FEELS LIKE THE NEXT BIG OPPORTUNITY IS IN YOUR HANDS.

#FEELMINIELECTRIC

THE NEW MINI ELECTRIC
IS COMING MARCH 2020.
FEELS LIKE MINI,
DRIVES ELECTRIC.

IT COMES WITH SO MANY BENEFITS
WE HAD TO ADD AN EXTRA
PAGE TO THIS PUBLICATION TO
TELL YOU ABOUT THEM.

TO FIND OUT MORE SEARCH

MINI Electric

#FEELMINIELECTRIC

Fuel economy and CO_2 results for the MINI Electric. Mpg (1/100km): Not applicable. CO_2 emissions: 0 g/km.
*Electric range: 134 - 145 miles (WLTP).

*These figures were obtained after the battery had been fully charged. The MINI Electric is a battery electric vehicle requiring mains electricity for charging. There is a new test for fuel consumption, CO_2 and electric range figures. The electric range shown was achieved using the new test procedure. Figures shown are for comparability purposes. Only compare fuel consumption, CO_2 and electric range 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 starting charge of the battery, accessories fitted (post-registration), variations in weather, driving styles and vehicle load.

ENERGY ON THE GO.

MINI Electric has an impressive range of 134-145 miles (WLTP) and emits 0g/km driving emissions, meaning that company car drivers choosing MINI Electric pay no BIK tax in 2020/21 (subject to changes and in line with current government tax regulations).

When it's time to charge up it has AC for normal charging and DC for super-fast power up. It's also complete with both cables you need for easy home charging, or you can charge at one of the 7000 public charging stations in the UK.

LOOKS SO GOOD.

The trademark wide set headlights. The contrast roof and mirrors. You know a MINI when you see one. The MINI Electric comes with the classic look of the original Hatch. Plus a fresh set of bold 17" Corona Spoke alloy wheels and full front and rear LED lights as standard.

GAME CHANGING TECH.

Feast on a selection of the very best tech. MINI Electric comes with MINI Navigation, which shows nearby charging stations and gives live traffic updates on the go. The fully digital dashboard brings a futuristic feel to the cockpit, displaying helpful information like charging status.

The Changing Face of Fleet Management

FLEETLIVE

8-9 October 2019, NEC, Birmingham

Headline Sponsor

GEOTAB management by measurement

The Tomorrow's Fleet Zone allows visitors to Fleet Live to experience the future of fleet management first-hand.

Step onto our purpose-built street of the future, 'Electric Avenue', and enter the world of the autonomous vehicle, innovative electric vehicle charging solutions, mobility apps, and other future products and services. You will have the opportunity to touch and see some of these and ask questions from the experts behind the technologies as you walk along Electric Avenue.

Delegates will be able to interact with teams from Allstar Business Solutions, Centrica and Westfield Autonomous and more to find out more about how fleets will change in the future.

More information at www.fleet-live.co.uk

The ultimate 48 hours in Fleet

CommercialFleet AWARDS | 2019

The Commercial Fleet Awards recognise and celebrate the contributions of outstanding individuals, companies and manufacturers within the commercial fleet Industry. The commercial fleet awards hub is for the sponsors, short-listers entered and winners. The award will take place on the first night of Fleet live, get your tickets at **www.comericalfleetwards.org** to maximise your networking opportunities.

Fleet Strategy Seminars

FLEETLIVE

Tuesday 8th October

11.00 – Strategy Seminar 3

Mobility as a Service (MaaS)

Tony Douglas, BMW Group Mobility Services Head of Brand

Sandra Witzel, Skedgo head of marketing

Explore the latest developments in MaaS 12 months on and learn how cities will change in the future to facilitate smart transport. Our speakers will explain how manufacturers are shifting to become tech companies to try and keep pace with giants like Google and Apple. Plus, insight on how BMW and Mercedes have joined forces on Mobility in order to battle Silicon Valley.

11.00 – Strategy Seminar 4

Which safety technology is best for your fleet?

Vipul Dave, Thatcham UK and global sales manager

Gill Milner, Aviva Technical Account Manager

Advanced Driver Assistance Systems (ADAS) are saving lives, but they're also pushing up repair costs. Thatcham will look at repairability costs for ADAS and how this is affecting option choice and how it may impact in the roll out of advanced technologies in the future.

This session will also assess how insurers view ADAS technology in terms of reducing insurance premiums for fleets. Aviva's session will explain ADAS' relationship with insurance, what is making an impact today, technology v claims debate and what is coming next.

14.00 – Strategy Seminar 3

Smart urban transport strategies

Chris Lane, Transport for West Midlands head of transport innovation

Tom Hayes, Oxford City Council executive board member for A Safer and Greener Environment

Access case studies on how smart transport strategies have been implemented in two major areas of the UK. This will look at the WHIM mobility app in action in the West Midlands and how Oxford is working with fleets to tackle challenges on air quality and last mile deliveries in the city's Zero Emissions Zone.

14.00 – Strategy Seminar 4

Optimise Prime: The UK's biggest electric vehicle trial

Duncan Webb, Royal Mail commercial director or Anna Pearson, head of fuel supply

Suzanne Phillips, Hitachi Capital head of mobility solutions or Jim Donaldson director of innovation

Stuart Fowler, Centrica DNO commercial manager

An in depth discussion on the UK's biggest commercial electric vehicle trial. Key stakeholders like Royal Mail, Centrica and Hitachi will all discuss in an open Q&A style the objectives they're are looking to achieve, what the process has been like so far and the next steps as part of the three year project. Optimise Prime looks to bring together learnings from all those involved and the up-front costs that are currently holding back many of the country's biggest commercial vehicle operators from making the switch to EVs.

Wednesday 9th October

11.00 – Strategy Seminar 3

Mobility strategies for van and truck operators

Dave Phatak, Director, Ford Commercial Solutions (FCS) division at Ford Mobility in Europe

Session sponsor: Alphabet

Experts in the industry will talk about last mile delivery, how businesses will operate in the future within cities that are looking to reduce emissions, improve air quality and leverage connected technology to help fleets improve efficiency in the future. This session will include details on Ford's Mobility strategy on last mile delivery as well as an in depth case study from delivery experts DPD.

11.00 – Strategy Seminar 4

How to implement an electric vehicle strategy

Gary McRae, Urban Foresight principal consultant

Fraser Crichton, Dundee City Council corporate fleet operations manager

Simon King, Fleet and Procurement Director, Mitie

Session sponsor: LeasePlan

Gary McRae and Fraser Crichton will explain how Dundee became a pioneer with plug-in vehicles. Simon King, Mitie procurement director will also present an in depth case study on Mitie's journey to switching a large proportion of its car and van fleet to EV.

14.00 – Strategy Seminar 3

Efficient movement of people and goods on the strategic road network

Karla Jakeman, Connected Transport Innovation Lead at Innovate UK

Peter Leavy, Vodafone Internet of Things (IoT) Portfolio Manager Connected Car Services

Karla Jakeman, Innovate UK connected transport innovation lead, will explain solutions which use innovative technologies to leverage a smarter, greener and more sustainable future mobility systems for the efficient movement of people and goods. There will also be a case study from Vodafone on how the road network needs to be technologically upgraded to facilitate the smart roads of the future.

14.00 – Strategy Seminar 4

Clean Air Zones

Jason Torrance, UK100 Cities clean air cities director

Session sponsors: ALD Automotive, enterprise fleet management, GEOTAB management by measurement

Jason Torrance, clean air cities director at UK100 Cities, will present an update to fleet operators about a Fleet News/UK100 initiative with UK business and local authority policymakers that seeks to secure national and local support for the delivery of clean air zones.

More information at www.fleet-live.co.uk

For more information please contact the **Fleet Live Team** on **01733 468 289** or email: **fleetlive@bauermedia.co.uk**

Fleet Operation Seminars

FLEETLIVE

Tuesday 8th October

11.00 – Operation Seminar 1

Great ideas for a safer fleet

Caroline Sandall, ACFO national chair

Dr Jim Golby, ADT director of research and customer experience Applied Driving Techniques (ADT)

a speaker from Jacobs TBC, John Newman, Jacobs head of health and safety

Session sponsor: KORE

This session will give a case study from a fleet safety pioneer on the steps they took to improve safety and reduce risk in their business. Those attending the session will come away with practical solutions they can implement in their own business.

11.00 – Operation Seminar 2

Driver recruitment and retention in commercial fleets

Martin Colloff, Hermes UK head of client and network distribution

Kieran Smith, Driver Require chief executive

Kieran Smith, Driver Require chief executive, will set the scene to discuss driver shortages in the industry, how the industry can resolve the issue and how Brexit could exacerbate shortages and bring the UK to a crisis point. Martin Colloff, Hermes UK head of client and network distribution, will talk about the challenges facing recruiting and retaining drivers in the commercial fleet industry. This will include an overview of Hermes' heavy goods vehicle recruitment initiative. This session will also explore how the fleet industry can attract more women to consider becoming a professional driver as a career.

14.00 – Operation Seminar 1

How to use your data to improve your fleet efficiency

Rory Morgan, Iron Mountain head of fleet or a colleague will take on presentation if he is called away on a work trip, Caroline Sandall, ACFO national chair

Session sponsor: jaama

Make big data work for your fleet. The fleet industry must change from a rear-view mirror perspective to using data to predict the future and be more pre-emptive. This session will explore how to bring together multiple sources of fleet data from telematics, fuel cards, connected cars and licence checks to help reduce costs and improve efficiency across your fleet. It will also explore of fleets can use e-learning to store driver data and create safety profiles, as well as how fleets can use technology to manage fuel and reassess vehicle utilisation and productivity.

14.00 – Operation Seminar 2

Driver wellbeing: Identify the signs and create a culture of support

Andy Neale, director of driver risk management company NFE Group

Andrew Brown, CALM corporate partnerships director

Suicide is the single biggest killer of men aged under 45 in the UK. In 2015, 75% of all UK suicides were male. Andrew Brown, Director of Corporate Partnerships CALM (Campaign Against Living Miserably) will set the scene to put into perspective the scale of the problem in the UK, why fleets should take this issue seriously and what they can do to address it in their own business. The session will also feature a case study from Andy Neale, director at NFE Group, on how they implemented a supportive culture at work.

Wednesday 9th October

11.00 – Operation Seminar 1

Collaborative suppliers partnerships that add value

James Davis, Cox Automotive UK Customer Strategy and Insight Director (Commercial Vehicles)

Steve Duffy, Network Rail Senior Delivery Manager

Matt Cranny, ARI Fleet UK operations director and Phil Corbett, Travis Perkins procurement manager

This session will offer best practice on the tender process and how to remain collaborative with suppliers when there is pressure on the business to change suppliers to maintain the best value for money. This will also look at how you can look for continuous improvements over a long term supplier relationship.

11.00 – Operation Seminar 2

Fleet utilisation and minimising vehicle downtime

Dan Cripps, Addison Lee head of fleet operations

Session sponsor: jaama

Pressure on fleet budgets and a desire to optimise vehicle utilisation has led to an increasing focus on making vehicles work longer, harder and smarter. This session will focus on an expert case study from an award winning fleet that has tackled fleet utilisation and vehicle downtime to deliver tangible improvements for their company.

14.00 – Operation Seminar 1

Telematics: How to convince the board to invest

Michal Szuminski, The First Mile transport manager

Peter Kelly, Elis Group Compliance and Fleet Manager

Session sponsor: verizon connect

Telematics are an established technology that can offer improvements for efficiency, safety and can save fleets money in fuel and insurance payments. The stumbling block in introducing the technology, which is now available at a variety of price points, is getting buy in from the board. This session will cover how a fleet manager can put the case together that the benefits of telematics are worth the investment and management focus. What are the biggest obstacles and what are the benefits? How should you present your case and get a telematics initiative through from concept to delivery?

14.00 – Operation Seminar 2

Protecting vulnerable road users

Ross Moorlock, Brake business development director

Protecting vulnerable road users and minimising the chance that their drivers will be involved in a crash are two of the most important steps that fleet managers can take towards raising road safety standards. Just 52% of organisations currently have driver handbooks that include guidance on vulnerable road users. Ross Moorlock, Brake business development director, will present a session on the responsibilities fleet managers should be aware of and what they can do in their business to raise awareness of the issues among their staff and company.

Discover Fleet Theatre

Tuesday 8th October

Sponsored by: Alphabet

11.00

Finance and tax best practice session

Dave Hedges, Baldwins employment tax partner

Simon Down, Deloitte association director

This session will look at latest thinking from HMRC on company car taxation, potential changes coming down the line covering areas like plug-in vehicles and grants.

12.15

Procurement best practice session

This session will offer best practice on procurement skills, wholelife costs of fleet contracts and tips on managing suppliers.

14.00

HR: Implementing a flexible benefits strategy

Jack Curzon, Consulting Director at Thomsons Online Benefits

Amir Ali, Sandwell & West Birmingham NHS Trust Head of Engagement, Retention and Nurse Recruitment

Topics will include why flexible benefits are not actually flexible enough right now, why very few companies are offering mobility credits and how car allowances are not being used for cars. This session will also look at forgotten benefits and how to help employees with their commute.

Wednesday 9th October

Sponsored by: Alphabet

11.00

Finance and tax best practice session

Dave Hedges, Baldwins employment tax partner

Harvey Perkins, HRUX co-founder.

This session will look at latest thinking from HMRC on company car taxation, potential changes coming down the line covering areas like plug-in vehicles and grants.

12.15

HR: The pitfalls of grey fleet and how to avoid them

Harvey Perkins, HRUX co-founder.

