that if you reduce your mileage, you lose your company car," Lightbody says.

He addressed this at Anglian Water by changing the qualification limit from 9,000 business miles per year to 6,000 "important miles". It helped to change the culture and successfully reduced the annual mileage.

Lightbody's role as deputy chair at ACFO and a member of the Fleet Live (now Fleet & Mobility Live) visitor advisory board has given him access to a broad range of views and perspectives about the future of fleet.

He believes the sector is going through "a period of unprecedented change", resulting in opportunities and challenges.

There are, he says, some "blinkered views" but he likes the fact that people are thinking big when it comes to the use of drones or robots for deliveries.

"The thinking is way over there, but the deliverables are three steps back. But I choose to play my part because otherwise we won't get there, or the end result won't be what we want.

This also explains his involvement in ACFO, which began a year ago. He'd been critical about the association's role, but had never been a member or attended its meetings.

"It's all very well complaining, but you have to take part to make a difference and I want to play a role in helping to shape the direction it needs to go in," Lightbody says (see below).



and more fight," he says. "We have to represent the fleet in unprecedented times - our membership is waiting for this."

Lobbying the Government on matters of keen interest to members is one area where ACFO has enjoyed success in recent years, but Lightbody is looking to strengthen its voice in other areas too, including with vehicle manufacturers.

"We have to challenge them on issues such as electric vehicles," he says.

"We have to take charge - no one else is doing this."

'Our future product plans look exciting'

FCA fleet and remarketing director Andy Waite is preparing for a roll-out of electric cars and vans, reports *Stephen Briers*

s he nears his two-year anniversary as FCA fleet and remarketing director, Andy Waite is starting to plan for a roll-out of electric product that will put the organisation's five brands at the heart of the alternative fuel revolution.

Until now, FCA has taken a cautious approach to electric vehicles, quietly watching while some rivals hurry to market – not always with total conviction or, indeed, availability of supply. But Waite is confident the time is now right.

"From the fleet driver to the fleet manager, momentum is building," he says.

Orders are already open for Fiat's first electric van, the Ducato Electric – deliveries start early 2020. The UK, says Waite, is "a prioritised market" for volume.

With full electric capability available across the entire range and multiple configurations to match the diesel engine line-up, the Ducato tops out at 4.25 tonnes with maximum payload of 1.9 tonnes.

"There will be no compromise over diesel," says Waite. "This is FCA product that is certified by FCA engineers and made in Sevel (Italy)."

Two range options will be offered, based on a modular battery configuration. The shorter-range Ducato has the full 1.9-tonne payload; an extended range model that uses more batteries will travel further but the compromise is a lower load capacity.

The drive to electric ramps up considerably during the course of 2020, with the Jeep Renegade plug-in hybrid SUV, Alfa Romeo Tonale plug-in hybrid and all-electric Fiat 500 on the launch list. The latter, due in Q2, will be produced at FCA's newly refurbished Mirafiori plant in Italy, part of the

company's commitment to design and engineer all electric models in-house. "It isn't a third party solution," stresses Waite,

It isn't a third party solution," stresses Waite, with evident pride.

Despite the flurry of activity in electric technology, FCA staunchly believes petrol and diesel still have a role to play. The company is not letting up in its research and development of the traditional internal combustion engine (ICE).

"We have no strategy to be ICE-free in the next few years; we will continue to improve our core combustion engine products," Waite says. "And it is still worth looking at our CNG (compressed natural gas) products where we are the market leader in Europe.

"The evolution of alternative fuels has many directions and there is a place for the different powertrains with the choice dependent on the use and needs of the individual fleet."

FCA is stepping up its pursuit of fleets by highlighting its broad spread of vehicles, from small cars to sports cars and SUVs to large vans. The brand portfolio has the potential to appeal to restricted badge fleets, large corporates, userchoosers, job-need fleets and SMEs alike.

"From the practical to the emotional, we can do it all with one conversation. There aren't many fleets that don't have a fond memory of at least one of our models," Waite says. "It doesn't win business, but it does allow us to start the conversation about how we can add value to their business and support them with cost-effective solutions."

The conversations are beginning to bear fruit, although fleet and leasing registrations across all brands are down year-on-year, albeit in line with the overall market performance.



Andy Waite says the group has no plans to ditch ICE "in the next few years"

PROFESSIONAL

ORGANISATION: FCA Group DIRECTOR – FLEET AND REMARKETING: Andy Waite TIME IN ROLE: two years FLEET SALES (TO END 03): Fiat – 12,591 (-17.5%) Alfa Romeo – 1,785 (-16%) Abarth – 1,554 (-25%) Jeep – 3,134 (-5.5%) Fiat Professional (to end October) – 3,600 (+8.6%)





ANDY WAITE, FCA

Waite believes Jeep and Alfa Romeo offer the greatest potential for growth in fleet over the next couple of years. Jeep's product plan includes six model launches or revisions by 2022.

"As a challenger brand, we have to win people over," he says. "When they get into a Jeep or Alfa Romeo, drivers are surprised how much they live up to the brand values. They deliver whether that's style and driver appeal, or capability and robustness."

Also on high on the agenda is another reduction in short-term rental volumes. Fiat, accounting for the biggest proportion of FCA rental registrations by far, cut its volumes by 61% last year; Jeep was down 40%.

"We see a need to further improve our residual values (RVs) by managing our shorter-cycle business. We reduced it last year and we are further reducing it in 2019 – the thinking is by half again," Waite says.

He's currently bang on target – after Q3, Fiat rental registrations were down 50%.

FCA has kept the pricing guides informed about its rental targets, which has resulted in consistent rises in RV forecasts for many models this year. Waite is confident the residuals improvements will continue, helping to strengthen the total cost of ownership competitiveness of FCA cars.

Waite has no doubt that FCA can boost its true fleet sales across the key fleet segments, with his dealer network playing an important role.

"We are starting from a low market share so there are plenty of opportunities. We have developed our activity through our dealer network for SME and small fleet and we have restructured our programme," he says.

The public sector is another target market, with FCA riding the success of its light commercial vehicles in the ambulance sector.

"Now, through CCS (the local authority procurement service), we are on the police framework. There are a number of areas of the public sector supply chain where we can make progress," Waite says.

Meanwhile, in corporate, FCA will continue to work closely with colleagues in mainland Europe to support negotiations with multi-national fleets.

"As our product offering grows, we have the right opportunities to develop the right relationships and gain business in 2020," Waite says.

He adds: "Our future product plans look very exciting. The next 24 months will be one of the biggest and most exciting periods of change the group has seen since it was created."

FLEET NEWS AWARDS LEASING COMPANY OF THE YEAR (UP TO 20.000 VEHICLES)



Ogilvie expands, but not at the expense of service standards

'We don't do boring or standing still,' sales and marketing director Nick Hardy tells Matt de Prez

gilvie Fleet is a leasing company that refuses to stand still. With a brace of awards and recognition from across the industry, the company's dedication to its customers has enabled it to continue growing - despite a turbulent market.

"So many times we've seen smaller lease companies grow into larger ones and then lose touch with the ideals and principles that helped them grow in the first place," said Nick Hardy, Ogilvie Fleet sales and marketing director.

"We never wanted that to be the case with us and we have been keeping a very careful watch on our ongoing CSI and Best Company scores to ensure our clients are happy with what we do and, crucially, that our staff are happy and can therefore provide the best customer service at all times.

"Priority one is our amazing team. They are the people that deliver all the good things that we do and without them we would be nothing."

Continual investment in products, such as its Happy Drivers app and APPraisal, has helped fleet managers and drivers overcome end-of-contract damage charges, in a bid to avoid having a pleasurable leasing experience "tainted".

We spoke to Hardy about Ogilvie's method:

Fleet News: How do you ensure you maintain a high level of customer service as your fleet and customer base grows?

Nick Hardy: By working really hard at it. relentlessly. There is no easy way to deliver great customer service and keep ahead of the competition. It takes hard work, dedication and flexibility. Staving number one in our industry for customer service is totally inherent to all we do.

At our management and board meetings each month, we spend time reviewing our customer service and net promoter scores to ensure our own high expectations are being met. I think if further growth meant having to sacrifice on our principle of being the best service provider in the industry, we would have to think long and hard about what we are really trying to achieve.

We believe we have the right mix of people, technology and ownership to continue to grow and stay number one in our sector.

FN: Have you seen a decline in the 'traditional' company car?

NH: The answer to that has to be "yes", but at the same time we have had yet another year of substantial growth and thus, while there does seem to be a move away from company cars in some zones, it hasn't actually adversely affected us. The reality is that the company car still offers fantastic and relatively risk-free motoring for most

company car drivers and while BIK rates have wrongly, in our opinion - increased, a sensible choice of car and operation will still see the company car as the best available option.

We are seeing a huge uptake in EVs and PHEVs now, which offer real cost-saving opportunities for many company car drivers. For us, the important element is that we can provide the solution for our clients one way or another. That is why we have developed our PCH offering and are investing in an easy-to-operate SECO (simple employee car ownership) scheme.

Increasingly, no one method of operation suits all drivers in a fleet and our simple plan is to continue to take the headaches away from fleet managers, while keeping drivers in the right vehicles for their role and lifestyle. That can easily be achieved without losing company car drivers.

FN: What do you predict the future of the leasing sector will look like?

NH: I think we are fast moving towards the need to be mobility solutions providers rather than traditional "contract hire companies". The industry has been morphing this way for a few years now and we saw it coming a long time ago. Investing in our online solutions and new products in recent years has allowed us to keep pace so far and we intend to continue to develop our product range in the future

We have to become more agile and fluid in the way that we work; we will have to look at how we can provide easier-to-access short-term mobility and we will have to use data in a way we don't currently do, to really offer the right, on-demand, mobility solutions. Exciting times ahead!

FN: Do you predict EV supply will continue to be an issue next year?

NH: The demand for EV and PHEV vehicles is clearly only going to increase and we suspect that supply will still be challenging in the short term. Supply of almost all vehicles has been an issue in recent months - even years now - and it's relatively normal to be waiting 12-16 weeks for a car of a particular spec.

Next year will be pivotal in terms of our changing vehicle landscape. This is a huge learning curve for manufacturers, leasing companies, dealers, clients, drivers, EV charge point fitters and, indeed, everyone in the supply process.

Change of this magnitude doesn't happen overnight and I am impressed with the way many of us have already handled the degree of change in the past few months. We thrive on challenges, they help keep us on our toes and at the top of our game. Anything else would be boring and we certainly don't do boring or standing still at Ogilvie.

FN: Following the launch of APPraisal, are there any other new initiatives you are working on or looking to introduce?

NH: We have been further developing our app, which now has links to orders, taxation and delivery updates on it as well as full information on a driver's current vehicle. We intend to enhance that on an ongoing basis so it becomes a driver's first port of call for anything relating to their Ogilvie vehicle. We've also been working hard on developing our EV knowledge base, which is soon to go

fully online and will help fleet managers and their drivers through the maze that is EV. Lastly, for now, we are also working on the finishing touches to our SECO product, that will demystify much of the complicated past of employee car ownership schemes. That will launch early in 2020 and will provide both client and their drivers a possible way to reduce their operating costs and benefit-in-kind. It isn't for everyone, but if a driver is in the right target zone with mileage, car preference and tax rate, it can be a substantial all round win.

gilvie reacted to WLTP by providing a constant stream of digital information to customers, alongside client-facing staff who have been fully trained on new legislation and its effects.

"It is a minefield for us to navigate ourselves and we know what we are doing!" said Hardy. "We just ensure we understand what is happening and then, through communications and face-to-face meetings, help clients with these changes and refine their policies to take account of them."

Ogilvie Fleet ran a series of workshops for its clients around this subject and linking it with an introduction to EVs. It also introduced initiatives to help clients make informed decisions, such as contract flexibility, short-term rental discounts and client seminars with industry experts. Its reactive and positive approach to change also led to a number of clients placing orders before the plug-in grant deadline, thanks to a campaign

outlining changes.







JUDGES' COMMENTS

Ogilvie Fleet is strong all round and has achieved good business growth in a challenging market. The judges praised Ogilvie's use of technology, electric vehicle proposition and support for customers on key issues such as WLTP. Strong testimonials and satisfaction measures demonstrate that Ogilvie is as passionate as ever about customer service.

NICK HARDY, OGILVIE FLEET

THE EXCUSES ARE OVER: 2020 IS THE TIME FOR Change

ICFM director *Peter Eldridge* says many of the imponderables that have hamstrung decision-making have been removed. It's time to make progress ... but in manageable stages

he excuses are over. Many fleet managers have been sitting on the fence for the past couple of years uncertain which direction they should take amid unprecedented change and uncertainty across the industry.

However, the list of issues that required resolving has been whittled away in the second half of 2019 – although the elephant in the room, the UK's European Union membership, needs a solution - and when New Year dawns, fleet managers should have a fair degree of clarity.

Government-influenced issues surrounding benefit-in-kind (BIK) taxation and legislation in respect of vehicle emissions, clean air zone locations and entry criteria and the impact on vehicle selection of the Worldwide harmonised Light vehicles Test Procedure (WLTP) are the three key topics that would seem to be resolved. Note that the BIK figures still require ratification by the new Government.

To that list can be added the removal of UK governmental uncertainty following the result of the general election*.

Now, what is abundantly clear, and the general election manifestos of the major political parties did not mince their words on the issue, is that tackling the 'climate emergency' and sustainability point to the future direction of corporate travel as being 'green'.

Yet, a recent survey by the Global Business Travel Association in partnership with SAP Concur, the travel, expense and invoice management company, suggested that while

sustainability was 'a hot topic', it was one that had not translated into overall corporate travel programmes.

Technological solutions, whether they be plug-in vehicles, travel apps and booking platforms or, as an ICFM Masterclass focusing on 'big data' heard more than two years ago, the Internet of Things (IoT) and the concept of Business Mobility-as-a-Service (MaaS), must all be embraced by fleet and travel decision-makers.

I refer to 'fleet and travel decision-makers' on purpose because the worlds of fleet management and travel management are colliding at a rapid rate driven by technology and 'big data'.

At that masterclass, ICFM chairman Paul Hollick talked of what he called 'the fourth industrial revolution' taking place underpinned by the internet and the smartphone.

He said: "Technology is ballooning out of

HO IS PETER ELDRIDGE? 🔳

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 n **1997.** He was appointed a director in April 1999 and is regarded as one of the institute's

Peter Eldridge joined ICFM in 1993, making him one of its longest-serving members.

data'.

millennium

responsible for.



strongest lead tutors. In 2011, he was inducted as an honorary fellow. Courses include introductory programme, intermediate training, advanced diploma and distance learning. Please mention *Fleet News* if booking.

For information about ICFM leadership and management training, go to www.icfm.com

That situation cannot remain. It is imperative that those decision-makers do not sit back and wait for boards of directors to impose change around them or they could find themselves out of a job.