Julie Davies, AMEY compliance manager

There are around 14 million-plus privately-owned vehicles driven on work-related journeys, compared to around 940,000 company cars on the UK's roads, according to HMRC, and the number is growing as more company car drivers choose to take cash. This session will be a case study from an expert on grey fleet to explain what the biggest pitfalls are. This will session will look at the challenges around mileage management, accident management and general vehicle maintenance and how a fleet manager or HR professional can put an action plan in place to tackle grey fleet.

14.00

Procurement best practice session

This session will offer best practice on procurement skills, wholelife costs of fleet contracts and tips on managing suppliers.

Exhibitors so far...

- Aid Fuels Oils Group
- ADESA UK
- AI Powered Driving Evaluation
- Allied Autocare Mobile Servicing
- Allstar Business Solutions
- Alphabet (GB) Limited
- ARI
- Arval UK
- AssetWorks Fleet Management
- Atticus Innovations
- Autoglass®
- Automotive Software Solutions
- Autoserve
- Avon Tyres
- Bluelite Graphics Ltd
- BMW
- BP
- BP Fuel Cards
- Bri-Stor Systems
- CanTrack Global Ltd
- Centrica
- Charged EV
- Chevin Fleet Solutions
- Close Brothers
- Daimler Fleet Management
- DAVIS | Licence Check
- DRiiVE WiTH Matrix
- Drive Alive UK Ltd
- DRIVEcard
- DriveTech (UK) Limited, part of the AA
- DRIVEtelematics
- DriveWise from Driver Hire
- Dropless
- Eco Charge Points UK Ltd
- eDriving
- Enigma Telematics
- EVolve with VWFS | Fleet
- Fiat Chrysler Automobiles
- Fleet News
- Fleet Operations
- Fleet Partnership Solutions Ltd
- FleetCheck Ltd
- FLEETOMOTIVE
- Ford
- Freight Products (UK) Ltd
- fuelGenie
- Geotab
- Greater Birmingam Chambers of Commerce
- Halfords Autocentre
- HaynesPro UK
- Hitachi Capital Vehicle Solutions
- ICFM
- Interactive Fleet Management
- Jaama
- KORE
- LeasePlan
- Lex Autolease
- Licence Bureau
- Locks 4 Vans Ltd
- London Green Cycles
- Lytx Europe, Ltd
- Masternaut: a Michelin Group Company
- Meridian Vehicle Solutions Ltd
- MINI
- Moblyx
- Modul-System Limited
- Mulberry Risk UK
- National Accident Repair Group
- NewMotion
- Nexus Vehicle Rental
- NFE Group Ltd
- Northgate Plc
- Ogilvie Fleet
- Powered Solutions Ltd
- Quartix
- Ram Tracking
- RED Fleet Driver Training
- Reflex Vehicle Hire
- Richard Grant Mouldings
- RingGo Corporate Phone Parking
- Rolec EV
- Sam Says
- Samasra
- SEAT UK
- Selsia Vehicle Accident Centres
- Shell UK Oil Products Ltd
- Smart Fleet Solutions
- Sturdy Europe
- TCH Leasing
- The Automobile Association
- The NOCO Company
- Towergate Insurance - Motor Division
- Trakm8
- Trimble
- TTC Group
- Venson Automotive Solutions
- Verizon Connect
- Volkswagen Financial Services Fleet
- Volvo Car UK
- Westfield Technology Group
- Yorkshire Fleet Management
- Zenith
- Zenobe

More information at www.fleet-live.co.uk

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Feature Sponsors: AVON TYRES, NORTHGATE Vehicle Hire

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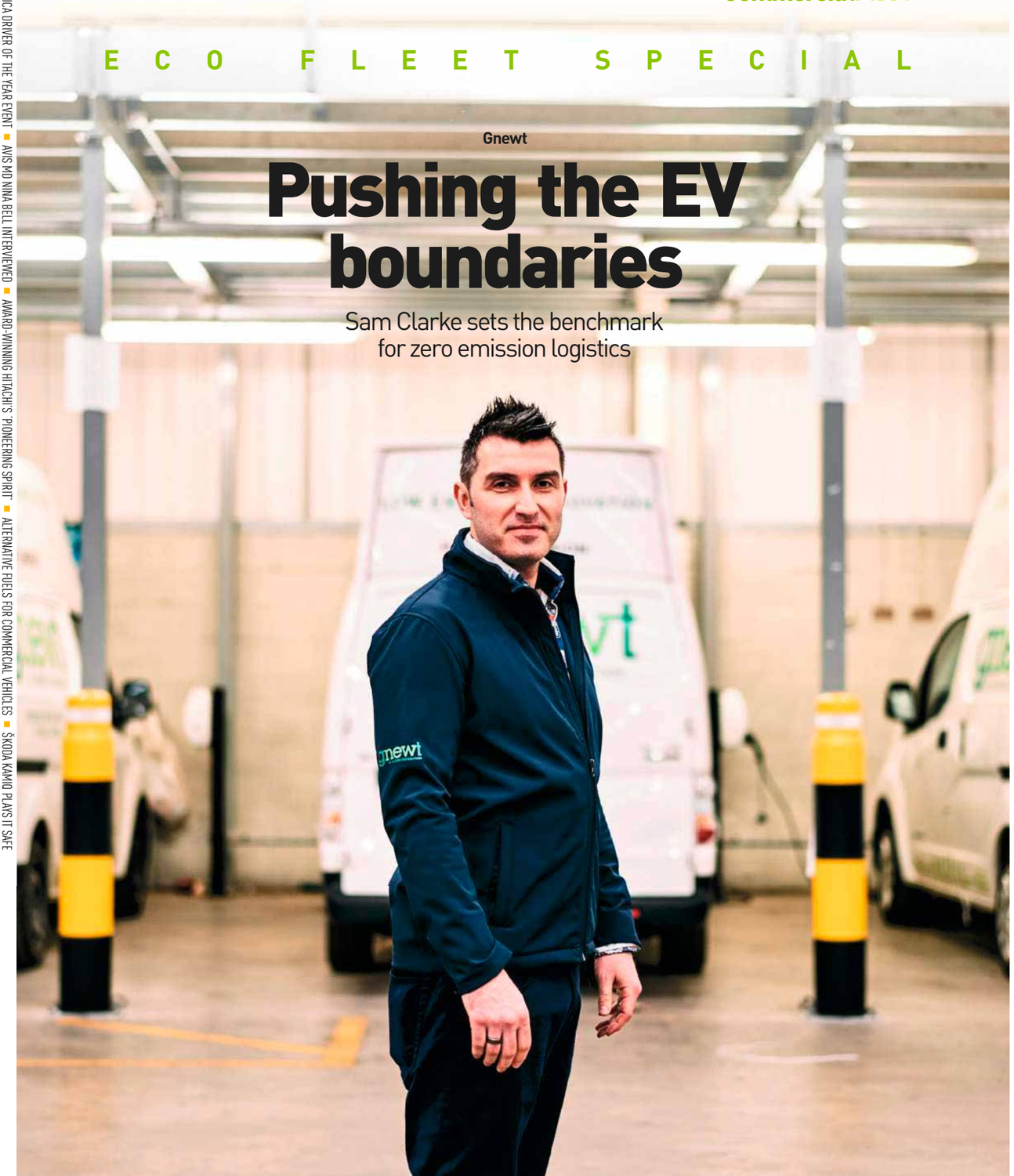

Gnewt

Pushing the EV boundaries

Sam Clarke sets the benchmark for zero emission logistics

CENTRICA DRIVER OF THE YEAR EVENT ■ AVIS MD NINA BELL INTERVIEWED ■ AWARD-WINNING HITACHI'S 'PIONEERING SPIRIT' ■ ALTERNATIVE FUELS FOR COMMERCIAL VEHICLES ■ ŠKODA KAMIQ PLAYS IT SAFE

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COMMERCIAL FLEET

Government clarification on BIK prompts surge of interest in EVs

Arrival of new models to further boost demand, but concerns are raised over lack of availability

By Gareth Roberts

New company car tax rates, which incentivise electric cars, have restored "much-needed confidence" and boosted orders for ultra-low emission vehicles (ULEVs).

However, question marks remain over delivery times due to a lack of availability, which is hindering uptake for some companies.

Lex Autolease, the UK's largest leasing company, financing almost 400,000 cars and vans, told *Fleet News* that orders for pure electric cars had increased by 123% since the new benefit-in-kind (BIK) tax rates were announced.

Zenith reported an even bigger surge in pure electric vehicle (EV) orders, up 211%, while Alphabet and Total Motion both reported double digit increases.

Ashley Barnett, head of consultancy at Lex Autolease, said: "The number of orders we've taken for pure electric cars since July (when the new rates were announced – four weeks ago at time of writing), equates to a third of the total pure electric car orders placed in the previous six-and-a-half months."

In the first seven months of the year, Lex Autolease took nearly 2,000 orders for pure electric cars – 6.35% of all pure electric car registrations in the UK during that period.

HYBRIDS BENEFIT TOO

Hybrid powertrains have also benefitted from the new rates, with Zenith reporting a 114% uplift in orders.

Meanwhile, Alphabet has seen a 12% increase in the number of orders for pure EVs and a 31% increase for plug-in hybrids.

David Bushnell, principal consultant at Alphabet (GB), said: "We're seeing businesses and drivers react (to the new rates) by placing increasing numbers of orders to lease battery electric and plug-in hybrid vehicles.

"As well as the 0% company car tax rate for EVs which grabbed the headlines, the clarification on BIK liability for all company vehicles until April 2023 was extremely welcome."

Claire Evans, head of fleet consultancy at Zenith, told *Fleet News* that having "certainty" on tax rates has brought "much-needed confidence back into the fleet sector".

This was reflected in overall company car orders for the leasing company increasing by 45% following the announcement.

In its long-awaited response to the review of company car tax, HM Treasury announced in July it was binning previously published BIK rates for 2020/21, in an effort to mitigate more accurate, and as a result higher, vehicle CO_2 emissions shown in the Worldwide harmonised Light vehicle Test Procedure (WLTP).

Instead, it revealed two new BIK tables for company car drivers effective from April next year: one for those driving a company car registered after April 6, 2020, based on WLTP CO_2 figures, and one for those driving a company car registered before the same date, based on NEDC-correlated CO_2 figures (fleetnews.co.uk, July 9). The new BIK tables included a zero percentage rate for pure electric company cars registered before or after April 6, 2020, for 2020/21 (for full details of the latest company car tax tables, go to fleetnews.co.uk/BIK).

NO BETTER TIME TO SWITCH

Within the next two years, Jon Lawes, managing director at Hitachi Capital Vehicle Solutions, expects half of all new company car orders on his books to be hybrid or pure electric.

Currently, plug-in orders at the leasing company have a 17% market share, having increased from 10% in recent weeks.

Lawes believes there has been no better time to consider making the switch. "If you want an electric vehicle, the best way to have one is through a company car scheme – you haven't got any of the risk. It's a complete no-brainer," he said.

"There is also a big benefit to the fleet operator as well, because, if there's no benefit in kind, there's no national insurance," Lawes added.

Not everybody is reporting an uplift in orders, however, with some fleets waiting for lead times to improve and for a greater choice of plug-in cars due in the next few months.

Nick Hardy, sales and marketing director at Ogilvie Fleet, says there has been a "significant increase" in interest in EVs from fleets but, as yet, not the uplift in orders from drivers.

"We have seen a number of clients move quickly to introduce EVs on fleet choice lists as a result of the BIK changes and we expect an ever-increasing number of fleets asking about how we can help them build a policy that includes EVs," Hardy said.

But, he added: "The availability of cars is a slight challenge right now. There are only a limited number of pure EV cars available and some of these are easier to get hold of than others.

"What we do know is that there is a massive imminent influx of new EV cars over the coming months. The sector is about to explode with options at various price brackets."

GREATER EV CHOICE

Pure EVs have generally been the domain of upper executive type choice bands and not for the lower bands in company car policies.

"That is about to change and we can see that over the next few months there will be plenty of choice for every grade of company car driver," Hardy said.

Venson Automotive Solutions also says long lead times are impacting demand. Simon Staton, Venson director of client management, explained: "We believe drivers will be holding off, where practicable, selecting a new vehicle until early next year when there is more clarity on the manufacturer models available in 2020 and the likely lead times."

Staton labelled lead times from some manufacturers for pure electric cars as "vague".

"Some of the manufacturer order books are closed until 2020," he said. "For others, models are being replaced/facelifted so there's either no, or minimal, vehicle availability."

Lead times from leasing companies for pure electric vehicles, seen by *Fleet News,* reveal some models have longer lead times than others.

The Kia e-Niro and Hyundai Ioniq EV, for example, could take up to 12 months to be delivered and the Jaguar I-Pace up to four months, while the Nissan Leaf and the Tesla Model 3 fare better, with a delivery time of up to 12 weeks.

Nissan national corporate fleet sales manager Adam Connelly struck an upbeat note on supply.

"We have production and supply of both Leaf and eNV200 – we can supply fleets now," he told *Fleet News*.

Nevertheless, a group of MPs has pointed to an insufficient supply of EVs to meet consumer demand which, they believe, is one of the barriers to the uptake of ULEVs.

In a report published last month, MPs on the Science and Tech- ➲

CAR LEAD TIMES

Nissan Leaf
up to 12 weeks

Jaguar I-Pace
up to four months

Kia e-Niro
up to 12 months

Hyundai Ioniq EV
up to 12 months

Tesla Model 3
up to 12 weeks

nology Committee claimed there is clear evidence in the UK, and internationally, that supply shortages could be partly due to "inadequate support for the ultra-low emission vehicle market from manufacturers and dealers".

211%
increase seen by Zenith in pure EV company car orders

The report – *Clean Growth: Technologies for meeting the UK's emissions reduction targets* (see page 70) – also highlights the lack of Government policies to deliver the net zero target by 2050 and recommends 10 steps the Government should take to meet this legally binding target (fleetnews.co.uk, August 22).

BRING BAN FORWARD

They include a recommendation that the ban on the sale of new 'conventional' diesel and petrol cars, and vans is brought forward from 2040 to 2035, at the latest.

The committee also wants the Government to review how the market for ultra-low emission cars functions annually, to determine if there are sufficient incentives for manufacturers and dealers to drive the adoption of ULEVs.

The first review, it says, should be published before next year's planned Spring Statement and it should consider introducing "minimum sales mandates" on manufacturers to help drive down lead times.

Carmakers, have blamed a mix of a shortage of batteries and the need to convert production facilities as the reasons for long lead times, but they are investing heavily to ensure future supply meets demand.

Availability of lithium – a key ingredient for battery production – isn't an issue though: shares in lithium producers have been falling due to oversupply of the raw material, which is pushing down prices (from $14,600 per tonne in Q1 to $10,000 in Q3). Supply is expected to outpace demand for the rest of 2019, due to new mines in Australia and lower electric car demand in China following cuts in subsidies.

WINNERS AND LOSERS

Leasing companies are also working with fleets to help them review fleet policies to ensure they take advantage of the new rates.

Ian Hughes, managing director at Zenith, said key to driving uptake in ULEVs is helping the driver understand the tax benefits they can obtain for these vehicles, both in a company car and as a salary sacrifice.

"We are working with customers to reignite the benefit value company car and all-employee schemes can offer their employees," Hughes said.

Hardy believes it is imperative suppliers adapt to meet the challenges and opportunities the new tax regime offers the fleet industry.

"There is no doubt in my mind that we are about to see a huge shift to electric vehicles in the company car market, driven by these BIK changes, in part, but also as an integral part of the Road-To-Zero strategy," Hardy said.

"These enormous moments of change are rare in fleet and mean that leasing companies need to adapt and evolve in a way that they haven't had to for a number of years. There will be winners and losers."

"WE'RE SEEING BUSINESSES AND DRIVERS REACT (TO THE NEW RATES) BY PLACING INCREASING NUMBERS OF ORDERS"

DAVID BUSHNELL, ALPHABET (GB)

Increase in EV orders highlights importance of tax policy clarity

ANDY EASTLAKE
MANAGING DIRECTOR
LOW CARBON VEHICLE PARTNERSHIP

The exciting figures reported alongside suggest the BIK policy changes have had a major, positive impact on electric vehicle (EV) orders. The fleet and company car sector now looks set to be one of the primary drivers of electrification and ultra-low emission vehicle (ULEV) uptake.

After the past three years, when the tax benefits of driving a ULEV as a company car have been dramatically eroded, we've known for some time that April 2020 would bring a dramatic drop to company car tax (CCT) for electric and longer-range PHEVs but, throughout that time, the spectre of how WLTP figures would be incorporated has loomed large.

With confirmation in July of the CCT rate until 2023 and of the treatment of WLTP, clarity has finally emerged and companies and drivers can now much more accurately assess the costs of their vehicle ownership over the next three years at least.

Fleets and businesses account for more than 55% of new car sales and, ever since 2002 when CO_2-related CCT was introduced (at 15% for cars less than 165g/km), the company car sector has been sensitive to tax signals relating to lower carbon vehicle solutions. In fact, since 2010, average monthly fleet car CO_2 has consistently (with one brief exception) been lower than that of private cars. However, with the CCT rate rising to 16% for all ULEVs including pure electric vehicles this year, we had seen a slowdown in ULEV registrations to below 2% of the total market.

The products emerging with both low CO_2 and impressive range are now based on more realistic WLTP figures. With a 50-mile range PHEV (like the newly announced BMW X5) dropping from 16% to 8% CCT in 2020, coupled with a raft of new electric vehicle products now coming through, I'm confident the whole ULEV market will see a dramatic shift over the next six months.

The manufacturers, moreover, have a powerful incentive to increase sales of ULEVs (likely to be mostly EVs) as, Europe-wide, new car CO_2 regulations come into effect from 2020 which include 'super-credits' for sales of vehicles producing less than 50g/km CO_2, enabling carmakers to avoid potential fines.

For the LowCVP, this sales surge can't come soon enough, enabling the market to reach a critical 'tipping point' and, crucially, to begin to unlock the used car market.

But the key message which should be heard loud and clear in Westminster, is that businesses must have long-term policy clarity and the ability to plan their finances if we are to accelerate ULEV adoption to this critical market at a pace that the net zero target implies.

With that policy clarity and visibility, buyers are able to make the purchase decisions that can help drive the transition on the road to zero.

Leasing companies unmoved by Telsa driver privacy concerns

Vehicle tracking and in-car cameras are GDPR compliant as Tesla prepares for ride sharing

By Tom Seymour

Major UK leasing companies have allayed concerns over driver privacy for those choosing Tesla and its connected car and tracking technologies.

Fleet News understands some leasing companies are refusing to work with Tesla after accusations that the manufacturer is tracking the location of vehicles and customers through a mobile phone app, which, they believe, is a breach of general data protection regulation (GDPR).

Tesla's new Model 3 also has an in-cab-facing camera built into the rear view mirror to monitor the cabin for when the vehicles are updated to work autonomously.

However, Lex Autolease, Total Motion and Ogilvie fleet all confirmed they are still working with the brand and they are confident the vehicles are GDPR-compliant.

Tesla declined to comment directly on any issues around GDPR.

However, chief executive Elon Musk had replied to a Tesla driver online earlier this year when they raised privacy concerns about the in-cab camera technology.

Musk said: "(The camera) is there for when we start competing with Uber and Lyft. In case someone messes up your car, you can check the video."

The Tesla mobile app aids tracking and control of some vehicle functions

"WE'RE ALL GETTING MORE USED TO GIVING CONSENT TO APPS ON OUR PHONES"

NICK HARDY, OGILVIE FLEET

The camera forms part of the Model 3's 'sentry mode' that monitors the cabin for thieves or those renting a Tesla from an owner.

Musk confirmed the hardware is built into the cars and the brand is finishing off software and waiting on regulatory approval before any ride-sharing or cabin-monitoring functionality is switched on.

Tesla confirmed owners can decide to turn off the in-cab camera. It also said that, until the software update rolls out for sentry mode and ride-sharing, the camera in the cabin is disabled by default.

There is no physical tracker installed in Teslas; however, drivers can track their vehicle through the Tesla mobile app, which uses a GPS system to locate the communications chip in the vehicle.

Total Motion has offered Teslas since the Model S went on sale in the UK in 2014. It has ordered 200 of the new Model 3.

Simon Hill, Total Motion managing director, said: "We are still quoting on Tesla and we have no concerns or issues around GDPR or the camera.

"We have confirmed with Tesla that all the functionality in the cars conforms with European law."

Nick Hardy, Ogilvie Fleet sales and marketing director, also confirmed it is not concerned about breaches on GDPR and the company has experienced no problems with drivers.

He said: "I can understand there are more general concerns around the future of connected cars and how that data is tracked. It's something the industry needs to tackle, but you have to accept this higher level of connectivity as vehicles and drivers come closer together."

Ogilvie said that when Tesla drivers take a vehicle they are asked if they want to connect to the manufacturer's app and this process was GDPR-compliant.

Hardy said: "We're all getting more used to giving consent to apps on our phones when it's something that's going to be useful."

A spokesperson for Lex Autolease said there are some in leasing that refuse to work with Tesla due to it being more retail-focused.

The Lex spokesperson said: "We are pleased to be working collaboratively to help them develop a fleet proposition that meets the needs and expectations of corporate customers."

LeasePlan, Arval, Alphabet and ALD Automotive all declined to comment on whether they are offering Teslas to customers.

However, LeasePlan and Arval both show quotes for Tesla models online. *Fleet News* also understands ALD offers quotes on Tesla.

Hill said the refusal of some leasing companies to work with Tesla is not down to privacy concerns, but more to do with the manufacturer's terms of service.

Hill told *Fleet News:* "Certain leasing companies do not like Tesla because they don't like the terms of business and they're using every excuse possible not to support the brand.

"Some are using the fact that Tesla wants customers to go to one of their stores for a handover as another reason they won't work with them."

Tesla is known for not offering discounts on large orders of vehicles – something the fleet and leasing industry often expects. It also wants to control the relationship with the driver directly, rather than relinquish control to the leasing company.

Caroline Sandall, ACFO chairman, said connected car data and driver privacy is a murky area for fleets.

"It's quite difficult to track and trace who has the data and where it's going," she said. "Society is changing with increased levels of connectivity, but I think fleets and drivers have a right to be concerned in the wake of things like the Facebook and Cambridge Analytica scandal.

"If we're talking about vehicles talking to infrastructure and it's anonymous data, that's all well and good but when we're getting into tracking vehicle movements, driving style and whether that data is going to be sold on to third parties, that's more concerning."

ALD aims to remove 'fear factor' surrounding electric vehicle RVs

New funding model will see EVs leased to second and third drivers when defleeted

By Tom Seymour

ALD Automotive is seeking to reset how fleets look at total cost of ownership for electric vehicles (EVs) with a new funding model that will see vehicles leased to second and third drivers after the first fleet customer.

Keeping the EV for much longer reduces the risk of reduced residual value (RV) for an EV, as it is only when the leasing company disposes of it that any profit or loss is realised.

Matt Dale, ALD Automotive head of consultancy, said this would bring the rental cost closer to price parity with internal combustion engines (ICEs) and it will mean more consistency in rental prices as the company takes a longer term view on RV risk.

This new approach to risk on EVs by ALD will roll out in the next six months and is driven by "a much more optimistic view" on areas like RV and service, maintenance and repair (SMR) costs.

ALD will be focusing on pure EVs with a range of more than 180 miles. Electric vans will also be included in the project.

Dale said: "This technology doesn't scare ALD Automotive. You either jump on board with the EV revolution or you risk being static and continuing to lease diesels and you'll struggle in the future."

> "QUESTION FOR EVs IS CAN WE MANAGE THE RISK IN A DIFFERENT WAY?"
>
> **MATT DALE, ALD AUTOMOTIVE**

Dale said historic funding models based on ICEs are governed by the age and mileage of the vehicle and the impact that has on the cost of maintenance.

Given there are fewer moving parts with EVs, Dale said they are not going to depreciate in the same way.

ALD's approach will be to offer business contract hire to the first EV user and then it is likely to focus on PCH customers for the second and third lessee, rather than remarketing that vehicle via auction or used car retail.

ALD will refurbish vehicles and inspect the battery as part of its new plan to "realise the full potential of the asset and unlock access to EVs for more customers".

Dale said part of what has been holding back EV sales is a "fear factor" from the traditional valuation guides on RVs.

He said: "The question for EVs is can we manage the risk in a different way? Most vehicle batteries come with a five-year warranty, but this technology is lasting much longer than vehicle manufacturers first thought.

"That battery life and mileage capacity isn't dropping off, there might be some degradation, but we're talking from 100% to 80%, rather than an EV stopping dead after 10 years."

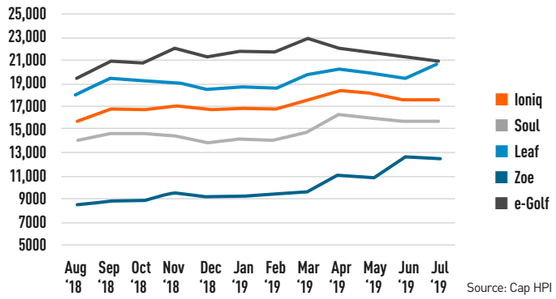
The 0% benefit-in-kind (BIK) tax on EVs for 2020/21 is expected to boost fleet uptake and other companies are looking at what they can do to capitalise.

FCA Group is looking to offer flexible leases that don't feature early termination charges for those that switch to its new plug-in products.

LeasePlan UK is offering flexible three-month leases on electric vans so customers can have more operational time with the product. The scheme is being considered for cars too, but this is dependent on supply.

Valuation guides Cap HPI and Glass's both reject suggestions they have been overly pessimistic regarding the EV market.

FORECAST RVs 12 MONTHS, 10,000 MILES



Source: Cap HPI

Andrew Mee, head of forecast UK at Cap HPI, said the company's approach has matured over time. He said that in every sector review since the start of 2017, Cap HPI's forecast values for EVs have increased and are on average now around 20% higher (see chart above).

Cap HPI's data shows RV increases over the past year for the Nissan Leaf, Hyundai Ioniq, Kia Soul EV, Renault Zoe and VW e-Golf

Mee said: "The used EV market has moved on for a variety of reasons, from improved buyer perception due to significant steps forward in battery performance and investment in charging infrastructure, to improved remarketing strategies."

New EV models with higher ranges, shorter charge times and lower list prices, coupled with the Government's 0% BIK announcement will further increase volumes, both in the fleet and, eventually, the used market.

Robert Redman, forecast editor at Glass's, said lower SMR costs are only one factor in calculating the RV, with the slow private uptake of EVs being by far the most influential factor currently.

Further factors that Glass's is monitoring are the advantages of the next generation of EVs.

These vehicles have greater ranges and faster charge times and could put pressure on EVs currently in the used market as next-generation models become more prevalent.

Redman said: "If a leasing company decides it is going to re-lease the vehicle a second and a third time then it can be more optimistic with the first and second forecast value as it will not be selling the vehicle on at that moment in time."

Redman feels ALD's approach appears to be a sensible foray into EV leasing.

He said: "It is a practical way of ramping-up volumes of these vehicles while minimising asset risk.

"With changes in BIK rates for company car drivers recently announced by the Government, which reduces the rate to zero, we should expect to see EV take-up increase rapidly."

Rupert Pontin, Cazana director of insight, said that used retail pricing for EVs has been improving markedly in the past year and used vehicle market volumes, while still low, have also been increasing, but not in line with demand.