They need to start 2020 with a pro-active mindset focused on how they are going to reduce their company's emissions contribution amid the climate change crisis and empower employees to make sustainable choices in relation to their mode of travel and undertake analysis of how and where within their fleet operations plug-in vehicles can be embraced.

There does not need to be any 'big bang' solution. Far better that fleet and travel decisionmakers focus on where 'quick wins' could work and tackle issues in 'bite-size' chunks. Doing nothing until the time comes when everything requires tackling in 'big' chunks almost inevitably leads to paralysis.

Making a case for an electric vehicle fleet continues, as the ICFM has frequently said, to be something of a conundrum for UK fleet operators.

There is no doubt that the majority of fleet operators want to embrace a zero emissions future, but the road to getting there remains fraught with challenges and continuing confusion regarding the cost of ownership, infrastructure, journey planning, driver education etc.

But that does not mean that the transition from, in most fleets, an exclusive reliance on petrol and diesel vehicles should not begin.

In the run-up to the general election the three main political parties - Conservative, Labour and

Liberal Democrats - all stated that it was the end of the road for internal combustion engine cars and light vans. The only disagreement came on the timeline for ending the sale of new models. Notwithstanding the drawbacks to fleet plug-in vehicle introduction, there are undoubtedly individual situations where the switch from petrol

and diesel can begin.

That requires decision-makers to undertake individual analysis on a vehicle-by-vehicle/ driver-by-driver basis of journeys made. Having done that, it is almost certain that a 'blended solution' of vehicle types across a company's fleet will be the solution.

That will see a fleet profile emerging of something like: Diesel (Euro 6) for high-mileage motorway driving and where a large number of journeys are made in non-urban environments; petrol where a mix of motorway and urban driving is the norm; plug-in hybrids, pure electric and range-extended electric vehicles where driving is largely urban with hybrids a halfway house.

Fleet operators are not averse to change, but they will not expose themselves or their businesses to the potential fall-out of poor or uncertain policy decisions. However, by taking the individual vehicle/driver/journey type analysis, the road marked 'environmental management' is gradually being embraced.

But, it should also be remembered that the business model is shifting from being asset focused (the vehicle) to being much more employee movements driven, so fleet and travel

control. It is evolving at an exponential rather than

a linear pace and that is impacting fleets and, in

particular, what managers are doing with 'big

"Massive momentum is being built so fleet

managers need to think about their operational

model. Fleet managers will cease to exist unless

they embrace 'big data' to make better informed

decisions, enabling them to become less doing

Those comments were made in 2017 and

'mystic' Paul has been proved absolutely correct

as we enter 2020 and the third decade of the

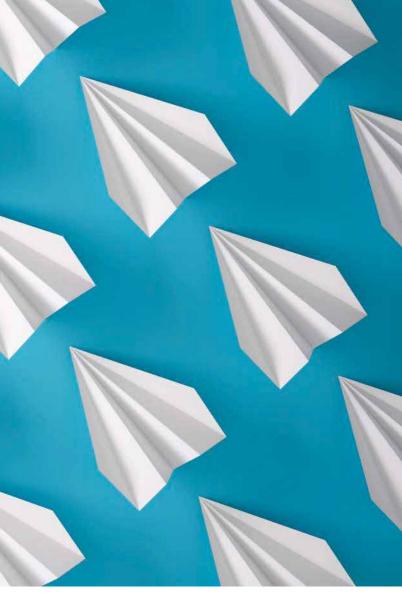
But, as mentioned, two years of uncertainty

have, in some cases, left fleet and travel decision-

makers bewildered and so the status quo has

been maintained across the operations they are

and more strategic in their roles."



managers need to evolve their operational positions to follow suit.

Companies must look to set a mobility budget for each employee that will influence the mode of transport they take - company car, car club, car share, car hire, public transport - and this will be based on a range of factors including fitness-forpurpose, cost, convenience and safety.

Using a web portal or perhaps a mobility card functionality, employees will be able to select the most appropriate mode of travel for their planned journey to meet both their business and personal requirements.

In short, individual analysis of the type of vehicle and mode of transport - while also embracing tele- and video-conferencing - must be undertaken across the employee base. That means all employees - those with a company car or cash allowance and 'grey fleet' drivers who reclaim their travel expenses as well as those who make the very occasional business journey.

A new year is a time for wishes and ICFM's is that fleet and travel decision-makers recognise that change is necessary and embrace it, but take a 'small step' approach underpinned by robust analysis.

If you would like to find out more, the best place to start is by taking a look at the ICFM training and education programmes. More details are available on www.icfm.com or you can contact administration@icfm.com for further information. Due to editorial deadlines this column was written prior to the general election result being known.



SEAT UK has all the answers on plug-ins for fleets

EAT UK is gearing up for an ultralow emissions product offensive that will see four new plug-in vehicles added to its range by early 2021. The next 12 months will see more fleet managers consider the benefits of plug-in vehicles and Aaron Cardoso, SEAT UK Fleet Business Development Manager, said the fleet team is ready to help with any challenges on the road to electrification.

Cost

Some fleets might still be looking for the cost of plug-in vehicles to come down further before considering a switch.

However, Cardoso said many are already cheaper when the total cost of ownership (TCO) is compared, taking into account savings from fuel costs, servicing and taxation.

Cardoso said: "It can be difficult for some drivers or fleet managers to quantify the real world savings a plug-in vehicle can provide. As we continue releasing our plug-in vehicles, we'll also update our TCO calculator (www.seat.co.uk/business/ TCO) with the cost of charging so it will be easy for fleets to compare running costs and find the most cost-effective vehicles for their needs."

Charging

The latest electric vehicles from SEAT such | "The Mii electric's range is perfect for

as the new Mii electric and the forthcoming | someone like me that has a 12-mile el-Born will have zero emissions ranges of up to 160 and 260 miles respectively and charging technology and infrastructure is improving all the time.

There are now more than now 10,300 public charging points across the UK and rapid charging can top-up a Mii electric from 0-80% range in an hour.

Cardoso said: "The infrastructure in the UK is getting better all the time and the charge point providers are working more closely together to have a reliable and widespread network of points."

There are already plans in place to revamp SEAT UK's unique four-day company car test drive initiative next year so drivers can live with battery electric vehicles (BEVs) and see how they fit in with their commutes and daily lives at home.

Range anxiety

Cardoso said the range on the Mii electric and el-Born will mean that, dependent on the length of commute, most drivers may only need to charge once a week.

He said: "If you're doing longer trips outside of that total range your fleet manager would advise you to take a break anyway, so stopping for a coffee and a rest for 30 minutes will see you with plenty more range and ready to go.

commute

"If your business has charge points at work, you may not even need to charge it at home or use public infrastructure at all."

SEAT will also be introducing plug-in hybrid versions of the Leon and Tarraco next year for those looking for loweremission miles, but the flexibility of an even longer range.

Availability

Supply of BEVs for some manufacturers has been an issue, with certain models attracting lead times of more than a year. Cardoso is confident SEAT will have

access to the level of supply needed to meet demand.

He said: "Other manufacturers might be looking to allocate a large proportion of their BEV supply to retail sales, but fleet is a really important market for us.

"It's why more than 50% of our allocation of Mii electric will be for fleet customers.

"We want fleet managers to feel confident that if they choose a SEAT they're not going to have to wait over a year to get their car."



Fleet News readers recommend their top suppliers

The greatest form of marketing is via word-of-mouth referrals and recommendations are priceless. A business may have excellent products, but referrals and recommendations are ultimately given as a result of outstanding customer service.

The Fleet News annual 'Reader Recommended' programme allows readers to have their say about the companies they believe offer the best service. We have gathered opinions via research conducted among the Fleet News audience.

Fleets nominated their best suppliers in each

READER RECOMMENDED

Visit www.seat.co.uk/business to find out more

FleetNey READER RECOMMENDED 2020

industry segment but also their worst. The top performing companies are then granted Reader Recommended status.

The sectors highlighted within this sponsored section cover: conversions, driver training, rentals, software, fleet management, fuel cards, leasing and EV charging. Here, we invite the companies to tell us what they do to earn the plaudits from others.

A full list of Reader Recommended companies can be found on the Fleet News website under the supplier tab.





You focus on your business needs. We'll take care of your fleet from start to finish.

At Alphabet, our flexible and efficient business mobility products will keep your drivers on the move. From fleet management and leasing, electric vehicles and

corporate car sharing, through to driver risk and accident management support services, we have a solution that will keep your drivers and vehicles on the road.



Advertising feature Reader Recommended

In uncertain times, you can put your trust in Alphabet

lphabet has been serving business fleets and fleet decision-makers since 1997. Over that time it has developed a reputation being a personal, progressive and outstanding business partner.

It understands actions speak louder than words, or, as Henry Ford once said: "You cannot build a reputation on what you are going to do."

The Alphabet journey started with the belief that the only way to win a fleet's custom and respect was to truly understand the fleet's needs and deliver them every day to the highest standards.

As such, Alphabet is delighted to be recognised by Fleet News readers with this 'Reader Recommends' award.

The magazine's readers understand the changing needs of professional fleet management, which makes this recognition even more special. When industry experts appreciate the value a business partner can add and personally recommend it, their opinions carry significant weight and have real meaning.

For more than 20 years Alphabet has been constantly evolving its offering to anticipate market changes and meet new requirements from customers. Over this time the one constant has been the expertise, dedication and commitment of



Alphabet employees to serve customer needs.

"Alphabet's focus on service delivery and its ethos of continual improvement has resulted in industry-leading retention rates and is undoubtedly a key reason why Fleet News readers have chosen us for this prestigious accolade," said a spokesperson.





In today's changing world, the pace of technological and societal change is ever increasing. Businesses are looking for more efficient and effective ways of managing their human capital and fleet resources, whether that's around outsourcing of fleet functions, improving duty of care, enabling the move to electrification or developing more agile and flexible usage of vehicle assets.

Professionals in fleet, HR, finance or procurement find themselves juggling increasingly complex responsibilities and obligations around business mobility and fleet management in our uncertain modern world.

In this labyrinth of change, Alphabet can assist in guiding fleets through the maze of choices and options. With products like AlphaElectric helping fleets to electrify their vehicles towards Road to Zero, or our corporate car sharing platform, AlphaCity, providing new mobility options, Alphabet offer the most comprehensive array of funding options, fleet management and mobility solutions in the market.

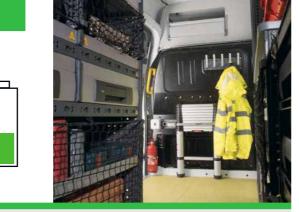
"You have our promise that we'll deliver this with the personal touch, progressive approach and commitment to outstanding service that ultimately makes the difference with Alphabet," the spokesperson added.



Tailored conversion solutions that support fleet efficiency and safety

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- Crash-tested modular storage options that improve visibility and load organisation to cut time and stock wastage
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- Enhanced external and internal security options, trackers and cameras that can reduce losses and downtime from theft
- Durable, high quality equipment designed and fitted by expert teams to maximise total in-life performance and vehicle uptime
- B Reliable power and lighting systems that help get the job done, including 3kw, Ev and low emission energy solutions



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As the drive towards greener transportation gathers critical momentum, leading van conversion supplier in the UK and across Europe, Bott, is ideally placed to support customers during this period of unprecedented sector change.

In the short-term, blended fleet solutions are likely to become the norm. Manufacturers, customers, suppliers and end-users will all be on rapid learning curves around the deployment of alternative fuel vehicles (AFVs) alongside, and ultimately replacing, current LCVs.

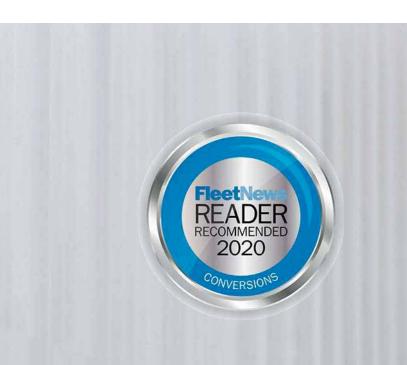
The requirement to create productive and safe mobile workspaces is likely to remain. However, each vehicle evolution brings its own conversion

Visit www.bottltd.co.uk to find out more

challenges, including payload to range balancing, storage space optimisation, auxiliary power and lighting planning, plus the safe installation of add-ons such as trackers, cameras and even van graphics.

Bott recognises the importance of being prepared and agile enough to satisfy these evolving customer needs. This includes ensuring new procedures are in place for the safe and effective handling of AFVs from arrival on site through conversion, to handover.

The Bott Group has invested in a new, £1m flexible workspace at its conversion HQ in the Midlands, as well as in its UK manufacturing facilities.



Bott prepares for a greener future

The Ashby site extension will accommodate up to 25 additional vehicles and importantly, in future can be designated entirely to hybrid and e-vehicle conversions.

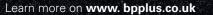
Flexible EV charging points have been installed, with 14 further points planned in early 2020. Staff are trained in the safe handling of AFVs and are also increasingly experienced in adapting conversion designs to optimise EV in-service usage.

In addition, Bott are also helping customers to go greener through vehicle downsizing, the use of low-emission auxiliary energy packs and the exciting future development of intelligent, connected mobility solutions.



Refuel and recharge with an award-winning supplier

Advance your fleet operations with a partner you can trust. For 2 years running, Fleet News readers have chosen BP as a Reader Recommended Fuel Card Supplier and have chosen BP Chargemaster as a Reader Recommended EV Charging Supplier for 2020.





Supporting the UK's EV market - how does BP do it?

Research by BP has shown that the UK EV market is growing, and getting faster year on year.

Plug-in car registrations grew by 10,000 units between 2016-17 and 13,000 between 2017-18. It's clear that the shift to EV is happening guickly, and the demand is high. This demand has shaped BP's commitment to serving fleets with safe, convenient and reliable fuelling options, regardless of the engine type they choose. Auto Windscreen is one customer which utilises all the benefits of working with BP Fuel Cards and BP Chargemaster and joins the readers of Fleet News in recommending BP as a quality partner for fleets.



Driving fleets forward

with Target Neutral, BP Chargemaster and BP Fuel and Charge

In partnership with BP Target Neutral, Auto Windscreens already offsets its emissions by buying credits to work alongside BP with some of their initiatives across the world. As Auto Windscreens looks ahead to using electrical and hybrid vehicles in their fleet, BP's Chargemaster and Fuel and Charge offers will become invaluable.

BP Chargemaster is the official charging partner with the leading EV manufacturers in the UK. As well as offering home charging for drivers (with 40,000 units installed to date), it also provides 150kW chargers to BP retail sites, facilitating ultra-fast charging for fleets on the go.