He said: "This picture must give confidence to the RV setters, as long as they have a data supplier that provides unbiased fact rather than subjective figures.

"A more positive view on forecasted values for EVs is not just necessary but actually essential.

"The only caveat is the speed at which technology advances. As newer models hit the market with better range and more advanced interiors, older cars will become less popular with buyers more quickly, and their retail pricing will drop."

NEWS HIGHLIGHTS

IN DETAIL
To view the full story go to fleetnews.co.uk/news

AUG

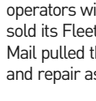
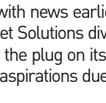
19 – DEPARTURES AT BVRLA AND SEAT


BVRLA says director of policy and membership Jay Parmar (left) is to leave trade body, while Seat UK is advertising for a new head of fleet after Peter McDonald resigned.

20 – FLEETS SHOULD PLAN AHEAD FOR AIR QUALITY RESTRICTIONS, SAYS FTA

The Freight Transport Association (FTA) is warning fleet operators that, with plans under way for cities across the UK to implement clean air zones (CAZs) or similar air quality improvement schemes, they could face prohibitively high charges for using older heavy goods vehicles and vans.

21 – CHEVIN FLEET SOLUTIONS APPOINTS NEW DIRECTORS

Chevin Fleet Solutions has appointed Will Wycks (left) and Ray Creamer to its board of directors.

22 – MPs WANT FEWER VEHICLES ON UK ROADS

MOST COMMENTED

A group of MPs has called for the ban on sales of new 'conventional' petrol and diesel cars and vans, including hybrids, to be brought forward to 2035, at the latest.

23 – COMPANY CARS LOSING APPEAL AS A 'STATUS SYMBOL', SAYS FLEETCHECK

Company cars may soon become less of a status symbol as employees instead focus on efficiency instead of badge appeal, says FleetCheck's Peter Golding.

27 – ALPHABET HIRES NEW HEAD OF CONTRACT MANAGEMENT AND HEAD OF COLLECTIONS


Alphabet has hired Miles Tetlow as its new head of contract and Hannah Broad as its head of collections.

28 – SEAT ADDS PLUG-IN HYBRID TO TARRACO RANGE

With a 13kWh battery pack, the Tarraco PHEV will offer an all-electric range of more than 30 miles and CO_2 below 50g/km.

29 – BT FLEET SOLUTIONS AND ROYAL MAIL – BIG CHANGES

MOST SHARED

Change is afoot at the UK's two biggest fleet operators with news earlier this month that BT had sold its Fleet Solutions division to Aurelius, while Royal Mail pulled the plug on its own third party maintenance and repair aspirations due to a change in strategy.

30 – DRUG-DRIVING BECOMING MORE PREVALENT THAN DRINK-DRIVING

Fleets are being urged to consider drug testing their drivers, as some police forces report arrests for drug-driving have surpassed drink-driving for the first time.

SEP

2 – KEY APPOINTMENTS AT HYUNDAI MOTOR UK AND PEUGEOT


Hyundai Motor UK names Ashley Boaden (left) as national new business development manager, while Matthew Weston becomes Peugeot's head of business.

3 – WORST DRIVERS IN BRITAIN REVEALED

MOST READ

Britain's worst drivers have been revealed, with Halifax having the most motorists with penalty points on their licence, according to research by Vantage Leasing.

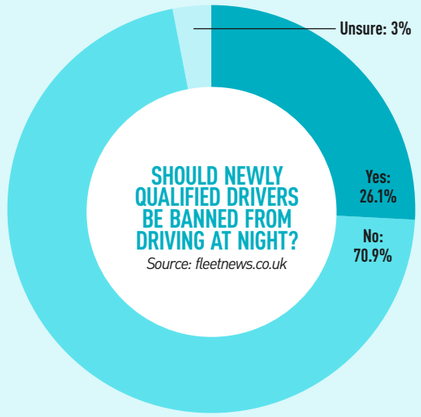
4 – MPs CALL FOR CHANGE TO USE OF MOBILES LAW FOLLOWING TWO HIGH PROFILE CASES

The Government has given no indication it intends to change mobile phone laws after a driver won his case in the High Court.

5 – MAZDA CX-30: PRICES, SPECIFICATIONS AND CO_2 EMISSIONS

Mazda has confirmed the pricing, specification and CO_2 emissions for its new CX-30 compact SUV. The new model, which is based on the Mazda3, costs from £22,895.

FLEET NEWS POLL



FLEET NEWS VIEW:
Our poll shows that a majority of fleets (70.9%) do not agree that newly qualified drivers should be banned from driving at night.
In July this year, *Fleet News* reported that fleets looking to employ newly qualified drivers may face added difficulties due to plans being considered by the Department for Transport. Graduated driver licensing, which would include not being able to drive at night, is being explored as part of the Government's road safety action plan to reduce new driver crashes.

THIS ISSUE'S POLL: Would 'range anxiety' stop you choosing an EV?

NEW LAND ROVER DISCOVERY SPORT

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ABOVE & BEYOND

BENEFIT FROM SIGNIFICANT TAX SAVINGS

Our versatile compact SUV boasts a range of new engine options like MHEV, helping to reduce fuel consumption and CO_2 emissions.

Plus, the D150 manual powertrain is RDE2 compliant, reducing VED and offering up to 4% BIK tax saving, meaning the new Discovery Sport meets your challenging business targets too.

Our innovative technologies like Hill Descent Control* and All Terrain Progress Control* provide maximum capability in even some of the most challenging conditions. The new Discovery Sport also integrates some of the latest on-board technologies** like wireless phone charging*** and head-up display** so you can focus on what really matters, your business.

Search Discovery Sport for Business.

Official WLTP Fuel Consumption for the New Discovery Sport range in mpg (l/100km): Combined 28.3 - 47.8 (10.0 - 5.9). with EU legislation. For comparison purposes only. Real world figures may differ. CO_2 and fuel economy figures may vary

*AWD variants only. **Fitment of features will vary by trim level. 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.

NEDCeq CO_2 Emissions 185 - 140 g/km. The figures provided are as a result of official manufacturer's tests in accordance according to factors such as driving styles, environmental conditions, load and accessories.

***Compatible smartphones only.

THE BIG PICTURE

We're delighted to be linking up with UK100 to host two clean air zone (CAZ) roundtable discussions.

UK100 is the network of local government leaders who have pledged to move to 100% clean energy by 2050.

These events will bring together UK business fleet decision-makers with council leaders and city mayors to discuss future CAZ developments and air quality plans.

We all want to see more consistency in the Clean Air Zone standards that are spreading across the country, including in the vehicle types that are included, the payment process and back office administration.

Our roundtables – one in Birmingham, one in London (full details in the August issue) – will give the perfect opportunity to express your views and influence the policies of local council and national politicians.

Spaces are filling fast, so if you want your voice to be heard, please email me to register a place (stephen.briers@bauermedia.co.uk).

Delegates will need to sign up to a Clean Air Zone Declaration to underline their commitment to delivering improvements in air quality, but this is a document they will help to shape.

We're particularly excited about the London debate on October 23 as we've been granted a place at UK100's national air quality summit, which is part of the international air quality event hosted by London mayor Sadiq Khan.

The net result will be a shared agreement between local authorities, transport operators and businesses on the priorities needed locally and nationally to successfully take forward CAZs, together with commitments to action.

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

HAVE YOUR SAY

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COMMENT ONLINE fleetnews.co.uk

EDITOR'S PICK

MOBILE USAGE

Instances where having a phone available in a stationary car is welcome

Robin wrote:
Having read 'Licence Bureau says complete phone ban enforcable' (fleetnews.co.uk, August29) use of phone while driving can be dangerous as it is always difficult to guess what a careless driver in front is going to do.

However, until the Government does something about the management of roadworks, drivers who are stuck for hours need to use phones while stationary.

I spent two hours in a roadworks on the A6 only to find out the local council had forgot to move the signs for 10 days. I was late for a business meeting but at least I could phone ahead and cancel the meeting.

THE EDITOR'S PICK WINS A £20 JOHN LEWIS VOUCHER

Doug Knight added:
These claims are patently false, where is the evidence that such systems are available, effective and affordable?

To assume that because "patrol cars already have automatic number plate recognition (ANPR) technology on-board, as well as stolen vehicle detection systems" it is a simple matter to "extend this capability to identify mobile phone use in a vehicle" is akin to suggesting that because a dog can be trained to herd sheep it can equally be trained to direct traffic.

Clearly this opinion is completely unresearched as there is no specific reference to any such system nor its efficacy.

Images you can't dismiss quickly

Joe Whittaker wrote:
Having read 'MPs call for change of mobiles law following two high profile cases' (fleetnews.co.uk, September 4), driving while using a mobile phone for any purpose should be banned either by law or through the use of technological solutions.

Speaking on a phone, for example, by whatever means, creates a visual image of the person you are conversing with. That image takes up to 15 seconds to decay during which time the brain is occupied with that image and cannot process 100% of road traffic imaging. Just try it out on your home landline if you still have one.

SPEEDING

Speed cameras 'not placed to catch drivers out', says GoSafe

Andrew Ellis wrote:
Having read 'Speed cameras not placed to catch drivers out, says GoSafe' (fleetnews.co.uk, August 20), I'm afraid I disagree that this is the case. I regularly see speed cameras around blind bends etc. and these are solely designed to catch people out.

The argument is that motorists shouldn't speed, but, in my experience, speed cameras and traps on roads with incorrect speed limits are more likely to cause accidents.

There is a 30mph speed limit on a dual carriageway near where I live in Southampton and I cannot figure out why, when a only a few miles away there are narrow country roads with a national speed limit.

Where is the consistency? I do not think these should be justified due to general historic incidents, as they could well have been caused by poor driving and bear no relation to speed. If speed is such an issue, why not introduce average speed cameras on these roads?

Unfortunately, this will not raise the standard of driving on our roads and this is the bigger concern.

Bianca Castafiore added:
I live on the Staffordshire/West Midlands border and find it incredible that we have major roads such as the A5 with fairly regular warning signs stating 'speed cameras in operation' or similar when there aren't any.

Yet, when one of the fixed roadside cameras in the village isn't working, it gets covered with labels stating 'camera out of action'. Why? It's crazy!

Peter suggested:
GoSafe pretending that speed cameras are *not* there to catch motorists out – what a load of tosh. We are fed up with "alternative facts". A percentage of the fines goes back to the local administration to incentivise them to catch more motorists.

CAR DEPENDENCY

MPs want fewer vehicles on UK roads

Mr Sheene wrote:
RAC research suggests drivers' dependence on the car is actually growing as they continue to see their vehicles as the most reliable, comfortable and practical form of travel, something many simply cannot get with public transport at the moment (fleetnews.co.uk, August 22).

This is totally correct. I can't get a train to anywhere from home, buses don't run until after I need to leave home for work, take an age and only run hourly. I am stuck with private transport.

Motorbikes are the answer to reducing single occupancy cars and increasing traffic flow and capacity. Make it easier to ride one that can be used safely at motorway speeds and car users will migrate to cheaper, less congested commuting.

Their popularity in Asian countries isn't for nothing.

Graeme C continued:
Yes, well the Government had better get on with investing in a viable, properly integrated public transport network then. And quite frankly, we are probably wasting our time worrying about emissions until humans stop burning down the Amazon rainforest and putting aircraft fumes into the atmosphere all round the planet.

John added:
All sounds very impressive for cities – but for the rest of the 80-90% of the UK they haven't got the faintest idea of the real world in which we all try to live.

And Claire France suggested:
Without a combined strategy on public transport and investment in public transport, the chances of people being prepared to give up their car/ independence is low.

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Burning question:
Which game have yoou spent the most time playing?

EDITORIAL

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Stephen Briers 01733 468024
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Played a lot of Pacman when I was younger – there was a route you could take where the ghosts couldn't catch you
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Pro Evolution Soccer 6 on the Playstation 2
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Chasing a cat around the house trying to put him in a basket for vet or cattery visits
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Of all the video games I've lost hours of my time to, there's none I've lost my life to like the FIFA football series
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Mind games
Photos **Chris Lowndes**

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Luke Neal
Pandemonium on the Sega Saturn
Production editors
David Buckley
I don't play video games (too decrepit) so would have to say football. I can remember back that far
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Chris Stringer
The Uncharted Series

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For more details visit www.fleet-live.co.uk

Untangle the latest on company car taxation and finance

Discover Fleet Theatre sessions are intended to inform and inspire decision-makers

Tax experts from Deloitte, HRUX and Baldwins will help delegates at this year's Fleet Live untangle the latest developments on company car taxation and finance.

HMRC finally confirmed its new tables for benefit-in-kind (BIK) to give more long-term clarity to fleets on areas like electric vehicles with 0% BIK in April next year, but, as with any changes, the new rules also bring new challenges and complexities.

The topic of vehicle taxation and finance is central to fleet management and the Discover Fleet Theatre, sponsored by Alphabet, offers expert sessions where guidance will be designed specifically for the specialist roles that support mobility outside the traditional fleet management department. This includes professionals in finance, procurement and HR.

The Discover Fleet Theatre will feature a total of six sessions over two days at Fleet Live on October 8-9, offering sessions on finance and taxation, grey fleet, flexible benefits and procurement.

The seminar sessions aim to provide insight to newcomers to the fleet industry, while broadening the skills of existing fleet managers by finding out about the latest methodologies.

Simon Down, Deloitte associate director, will be looking at the new company car tax rules and the key opportunities or challenges they present for businesses and employees.

He said: "The new rules offer a clear tax incentive for some employees choosing electric vehicles (EVs), especially from a wholelife cost perspective. In some cases, EVs will now be cost neutral, or even cheaper than petrol/diesel equivalents."

Down said that while EVs may not be practical for all employees currently, the hurdles are likely to fall away over time with new vehicles, longer ranges and a better charging infrastructure.

The session will also tackle the issue of how CO_2 emissions are being affected by the move to the Worldwide harmonised Light vehicle Test Procedure (WLTP), in particular, whether published CO_2 emissions will increase under the new regime and cancel out the effect of the reduced company car tax rates announced by HMRC. Has there been a slight improvement over a worsening picture?

Down said: "If the pressure of rising company car taxation on combustion engines grows, what practical and compliant alternatives are out there for businesses who want/need to provide cars to their employees?

"With so many moving parts, the broad trend is that there can no longer be a 'one size fits all' approach towards the provision of company cars if a policy is going to be truly effective."

Down added that businesses with company car fleets will need to be flexible with their policy if they are going to adapt to the changing landscape and meet the diverse needs of their employees.

David Bushnell, Alphabet principal consultant, said: "It's difficult to miss the Discover Fleet Theatre when you arrive at Fleet Live, but, even if you do, you will soon know there's a session on from the number of people flocking to it from all over the hall to grab a seat.

"The reason the sessions are so popular is that they appeal to a broad audience with a range of experiences and backgrounds, focusing on topics that are directly relevant to daily lives of fleet decision-makers and influencers."

Bushnell said after last year's Fleet Live, customers told him they valued the sessions both for the information and inspiration provided – new information on industry developments and expert opinions, as well as being inspired as to how this insight or best practice could be applied to their own organisation.

He added: "In addition to the ongoing challenge of how to transition to EVs, every fleet decision-maker is looking for competitive advantage; whether that's in terms of vehicle procurement, finance and taxation or more HR-focused elements of fleet, such as the 'grey fleet' challenge or moving to a more flexible approach to employee benefits.

"Whatever your company's fleet objectives are – whether that's driving efficiencies, increasing electrification, employee wellbeing or attracting the next generation of talent – there will be a Discover Fleet Theatre session to help inform and inspire you towards them."

SESSIONS AND SPEAKERS OVERVIEW

DAY 1

11:00-11:45
Finance: taxation and funding
Simon Down, Deloitte association director
Dave Hedges, Baldwins employment tax partner
This will look at the latest thinking from HMRC on company car taxation including the latest BIK changes, alternative fleet funding options and trends and will look at the impact of WLTP on CO_2 and vehicle choice lists.

12:15-13:00
Procurement: purchasing best practice
Debbie Floyde, ACFO board member and Bauer Media group fleet and risk and facilities manager
This session will offer best practice on procurement skills, wholelife vehicle costs of fleet contracts and tips on managing suppliers and tender contracts.

14:00-14:45
HR: implementing a flexible benefits strategy
Jack Curzon, consulting director at Thomsons Online Benefits
Amir Ali, Sandwell & West Birmingham NHS Trust head of engagement, retention and nurse recruitment
Topics will include why flexible benefits are not actually flexible enough right now, why very few companies are offering mobility credits and how car allowances are not being used for cars. This session will also look at forgotten benefits and how to help employees with their commute.

DAY 2

11:00-11:45
Finance: taxation and funding
Harvey Perkins, HRUX co-founder
Dave Hedges, Baldwins employment tax partner
This session will cover the same topics on finance and tax as day one including the latest thinking from HMRC on company car taxation, the latest BIK changes, alternative fleet funding options and trends and will look at the impact of WLTP on CO_2 and vehicle choice lists.

12:15-13:00
HR: the pitfalls of grey fleet and how to avoid them
Julie Davies, Amey compliance manager
Harvey Perkins, HRUX co-founder
As more company car drivers choose to take cash, companies are faced with managing more grey fleet drivers. Julie Davies will give an expert view from Amey's perspective on grey fleet to explain what the biggest pitfalls are. Harvey Perkins will also provide some best practice tips to help mitigate the risk of grey fleet drivers.

14:00-14:45
Procurement: purchasing best practice
This session will cover the same topic as day one, with best practice examples on procurement skills, wholelife vehicle costs of fleet contracts and tips on managing suppliers and tender contracts.

ADVICE CENTRE

In addition to the Discover Fleet Theatre, delegates to the show will also be able to take advantage of the Advice Centre.

There will be a dedicated zone for delegates to get free tips from peers in the industry on areas like procurement, HR and finance.

Visitors can gain a wealth of industry expertise from some of the UK's most knowledgeable and experienced managers who will be on hand to answer questions and help find solutions.

The panel comprises the Fleet Live advisory board members made up of experienced ACFO members and fleet managers from leading UK companies.

Discover Fleet Theatre, sponsored by

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ECO FLEET SPECIAL

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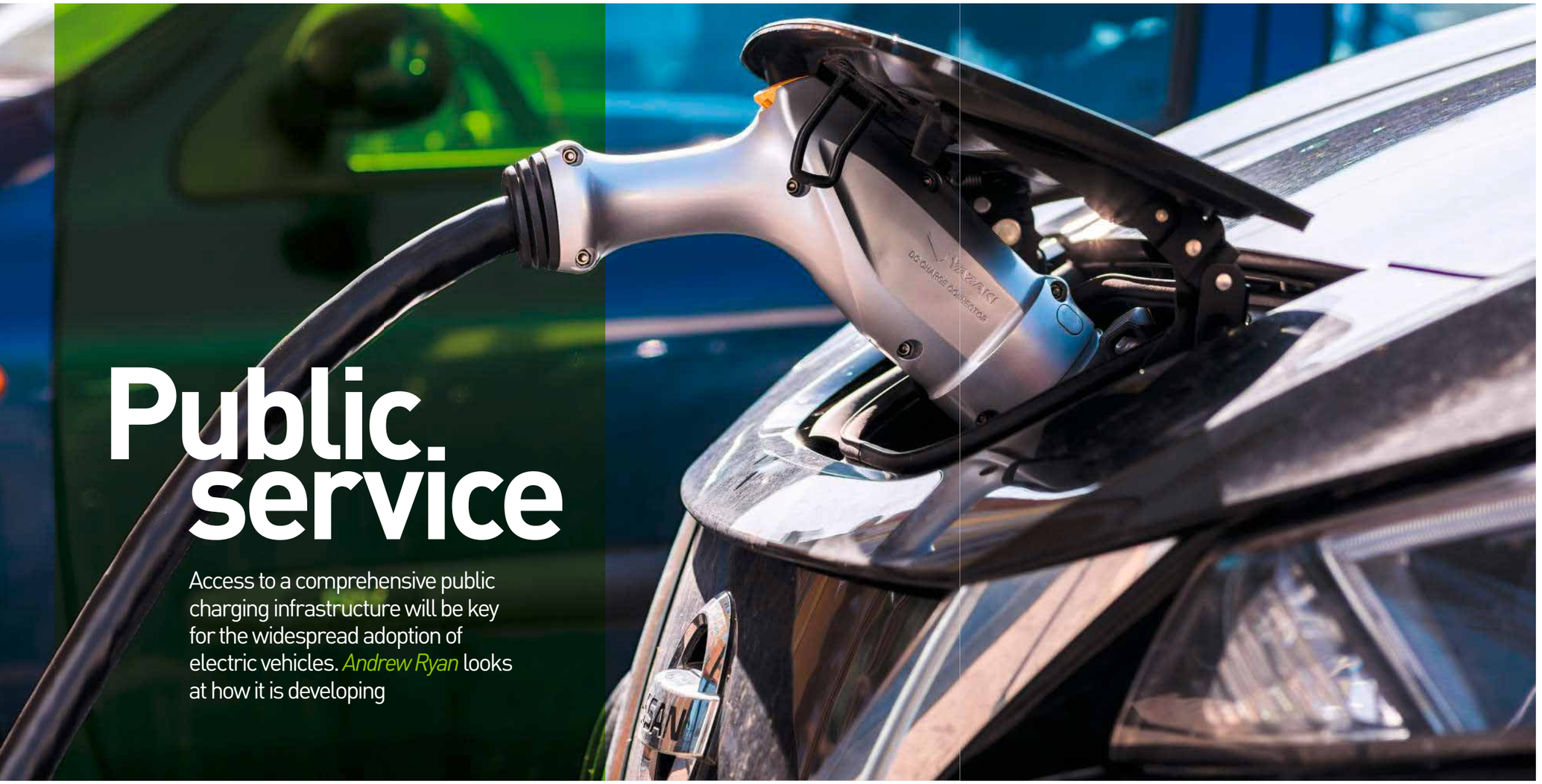
EV charging infrastructure

Access to a comprehensive public charging infrastructure will be key for the widespread adoption of electric vehicles



Public service

Access to a comprehensive public charging infrastructure will be key for the widespread adoption of electric vehicles. *Andrew Ryan* looks at how it is developing

Ask any fleet manager what the biggest obstacles to widespread electric vehicle (EV) adoption are, and an insufficient public charging infrastructure will invariably be one of the answers.

This covers a range of issues, such as the number of charge points, their speed of charge, and their interoperability. But how real is this concern?

"Access to public charging is certainly a perceived barrier," says Helen Lees, head of electric vehicles at PSA Group in the UK. "But I think the reality is most EV drivers today don't actually make that much use of public charging.

"If you look at some of the data that comes out of charge point companies, they tend to say that somewhere around 80% of charging is done at home and the other 20% is somewhere between work or destinations such as supermarket car parks or on-street."

Analysis from KPMG suggests this will change in the next 20 years, with a significant proportion using charge points at 'transient' locations such as motorway service areas.

Its Mobility 2030 project says that in 2020, 70%-80% of the fleet cars taken home at night will be charged there, 12%-22% at destinations and workplaces and 3%-8% will be transient.

In 2040, this will have shifted to 45%-65% (home), 15%-20% (destinations) and 20-35% (transient).

It is clear that, as public infrastructure develops, it will play a key part in the success of EVs.

This is reflected by the huge amounts of money being spent to improve the infrastructure. For example, in autumn 2017, the Government announced the creation of a £400 million Charging Infrastructure Investment Fund (CIIF) to accelerate the roll-out of publicly-accessible charge points.

This makes £200m of public money – to be matched by private investment – available for all aspects of the charging infrastructure, including charge point equipment and grid enhancements.

"We want to ensure the lack of availability of charging infrastructure is not an excuse for people not buying vehicles," says Philippa Eddie, commercial finance specialist, infrastructure and projects authority at HM Treasury. "We want to make sure range anxiety is not an issue."

Last month, the Government allocated an additional £2.5m to fund more than 1,000 new charge points on residential streets.

Public charge point statistics from Zap-Map show that on August 23 there were 25,395 connectors split between 14,935 devices at 9,424 locations in the UK. Of these, 5,602 connectors were rapid chargers, split between 1,656 locations.

This is an increase of almost 50% compared with the number 12 months before (17,050), but Deloitte has warned that much more still needs to be done to meet demand.

Its recent analysis found the UK will need 28,000 new charge points to service an estimated seven million electric vehicles by 2030.

Delivering this infrastructure will cost some £1.6 billion between 2020 and 2030, suggests the research.

"At present, the EV charging industry is not profitable and it could take until 2023 when EVs make up at least 5% of vehicles in circulation that it becomes so," says Mark Lillie, power and utilities leader at Deloitte.

"Therefore, companies looking to capitalise on this prospective boom will have to get into the market now but be prepared to wait for their returns."

There is definitely no shortage of private sector companies willing to invest.

"The EV market is marching into the mainstream. Private companies are now seizing the EV investment opportunity," says Ian Johnston, CEO of Engenie.

Last month, Engenie announced a £35m investment commitment to install more than 2,000 rapid charge points at accessible public sites including supermarkets and retail parks in the UK by 2024, while last year BP acquired Chargemaster, whose Polar network has more than 7,000 charge points, for £130m.

Other major expansion plans include those from Gridserve, which has announced a five-year, £1bn plan to install a network of 10 'electric forecourts' around the UK, delivering ultra-fast charging, and Pod Point, which is installing 2,400 charge points at 600 Tesco stores.

However, while it seems concerns over the number of public charge points are being addressed, another issue is also proving a major obstacle: a lack of interoperability between different networks.

This means EV drivers may need to register on different apps and RFID (radio

SPONSOR'S COMMENT

Steve Beattie, Head of Business Sales, Volvo Car UK, explains the premium brand's ambitious plans to become even more sustainable, responsible and eco-friendly.

Volvo is a human-centric car company with people and our planet at the core of our business and our approach to sustainability.

We have made a number of public commitments about our products to ensure that we can achieve our sustainability goals:

- Every new model launched from 2019 onwards will be either mild hybrid, plug-in hybrid or battery electric.
- Half of all annual sales to be fully electric by 2025.
- One million electrified Volvo cars on the road by 2025.

We have also set out clear targets for our operations to deliver important sustainability advances:

- At least 25% recycled plastic will be used in all newly launched cars from 2025.
- By 2025 our global manufacturing operations will be carbon neutral.
- Single use plastic to be eliminated from Volvo offices, events and restaurants around the world by the end of this year.

Don't just take our word for it. Volvo's eco credentials have been recognised in awards from Plastics Recyclers Europe and The Ethisphere Institute, both of which are shining a spotlight on the businesses that are advancing their standards of ethical practices.

Volvo Cars' commitments are about continually re-thinking sustainability, going beyond our operations and our cars, and into society. This makes us think again every time we take decisions that affect the world and people's lives.

For more information on how Volvo can help protect your fleet call the Volvo Car Business Centre on 0345 600 4027

London charging could require up to five different apps or two RFID cards

frequency identification) cards to use different companies' charge points.

"The Government has allowed charge point companies to have proprietary networks that aren't open source, that don't do roaming and don't offer interoperability," says Lees.