The BP Fuel and Charge card is the key to a convenient and comprehensive network on-road fuelling and charging. Any fleet thinking of switching some of their fleet to electric will have maximum convenience as it can be used by fleet drivers to pay for petrol, diesel or electricity. It offers fleets access to the BP Plus cross acceptance network of more than 3,400 fuel sites and the Polar EV charging network - the UK's largest public charging network which consists of over 7,000 EV charging points.

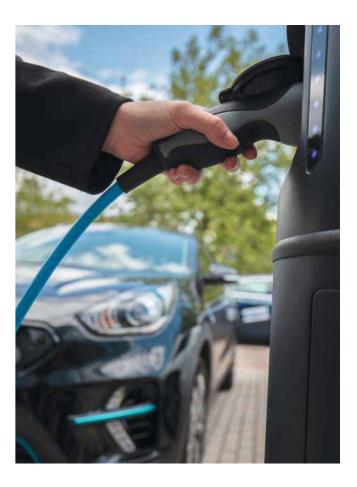
Take control with Fleet Management Tools

No matter the size of the fleet, with BP fuel cards managers can manage the day-to-day admin with minimal time and effort. They have complete control at their fingertips, with easy access to online tools and advanced security measures.

Auto Windscreens uses BP FleetMove Pro to monitor and analyse its drivers' behaviour, be it harsh steering, harsh braking or excessive fuel usage, and pass this information on to network teams to educate and reward drivers on improving efficiency.

Since using the tool, Auto Windscreens' efficiency has improved across the fleet by 6 MPG.







Driver satisfaction with BPme

The BPme app has proved most popular with the drivers at Auto Windscreens who find the locator tool especially useful when planning fuel stops ahead of a journey. The cashless system also allows drivers to stay with their cars while fuelling up, minimising driver downtime and adding security to the fleet.

The BPme Rewards scheme is also a fantastic way of rewarding the drivers using the BP Plus card with everyday treats all for just filling up the company vehicle and at no cost to them.

FleetWave: the simple, sustainable way to manage your fleet

Manage your fleet with one easy to use, award-winning piece of software.

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* Home Page

- **Reduced CO2 emissions**
- And much more

Advertising feature **Reader Recommended**

chevin

Chevin Fleet Solutions – 29 years of fleet management software innovation

stablished in 1990 in Belper, the small Derbyshire town in the heart of England, Chevin was founded by Ashley Sowerby, the company's managing director. After buying the rights to a simple fleet system that he was developing for his then-employer, Sowerby embarked on his own business venture at the tender age of 21.

Today, Chevin Fleet Solutions is the leading global provider of dedicated fleet management solutions and its multi-awardwinning software - FleetWave - is used in more than 180 countries worldwide, to manage in excess of 1.2m vehicles and associated assets

From its humble UK beginnings, Chevin is now a global company with offices in North America, Belgium, France and Australia. Its products are also sold by distribution partners in Africa and the UAE.

Chevin's client base includes some of the world's largest, most reputable organisations across multiple industry sectors, from major vehicle manufacturers, construction and utilities companies to government, non-profit and emergency services.

About FleetWave

FleetWave is a fully integrated web-based solution designed to consolidate all fleet-related information into a single system, making it easy to effectively manage all areas of a fleet.

Widely used across the industry to simplify entire fleet operations, FleetWave is both flexible and intuitive and can be



tailored to suit the unique demands of any business. Users of the software are granted fast and secure access to fleet-specific information from any location with a web

browser The system manages the entire lifecycle

FleetWave

of a fleet - from initial acquisition of a vehicle through to final disposal – and can also integrate with a multitude of thirdparty systems including finance, human resources, fuel and telematics providers... to name just a few.

Giving operations the right tools to take control, FleetWave has one of the most comprehensive module offerings available. The software delivers increased visibility of KPIs with its unique real-time reporting system, paired with advanced control of procedures, alerts, reminders and clever automation.

FleetWave has been adopted by businesses with cars, vans, commercial

sales@chevinfleet.com www.chevinfleet.com

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Call +44 (0)1773 821992 or e-mail sales@chevinfleet.com





vehicles, heavy machinery, plant and associated assets, and covers almost every aspect of vehicle, asset, driver, workforce even workshop - management.

Offering long-term benefits with α proven track record, businesses using FleetWave are able to effectively monitor vehicles and assets; reduce costs; lower emissions; increase vehicle utilisation; automate processes and improve overall performance.

Chevin has also developed fully integrated mobile solutions for the driver. fleet manager and workshop technician, meaning any operation in any sector can be managed paper-free.

For more information about Chevin Fleet Solutions and its FleetWave software, get in touch on +44 (0)1773 821992 or e-mail sales@ chevinfleet.com



"FLEET IS OUR FORTE"



There's no doubt that Clarks Vehicle longevity, as a Clarks vehicle is a highly nothing leaves its conversion centre adding another jewel to their crown and is testament to their rugged build quality. that's in the Crew Carrier sector.

As well as their industry leading Welfare vehicle, their all-new nine-seat Crew Carrier has been a labour of love for Clarks Vehicle Conversions who have successfully produced a vehicle with You may not expect it but fleet is without has seen them become a powerhouse of increased capacity and safety to transport doubt Clarks' "forte" yet their flexibility innovation and their impressive tally of workforces, while retaining a generous for such a large scale operation is recent awards backs that up. load area for materials and tools.

as Clarks astutely identified the need from their 4 acre Conversion Centre importantly it's the investment in their to develop an M1 approved nine-seat in Carcroft, Doncaster, which has the teams' development that really makes Crew Carrier, as demand for this type of capacity for up to 400 vehicle at any one the difference. Health and safety, first aid conversion was growing within the utility time. It's also home to their 150 strong and well-being courses are available to all and infrastructure sectors.

to think that my name was associated to anything that wasn't safe " Vehicle conversion industry "

Compliance, safety and testing is at the contractor sectors. heart of every vehicle Clarks produce This unique, consultative company works Darren Lord - Managing Director

Conversions are Number 1 for Welfare sought after commodity that holds a until it's passed their stringent 191 quality Vehicles, yet they are fast approaching premium in the second hand arena, which control checks.

almost unheard of. From 1.5 to 7.5 tonne vehicles, Clarks have converted them Although Clarks have been investing in The devil is most definitely in the detail all with aplomb and they've done it all the expansion of their teams' scale, more workforce, which includes fully qualified team members. Clarks hold staff opinion carpenters, plumbers and electricians and expertise in high regard, which allows "Before we start any new project our first thought is always compliance, compliance. Clarks isn't a your conversions are on time and to the bighest standard bighest bighest standard bighest bighest standard bighest bighest standard bighest bighes highest standard.

> generation family business offers a range of fleet conversions ideal for the utility and

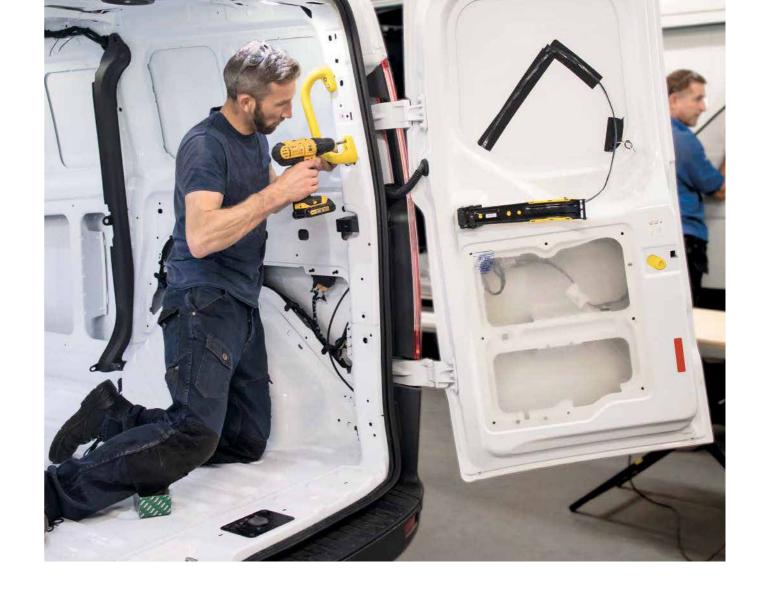
and it's what drives their passion to closely with clients to determine the exact keep innovating. Their vehicles are requirements and invests time to create Clarks work with the majority of the UK's unapologetically functional and their a solution that is fit for purpose. Clarks top ten infrastructure service providers name precedes them when it comes to pride themselves on using highly robust across road, rail and utilities. Proving that materials and manufacturing techniques, Clarks is first in mind when it comes to ensuring that all conversions are fit for Welfare and Crew Carriers and that they purpose and easily able to withstand are well embedded into the fabric of the day-to-day wear and tear. Clients can UK's elite. rest assured that all Clarks' conversions are crafted to the highest standards and Which leaves us with the question...

Doncaster is the 4th largest growing we're a volume converter, iteel is what we're passionate about. Fleet is where we stand out from the crowd. Fleet is our forte " David Chilvers - Head of Sales eet is what economy in UK and Clarks are proud to new technology, techniques, and staffing

of this family business and its success.

Is there anything that this multi-disciplined organisation can not do?.. Well, having seen what they have in the pipeline for release next year, shows that the future doesn't only hold innovation but more importantly diversification and we for one are incredible excited.

CLARKS



HAND CRAFTED IN THE UK **3 YEAR WARRANTY AS STANDARD**

All our conversions are produced on site in the UK by our highly skilled craftsmen and women, who are incredibly proud of the products they design, develop and maintain. Their experience, industry knowledge and attention to detail is second to none and they make Clarks the success it is today.

The confidence we have in our teams' abilities allows us to offer a 3 year warranty and nationwide assistance on all our conversions as standard. In the rare occurrence that you require it, our aftersales team will get your workforce back on the road with minimal downtime. We don't stop supporting you when your conversion leaves us. That's a promise!







Your road to electrification with Hitachi Capital Vehicle Solutions

here has never been a greater incentive to transition your perk fleet towards alternatively fuelled vehicles (AFVs). The tax incentives from the proposed new BIK bandings for electric vehicles provide drivers with the opportunity to choose α vehicle that is lower in cost and far superior from an environmental perspective.

But how do you know if you could even electrify your fleet right now? While the incentive for EVs is key and now

present, adopting them holds a series of challenges for both employer and employee. Due to the different price points of EVs and different battery sizes (offering different ranges), a viability assessment is broader than that of internal combustion engine (ICE) vehicles. The same EV could be offered to two different employees, and have a different TCO, based on the journey profile of each driver; for one employee an EV could be viable, for another, that may not be the case.

Hitachi Capital Vehicle Solutions innovates to address and solve society's challenges. We believe our expertise should be shared with our customers, in order to help them navigate the complexities of today's fleet marketplace. We are helping our customers to transition from the traditional ICE fleets of yesterday, to the carbon-zero fleets of tomorrow.

Some fleets are more advanced than others on this journey. However, there is "We have not forgotten that the underlyi problem our indu is trying to solve is the reduction of carbon emissions

increasing demand from fleet managers for leasing companies to enable them to make this switch by assisting with their electrification strategy.

We are optimising the future of fuel for customers, ensuring they have the right vehicle, with the optimum fuel type, to support day-to-day business operations, driving costs and minimising environmental impact.

The result can be a mix of drivetrains (from diesel to battery electric vehicle) and funding solutions (from contract hire to employee ownership schemes) shaped to meet the challenges facing fleet operators; namely, the need to effectively and practically blend different solutions within one fleet policy during a time of uncertainty.

At HCVS, we have a unique ability to develop and deploy products like these to help meet customers' short- and mid-term challenges, making a real difference at a time when planning past three years will be difficult.

We have the agility and ability to blend



tailored solutions that not only answer fleet pain points but also uncertainty in the market.

We carry out detailed, but easy to interpret fleet diagnostics, enabling us to give our customers a segmented view - based on actual usage, fleet mix and driver BIK pressures - to recommend and, crucially, deploy different funding and manage ment solutions for different segments of their fleet.

What if you can't electrify parts of your fleet today? Most assessments we've undertaken have

shown that electric is a viable fuel type for large portions of fleet. However, for the portion where ICE vehicles are the most viable fuel type today, we are helping customers to optimise the cost of running them through a blended funding scheme, which reduces costs for both employer and employee, helping to stave-off increasing BIK.

In addition to a seamless harmonised scheme providing two funding options, we have not forgotten that the underlying problem our industry is trying to solve is the reduction of carbon emissions.

We're the only leasing company in the industry to partner in the world's biggest EV trial, Optimise Prime, a three-year innovation project designed to address how the UK can manage mass adoption of EVs between now and 2030.

As a result, HCVS is a key player in providing insight and understanding of fleets, drivers and engineers, helping define practical ways of overcoming up-front costs currently holding back many of the country's biggest commercial vehicle operators from making the switch to EVs. We have a unique position among our competitors which means we are well placed to share our learnings with our customers.



Why we're Leasing Company of the Year and Truck Leasing Company of the Year 2019

We are unique in our total capability to fund, build and manage any asset type across all specialisms. This makes us an award-winning choice for companies running varied and complex fleets, where an off-the-shelf approach is not fit for purpose.

We refuse to take a one-size-fits-all approach and treat each customers' fleet as a unique, embedding ourselves in their strategy.



CommercialFlee

WINNER



READER 2020

No other leasing company can provide the level of expertise and experience we have in specialist vehicle compliance, and apply that expertise for the benefit of all drivers and all types of vehicles, increasing safety and operational control.

We pride ourselves on the trust we've built with customers to manage their complex, mission-critical fleets and equipment and can proudly say our legal compliance for all CVs is 100%.



technology, functionality, innovation

Giving you the strategic information to run a safe, compliant and efficient fleet of vehicles and drivers

Reduce costs, Increase efficiency, Stay compliant



jaama.co.uk tel: 0844 8484 333 enquiries@jaama.co.uk



Advertising feature Reader Recommended

Industry-leading software stops you 'playing roulette'

aama, the industry leading, fleet, leasing, and asset and driver software innovator continues to push the technological and functionality boundaries to ensure companies operate at the cutting-edge of data management, operational best practice and compliance.

Most fleet decision-makers recognise that today's hi-tech fleet management systems, such as Jaama's multi-award-winning Key2 asset and driver management technology, can seamlessly interact with other internal and external software to dramatically improve operating effectiveness and efficiency.

As a result, sophisticated web-based software developments mean fleet operators no longer need to manually input every item of fleet information.

Also, the development of smartphone apps – for example, Jaama's My Vehicle App' with auto-triggering – means information uploaded by drivers automatically updates an employer's Key2 system, ensuring the latest data is always available.