"I think that is a fundamental mistake because it's difficult for customers to understand.

"Realistically, today you have to plan in advance as to what charge point solutions you might need and download their app or apply for an RFID card for that company.

"If I want to charge at any point in London, I might need five different apps and/or two different RFID cards, and that's just nonsensical.

"I need to be able to pitch up anywhere in the country without having to pre-plan with only a debit card in my hand and be able to buy electricity quickly, and we are not there yet."

Catherine Hutt, mobility innovation lead at Addison Lee, which has just taken on five Audi e-trons on a six-month pilot project, agrees.

"The day I had to say to our chauffeurs 'sorry guys, you are going to have to download about six different apps to go about your daily business', my heart sank," she says. "We cannot let this carry on, so, hopefully, we can all work together and sort this out because it's not sustainable."

Lees adds: "If the market doesn't address it, the Government needs to legislate. It has got the powers to do so under the new Automated and Electric Vehicle Act 2018."

Further to this, the Government last month outlined an ambition that all new vehicle rapid charge points should provide debit or credit card payment by spring 2020.

It expects industry to develop a roaming solution across the charging network, allowing EV drivers to use any public charge point through a single payment method.

Some networks already operate to this model, such as Instavolt, while BP Chargemaster has committed to introducing this facility on all new 50kW and 150kW chargers, as well as retrofit its existing UK-made chargers with the technology over the next 12 months.

Johnston adds: "From our perspective it is simple: there is only one solution that drivers will accept and demand going forward, and that's the ability to use all chargers with a contactless bank-card or a mobile wallet.

"We have to remove the fear that exists today about public charging and we have to find innovative ways to collaborate across industries to make our networks truly open and truly wide.

"If we do all of this, I think we will be successful in helping drivers make the change to EVs."

IT'S NOT JUST THE NUMBER OF CHARGE POINTS – SPEED AND LOCATION ARE IMPORTANT CONSIDERATIONS

As well as the number of public charge points, their location and speed with which they charge vehicles will also be vital to support the expected growth in EVs.

Ian Johnston, CEO of Engenie, says: "The experience is critical, so the charging networks have to put chargers in locations that are convenient, in environments that are comfortable for drivers, and not just where the grid is.

"If you were to look at Zap-Map now, you will see more than 2,000 rapid chargers in the UK, but some of those are in dreadful places and I've been to some you wouldn't want your worst enemies to spend time at."

Faster charge points will also help the uptake of EVs. As the table shows, while a 7kW fast charger can add up to 30 miles' range in an hour, the newer 150kW rapid chargers can supply up to 200 miles in the same time.

MILES OF RANGE ADDED PER HOUR OF CHARGING

3.7kW slow	7kW fast	22kW fast	43-50kW rapid	150kW rapid
Up to 15 miles	Up to 30 miles	Up to 90 miles	Up to 90 miles in 30 minutes	Up to 200 miles in 30 minutes

Source: Pod Point

Hydrogen: a greener alternative?

Battery electric cars dominate the zero emission motoring headlines, but could hydrogen fuel cell vehicles prove even less harmful to the environment? *Andrew Ryan* reports

In the zero emission motoring landscape, hydrogen fuel cell electric vehicles (FCEVs) have been left trailing in the wake of battery electric vehicles (BEVs).

Almost all major car manufacturers are clamouring to launch BEVs, as the expanding public charging infrastructure makes operating them more practical and falling battery costs makes them financially attractive.

However, hydrogen does have plenty of potential as a vehicle fuel.

For example, it takes about five minutes to refuel a FCEV with enough hydrogen to provide a range of 300 miles, while a BEV (40kWh battery) using a 7kW charging point takes around six hours to fully charge for a range of 140 miles.

The Government's Road to Zero strategy notes that these advantages are being eroded by the development of longer range BEVs and greater deployment of higher speed recharging, while hydrogen as a fuel remains more expensive than electricity for the consumer.

"In the long term, hydrogen vehicle technologies may well be suited to use in HGVs and by fleets where range and fast fuelling are key concerns," adds the strategy.

Nevertheless, several car manufacturers are investing huge amounts into FCEV technology.

Hyundai, Honda and Toyota have all launched production FCEVs, while Audi has recently agreed a cross-licencing partnership with Hyundai which gives the German manufacturer access to the South Korean company's fuel cell components and supply chain.

"At first glance that may be a strange move, to give away decades of costly, cutting-edge research and development," says Ashley Andrew, managing director of Hyundai Motor UK.

"But in the early days of petrol cars you had to find a pharmacy to sell you some petrol until there was enough demand that people realised there was a business in selling fuel.

"So the more hydrogen cars that are being built, the quicker the infrastructure will develop."

At present, there are just 10 hydrogen fuelling stations available for public use in the UK – in Sheffield, Teddington, Rainham (Essex), Cobham, Heathrow, Hendon, Swindon, Port Talbot, Gatwick and Beaconsfield with two additional mobile refuelling stations in south England – and providers have announced plans for at least four more.

Critics of FCEVs point to the processes needed to create hydrogen fuel and transport it, saying this makes them less 'green' than BEVs.

However, research by the Fraunhofer Institute for Solar Energy (ISE), commissioned by hydrogen infrastructure organisation H2 Mobility Deutschland, has found in certain circumstances FCEVs are more environmentally friendly than BEVs. The study looked at greenhouse gas emissions in the manufacture, operation and disposal of battery and fuel cell vehicles with ranges of 300km (188 miles) and more for the periods 2020-2030 and 2030-2040.

It compared the best and worst scenarios for the generation of electricity or hydrogen.

The best case scenario saw the BEV charged with electricity generated through solar power and the FCEV through hydrogen created through electrolysis using wind power, while the worst case saw the BEV charged using the a mix of energy generations (50% natural gas and 50% wind power) and the hydrogen created through a process called steam methane reformation, which separates hydrogen from natural gas.

In both scenarios, the research found that for cars with ranges higher than 250 kilometres (156 miles), FCEVs are more climate friendly than BEVs, due mostly to the greenhouse gas emissions that come from battery production.

"For high ranges, fuel cell vehicles are more climate friendly and for short distances battery-powered vehicles are," says Christopher Hebling, head of hydrogen technologies at Fraunhofer ISE.

A further string to hydrogen's environmental bow is that production of the fuel has the potential to reduce the amount of waste plastic in the environment: another topical pollution issue.

Two UK universities – Swansea University and the University of Chester – have developed processes to convert plastic into hydrogen.

Swansea's method sees light-absorbing material added to the plastic, before it is placed in an alkaline solution and then exposed to sunlight, which creates hydrogen.

"There's a lot of plastic used every year – billions of tonnes – and only a fraction of it is being recycled," says Moritz Kuehnel, a lecturer in inorganic chemistry at Swansea University.

> "FOR HIGH RANGES, FUEL CELL VEHICLES ARE MORE CLIMATE FRIENDLY AND FOR SHORT DISTANCES BATTERY-POWERED VEHICLES ARE"
>
> **CHRISTOPHER HEBLING, FRAUNHOFER ISE**

"We are trying to find a use for what is not being recycled," he adds.

Most plastic bottles are made from polyethylene terephthalate (PET) which can be recycled, but often end up being burned or thrown into landfill.

"Even if you do recycle it, it needs to be pure – so only PET, nothing else mixed with it, and it has to be clean, no grease, no oil," says Kuehnel. "Potentially you need to wash it which is expensive, and even if you do all of that, the plastic you get isn't always as nice as virgin material."

He adds: "The beauty of this process is that it's not very picky. It can degrade all sorts of waste. Even if there is a bit of food or grease from a margarine tub, it doesn't stop the reaction, it makes it better."

However, rolling out the project on an industrial level may still be years away, warns Kuehnel.

The other UK project to convert waste plastic into hydrogen for transport fuel is closer to reality.

Peel Environmental last month (August) signed a collaboration agreement with Waste2Tricity and Powerhouse Energy which will see 11 waste plastic-to-hydrogen facilities developed across the UK as part of a £130 million investment.

The partnership has since put in a planning application for the first facility at Peel's Protos site near Ellesmere Port in Cheshire.

This will use a process devised by researchers at the University of Chester and involves a glass kiln being heated to 1,000C to instantly break down unrecyclable plastic, releasing a mixture of gases, one of them being hydrogen.

The process takes all mixed waste plastic in an untreated, unsorted, contaminated form and requires no sorting or washing.

"The technology converts all plastic waste into high quality, low carbon hydrogen syngas which can then be used to power gas engines," says Joe Howe, executive director of the Thornton Energy Research Institute at the University of Chester.

"A by-product of this process is electricity, meaning waste plastic can not only fuel cars, but can also keep the lights on at home.

"Surely the world must wake up to this technology. It will make waste plastic valuable with it being able to power the world's towns and cities and most importantly it can help clean up our oceans of waste plastic now."

'It doesn't matter how many EVs you have if you can't charge them'

Three major organisations discuss plans to electrify their fleets and the challenges they are facing. *Andrew Ryan* reports

Electrification of fleets is rising up the corporate agenda, with many large organisations looking to adopt electric vehicles (EVs) in increasing numbers.

But there are still major obstacles to overcome, including availability of suitable vehicles and charging infrastructure.

Three representatives of major UK fleets talked about their plans for electrification and the challenges they are facing at the recent Oxford EV Summit.

Fleet News: Why are you interested in electrifying your fleet?

Catherine Hutt, mobility innovation lead, Addison Lee Group: We think we are really well placed to make the transition to electric for three key reasons. First, we have a three-year replacement cycle, so, as and when new vehicles come to market, we can include them in the fleet.

Second, we have a lot of data. We know where our vehicles are going, we have our own allocation despatch programme and therefore know where the charge points should be and how that should work.

Third, we've got control of our fleet, so if we want to make a change we can get through all of our 5,000 vehicles within 12 weeks. We can move quickly when the technology is there.

Peter Harris, director of sustainability, UPS Europe: Going beyond the diesel truck to alternative fuels is a big part of our agenda, and electrification is one of the key players here.

The part of our business that deals with urban distribution is eminently suitable, at least on paper, for electrification. It operates in cities doing multi-drop operations – 100 or so a day – using 7.5- or 3.5-tonne vans.

They all operate on a back-to-base basis, so they go back to the depots where they can be plugged in overnight which is great for recharging.

Paul Gatti, fleet director, Royal Mail: We are part of the Optimise Prime project which is led by Hitachi Vantara and brings together power, technology, fleet and transport companies. It aims to understand the impact of mass migration to EVs on the grid.

The other partners are Centrica, Hitachi Capital Vehicle Solutions and Scottish and Southern Electric network, and the project's goal is to have 3,000 EVs in use and sharing data in the next couple of years.

Fleet News: What challenges has the availability of electric vehicles posed?

Catherine Hutt: We have been asked why Addison Lee hasn't transitioned to EVs sooner and one of the key reasons is the availability of vehicles. I love a BMW i3, for example, but you can't really deliver first-class chauffeur-driven services in one, it's just not the right tool for the job. We have been looking at pure electric vehicles for many years and have a breakthrough pilot at the moment with five Audi e-trons joining our fleet for six months. We are very excited because it is the first time we have been able to operate pure electric vehicles.

Peter Harris: There has been a lack of product, particularly from OEMs, and when that product ➲

> “WE ARE RELIANT ON RAPID ON-STREET CHARGERS. FOR US, IT’S GOT TO BE 50KW OR NOTHING”

CATHERINE HUTT, ADDISON LEE GROUP

> “ALL VANS OPERATE ON A BACK-TO-BASE BASIS SO THEY GO BACK TO DEPOTS WHERE THEY CAN BE PLUGGED IN OVERNIGHT”

PETER HARRIS, UPS EUROPE

C is available it tends to be expensive and, in many cases, there are range restrictions. We have been working with EVs now for 10 years. We started with a vehicle called a Modec. This was an early entry into the market which was actually very effective, but the company then ceased to exist and that option was no longer available.

In the absence of product we moved to converting our own vehicles from diesel to electric and partnered with Tevva in the UK. We learned a lot from that, but it’s not the endgame.

We can’t do conversions for ever, so in the past year or two we’ve been working with Arrival and, with some other organisations, we are developing an urban distribution vehicle from the ground up.

Given the pace of change in this space, I would be confident to say the vehicle challenges which I’ve laid out are on the edge of being solved.

Paul Gatti: We currently have 105 electric vans on our fleet and have just purchased an additional 190. We would have liked more, but vehicle supply is an issue: we don’t feel that manufacturer targets align fully with local council and government aspirations, so we need some help there.

Fleet News: What challenges are you facing with charging infrastructure?

Catherine Hutt: The charging side of things is a big barrier for us. We don’t have a back-to-base fleet: our drivers take the vehicles home at night and not all of them have off-street parking, so they don’t have home chargers.

We are reliant on on-street chargers and more to the point we are reliant on rapid on-street chargers. For us, it’s got to be 50kW or nothing. We cannot expect our drivers to sit there and wait for 7kW or 11kW because it reduces the time they have to carry out trips which reduces their earning potential, which is not acceptable.

We conducted an independent study a couple of years ago that highlighted there would be a need for more than 8,000 rapid chargers in London alone, and that’s just for the private hire fleet.

If you look at the mayor’s initial transport strategy that came out just over a year ago, that aimed at 300 by 2020, you can start to see where the challenge lies.

Peter Harris: It doesn’t matter how many EVs you have if you can’t charge them. Our experience has been one of grid infrastructure pinchpoints, having the challenge of getting enough power into the building to recharge the fleet overnight.

We initially solved this using conventional grid upgrades, but found those to be expensive. More recently we commissioned and built what we think is the world’s first combined smart grid and energy storage solution for one of our fleets. This has dramatically raised our EV recharge capacity, so for us we feel the infrastructure challenge is also on the edge of being solved.

Paul Gatti: There are still huge challenges with infrastructure as Peter has said. What is my off-grid supply capacity and how much is it going to cost me to upgrade? Can I get landlord consent? Believe it or not, that is one of the biggest challenges we have currently. Do I fast charge? Do I rapid charge?

Also, are charging points compatible with the vehicle? Are they the latest open charge point protocol, will it talk to our back office system including telemetry? How many different types of cables do I need? Is it AC or DC? How will my drivers pay for it? It goes on and on.

Clearing the air

A consistent approach to CAZs is required for businesses, local authorities and citizens to make united progress towards a healthier environment, writes *Jason Torrance*

Jason Torrance
Clean Air Cities director, UK100

Partnership convener Jason Torrance has 25 years' experience in various disciplines. He has held roles as policy director at Sustrans and co-chair of the stakeholder advisory group at Highways England.

As clean air zones (CAZs) are accepted as the most effective way of reducing air pollution in our towns and cities, the absence of a consistent national network and approach is a problem for business, local authorities and indeed, all of us.

The word crisis is increasingly used to describe many of our social, environmental and public health challenges, and, recently, the word most associated with our national politics.

However, one issue cuts through – as a widely recognised threat, recorded as a silent killer and something that impacts all of our lives and is now beginning to be met by concerted action from city leaders, health professionals, businesses and national governments.

Air pollution is seen as a public health crisis and is the top environmental risk to health in the UK.

It is fourth greatest threat to public health after cancer, heart disease and obesity. According to the health professionals, air pollution contributes to up to 36,000 deaths a year, with costs attributed to health problems resulting from exposure to air pollution being more than £20 billion per year.

The hardest hit are our children. An eight-year-old child born in 2011 may die between up to seven months early if exposed over their lifetime to expected air pollution according to research from Kings College, London.

Following ClientEarth's three successful legal challenges against the UK Government's failure to deliver compliance with legal air pollution limits, the UK Government has taken forward plans that required action from local authorities in England and Wales.

As a result of this legal requirement and the mounting body of evidence, much action is now underway to tackle air pollution at both an international, national and local level.

No package of measures is understood to be as universally effective as CAZs. In the words of the Government's Environment Department "clean air zones would be the most effective way to bring the UK into compliance with NO_2 concentration levels in the shortest possible time".

CAZs can be both charging and non-charging and are being developed or implemented across the country in a variety of ways.

Their implementation forms part of wider plans to reduce emissions of five of the most damaging air pollutants (fine particulate matter, ammonia, nitrogen oxides, sulphur dioxide, non-methane volatile organic compounds). Most notably, illegal levels of nitrogen dioxide (NO_2) persist in areas across the UK and have been a focus of much activity.

However, implementation of CAZs has proven difficult, politically and practically, for many local authorities across the country.

Historically, schemes that seek to charge road users are notoriously difficult to implement with failures casting long shadows over policymaking and the potential to deliver schemes across the country.

Government plans for a national road pricing programme in 2007 were dropped after 1.8 million people objected to proposals, closely followed by voters in Manchester overwhelmingly rejecting plans for a congestion charge after a city-wide referendum. More recently, many proposals to take forward CAZs in towns and cities across the country have been dropped in the face of local opposition or local political decisions. History has a habit of repeating itself.

However, some cities are taking clean air zones forwards. London has successfully implemented its ultra-low emission zone (ULEZ) – recording a reduction of approximately 20% in nitrogen dioxide concentrations measured at roadside monitoring sites in the zone since February 2017.

Another eight cities have announced proposals to develop a CAZ (non-charging in Southampton's case) and at least 11 cities are consulting on plans.

Areas that have a clean air zone or have announced proposals to develop a CAZ*:

- **Bath**
- **Birmingham**
- **Leeds**
- **London (ULEZ)**
- **Greater Manchester**
- **Oxford**
- **Sheffield**
- **Southampton**
- **York**

Others consulting:

- **Bristol**
- **Cambridge**
- **Coventry**
- **Leicester**
- **Liverpool**
- **Newcastle**
- **Portsmouth**
- **Stoke**
- **Rotherham**
- **Warrington**
- **Wokingham**

For an update on CAZ plans visit fleetnews.co.uk/CAZ

In addition to having the ability to reduce levels of air pollution, research has also revealed that CAZs can boost our economy. A report released by UK100 in September 2019, produced by Cambridge Economic Policy Associates, shows that towns and cities could see a significant economic return. A national network of up to 30 CAZs across England, including London, if enhanced and unlocked, would provide a boost to our economy of £6.5bn.

The economic impact on vehicle fleets from clean air policies and the resulting shift in public opinion is significant. The cost of the Dieselgate scandal has risen well beyond the €30bn (about £27bn) that the Volkswagen Group has had to find. While the resale value of diesel vehicles continues to decline, sales of diesel cars have fallen by 48% over the past three years while pure electric vehicle (EV) sales are growing by 60% annually.

Further incentive is being given to a shift away from high emission vehicles by existing CAZs and anxiety that further schemes will be introduced.

Further changes are certainly ahead as more becomes known about the impact on human health of air pollution and as the political environment changes nationally and locally. Strengthening air pollution standards by bringing them in line with World Health Organisation limits, a focus for city leaders as well as health and environmental organisations, would have a significant impact on the obligations of vehicle fleets.

Other changes are also probable and, to some extent, unpredictable.

Responding to these changes in regulatory and consumer demand is by no means easy and requires proactive and ambitious action that is co-ordinated and works towards a consistent approach to delivery.

While city leaders have agreed priorities for action to tackle clean air, looking towards promised Environment Bill legislation and a future spending review, now is the time for a wider coalition that brings city and business leaders together.

Turning the crisis of air pollution into an opportunity for our towns and cities, for our businesses and the economy, and for our children and generations to come must now become a priority for shared action.

Delivering a national network of CAZs, united by consistent regulations and shared ambitions for the future, will ensure we can all breathe easy.

* *Source: UK100 research. Note: No central repository for CAZ proposals is publicly available, so this list may be incomplete.*

CITY LEADERS' PRIORITIES FOR THE GOVERNMENT'S PROPOSED ENVIRONMENT BILL

- **Adoption of World Health Organization recommended air pollution limits as legally binding targets to be achieved by 2030.**
- **Creation of an adequately funded and empowered independent watchdog to hold to account the Government's actions on air quality and other environment issues, including Climate Change.**
- **Granting local authorities the powers needed to deliver zero-emission transport networks.**
- **Setting and enforcing ambitious standards for local air quality, including for solid fuel stoves, and setting energy efficiency standards, including for existing buildings.**
- **Establishing local powers to set and enforce emission zones for non-road mobile machinery such as construction equipment.**
- **Requiring action from private and public bodies to improve air quality, such as ports, Highways England, Homes England, Environment Agency and Directors of Public Health.**

Electric-only pioneer pushing the boundaries

Zero-emission logistics have come a long way, but Sam Clarke is keen to explore further, reports *Andrew Ryan*

As one of the early pioneers of zero-emission logistics, Sam Clarke continues to be one of the most forward-thinking.

Ten years ago in November he founded Gnewt, the UK's first – and still only – electric-only last-mile delivery company.

Gnewt has now delivered more than 10 million parcels in central London, travelling more than 800,000 miles while saving around 500 tonnes of carbon.

The company was acquired by Menzies Distribution in 2017, but Clarke has remained as its head of business development, a role which has seen him explore – and push – the boundaries of what is possible with current zero emissions technology.

This has seen Gnewt – which stands for Green New Transport – consistently joining forces with organisations such as Transport for London (TfL) and Innovate UK on projects aimed at making urban logistics more environmentally-friendly.

These have included 'portering' (read on for details) and the Low Emission Freight Trial (LEFT), which focused on trying to incubate and encourage larger electric vehicles on the streets, recognising there is a shortage in this particular area.

"While the public is more understanding of electric vehicles than they were, the technology hasn't really advanced that much," says Clarke, who adds that the Renault Kangoo ZE and Nissan e-NV200 vans are the mainstay vehicles on Gnewt's 100-strong fleet.

"The batteries are now more energy dense, so those two vehicles have improved in range over the years, but not by that much: 30, 40 or 50 miles maybe, while payload and cargo space are the same.

"The jump up to the bigger ticket items like the Iveco Daily Electric and Renault Master Electric is very expensive.

"You are going from a £25,000 vehicle in an e-NV200 or Kangoo to north of £55,000 or £60,000 per vehicle.

"The range on some of them is still not much better, there's a bit more cube and a bit more payload, so it is a huge challenge."

To counter this, rather than developing new vehicles, LEFT, which was a collaboration with TfL, looked at whether it was possible to make existing electric vans bigger.

"We effectively took an e-NV200, chopped it up and extended the chassis, made it taller and longer," says Clarke.

"Critically, we didn't mess about with the drivetrain or the batteries because we knew the eNV200 is a robust and reliable vehicle."

The work with Voltia saw the vans modified to offer up to double the cargo space (it is available in 8cu m and 6cu m variants) of the standard model.

Gnewt is now operating 26 of these vehicles, which were also used in its trial of portering: essentially turning a van into a warehouse on wheels by loading it with parcels before meeting a number of foot couriers – 'porters' – who take sacks and parcels to their final destinations.

This started as a project with TfL looking at different ways of working in an urban area and evolved into a subsidy-free portering pilot for the summer, which saw Gnewt use Ford's cloud-based, multimodal routing and logistics software Mode:Link.

"Every day, each delivery driver has to arrive at the depot, get all his kit, scan his parcels, do his sortation, load his van and drive into town, which might take up two hours of an eight-hour day, whereas the guys on the streets are getting their sacks of parcels within 30 seconds and within another 30 seconds they are at the front door of the first delivery," says Clarke.

Sam Clarke is frustrated by companies who flirt with technology 'just for the green picture'

"Although you've got more people delivering, they are doing fewer hours so you may have two or three people doing two or three hours every morning rather than having one person doing eight or nine hours," says Clarke. "Also, with portering you may be able to have just one vehicle in an area instead of four or five, so there could be cost savings on leases as well."

Clarke says there is still plenty of work to do before portering becomes commercially viable, but it has the potential to be a successful part of a multimodal approach.

Cargo bikes fall into the same category. Although they, too, have the potential to deliver parcels emissions-free as well as reducing congestion, Clarke feels they must be used as part of a wider approach.

"I think there's a risk of going 'oh, we must do cargo cycles', but only end up making a much more disparate logistics supply chain," he says.

"If you do things in isolation, the business case doesn't stack up and the supply chain becomes more disparate, which is less efficient and costs more.

"As part of a multimodal approach with lots of different pieces of the puzzle working in harmony, which is a lot more complicated to instigate, then, certainly in the urban areas, I think they can be effective."

Clarke adds: "You need to look at the comparable costs of all the different variables, and part of these trials is about understanding that, because there is no point doing these things for innovation's sake and for blue sky thinking unless there is ultimately a commercially viable solution at the end.

"I do think portering has a future, but we need to do it step by step. We're not going to jump in with two feet because you can't take that risk. Service is paramount, we have to make sure everything is delivered on time. That bit is essential."

MEANINGFUL CHANGE

This is a point Clarke is particularly passionate about: he wants changes to be meaningful, and not just window dressing.

"There is a lot of what I like to call 'greenwash', in terms of there's an awful lot of very clever marketing pitches that make some companies look like they're doing a great deal with cargo bikes, for example, but when have you ever seen one on the road?

"As a proportion of their fleet it's either zero or largely irrelevant, but it looks good on a picture.

"When we started the business we had small depots in town, we had cargo bikes and very quickly we diversified away from bikes and into vans because we just had to carry more stuff per person.

"As a result of the Menzies tie-up we've got a very large shed in Bow, East London, where parcels are trunked to us rather than in Central London where it is a lot more expensive.

"Setting up micro consolidation in Central London is really only for the very wealthy logistics companies to use for a marketing exercise.

ORGANISATION: Gnewt by Menzies Distribution
HEAD OF BUSINESS DEVELOPMENT: Sam Clarke
TRANSPORT AND ASSETS MANAGER: Lee Anderson
FLEET SIZE: 100
FUNDING METHOD: Leasing

"There's no way that's as commercially viable as a self-employed guy using a diesel Mercedes-Benz Sprinter: it can't possibly economically make sense.

"There is only so long we can get away with the big companies looking like they're doing something, but not actually doing anything at all.

"This is just not acceptable if we are going to try to improve the air quality, so we need to make sure the media portrays these initiatives as 'is this really happening?'.

"We quite proudly, on LinkedIn and everywhere else, declare how many miles we've travelled, how many tonnes of CO_2 we've saved and how many emission-free miles we've travelled.

"They are real numbers which show what we are doing, not just pictures."

The wider transition to electric vehicles is being driven by legislation and initiatives such as clean air zones (CAZs) and London's ultra-low emission zone (ULEZ), meaning logistics companies are having their hands forced to adopt the technology, says Clarke.

NO SUCH THING AS 'FREE DELIVERY'

This means consumers should expect to start paying to have parcels delivered.

"We are all operating under intense pressure with very low margins, with a public audience that expects everything to be delivered within an hour or a day for this phrase which I detest more than any other – free delivery," says Clarke.

"It isn't free, so we are being asked to do more and more for less and less. I would like to see better education at the point at which people are buying things.

"For all of us who are internet shoppers, we need to be prepared for the fact that we will have to start paying for our deliveries.

"It's not just that someone is trying to make a quick buck because the margins are small already. So there should probably be some degree of regulatory intervention which allows us to be able to charge a little bit more without it being anti-competitive, giving the opportunity, therefore, to invest in low emission vehicles."

One advantage Gnewt has over traditional rivals in the sector is that it was formed specifically to operate electric vehicles. Other companies have based their entire business models around diesel vans.