Meanwhile, the starting gun has been fired on the connected car revolution and the arrival of so-called 'big data' signalling transformational change that enables fleet decision-makers to predict the future in terms of vehicle service, maintenance and repair and driver behaviour

via data analysis thus taking away operation uncertainty. Today, best practice dictates

a wholelife cost approach to vehicle decision-making, but new technology and the arrival of big data will industrialise the amount of information available to

decision-makers resulting in a data lake. That means significantly more data will be fed into wholelife cost calculations and driver performance records, enabling more accurate determination of optimal business mobility solutions.

Against that background, fleet management software is exceptionally fast-moving. It is essential providers have the long-term strategic approach to continually enhance their systems with new functionality to meet new ways of fleet operator working.



That is why Jaama, invests £2.6 million a year to ensure its multi-award winning, web-based Key2 system, 'MyVehicle App' and, most recently, Maintenance Exchange products remain at the cutting-edge. What's more, unlike most other fleet management software providers, Jaama

What's more, unlike most other fleet management software providers, Jaama ensures system updates are included within their annual fee, thereby negating the requirement for costly upgrades. Additionally, acquiring an outdated

system that has no means of boosting functionality to meet new requirements and working practices is therefore a waste of money long term. Consequently, it is vital to analyse a software company's innovation record and discuss

Consequently, it is vital to analyse a software company's innovation record and discuss with them their programme for increasing the depth of functionality that will see new modules introduced and new solutions launched to further improve fleet management efficiency and, therefore, business effectiveness.

Fleet decision-makers and colleagues must feel comfortable forming a long-term business partnership with their chosen supplier to maximise operating efficiencies and support.

A good supplier wants to provide a solution rather than sell a system and to







Microsoft Partner



enable that to happen business objectives of both organisations are shared to achieve the common goal.

Therefore, α fleet's chosen software provider must be able to deliver α highly sophisticated, modern, online system, and be focused on continuous product development and functionality improvements.

The 'right' fleet management system capable of reflecting future strategic business change as well as taking account of future fleet industry transformation is critical if sector-leading levels of vehicle and driver performance alongside cost management and compliance are to be realised.

Driver 'self-service' is fast becoming vital to deliver reductions in fleet administration, while the paperless office is also more than a vision, but a reality. Therefore, businesses must have good systems in place that will digest vehicle, driver and journey information and make it meaningful not just today, but also tomorrow.

In turn, that will enable fleet managers to make informed decisions as they will have a holistic picture resulting in operational efficiencies that will maximise compliance and deliver cost savings.

Attempting to make decisions without data, good systems and processes in place is, for fleet decision-makers, like playing roulette with their organisation's money and legislative compliance!

KEEP YOUR BUSINESS DRIVING FORWARDS. THAT'S VANONOMICS.

Northgate Vehicle Hire offers flexible, fair and financially savvy ways of delivering your business van needs.

Hire Options

12months+

A great alternative to the commitment of contract hire or ownership, ideal for uncertain economic times. The longer the term, the better the rate we can offer.

VanHire+

Ticks all the boxes of 12months+, with the addition of a unique damage allowance and Telematics control package.

Flexible Hire

Available for three months or more and ideal for when you have a ballpark idea of what you need, but want some flexibility in exact end dates.

Short Term Hire

Rent vans when you need them, for as long as you want them.

What's included as standard:

- **Full service and maintenance**
- () 24/7 breakdown and recovery
- Over 52,000 vehicles
- 9 55 branches nationwide
- Courtesy and replacement vehicles
- Road Fund Licence included





Fleet Management

Reduce costs and increase efficiency with our fleet solutions.

Vehicle Management

Ongoing maintenance tracking and access to our industry-leading Fleet Dynamics software.

Accident Management

Deal with incidents from notification through to insurance and repair using a single phone number.

Fuel Management

Drive down fleet fuel spend with a fuel card solution that gives you money off the pump price.

Risk Management

Fleet risk audits, driver risk assessments and tailored driving courses available.

If Vanonomics sounds like it can help keep your business driving forward, get in touch. It really is that simple.



GET AHEAD WITH VANONOMICS.

The modern business environment is making commercial vehicle ownership obsolete. At a time when little is certain and businesses need to be agile and flexible, it just isn't economically or operationally efficient to own company vehicles. As a result, we are seeing more businesses than ever turn to us to take care of their fleets.

At Northgate, our core objective is to help our customers keep their businesses on the road with a solution that is tailored to their needs. With a wide range of hire options and bespoke fleet management services, we take all worries away and ensure that our customers can remain efficient and successful. That's what we call Vanonomics.

We understand that times are changing and so are our customers' needs. That is why we are continually investing in our people, technology, systems and products to ensure that we can address all our customers' fleet concerns. This year alone, we have made significant investments in our products and services to provide fleet managers with all the support they need in an increasingly challenging world of business. I'm extremely proud that we have been recognised for our efforts in this area by being voted Fleet News Reader Recommended Rental Company for the second year running.

To give you an overview of the biggest changes our team has introduced this year, let's start with our new hire option, VanHire+. It combines our award winning 12months+ plan, including a telematics package and optional fuel cards, with a unique damage allowance that gives fleet managers peace of mind.

We have also started offering our customers the opportunity to hire a wider choice of vehicles from outside our traditional offering, such as cars, 4x4s, minibuses, specialist vehicles and HGVs.

And as these vehicles can be available for short as well as long term hire, we are giving our customers the ability to react guickly if their vehicle needs change.



To help with ongoing fleet management, we've launched a new Vehicle Inspection App that removes the hassle of dealing with paperwork to inspect vehicles. Fleet managers can schedule inspections, so drivers carry out checks at the right times. The app allows drivers to complete checks in a matter of minutes and submit results, with photos, in real time.

We're working hard to ensure our customers can keep their drivers on the road and mitigate any negative impact of downtime. Our new Telematics solutions provide customers with visibility over vehicles and driver activity, and finally we've also come up with a new Accident Management service to take care of road incidents, vehicle theft and vandalism on our customers' behalf.

We are also working with many of our customers to make their LCV fleets more environmentally friendly. For example: they can benefit from the reduced operating costs of electric vans, whilst we use our buying power and expertise to manage the cost of ownership, which is something that currently deters many potential users.

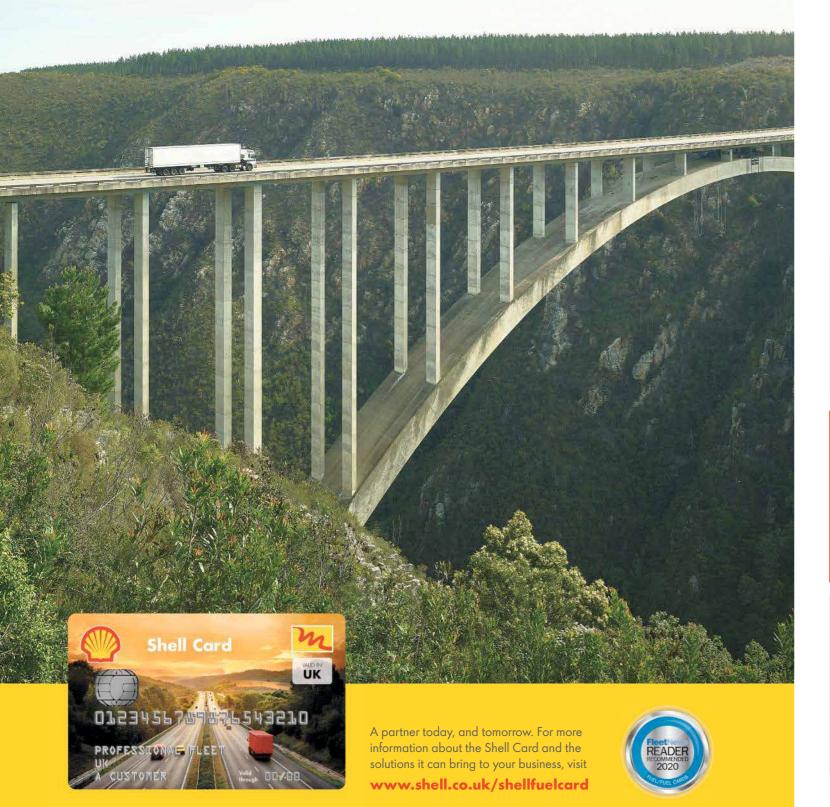
We believe that commercial vehicles should enable businesses to do what they do best, rather than become a drain on financial resources and fleet managers' time. With Vanonomics, any business can get ahead.



Neil McCrossan, Sales & Marketing Director, Northgate



A FUEL CARD SOLUTION FOR A SIMPLER, SMARTER FUTURE



Advertisement Feature

WHY CHOOSE SHELL FLEET SOLUTIONS?

Data-driven fleet management with access to dedicated Shell account management and monitoring, combined with one of the UK's largest service station networks.

Shell has over 55 years of experience in tailoring and refining its fuel card solutions to deliver an exceptional service to customers. We are committed to being a trusted partner to businesses, answering the challenges of both today and tomorrow.

FUEL

- Customers can access high-quality fuels through a network of some 3,800 Shell and third-party UK stations. A station locator tool enables journey planning and highlights the facilities and services available at each one.
- With one in three Fleet Managers believing the move to alternative fuels is vital for their operations to stay competitive¹, Shell is also committed to providing low carbon fuel options that will make up the diverse fuels mosaic of tomorrow, such as electric, hydrogen, gas-to-liquid (GTL) and liquified natural gas (LNG).
- The recently launched Shell Go+ rewards programme, based on station visits rather than points, provides speedy access to instant rewards and fuel discounts for all fleet types. At Shell, we believe all fleets deliver value, which is why we are leading the way with a programme available to all fleet types.

FRAUD PREVENTION

 Fleet Managers have the comfort of knowing that the Shell Card offers sophisticated fraud prevention through the ability to set and manage controls, parameters and alerts.

FLEET MANAGEMENT OF THE **FUTURE AT YOUR FINGERTIPS**

Shell Fleet Hub, our brand new and intuitive online fleet management system, is designed to support the needs of Fleet Managers on and off the road. The web-portal gives Fleet Managers instant access to their fleet's activity, such as as fuel spend, journey efficiency and flagged fraudulent transactions. This increased visibility and understanding of operations, allows Fleet Managers to resolve issues quickly and control costs more effectively.

.

DRIVE CARBON NEUTRAL

One of Europe's largest providers of smart

at home and at work, with 125,000+ public

charging solutions for electric vehicles on-the-go,

SHELL PARTNERSHIP

WITH NEWMOTION

charge points in 35 countries.

With low-carbon planning a chief priority for many fleet businesses. Shell now offers its customers the ability to drive carbon neutral. If opted-in, fleets can offset unavoidable carbon emissions through the purchase of carbon credits from a portfolio of carefully chosen nature-based projects that capture and store carbon from the atmosphere.



A PARTNER TODAY, AND TOMORROW The fleet industry is seeing an influx of new technologies, services and greater connectivity. With the average modern vehicle having over 200 connected data points², and one in five Fleet Managers believing that data is crucial in their fleet-making decision process, buinesses must be equipped to handle this exciting new world.

Shell is committed to working with customers to navigate this by providing services and advice to help them succeed. We have recently launched an industry report, 'Driven by Data: Managing Fleet Information Overload', which provides practical and useful advice on how fleets can optimise data. Take a read at www.shell.com/business-customers/shell-fleetsolutions/driven-by-data and speak to Shell about how you can prepare your fleet for the future.

Shell, Ultra-Efficiency or Digital Disruption: Planning For the Future of Fleets, 2018. 2 "Automotive Data Monetization to Reach \$33 Billion in Opportunities for OEMs by 2025, Finds Frost & Sullivan". 22 February 2018, Frost & Sullivan

DEDICATED ACCOUNT MANAGEMENT

 Our dedicated Account Managers know their clients' business like the back of their hand. This knowledge and industry expertise enables them to bring the best people, products and services on board to provide advice and support on optimisation and cost-savings.

• A dedicated team monitors card transactions 24/7 to rapidly identify and tackle any red flags, helping protect fleets from losses.

1	

Shell Fleet Hub aims to streamline any unnecessary admin time so Fleet Managers can focus on more important tasks to grow their business.

THE EASY ROAD TO FULL COMPLIANCE

Discover CHOICES

grey fleet drivers. CHOICES includes:

Our flexible, low-cost risk management portal takes

care of your end-to-end fleet risk management process

and is the easy way to ensure your fleet policies and

procedures are followed, by both company fleet and

Driver Audit

Licence Check

E-learning

Risk Assessment

RoadSmart

Observe The Four Cs to develop fleet safety mindset

n Britain's roads in 2018, there were 5,590 serious injuries and 520 fatalities involving people driving or riding for work*. Driving is the single most dangerous activity undertaken by UK workers, with road collisions now accounting for almost 70% of work-related deaths.

Advertising feature Reader Recommended

There is a clear need for employers to minimise the risks faced by those who drive on behalf of their business, but this can be a challenge and many are unsure where to start.

Understanding 'The Four Cs' will help you and your business establish a mindset that holds driver safety in clear focus.

Compliance

The need to comply with health & safety legislation in relation to driving is a

Road collisions are reported separately from other workplace incidents and casualties involving at-work drivers have rarely led to employers being held accountable. Times are changing. Widespread adoption of telematics, vehicle tracking and dashcams is creating an environment in which driver behaviour is constantly under surveillance and scrutiny, and the data generated by these technologies is creating a trail back to employers.

Those that knowingly fail to address poor driving will increasingly find themselves vulnerable to prosecution.

about people. You care about your staff, so



ort 'RAS30037; Reported casualties in accidents, by journey purpose and casualty type, Great Britain, 2013-2014

0870 120 2910 business@iam.org.uk iamroadsmart.com/business

forgotten area for many businesses.

Fleet safety isn't just about vehicles - it's



show them! A robust driving policy will reassure them that you take their safety seriously.

Regular licence checks, vehicle safety checks and training courses are more than just procedural: they demonstrate your commitment to employee safety and help to ensure they are fully equipped to deal with the pressures of driving for work.

That may sound like a big question, but it's often the 'little things' that have the greatest impact on drivers' behaviour. Are they under pressure to make that meeting, or to squeeze in that extra delivery? Do they feel obliged to answer the phone while driving?

safety, affecting workers' stress levels, job satisfaction and productivity. Senior managers who understand this, and are prepared to lead by example, can bring about significant, lasting benefits to safety.

Cost is a factor in any initiative. Where driver safety is concerned, the real cost comes from inaction: collision damage, insurance, poor fuel economy and lost productivity due to staff and vehicle downtime, could be driving your financial costs

Industry-leading on-road training courses

CHOICES helps to identify high-risk drivers who would benefit from further training, beyond E-learning. Address the development needs of these drivers with our range of on-road business driver courses, as recommended by readers of Fleet News.

Ask us for an online demo today As the UK's leading independent road safety charity, our not-for-profit status allows us to bring you CHOICES and our on-road training at highly competitive rates. iamroadsmart.com/business

business@iam.org.uk 0870 120 2910









What is the culture like in your business Culture plays a major role in workplace



skyward. Failure to manage these risks could cost your business its reputation. Worse still, the costs could be human.

In reality, a driver risk management programme costs far less than some might think, and can pay for itself within a short time

Find out more

The need for every business to have a fully auditable driver risk management programme has never been greater.

As the UK's leading independent road safety charity, IAM RoadSmart can provide a comprehensive solution to suit your business at minimal cost, supported by its not-for-profit status.





FleetLogistics

A sustainable fleet and mobility solution

Optimise your fleet in line with the strategic requirements of your business. Our expert teams provide support in our three core fields of:

- → Operational fleet management
- → IT Tools and Innovation
- → Consulting

Our fleet services cover the whole life cycle of a vehicle. Whether you need a Green Fleet solution or a complete fleet management solution - we are here for you, in more than 39 countries.

Would you like to know more? Contact us Tel.: 0121 717 1060 E-Mail: info.uk@fleetlogistics.com

We drive our industry

Advertising feature Reader Recommended

Find the path to a sustainable fleet with Fleet Logistics

By Sue Branston

hoice lists, policies, benefit-inkind (BIK) and electrification? If company vehicles fall under your remit and your background is not in fleet, it can seem a little overwhelming. In recent times, there have been major market changes that make the fleet decision-making process all the more crucial - and there's more change to come. In April 2020, the true impact of WLTP testing will become evident and the likely outcome is an across-the-board rise in new cars' CO₂ emissions levels, with a corresponding rise in company car tax and revised mpg figures. These factors impact massively on fleet costs.

There have also been new BIK tax rates published which (if ratified after the general election) will reward zero carbon-emitting vehicles with zero rates of tax, potentially giving sales of electric vehicles a shot in the arm. The interest in electric vehicles and PHEVs (plug-in hybrid electric vehicles) is growing. However, in many cases, demand is outweighing supply.

So, what are the best options for your business and drivers? Reviewing current choice lists to see how they affect costs and BIK is advisable, as a car is often a staff retention tool.

Meanwhile, clean air zones (CAZs) have seen the banning of certain types of vehicles, especially older diesels, from entering some city centres. The Government's 'Road to Zero' policy is driving a market swing towards cleaner, less polluting hybrids and electric cars in the coming years and businesses need to plan for this.

How can you steer through all this background noise to find the right path for your company fleet?

"Our specialist teams work with companies to optimise the efficiency and cost-effective running of their vehicles, helping them make the right business decisions"



Here at Fleet Logistics we help our clients select the right path. As one of the world's largest providers of fleet management services, we have more than 20 years' fleet management experience.

Our specialist teams work with companies to optimise the efficiency and cost-effective running of their vehicles, helping them make the right business decisions for a long-term, sustainable fleet solution. We offer our clients an unrivalled level of expertise, consultancy and advice to provide a one-stop partnership for all their fleet requirements.

TAILORED FLEET MANAGEMENT AND CONSULTING SERVICES

ment services designed to help clients manage and realise their fleet's potential. Among the services we provide are:

- choices for your fleet. Multi-bidding – competitive tendering for
- each new vehicle. Vehicle contract management – realign-
- Vendor management managing your third party suppliers.



We offer a complete range of fleet manage-Vehicle sourcing - making sustainable

ment of vehicle contracts to reduce costs.

- Outsourcing the complete outsourced management of fleet administration.
- Risk management advice on reducing the risk associated with running your fleet.
- Vehicle telematics using telematics technology to improve performance.
- Invoice control and processing validation of all supply chain invoices.
- Driver helpdesk, portal and app 24/7 support for all your drivers.
- Fuel management over-arching control of all your fuel costs.
- Reallocation management cost-effective reassignment of company vehicles.
- Management information reporting in-depth reporting suite of all aspects of the fleet.
- State-of-the-art IT tools innovative and market leading tools for effective fleet management.

Would you like to know more? For more information, please get in touch. We'd love to hear from you.



VOLKSWAGEN GOLF

More efficient powertrains and high spec levels should keep new Golf at top of fleet wish lists

By Matt de Prez

ew Golfs don't come along that often. This latest version is only the eighth in 45 years! But during that time, Volkswagen has never strayed from the car's core value of providing safe, efficient and reliable transport for the masses.

As such, the Golf has earned its place as the most popular fleet car in the UK, keeping both driver and fleet manager happy.

While still popular with retail buyers, around two-thirds of Golfs sold in the UK go to fleets.

Early next year will see an all-new model offering class-leading levels of equipment, technology and connectivity.

The new car's dimensions and looks remain closely aligned with those of its predecessor, albeit with a sleeker nose to aid aerodynamics.

Inside, the biggest revelation is the fully digital and button-less cockpit. A digital instrument cluster is fitted across the range, alongside a 10-inch touchscreen infotainment system.

Touch-sensitive panels provide easy access to important features, such as the temperature controls, light switches and audio volume.

A digital assistant also enables hands-free voice control of the car's functions. "Hello Volkswagen, I'm cold" is all that is needed to ramp up the heating, for example,

Of course, those wishing to retain manual control will find the new set-up simple, given the user interface is well laid out and easy to operate. While it was never designed to be an all-out driver's car, the Golf has always balanced handling and comfort in a way that suits the majority of drivers. The new car is available with a re-designed

adaptive suspension system that allows very effective customisation of the ride and handling. From the bone-crushing Sport to svelte Comfort, drivers can fine-tune their desired setting using a sliding scale.

WOB GO 821

There is no revolution in the powertrain area. In fact, you could accuse VW of taking a backward step as the much-loved (by us at least) e-Golf will be phased out to make way for the ID 3 that is due to launch next year.

There will still be a plug-in hybrid GTE version, using much the same powertrain as the existing model, but the bulk of sales will be split between a 1.0-litre three-cylinder petrol, a 1.5-litre fourcylinder petrol and a 2.0-litre diesel.

VW says the new powertrains are up to 17% more efficient than the outgoing ones, but is yet to publish the fuel economy or emissions data. It's



	FLEET PICK 1.5 TSI 130 Life	ENTRY LEVEL 1.0 TSI Golf	RANGE TOPPER 2.0 TDI 150 Style
SPECIFICATIONS			
P11D Price	£25,000	£20,500 (est)	£29,500 (est)
CO2 emissions (g/km)	nissions (g/km) TBC T		TBC
Monthly BIK tax (20%)	TBC	TBC	TBC
Fuel efficiency (mpg)	TBC	TBC	TBC
Fuel cost (ppm)	TBC	TBC	TBC
Annual VED	TBC	TBC	TBC
Class 1A NIC	TBC	TBC	TBC
RV	TBC	TBC	TBC
AFR (ppm)	14	12	11
Running cost (ppm)	TBC	TBC	TBC

RIVALS RIVAL 2 **RIVAL 3** RIVAL Vauxhall Astra 1.2 Turbo Ford Focus 1.0T 125 Kia Ceed 1.4t-GDI Titanium 138 '3' Sri Nav SPECIFICATIONS P11D Price £23,640 £21,995 CO₂ emissions (g/km) 101 131 Monthly BIK tax (20%) 16%/£87 30%/£110 Fuel efficiency (mpg) 49.6 46.3 11.5 12.3 Fuel cost (ppm) Annual VED £150 then £145 £210 then £145 Class 1A NIC £783 £911 £6,900/29.2% £6,350/28.9% RV AFR (ppm) 12 12 Running cost (ppm) 36.1 35.4

expected in January, surprisingly close to the first delivery in April/May.

The most popular model is expected to be the 130PS 1.5. A more powerful version utilises 48v mild-hybrid technology and delivers 150PS. It is known as the eTSI

The lower-powered version is less vocal and provides a more familiar driving experience to the eTSI. While it uses clever fuel-saving technology, the engine doesn't feel as smooth when pushed hard. It also lacks a sharpness to the brake pedal, due to the regeneration system that activates before the brakes to capture otherwise lost energy.

Improvements to the diesel make it our pick of the bunch. With 150PS it feels potent and in most scenarios, barely audible. During our test route - and including some more spirited driving - the car was still returning 50mpg.

At present, the powertrains do not meet the coveted RDE2 requirements, but VW plans to update them in due course, enabling those choosing the diesel to benefit from cheaper company car tax.

With the petrols promising lower emissions than the current range, plus the GTE, there are plenty of options to suit all fleet requirements. The trim line up for the new Golf makes a

departure from VW's familiar S, SE and SE L. Instead, we get Golf. Life. Style and R Line.

Golf comes well-equipped with LED headlights, keyless entry, climate control and the aforementioned 10-inch touchscreen. Life is best suited to fleets, adding parking sensors, lumbar support and wireless smartphone charging.

Style adds a massage function for the driver's seat, adaptive cruise control with lane-keeping system, a 32-colour ambient lighting system and matrix LED headlights.

The R Line has a sportier persona with different bumpers, larger wheels and sports seats.

Features such as adaptive cruise control and voice control can be added after purchase by simply downloading them from an app store. communication, which allows the Golf to receive messages about approaching emergency

services vehicles and upcoming obstructions. The system will also integrate with future smart city technology, when it becomes available. Prices are yet to be announced but the new car, in five-door only, will start at around £20,500. It might lack the sharpness of its biggest rival, the Ford Focus, on-road, but the new Golf is still the king of its segment.



£22,960
99
23%/£88
54.3
10.5
£130 then £145
£729
£4,800/21%
12
36.5

The car's connectivity is also set up for Car2x



THINKING CAP

By Martin Ward, Cap HPI manufacturer relationships manager

This month I...

have been looking at the list prices of electric cars available in the UK market. The cheapest starts at £21,140 and the most expensive is £138.000. There is plenty of choice priced up to £41,000, then there is something of a gap as the next is £64,000.

The Tesla 3 does feature, costing mid-£50,000 but that's about it and they are difficult to get hold of.

Doubtless, this gap will be filled soon, but, for now, this sweet spot in pricing is wide open and this range is exactly the price point where many higher tax-rate company car buyers want to buy a car.

Over to..

Prague for the global premiere of the all-new Škoda Octavia. We were treated to music from the Czech Philharmonic Orchestra. Distinguished guests included the Czech Prime Minister and all the main board from Škoda. This new Octavia has sharp lines, excellent quality throughout and a good range of engines including a 1.0-litre with or without a mild hybrid and the brilliant 1.5 TSI EVO. Only one diesel will be offered, the 2.0 TDI.

Due in the UK in mid-2020. this MK5 Octavia will certainly turns heads.

There was a 1959 Octavia on display which got me thinking that the badging of Škoda Octavia has been going for 60 years. It must be the longest running name in Europe, unless you can think of something else.

Down to...

the Cotswolds to drive the new Renault Clio at the UK press event. This latest version of the ever-popular five-door hatch has a got a new platform, a much improved and all-new interior, and much better sound insulation

But the exterior is not much different on first inspection.

Yes, it has new lights, different grille and a few minor changes to the bodywork. But as Renault said, why change something that really cannot be improved on - if it ain't broke why fix it? Fair point.

The interior is a revolution and the exterior an evolution.



IGNITION: FIRST DRIVE

MAZDA3 SKYACTIVE-X

New engine combines the efficiency of a diesel with the performance of a petrol



ŠKODA SUPERB iV

Superbly placed to satisfy desire of fleets to lower emissions

By Matt de Prez

IGNITION:

T DRIV

espite a dip in registrations this year, plug-in hybrids appear to be high on the agenda for VW Group. Many brands are bringing new models to market in a bid to combat rising CO₂ emissions.

With the advantages of such vehicles so clearly aimed at company car drivers, it is only natural that Škoda has joined the plug-in party with the new Superb iV

Its launch follows a recent facelift that introduced minor updates plus some new tech. Borrowing the powertrain from the VW Passat GTE puts the Superb in fine form to boost its fleet sales.

Škoda predicts more than 80% of the plug-in models will find their way into the hands of fleets and we can see why.

CO2 emissions range from just 35g/km, putting the new car in the 16% benefit-in-kind (BIK) bracket. That will drop to 10% for cars registered after April (and 12% for those that aren't), thanks to the car's 35-mile zero-emission range.

lt	carries	а	£4,500	price	premium	over	the	

	FLEET PICK SE TECHNOLOGY
SPECIFICATIONS	
P11D Price	£31,915
Monthly BIK (20%)	16%/£85
Class 1A NIC	£705
Annual VED	£0 then £135
RV (4yr/80k)	£9,450
Fuel cost	0.03ppm
AFR	12ppm
Running cost (4yr/80k)	36.14
CO 2	35g/km
Fuel efficiency	146mpg



equivalent 2.0-litre diesel Superb. but around half of that should be recovered in running cost savings. Once you factor in an additional £350 per year saving on national insurance contributions, the new model looks even more attractive.

Drivers will be happy, too. The Superb iV packs 218PS versus the diesel's 150, so it gets going with a lot more urgency. It also offers near-silent running in EV mode and the added benefit of remote heater and air-con activation via an app. But the tax advantages will be the biggest boon with 20% taxpayers forking out just £85 per month this year and £53 if registered from April 2020.

Adding a 13kWh battery to the Superb's chassis has had an impact on boot space, dropping from 625 litres to 485 litres. In the Superb iV estate, boot space drops from 680 litres to 510 litres.

The 1.4-litre turbocharged petrol engine works in happy harmony with the electric motor. Drivers can choose EV mode and the car will operate up to motorway speeds on electric alone. Selecting hybrid will balance the use of both the engine and motor for optimum efficiency.

During our testing we achieved 95mpg over 55 miles. Škoda claims a WLTP figure of 146mpg, only achievable if the car rarely travels more than 40 miles without being plugged in.

4SY 539

On longer trips we'd expect around 60mpg, which is on par with the most frugal diesels.

Performance in EV mode is good enough to keep up with traffic. If the accelerator is fully depressed or the Sport mode is activated then the powertrain serves up its full 218PS and 400Nm. It can sprint to 60mph in less than eight seconds although with all that power going to the front wheels drivers should expect plenty of wheelspin.

Four levels of regeneration enable the battery to recover waste energy when slowing, although the car's weight (250kg heavier) does become apparent when you scrub speed. The brakes, while effective, need a decent amount of pedal travel to slow the car.

Trim levels mirror those of the regular Superb, with prices starting at £31,915 for the fleet-friendly SE Technology.

We're big fans of the Superb and this model makes it a more attractive company car choice.

n paper, Mazda's new Skyactiv-X petrol engine is an ideal solution for both cost-conscious fleet decisionmakers and those drivers who want performance without compromising costs.

The manufacturer's use of clever technology has led to an engine that produces 180PS – not that long ago considered a decent amount of power for a hot hatch - but with CO2 emissions of less than 100g/ km and combined fuel economy of up to 52.3mpg.

That mix of diesel efficiency and the performance and refinement of petrol (as well as the lower particulate matter emissions) is the Holv Grail for many fleets and drivers, offering low running costs and benefit-in-kind (BIK) tax bills.

Wrapped up in three of Mazda's excellent new models – the Mazda3 hatchback. the new Mazda3 saloon and CX-30 crossover - it should prove a winning combination.

The engine is at its most efficient in the Mazda3 saloon, with CO2 emissions starting at 96g/km for the Sport trim which, combined with a P11D value

SPECIFICATIONS
P11D Price £24,670
Monthly BIK (20%) £99
Class 1A NIC £817
Annual VED £150 then £145
RV (4yr/80k) £7,850/32%
Fuel cost 11.26ppm
AFR 14ppm
Running cost (4yr/80k) 36.86ppm
CO2 102g/km
Fuel efficiency 50.4mpg



of £23.370. gives drivers a monthly BIK bill of £90. Over a four-year/80,000-mile cycle, the model offers running costs of 34.93ppm, according to KeeResources.

Ford Focus 1.5 ST-Line X 182PS and Honda Civic 1.5 VTEC Turbo 182PS. Both emit far more CO2 (Focus: 120g/km; Civic: 128g/km), both have higher fuel consumption (Focus: 44.1mpg; Civic: 46.3mpg), both have higher running costs (Focus: 39.14ppm; Civic 36.23ppm) and both give drivers higher BIK monthly tax bills (Focus: £122; Civic: £111)

Financially, then, the Mazda3 saloon Skyactiv-X makes a strong case for itself, saving 20% taxpayers £250-£380 a year over those two rivals. How does the rest of the package measure up? Its sleek silhouette gives it a more executive

appearance than its hatchback sibling and, despite the strong family resemblance between the two, just two body parts are shared: the bonnet and windscreen

The saloon is 200mm longer, and while their

Rivals with similar power outputs include the

identical wheelbases gives passengers the same amount of interior space, the saloon's boot (440 litres) is 86 litres larger.

The hatchback's excellent cabin is carried over, enhancing the car's premium ambience, with the standard seven-inch TFT instrument panel and 8.8-inch infotainment screen particular highlights.

In the saloon, the Skyactiv-X engine is available in four trim levels: Sport, Sport Lux, GT Sport and GT Sport Tech. All models feature LED headlights. rear parking sensors, a seven-inch TFT instrument panel, an 8.8-inch infotainment screen, Apple CarPlay and Android Auto, sat-nav, blindspot monitoring and lane-keep assist.

We drove the Sport Lux model, which also features a reversing camera, keyless entry and heated front seats as standard.

On the road, the saloon is just as engaging as the hatchback to drive, with excellent steering and body control. It's not quite as good as the classleading Focus, but it's not far away and comfort and refinement remain excellent.

New Mazda3 arrives on long-term test, page 69.



DS 7 hybrid's introduction leads the way in a bid to attract interest from user-choosers ready to adopt electric vehicles

By Tom Sharpe

he Paris debut of the new electrified DS Automobiles' DS 7 4x4 and DS 3 Crossback E-Tense included the launch of the brand's double championship-winning Formula E Techeetah team's 2019/20 season.

DS is joining a race to ride the electric vehicle (EV) adoption wave and to establish itself as the PSA Group's pioneering premium brand with the DS 7 Crossback 4x4 plug-in hybrid and full-electric DS 3 Crossback E-Tense models.

Priced from £47,725 (including the Government's ULEV grant), the new DS 7 may command an £8.500 premium over its internal combustion engine (ICE) counterparts, but it puts the brand in the frame for EV-ready fleets and user-choosers looking to take advantage of April 2020's changing BIK tax legislation with a band of 12% 16% until then).

It claims a 31-mile pure electric range and can rely on electric propulsion up to 84mph.

The DS 7's combination of a 200PS 1.6-litre

	E-Tense Prestige
SPECIFICATIONS	
P11D Price	£50,670
Monthly BIK (20%)	16%/£135
Class 1A NIC	£1,119
Annual VED	£0 then £455
RV (4yr/80k)	£13,775/27.1%
Fuel cost (ppm)	7.47
AFR (ppm)	14
Running cost (4yr/80k)	58.05
CO2 (g/km)	33
Fuel efficiency (mpg)	166.2

DS 7 Crossback

turbocharged petrol engine and 109PS front and rear electric motors delivers a total of up to 300PS, enough for a 6.5-second acceleration to 62mph and a 136mph top speed. CO2 emissions stand at 33g/ km (WLTP) alongside a combined fuel consumption of 124mpg.

E-Tense branding, which extends to a bonnet badge and embossed gear selector, plus DS's desire for craftsmanship in its cabins, is communicated by distinctive, deeply-padded leather seats, featuring a 'watch strap' design in the rangetopping Ultra Prestige trim.

A trapezoidal design theme lends a distinctive style, while an arching gear selector giving access to an eight-speed automatic gearbox is familiar to Peugeot products, along with the switchgear lining the centre console.

Both DS E-Tense models share trim levels familiar to their ICE counterparts, with Alcantaratrimmed Performance Line and leather-lined Prestige and Ultra Prestige offerings.

Owners will benefit from MyDS, a smartphone app allowing access to battery levels, cabin pre-conditioning and the ability to pre-plan routes according to charge point availability.

A DS Mobility offering, meanwhile, will allow a switch into another DS model for short periods. On the roads in and around Paris the effects of the DS 7's camera-based suspension management system, which scans the road ahead and adapts to suite the prevalent conditions, could be felt.

The DS 7 only delivers its full 300PS power with battery charge on-board. It pulls hard in this case, but comfort and refinement are its key USPs.

Whether DS has the chance to lure customers away from the Audi Q3, BMW X3 or Mercedes-Benz C-Class may well depend on a prospective owners' desire to be different.

But, with the E-Tense's early 2020 launch, the PSA Group will have a product that can compete.



DS 3 CROSSBACK E-TENSE

By Tom Sharpe

he DS 3 Crossback E-Tense feels every bit the smaller sibling of its electrified DS 7 Crossback 4x4 big brother.

While trim level and the extended ownership offering mirror the bigger vehicle, the same focus on refinement and comfort remain very much intact.

Prices start at £30,490 (including the Government's ULEV grant) and, sitting on the same architecture as the new Peugeot e208, the DS 3 Crossback has been WLTP-tested to deliver a 200-mile all-electric range.

Its 50kWh battery pack powers a frontmounted electric motor delivering 136PS to the front wheels, meaning typically keen-offthe-line EV performance results in a ninesecond acceleration to 62mph claim and 93mph top speed.

DS says that its 100kW charging capability means it can be charged to 80% from empty in around 30 minutes, five hours via an 11kW charge point and seven-and-a-half hours via the more commonly available 7.5kW point.

Out on autumnal French roads, the available power was enough to spin-up a front tyre at B-road speeds, but, while the compact crossover feels more agile than the larger DS 7, its standout appeal remains its whisper quiet progress.

DS 3 Crossback E-Tense Prestige

SPECIFICATIONS	
P11D Price	£35,935
Monthly BIK (20%)	16%/£96
Class 1A NIC	£793
Annual VED	£0 then £0
RV (4yr/80k)	£12,150/33.8%
Fuel cost (ppm)	3.32
AFR (ppm)	4
Running cost (4yr/80k)	36.26
CO2 (g/km)	0
Range	200

IGNITION: OUR FLEET



By Andrew Ryan

When the keys to our long-term Ford Focus arrived on my desk six months ago, they were accompanied by high expectations.

I was switching into it from the manufacturer's excellent Fiesta supermini and also had the words of the-then Ford director of fleet operations in my head: "This is the best car Ford has ever built." The Focus was also named best lower medium

car in this year's Fleet News Awards. Often a build-up like that is only a pre-cursor for disappointment but, as our loan expires and having driven our Focus for 10,000 miles, this was not the case at all.

In black, the ST-Line X looks great, with its sports bodykit, large spoiler, 18-inch wheels, red brake callipers and polished twin tailpipes, hinting at sporty intent.

This is reflected in the way it drives. Its sportstuned suspension strikes a lovely balance between dynamic handling and comfort, while its 1.0-litre petrol engine, which produces 125PS and CO2 emissions of 114g/km, provides ample performance. It's equally at home on motorways or country roads

52.3mpg.



By Trevor Gehlcken

This month, we are going to take a peep into the business end of our long-term Vauxhall Combo - after all, that's the main reason for readers to buy this van.

There's a total of 3.8 cubic metres of loadspace on offer and a payload of 658kg, which is about par for the course with models in this sector.

Also usual is the single sliding side door and asymmetric 'barn doors' at the rear, while inside there are six load-lashing eyes in the floor and panelling halfway up the sides, which means the Combo won't suffer any of those dreaded

reverse dings made by cargo banging around in the back and causing damage from the inside

This kind of damage is nigh on impossible to fix cost-effectively and will see several hundred pounds knocked off the value of the vehicle when it comes to be sold.

There's also a clever hatch in the bulkhead of the van which means longer loads such as pipes or planks of wood can be poked through into the cab when the passenger seat is folded down. The clever bit is that there is also an elongated heavy duty bag affair attached to the hole in the bulkhead

fleetnews.co.uk December 12 2019

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Fuel economy has averaged 47.4mpg, with the model having official figures of 38.7mpg to

Its spacious interior is well-built with good quality materials and a number of sporty flourishes, while the dashboard and Sync 3 infotainment system are logical and simple to use.

Other highlights have been its blindspot alerts and its FordPass Connect app.

All in all, there's a lot to like about the Focus, and verv little not to.

Perhaps my biggest complaint is that the excellent reversing camera is positioned above the rear numberplate and is prone to be being covered in road muck.

So, is this the best car Ford has ever produced? I haven't driven all of them so it is impossible for me to say, but in my view, it is definitely the best lower medium car available at the moment.

The new Volkswagen Golf may change this when it arrives in the UK in spring, but, until then, the Focus sits right at the top of its class.





so any loads in the cab will be safely tucked inside it and won't interfere with driver (see picture). That's a new one on me and a neat answer to a possible problem.

My only criticism of the rear end is that the load floor is bare metal - and, sad to say, I have already accidentally added a few scrapes to the paintwork while sliding loads in and out.

My advice would be for any fleet manager to add a plastic floor to the options list at the time of purchase – it will pay for itself at selling time as the false floor can be whipped out again to reveal a pristine rear end.



By Sarah Tooze

The Scala, which is Škoda's answer to the Volkswagen Golf, Ford Focus and Vauxhall Astra, has joined our fleet for the next six months.

It hopes to tempt fleets with the traits that Škoda has become known for - size and value for money. Despite being built on the same MQB-A0 platform as the Volkswagen Polo and Seat Ibiza, the Scala is remarkably spacious. Its boot is class-leading at 467 litres with the seats up and 1,410l with them folded. That compares with 380l and 1,270l in the Golf, 341L and 1,320L in the Focus, and 370L and 1,210l in the Astra.

Rear passengers enjoy the same kneeroom as

in the Škoda Octavia and, while fleets could arguably opt for the Octavia hatch, the Scala has a cheaper price point, with a P11D value of £17,515 for the entry-level S compared with £18.405 for the Octavia S.

We're testing the top spec SE L. It has a long list of standard features including a virtual cockpit and generous 9.2-inch touchscreen, which give the Scala an upmarket feel.

Being a Škoda, there are a number of 'Simply Clever' features such as an ice scraper with a tyre tread depth gauge.

We've also opted for the 115PS 1.0-litre threecylinder petrol engine, the expected best seller.



By Gareth Roberts

The all-new Mazda3 saloon joins the Fleet News test car fleet promising diesel-like economy with petrol performance.

The clever 2.0-litre four-cylinder Skyactiv-X petrol engine uses diesel-style compression ignition to reduce fuel consumption to a claimed 52.3mpg.

Power is delivered smoothly enabling you to get up to speed with ease, with a welcome amount of torque at low revs.

The engine is matched to the 24V mild-hybrid system that recycles recovered kinetic energy. A belt-driven integrated starter generator converts the energy in the 600kJ lithium-ion battery, while the DC-DC converter supplies it to the car's

electrical equipment, further improving efficiency. For more on the engine technology see page 67.

The eight-model Mazda3 saloon range features Sport, Sport Lux, GT Sport and GT Sport Tech trim levels, with a choice of automatic or manual transmission for every grade.

Autonomous emergency braking (Mazda calls it Smart Brake Support) and lane-assist comes as standard, as does blindspot monitoring with rear cross-traffic alert, lane-departure warning and traffic sign recognition.

Every model also features navigation, Apple CarPlay/Android Auto and an advanced eightspeaker audio system.





By Andrew Baxter

After three months and clocking up close to 3,000 miles, my time with the Volvo XC40 has ended. It has proven to be highly capable, extremely comfortable and a worthy winner of the 2019 FN Award for New Company Car of the Year.

The driving has been a mix of motorway miles and urban runs, resulting in an average 41.1mpg with 51.3mpg achieved on steady motorway drives. Official figures for the 152PS, four-cylinder D3 unit (with an eight-speed automatic gearbox and FWD configuration) are 47.1-44.8 mpg, with CO₂ emissions of 131-134 g/km and BIK is 34%. Journeys were made all the more pleasant by the impressive standard spec list, which included a nine-inch centre console touchscreen. sat-nav. voice activated control, digital radio, Bluetooth hands-free system and keyless start.

When the XC40 arrived in August, the tilt and slide panoramic glass roof, with sun curtain (part of the £1,600 Xenium Pack) was a welcome addition. As the year has worn on and morning temperatures now often struggle to get above zero, the addition of heated seats and a heated steering wheel (the latter part of the £300 Winter Pack Plus) have been a combination that I would recommend to anyone; pure luxury.

As impressed as I have been with the Swedish baby SUV, there have been some gripes.

In September, the windscreen wipers failed. Sometime between the fault occurring and the car going to the Volvo dealer, the fault rectified itself, but the service department suggested it still come in. On collection, the dealership confirmed there had been a 'glitch' and the diagnostics had picked up an intermittent fault. Other minor guibbles include the passengerside wing mirror not angling downwards when reverse is selected, and the dash-mounted boot release button working intermittently at best.

On balance though, have these small issues affected my enjoyment of the XC40? No. Would I recommend it to any fleet decision-maker or company car driver? Absolutely.





OASHQAI N CONNECTA

By Sarah Tooze

Our six-month stint with the Qashqai has come to an end. During that time it has been put to the test as a family car thanks to the arrival of my first baby in June.

As a new mum, there were a number of features I liked about the Qashqai - the rear privacy glass meant I didn't need a sunshade, the keyless entry saved me trying to locate keys in my bag when loaded down with baby paraphernalia and the flexible luggage board system meant I could fit the pram (with carrycot) in the boot and stow some shopping beneath it. I could also flip the boot divider to the smooth side to protect the carpeted side when needed handv during wet weather.

However, I did find the Qashqai's boot to be small compared with rival cars. It offers 430 litres, which is nearly 100l fewer than the Škoda Karog's 521l, for instance.

On the road, the Qashgai proved quiet and comfortable and it was easy to build speed with the new 1.3-litre petrol engine. The majority of my trips were short which meant the fuel economy tended to hover around the 40mpg mark (more than 10mpg below the official combined figure of 53.2mpg). However, on longer runs, this did rise to around 48mpg. The best was 50mpg on a 44-mile Peterborough-Cambridge trip.

I appreciated the Qashqai's safety technology, particularly the rear cross traffic alert and moving object detection, and the Intelligent Around View Monitor system which gave a 360-degree bird's eye view around the car.

However, I had a love-hate relationship with the sat-nav. I hated its annoying warning message whenever I went on a road with 'restricted access' but was impressed by how accurate its predicted arrival time was thanks to TomTom Premium Traffic (a feature of the new Nissan Connect infotainment system).

Overall, the Qashqai proved why it is still a good choice for fleets although it is no longer a standout car in the crowded crossover segment.





By Steve Briers

have doubled over the past decade. squarely at the fleet market.

M SPORT

By Matt de Prez

Series

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BMW has introduced a fairly radical change on the latest 1 Series. ditching its USP rear-drive layout for a mainstream front-wheel drive setup. It's a bold move for a vehicle that is as important to the fleet sector as the ubiguitous 3

The upshot of the change is a more spacious interior and boot, making it a more desirable company car. While the new car no longer has the precision of its predecessor, we expect the lavout will be better suited to most drivers.

Our test model is a 118i, which makes use of a 1.5-litre three-cylinder petrol engine. It has an output of 140PS and CO2 emissions (as specified) of 123g/km. Fuel economy, under WLTP, is rated at 44.1mpg. Finished in M Sport trim, our Alpine White car looks striking with its deep bumpers and gloss black detailing.

Enhancing the spec is a lengthy options list. I must have been on Santa's 'good list' this year because we've got upgraded brakes, LED headlights, Harmon Kardon sound system, a heated steering wheel plus some very snazzy 19-inch alloy wheels.

The features add around £8.000 to the car's £26,155 starting price. We'll let you know how many of them are really necessary in due course.

Volvo is a brand on the march. With a proud history of safety innovation, its cars are now seen as a credible premium alternative to the German brands, while UK fleet registrations

The XC60 has continued to add to Volvo's reputation, winning a Fleet News Award in 2015. The second-generation model, on a four-month test with us, was launched in 2017 and added to the mix high guality materials, an extensive list of safety equipment and improved technology. Our test model is the D4, the most frugal diesel in the range and the one targeted most

The 190PS 2.0-litre auto has CO2 emissions of 129g/km and a WLTP fuel economy range of 42.4-47.9mpg. We're currently averaging 42.6mpg after a week of driving.

The Momentum Pro trim, described by Volvo as premium', is one of three: R-Design is 'sport' and Inscription is 'luxury'.

Momentum includes as standard a nine-inch touchscreen with sat-nav, voice activation control and Volvo On Call with remote control via an app. Safety features include tracking, city safety with steering support, AEB and lane-keeping aids.

Initial impressions are good – the drive is decent and the engine, while a little growly, is responsive. We'll report more thoroughly in the next review.

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New MD Robert Grozdanovski talks alternative fuels, autonomy and connectivity





COMMERCIAL FLEET: NEWS



Delivery fleets gearing up to meet year-end peak demand

But concerns remain about how the sector will cope if EU drivers not welcome post-Brexit

By Tom Seymour

K delivery companies have been flexing their fleets to take on an influx of drivers and vehicles for what they expect to be a record peak season in 2019.

The peak period between Black Friday at the end of November through to the New Year sees many online-only businesses, as well as high street companies, relying more heavily on delivery fleets to process orders.

Last year's sales event saw around 30 million orders placed on Black Friday – 21 million of which were delivered to customers' homes. This works out at around five times the normal daily volume, equating to an extra 210,000 van trips.

While research from IMRG, the UK's industry association for online retail, predicts that online Black Friday deliveries will only see growth of 2-3% this year, or may even be flat, fleets have still been scaling up.

Hermes has taken on an additional 1,000 trailers, 3,200 scanning devices, 560 drivers, 7,000 couriers and 32 peak managers to join existing teams to provide seasonal support.

Martin Colloff, Hermes head of client and network distribution, estimates the peak period deliveries will be up 14% year-on-year.

CitySprint, the UK same-day distribution company, recruited 500 addi-

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Fuel consumption figures mpg (litres/100km) and CO_2 emissions (g/km). New Vivaro range: Urban: 44.1 (6.4) – 56.5 (5.0), Extra-urban: 54.3 (5.2) – 61.4 (4.6), Combined: 50.4 (5.6) – 60.1 (4.7). CO_2 emissions: 125 – 152g/km.[#]

Model shown New Vivaro Sportive L1 Panel Van in Amber Red (no-cost option). "Fuel consumption data and CO₂ 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. Correct at time of print.

tional couriers ahead of Christmas.

CitySprint's additional drivers will be primarily focused on van couriers and they have been added to its 5,000strong fleet to support the seasonal demand.

The recruitment for drivers at City-Sprint has been concentrated on major cities and towns, including central London, Manchester, Bristol, Birmingham, Nottingham, Leeds, Telford, Letchworth, Cambridge and Reading.

Paul Gisbourne, CitySprint chief operating officer, said: "We know the Christmas season brings increased pressure, demand and competition for our customers.

"Bolstering fleet numbers will allow

us to continue to deliver a first-class service and ensures we stay ahead of our competitors."

Yodel brought in an additional 300 vans to help manage additional volume over the peak period, with a mix of short-term rental and permanent additions to the fleet. This was in addition to 70 tractor units and 300 trailers. Yodel recruited 1,000 roles for peak 2019 through a combination of agency, self-employed and fulltime drivers.

Carl Moore, chief operating officer at Yodel, said: "This time of year is a unique period for us and other parcel carriers as consumers buy more goods at a faster rate than the rest of the year.

COMMERCIAL FLEET: NEWS



C "We take a strategic approach to upscaling our fleet and workforce to ensure we manage the additional volume that Black Friday, Cyber Monday and Christmas bring."

While DPD wouldn't reveal how many additional drivers or vehicles it had to add to its fleet this year, it said its preparations start in the preceding January and it is expecting record delivery volumes for peak 2019.

Royal Mail declined to comment on its peak 2019 plans, but it did say its own research shows that online festive shopping has increased by 11% year-on-year.

Colloff said planning for peak starts as soon as the previous peak delivery period finishes enabling 12 months of preparation

He said: "We use data from years of operation along with estimations of parcel volume. Using this, we can accurately predict what our busiest day and week will be the following year

"This ensures we have the required additional capacity and vehicles needed to deliver increased parcel volumes.

Hermes implemented a £16 million project at its parcel distribution hub in Rugby to support its peak plans.

The investment saw an additional third tier hub being built, resulting in an additional capacity of 40%.

It has meant Hermes has increased capacity across its network to handle 2.5 million parcels each day.

Colloff said: "To be prepared for all eventualities, we have a team dedicated to keeping the operation running smoothly.

"During bad weather this includes monitoring road surface temperatures and forecasts, with grit and snow ploughs strategically placed across the network. Hermes has also launched a

number of new initiatives this year to help address the potential UK driver shortage.

Its Road to Logistics scheme has been developed to enable people who may not have any driving experience to gain skills and the possibility of fulltime employment in the logistics sector

Colloff said the scheme has been designed to ensure Hermes has its own 'talent pipeline' and is prepared for any future legislation and possible Brexit impact.

Kieran Smith, chief executive at Driver Require, the driver recruitment specialist, estimates that the UK is suffering from a shortage of 50,000 to 60,000 drivers and more than 10% of the workforce are from the EU.

Smith said the problem can be solved with approximately 42,000 newly qualified drivers entering the market compared with 10,000 leaving annually. But the next six to 12 months are critical.



PUBLIC

In our regular column, an experienced fleet manager gives his take on the issues facing the public sector. This month: meeting 'green' targets.

Across the world, national and local governments are declaring a climate emergency on the back of stark warnings about the need for far-reaching action to reduce the impact of climate change. For a council to adopt a climate

emergency strategy, it must set a target date to reduce its carbon emissions and set up a working group to report proposals. Also, it must engage a cross-section of communities. The Achilles heel in all of this is

The Freight Transport Association

(FTA) estimates that 59.000 HGV

drivers will be needed over the next

12 months to avoid significant issues

The FTA wants the Government to

amend its post-Brexit immigration

policy to retain existing EU workers

and welcome new ones after the UK

Sally Gilson, FTA head of skills

campaigns, said: "With UK Christmas

present spending now topping

£19 billion a year, and 42% of that

spent online, the pressure on logistics

businesses to deliver a flawless

Christmas for consumers and busi-

nesses alike is increasing every year.

"At the same time, the availability of

HGV drivers to deliver these gifts and

other vital commodities has declined

by 16,000 year-on-year despite

soaring demand for their services."

Gilson said EU workers currently

make up 13% of the logistics sector's

The number of EU nationals moving

to the UK for work is now more than

50% lower than its peak period

Gilson said: "The Government's

proposed post-Brexit immigration

policy fails to take into account what

these employees bring to industry

and, instead, is based around arbi-

trary academic levels and minimum

salary requirements, not what the UK

economy needs to remain functional.

amend its future immigration policy

to allow these workers continued

access post-Brexit; the Government

must prioritise the recruitment and

retention of HGV drivers alongside

other logistics staff, to future-proof

Christmas for years to come."

"FTA is urging the Government to

between June 2015-June 2016.

entire workforce.

for peak 2020.

leaves the EU.

that each authority can set its own target and control methods which may have an impact upon the boundaries of neighbouring authorities. Surely, a more unified approach would provide a national solution. To address this issue, councils

can adopt energy efficiency in local transport by promoting measures such as cycling, car-sharing, car exclusion zones, or access charges. Additionally, they can increase

the use of electric vehicles (EVs) by promoting charging points and investing in EV infrastructure. They can improve public transport by the integration of

bikes, buses and trains and consider how transport contracts (through purchasing organisations) can be used to encourage green travel.

Investment in a whole host of vehicles to make them carbonfree is challenging at a time of cuts. therefore grants and incentives are required in order to ramp-up the uptake of carbonneutral vehicles.

The vehicle powertrains required to address this zerocarbon initiative by 2030 is diverse and cost-prohibitive.

The cost and complexity of this at a same time when councils are facing funding constraints, begs the question: where will the money come from?

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Go Further

Ready, steady, go! Volvo Trucks is set for all eventualities

MD Robert Grozdanovski is ambitious for increased growth but says it's a question of balance, reports *Andrew Baxter*

obert Grozdanovski has been the managing director of Volvo Trucks UK and Ireland since January 2019, but his career with the Swedish manufacturer spans some 22 years and a host of European countries.

Grozdanovski started out in 1997 with Volvo Bus, moving over to Volvo Trucks in 2000. In 2004 he was appointed commercial truck sales director, CEE (Central and Eastern Europe), based in Warsaw, Poland.

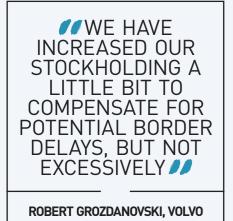
In 2007 he moved to Bratislava, Slovakia, becoming managing director of Volvo Trucks CEE.

Three years later, he moved to Prague as his responsibilities expanded to Volvo Trucks in the Czech Republic, as well as Slovakia. During 2012 this role evolved into managing director Volvo Trucks and sister company Renault Trucks.

His last appointment in Prague was from 2014 as managing director/vice-president Volvo Group Trucks, CEE.

Now based at the Volvo Truck's UK and Ireland headquarters in Warwick, Grozdanovski's knowledge of – and passion for – the brand is clear. A little less than a year in-post, he has taken the reins at a time of both great potential and innovation within the UK truck market, albeit one set against a backdrop of previously unknown levels of uncertainty thanks to the prolonged Brexit.

For a manufacturer which has previously honed its stock-keeping and supply chain processes, the



idea of hoarding stock is an anathema, so Grozdanovski has taken a measured approach. He explains: "We have increased our stockholding a little bit to compensate for potential border delays, but not excessively, because for years we have tried to optimise stock-keeping."

An additional measure taken by the manufacturer is to now ship its trucks directly to Ireland rather than transport them across the UK. It's a step taken to "avoid potential complications" with border controls in the future.

Brexit uncertainty aside, Volvo Trucks is enjoying steady sales and market share, a loyal customer base and has big plans for alternatively-powered vehicles.

SALES AND MARKET SHARE

Total sales have remained steady over recent years at around 5,500 – 6,000 trucks, with 2019 expected again to be around the 6,000 units mark. Growth is, of course, an aim for Grozdanovski. However, he takes a pragmatic view. He says: "Every MD wants a higher market share, but, at the same time, market share is always a balance and we need to earn money and be fair to customers on pricing. We have somewhere around 15-16% market share (of 16-tonne-plus models) and I think we will end up on a similar level this year."

Making grand proclamations of growth, or market share dominance is not part of the Volvo Trucks philosophy. Grozdanovski explains: "As any transport operator knows, you need to be profitable in order to renew your trucks. So, for us to be able to develop new trucks and new products, while at the same time still further develop diesel engines, we must earn money to put into that development and that is the balancing act."

Volvo's 6x2 tractors account for around 55-60% of total sales. This configuration is a "unique thing for the UK", with the 4x2 tractors accounting for around 70-80% of annual sales in mainland Europe (excluding the Nordic countries). Grozdanovski expects around 1,200 units will go to larger fleet operators, with the majority going to SMEs and owner operators.

"We try to reach all segments, however, our offering and our philosophy probably fits best with small- to medium-sized fleets, with some larger fleets, but the really large, mega fleets' are harder



to reach and rental companies are not our focus," says Grozdanovski.

"We are particularly strong in the tractors, and in the 8x4 tipper market we also have a very strong offer. But we are now also focusing more on lighter segments, on the two and three axles."

"Having our base and stronghold in the heavier duty applications means we have had to develop these two- and three-axle trucks by focusing our effort and encouraging our sales people and dealers to put focus on it. This has paid off as we have seen an increase in those areas."

ALTERNATIVE FUELS

Volvo Trucks is the only manufacturer to use essentially a standard diesel engine as a base for its LNGpowered products. This, says Grozdanovski, offers several advantages over its competitors in terms of power, torque, range and fuel returns. "The return on investment can be seen in twoto-two-and-a-half years dependent on the mileage, which is amazingly good – and is much better than we anticipated," he says.

Work is also underway with gas suppliers to grow the national LNG network. Although growth of this infrastructure has been slow, he is confident that Volvo Trucks is well placed. "It's happening and I think it will see quite some development in the next two-three years. We feel very well positioned to capitalise on this."

The move to electric power is also well underway. Volvo has three fully electric trucks undergoing trials in Europe. Two are being used by operators in Gothenburg – an FL 4x2 is being used for urban deliveries and an FE 6x2 for waste collection. A second FE, with low-entry cab, is being used for waste collection in Hamburg.

The trials are gleaning valuable real-world data

and Grozdanovski expects to see small-volume sales of both electrified FL and FE models beginning in 2020. By 2025, he expects that "a significant part of our FL/FE sales will be electric".

AUTONOMOUS VEHICLES

Another element of Volvo Truck's future strategy is autonomous vehicles. In November 2018, it signed a landmark agreement with Brønnøy Kalk AS in Norway to provide its first commercial autonomous solution, transporting limestone from an open pit mine to a nearby port.

The solution consists of limestone being transported by six autonomous Volvo FH16 trucks on a five kilometre stretch through tunnels between the mine and the crusher. Tests were successfully conducted throughout 2018 and are set to become fully operational this month. The deal represents a first for Volvo Trucks. Rather than purchasing autonomous trucks, Brønnøy Kalk is buying a 'transport solution'.

CONNECTED AND AUTONOMOUS

Volvo's autonomous projects also extend to its fully autonomous and connected Vera. The futuristiclooking cab-less self-driving tractor unit will form part of an integrated solution to transport goods from a DFDS logistics centre to Gothenburg's port.

Connected vehicles, of course, mean the ability to collect vast amounts of data and with it, the ability to increase the manufacturer's offer to all of its customers.

As Grozdanovski explains: "Big data is very much on the agenda, to help make decisions on preventative maintenance, but also operationally – to use the vehicle in a different way. We see plenty of potential and we see that being a standard part of the vehicles in the future."

COMMERCIAL FLEET: COMPLIANCE

FTA ADVICE

Q Some of my van drivers are leaving their vehicles unattended with the engine running in order to clear ice from the windows. Are there any insurance implications if the vehicle is stolen?

Most insurance organisations A Most insurance e.g. have conditions in their policies that expect the policyholder and vehicle user to exercise a duty of care. Failure to adhere to specific policy conditions could invalidate your cover. If a vehicle is stolen because the keys were left in the ignition, a claim for the loss of the vehicle will invariably be declined,

either because of a breach of a specific policy condition or warranty. or because the insured will have been deemed not to have taken reasonable care. Locking the vehicle with another key while the keys are in the ignition is no defence as a window could be broken and the vehicle accessed this way.



the trailer is. Should there be height markings on the trailer? (Construction and Use)

From October 1. We have height indicators in the cabs of our vehicles that make the driver aware of its height and trailer. However, we have gone to a customer's site to collect one of their trailers and there are no markings on it telling us how high

The Road Vehicles

(Amendment) Regulations 1997 introduced new requirements for cab notices and automatic warning devices, to reduce the incidence of bridge strikes by high vehicles, their equipment or loads.

1997, if the overall travelling height of a motor vehicle or trailer exceeds three metres, there must be a notice in the cab, where it can be easily read by the driver. indicating the overall travelling height (to a tolerance of 150mm), in feet/inches or in both feet/inches and metres (but not in metres only). There is no legal requirement to put height markings on trailers. However, a simple system

employed by some operators involves externally marking each tractor with its ground fifth wheel coupling height and each trailer with its kingpin top of trailer height. The overall travelling height for any tractor/trailer combination is the sum of these two.

Driving in low winter sun

Winter is a dangerous time to drive for many reasons. Snow and ice can make roads slippery and unsafe, but did you know that low winter sun can be just as dangerous?

During winter, the sun doesn't rise as high as in the summer. This low winter sun can cause glare when driving, due to the angle at which it hits your windscreen. This glare can temporarily blind drivers and make it make the glare worse. impossible to see the road ahead.

For those who live in northern latitudes (such as the UK and Ireland), this phenomenon is worse. In Ireland alone, it is estimated that low winter sun is a contributing factor in about four accident-related deaths each year. In the UK, roughly 3,000 accidents are caused by the sun's glare each year. Most of these accidents occur in the winter. Luckily, there are steps you can take to make driving in low winter sun safer.

Clean your windscreen

A dirty windscreen can make glare worse. Light coming in through your windscreen refracts off any dirt or smudges on the glass, making it harder to see. Use a glass cleaner and a soft microfibre cloth to clean the inside of your windscreen which will help to reduce glare. Make sure your cleaner is designed specifically

for glass or windscreens, otherwise it may leave streaks that intensify glare.

Replace old wiper blades

Having a clean windscreen won't do much good if your wiper blades aren't working. Low winter sun is especially dangerous when it's raining or snowing. Wipers that leave streaks or don't work effectively can

Slow down

If you're having a hard time seeing the road ahead, you may need to slow down. Driving at a lower speed gives you more time to react to obstacles ahead, such as other vehicles or pedestrians. With glare from the low winter sun, you might not see these until they're right in front of you.

Be aware of pedestrians

In most of the fatalities caused by low winter sun, the victim was a pedestrian. Drivers blinded by low winter sun might not see pedestrians or the glare on your windscreen is intense, it's more important than ever to look out for pedestrians. Keep your eyes on the road and be aware of your surroundings. Again, it's also worth keeping your speed down so you've got time to react.



Wear sunglasses

A good pair of sunglasses can help significantly with blocking out glare. Look for polarised shades, which are coated with a thin film designed to reduce glare. Not only will polarised sunglasses reduce the sun's glare, they'll also protect your eyes from the harmful effects of the sun. Keep a pair in your glove compartment and you'll always be prepared.

Use your visor

Your car's visor isn't just for sunny summer months. Put your visor down during the winter to help combat glare from low winter sun. It won't always work, since your visor can only block the sun's light from a until it's too late. When the sun is low certain angle, but using it can help shield your eyes from the glare.

Choose a new route

Low winter sun is worse on some roads than others. Roads with lots of tall buildings or trees that block sunlight are safer if you're trying to

avoid glare. In contrast, roads surrounded by wide open spaces are more dangerous since there's nothing to block the sun. You may also want to avoid areas where objects, such as tall glass buildings or bodies of water, reflect the sun.

Drive with caution

Even if you follow all of these tips for staying safe while driving in low winter sun, other drivers may not be so careful. Leave extra space between your vehicle and those ahead of or behind you when possible. If you brake suddenly and the driver behind you is blinded by the sun, you might get rear-ended. Remember, too, that even when the sun is behind you, it might be causing glare for oncoming traffic. Be extra cautious when turning in front of oncoming traffic and stay aware of the sun's position. Glare can't be avoided, but if you prepare yourself and your vehicle, you'll have the best chance to stay safe.

December 12 2019 🔲 fleetnews could

COMMERCIAL FLEET: FIRST DRIVE

I AT AT A **IVECO GOES FOR AN ALTERNATIVE SOLUTION** Stepping on the gas (CNG or LNG) is one of truck builder's long-term strategies

TCO2 CHAMPION

Working With IVECO

By Tim Campbell

hile all the recent talk about lveco has been focused on the S-Way, its latest offering to European heavy truck operators, it can't have missed the attention of UK users that we won't be seeing right-hand drive versions until later into 2020

So, for now, at least, lveco's heavy truck solution takes the shape of the Nuovo Stralis NP which has diesel as its more conventional power unit. However, there is an alternative in the form of Liquified Natural Gas (LNG) power which, naturally, conforms to the Euro VI emission level.

lveco's approach to the alternative powering of heavy trucks has almost always been centred around gas. either compressed (CNG) or liquified (LNG) dependent on their operating mission.

This seemed to be its long-term solution; that is until October when lveco's ultimate parent company. CNH, announced it planned to enter into an exclusive and strategic partnership with one of the major US truck disruptors, Nikola. The latter is developing a fuel cell solution for heavy trucks in the US and, ultimately, Europe.

This agreement helps lveco in two major areas. First, in meeting the demanding European

	MODEL TESTED IVECO NUOVO STRALIS NP LNG	
SPECIFICATIONS		
Model	AS440S46TX/P 6x2C	
GVW/GCW	26000kgs/44000kgs	
Payload	35678kgs	
Wheelbase	4000mm	
Engine	Cursor 12.9 litre	
Power bhp	460bhp (338kW)@1900rpm	
Torque Nm	2000Nm @1100rpm	
Gearbox	Hi-Tronix 12 spe automated	
Suspension	Parabolic Front & Air Rear	

emission targets set for both 2025 and 2030 on trucks and, second, the potential to hedge their bets on an alternative fuel solution for the longhaul European market.

The investment level guoted was \$250 million (£193m) comprising \$100m (£77m) cash and the balance in services, such as product development, manufacturing engineering and other technical assistance, as well as the supply of certain key components to accelerate the production timeline of the Nikola products.

Interestingly, CNH also announced almost simultaneously under its 'Transform 2 Win' initiative that it will separate their group into a 'Off highway' company featuring the agriculture and construction business and a 'On-highway' company encompassing lveco and Fiat Power Trains (FPT) plus bus and coach etc.

This has a led people to speculate as to the future path for both groups in this turbulent and fastmoving global commercial vehicle market.

working for heavy trucks in the UK and mainland Europe now is a testament to its belief and resolve that gas is the future for long-haul trunking. So, the opportunity to drive an LNG truck in the quise of the latest version of the Stralis (Nuovo

I NG V DIESEL

When the first Cursor 9 model was converted to LNG, it set a new standard but the Cursor 13 NP takes this to a new level with 18% more torque, 15% more power. With a 466PS engine, it has a best-in-class power-to-weight ratio. Perhaps more importantly, the silent mode delivers an impressive 71 dB(A) function, making this attractive to operators working in an urban environment and/or with night-time deliveries. Of course, low emissions are essential and, compared with diesel, LNG offers 80% less methane, 60% less nitrogen oxide and 99% less



For lveco, having an LNG solution ready and

Stralis NP) 6x2 was one that could not be ignored.



particulate matter so it's little wonder the benefits of LNG are becoming increasingly popular.

DRIVELINE

The Stralis NP features the familiar Cursor 13-litre engine rated at 466PS (338kw) @ 1,900rpm and developing 2,000Nm of torque @ 1,100rpm and this results in a 'green economy' zone on the rev counter from 1,100 to 1,600rpm. Behind the engine is a 430mm diameter clutch featuring an electropneumatic clutch actuation unit which lveco calls ConAct, standing for Concentric Clutch Actuator. It's basically a concentric electro-pneumatic release cylinder with a travel sensor reporting the clutch's actual position to the control unit.

The 12-speed Hi-Tronix automated gearbox is standard behind this engine and has an overdrive gear on the top ratio helping to maximise the potential fuel economy of the Stralis, with the Arvin Meritor single reduction rear axle helping transfer the power and torque to the wheels and tyres.

SUMMARY

Lack of noise together with great emission credentials are great features of the Stralis NP and, until the S-Way makes its UK debut, there is lots to commend LNG and Stralis to operators.

ALL-ELECTRIC JAGUAR I-PACE

AN OFFER THAT WON'T STICK AROUND.

THE LAST WORD

MARK DICKENS

FLEET DIRECTOR. GROUPE RENAULT

From the age of seven, when he watched his dad take part in the Lombard RAC rally, Dickens has been hooked on motors. There really was no other career for him – and he has no regrets

The advice I would give to my 18-year-old self is - first, patent that idea you have for a mobile phone that would fit in your pocket!, and then.... do it all again, but don't waste your time - you'll be 54 before you know it! And make sure you look after the people around you.

The song I would have on my driving playlist is Don't Stop Me Now (Queen).

My first memory associated with a car was watching my father launch his Mk1 Ford Escort RS2000 rally car over a hump-back bridge at full throttle in the Lombard RAC stages rally when I was seven - hooked from then on.

My favourite movie quote is from Bridge of Spies – James Donovan: You're not worried? Rudolf Abel: Would it help?

If money was no object I'd invest in helping Asthma UK find a cure.

A book I would recommend others read is (for business): The 7 Habits of Highly Effective People by Stephen R Covey; and (for pleasure) In Cold Blood by Mark Dawson.

> My hobbies and interests are No 1 must be just spending 'downtime' with my family. We're all incredibly busy people. Then loving the 'peace' of cranking up my Harley Davidson whenever I can find the time, also skiing when I can - but not on the Harley!

> > My pet hate is "dieselbashing".

> > > If I were

minister for the day: The

100% BEVs are here. I'd

rapidly increase the volume of

on-street chargers

available to make it

easier for people to

get on and make

the switch.

made transport

My company in three words Passion for life.

a real everyday possibility.

Career influence

Why fleet?

How I got here

I've always been passionate about expanding the reach of our fantastic product range. Back in 2014, the

the same time, we needed to develop our Renault Approved used vehicles

programme and improve residual

values. When you think that fleet represents roughly half of the market the opportunity to make a contribution to Renault was massive.

By finding ways to make my team

Starting out as an apprentice

technician in the dealer network,

enjoying stints in manufacturer

technical, motorsport and F1, area

development and mid-term strategy.

and regional director roles, and covering just about every aspect of

Latest products, developments

A long list as we are just launching

our new range of WLTP-compliant LCVs, an all-new Clio, new Zoe and

all-new Captur coming around the

corner. And then plenty of exciting

future models not yet in the public

be our 100% electric vehicle range

domain! But for achievement, it must

with battery ranges that make them

sales operations, network

and achiev

successful and being resourceful. In

every role I've been 100% automotive.

opportunity was presented to accelerate Renault and Dacia car fleet volumes and also for LCVs. At

There have been many people in my career at both Renault and Ford that I've been influenced by. But, in the main, my father has been the real role model for me in the industry.

What makes a good fleet director?

Accessibility, visibility, credibility, adaptability and resourcefulness. This is not an industry where you can pretend to be something you're not.

If I wasn't in fleet?

Hard to imagine now, as I love the job, the people and the challenges. I'd probably go and do something completely different for a charity.

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*This figure has been obtained from the 'Driving and Parking Patterns of European Car Drivers' mobility survey, conducted by the European Commission. *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. Specialist snow and ice skills training, Jaguar dedicated off-road facility. *Compatible smartphones only.

Chris Jackson, head of fleet electric vehicle strategy at Centrica Mobility Ventures







ALL-ELECTRIC JAGUAR I-PACE





Fuel Consumption: N/A. CO₂ Emissions: O (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. The figures provided are as a result of official manufacturer's tests in accordance with EU legislation. For comparison purposes only. Real world figures may differ. Energy consumption and range figures may vary according to factors such as driving styles, environmental conditions, load and accessories. Specialist snow and ice skills training, Jaguar dedicated off-road facility.