"It's difficult for us and we had the advantage of starting with a blank canvass so we didn't have any legacy of the old way of doing anything, but for the businesses who haven't had that blank canvass it's even more difficult," says Clarke.

"Gnewt is largely an employed model so we control our vehicles and we control our staff, but the traditional model of couriers is a self-employed model, so the drivers take their vans home and they have control of their vans in their time.

"They may be driving around in older diesel vehicles which is a ULEZ challenge now, but to make that leap into electric vehicles is simply not even close, which is going to hamper the wider market for some time I think."

CLARKE ON...

Charging infrastructure

Gnewt has a back-to-base operation, so all its vans are charged overnight through a custom-installed smart charging system.

However, Sam Clarke feels the charging infrastructure across London is insufficient to support the logistics industry.

"I'm not a huge fan of the scattergun approach of throwing charge points in every direction because I don't think that is what we need," he says.

Many vans would be unable to use public charge points as the bays may be too small for them to fit into, while their cables may not be long enough.

"We need more hubs akin to a petrol station where you will be able to charge very rapidly in a short space of time," Clarke says. "If I know I've got three or four hubs where I can charge while having my lunch or whatever, then it doesn't matter that the vehicle range is somewhat restricted because you can just top up more often.

"There's no point putting infrastructure in for the now when in five years' time you might need something else."

Expansion plans

Although it currently operates only in Central London, Gnewt is aiming to expand into a new city at the beginning of next year.

"If all goes well, an ambitious but reasonable target is that we would like to speed that roll-out to hopefully five or six cities over the next few years," says Clarke.

He was not able to say which city Gnewt would expand into first, but Birmingham, Manchester, Glasgow and Edinburgh "are certainly on the hit list".

Clarke adds: "If certain cities are going to have a stringent restriction on their urban areas from a transportation view, then we have to look very closely at that because we are perfectly suited for that legislation."

> "THERE IS ONLY SO LONG WE CAN GET AWAY WITH BIG COMPANIES LOOKING LIKE THEY'RE DOING SOMETHING, BUT NOT ACTUALLY DOING ANYTHING AT ALL"
>
> **SAM CLARKE, GNEWT**

Vehicle recovery: don't just renew, review

Green Flag is a disruptor in the vehicle recovery sector and it wants to challenge fleets to review their current suppliers and put them to the test.

In an industry that has a close eye on costs, Mark Newberry, Green Flag commercial director, said that not looking at the alternatives available means a lot of fleets are missing out on trimming even more off their bottom line.

Green Flag differs from the competition in that rather than own and operate its own network of recovery vehicles, it connects customers on the road with its independent network of 200 specialist breakdown companies that employ around 2,700 technicians and gives access to breakdown equipment spanning all fleet companies motoring needs from small bikes, cars and vans up to large HGV vehicles.

This gives Green Flag national coverage from John o' Groats to Lands End, throughout Ireland and into Europe, too.

Newberry said: "We have multiple suppliers covering a postcode area so we have the capacity available and we're always adding new suppliers.

"Having this independent network means we can scale up and down and it makes us very agile and adaptable as a business."

Green Flag's network attended over 760,000 incidents last year, which equates to 2,000 rescues a day or one every 44 seconds.

In 86% of cases, Green Flag will get to you with the correct equipment to fix or recover you straight away. The service is available 365 days of the year, 24/7.

In instances where it's not possible for a fix at the side of the road, Green Flag's National Cover includes onward travel options like a courtesy car for up to two days or hotel accommodation, if required. If a car is needed for more than two days, Green Flag has a partnership with a rental provider that can offer preferential rates.

Customer satisfaction is key to Green Flag's success and 89% of its customers rate its technicians 8/10 or above (between November 17-18).

Straightforward pricing means customers can easily work out the total price of cover and the more vehicles, the lower the cost per vehicle fleets will pay.

Green Flag network vehicles aren't liveried, so when they arrive at the recovery scene they will represent that independent recovery specialist's own business.

Newberry sees this as an advantage. He said: "Customers aren't really interested in what colour the van is, they just want to get sorted and on their way as soon as possible. They want to be able to ring us and know that it's going to get sorted.

"I'd much rather invest in aiming to get people back on the road more quickly or on improving customer service than putting money into paintwork."

This goes back to Green Flag's own tagline of "Common Sense to the Rescue". Everything Green Flag does is aimed at providing an efficient service to meet its customers' needs. Its innovative model enables customers to take ownership of their mobility and get them back on the road as soon as possible, in a smart and connected way.

Newberry said: "I think things can get very over-complicated and that can just add costs. We like to keep it simple, we make logical commonsense decisions and provide the best service and value possible."

Green Flag is currently offering 12 months' cover for the price of nine online for those fleets that sign up before October 31, 2019. (Online introductory discount for the first year of cover. Offer does not apply to taxi and courier cover). The closing date means fleets can take advantage before the UK winter hits.

Newberry added: "We really want to openly challenge expectations and invite customers to talk to us. We're very open and ready to engage. If you've got some questions about our proposition, just ask."

For more information visit www.greenflag.com

Green Flag breakdown cover is underwritten by U K Insurance Limited. Registered office: The Wharf, Neville Street, Leeds, LS1 4AZ. Registered in England and Wales No.1179980. U K Insurance Limited is authorised by Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation

GREEN FLAG
COMMON SENSE TO THE RESCUE

Three innovative ways fleets reduce their impact on the environment

As well as cutting tailpipe emissions, organisations are introducing a range of environmentally-friendly initiatives. *Andrew Ryan* highlights a selection

NO LEFT-TURNS

In America, UPS has saved more than 20,000 tonnes of CO_2 and used 10 million+ fewer gallons of fuel by minimising the number of left turns its drivers take.

The company introduced a policy in 2004 which saw all drivers routed to make deliveries on the right-hand side of the street for the majority of the day. They are also routed to avoid turning left across thoroughfares to avoid oncoming traffic and delays at traffic signals. Left turns make up less than 10% of all UPS truck turns.

This means their routes are sometimes longer than they have to be, but avoiding turning across oncoming traffic reduces the chances of a collision and cuts delays caused by waiting for a gap on the traffic, which would also waste fuel.

However, UPS does not have a similar policy in Europe. "This is because drivers are not allowed to turn right on red as they are in the US and street grids are not laid out in a pattern that makes making only one type of turn logical, whereas most US cities have a street grid pattern where it does make sense," says a spokesman.

ENVIRONMENTALLY FRIENDLY VEHICLE WRAP

Electric-only last-mile delivery firm Gnewt (see also page 38) has worked with livery company RGVA and online retailer Asos to develop a more environmentally friendly, non-PVC vehicle wrap.

The material is phthalate-free, expected to last for more than a decade and is resistant to damage from fuel spills – not that there are any from the electric vehicles.

A number of Gnewt's vans have been wrapped with the new material under a deal with Asos, with the wrap featuring the retailer's signature parcel design and slogan 'Fresh style, fresher air' to showcase the efforts the company is making to improve London's air quality.

The partnership between Asos and Gnewt has now delivered more than 500,000 parcels in Central London, saving more than 80 tonnes of CO_2 compared with if the deliveries were made by diesel vans.

WATERLESS VEHICLE WASHING

Parcel delivery company DPD has appointed water-free car wash company Dropless in a step to reduce its impact on the environment.

Dropless will be responsible for cleaning the vehicles at DPD's Westminster depot, which is home to a fleet of electric trucks, vans and micro-vehicles for both incoming parcels and last-mile deliveries.

It uses electric mopeds and bikes to travel to clients' vehicles and offers a water-free cleaning service which, it claims, can save up to 300 litres of water per vehicle.

This also eliminates run-off waste water, which Christian Duncan, co-founder and CEO of Dropless, says helps preserve the environment.

Mark Wilkes, director of technical services at DPD, adds: "Our wider aim is to be the most responsible city centre delivery company and that includes looking at our supply chain for innovative and eco-friendly solutions."

Particulate matter

As particulate matter emissions from exhaust pipes fall, pollution caused by brake and tyre wear is coming under increasing scrutiny. *Andrew Ryan* reports

For many years, the focus on particulate matter (PM) pollution from vehicles has been largely on what comes out of their exhaust pipes.

However, increasingly stringent Euro Standards legislation has reduced these to the point that the Government's Air Quality Expert Group (AQEG) estimates exhaust PMs are now lower than 'non-exhaust traffic-related particles'.

And with the growing uptake of electric vehicles likely to accelerate this trend, the focus on non-exhaust emissions (NEEs) is increasing.

These are generated from sources such as brake, tyre, clutch and road surface wear, or already exist in the environment as deposited material which becomes airborne due to traffic-induced turbulence.

The AQEG says these directly contribute to more than half of particle pollution from road transport.

"It is estimated the non-exhaust component will increase in importance, growing from less than 8% of national emissions in 2017 to 10% in 2030," it adds.

AQEG also predicts that if no measures to restrict NEEs are introduced, they will, by 2030, contribute to 94% of total UK road transport emissions of PM10 (particulate matter up to 10 micrometers in size) and 90% of PM2.5 (see graphs, right).

Half of all non-exhaust emissions occur on urban roads, owing to the greater braking per kilometre than on non-urban roads, while tyre wear emissions are estimated to be greatest on high-traffic trunk roads and motorways.

The risks to health of poor air quality have been well documented, with research by the Royal College of Physicians finding that around 40,000 deaths each year are attributable to exposure to outdoor air pollution.

PM, together with other air pollutants such as nitrogen dioxide, has been found to damage lung development in children and worsen existing respiratory and cardiovascular conditions, particularly in older people.

Department for Environment Food and Rural Affairs (Defra) figures show that road transport is responsible for 12% of the UK's particulate emissions, with 38% from burning wood and coal in domestic open fires and solid fuel stoves, 16% from industrial combustion and 13% from solvent use and industrial processes.

"We know that some of the components from brake wear, together with microplastics from tyres, will be irritating and cause reactions in the lung, which, over time, would not be good for our health," says Frank Kelly, of King's College London.

Microplastics from tyres – referred to as tyre wear road particles (TWRP) - are fragments of plastic below 5mm in diameter which are created when the surface of a tyre is abraded by contact with the road surface.

Research from the MDPI's International Journal of Environmental Research and Public Health found that each car tyre weighs around 1kg less when scrapped then when first bought.

It this is extrapolated across the 290 million cars in Europe, this equates to about 500,000 tonnes of material a year.

While the smaller particles (PM2.5 and PM10) are liable to become airborne, the larger particles will typically remain on the road surface until washed off in drainage water.

"These are sausage shaped, can be between four and 350 micrometres in diameter, and on average they are found to be about 100 micrometres," says Susanne Buchholz, head of global standards at Continental.

"They are also denser than water, and this is why they tend to sink to the ground as sediment."

Continental is one of 11 leading tyre manufacturers which make up the Tire Industry Project, formed in 2005 to identify and address the potential health and environmental impacts associated with the lifecycle impacts of tyres.

Part of its research has included a watershed analysis for the area around France's River Seine to calculate how much TWRP reaches the oceans.

"Not a large percentage of these particles actually reached the estuary because they settle before, so 2% to 5% have the potential to go further to the ocean," says Buchholz.

The research found 61% of TWRP ended up in soil, 18% was removed through road treatment, rainwater management and road sweeping, 18% stayed in surface water, 2% remained in the atmosphere, and 1% was deposited on road surfaces.

However, these findings are at odds with the positions taken by other organisations. An estimate from the International Union for Conservation of Nature and Natural Resources is that the erosion of tyres while driving contributes 28% of the release of primary microplastics to the world's oceans. This estimate makes TWRP at least as important as plastic bottles, bags and fibres released from clothing during washing, says the organisation.

One issue when it comes to reducing NEEs from tyres is that they are a necessary side-effect of road safety – the abrasion which creates them is required to ensure vehicles can both grip the road and slow down.

So how can they be tackled? AQEG says the most effective mitigation strategies are to reduce the overall volume of traffic, lower the speed where traffic is free-flowing (e.g. trunk roads and motorways) and promote driving behaviour that reduces braking and higher speed cornering.

Research by Continental found that the biggest influencing factor on TWRP generation is driving behaviour, which, it says, has an effect five times larger than the tyre material, vehicle or climate.

AQEG says the resuspension of particles from the road surface can be lowered by reducing the material that is tracked on to public roads by vehicle movements in and out of construction, waste management and similar sites, as well as potentially by road sweeping, street washing and the application of dust suppressants to street surfaces.

However, the impacts on airborne PM from trials of these latter approaches have so far proven inconsistent and any benefits have been short-lived, adds AQEG.

The organisation says increased use of vehicles with regenerative braking, such as electric vehicles, theoretically, should lower brake emissions because they do not rely on frictional wear of materials to slow.

"However, tyre and road wear emissions increase with vehicle mass, which has implications for any vehicle with a powertrain that is heavier (for example due to additional battery and hardware mass) than the equivalent internal combustion engine vehicle it replaces," adds AQEG.

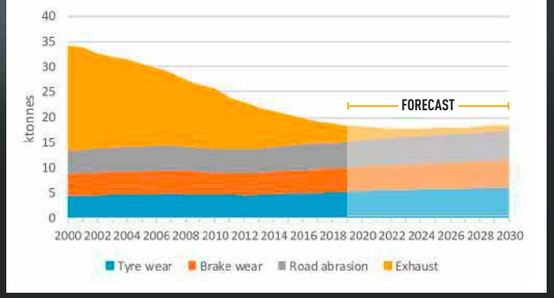
"The net balance between reductions in brake wear emissions and potential increases in tyre and road wear emissions for vehicles with regenerative braking remains unquantified."

AQEG says other possible solutions include as yet unproven technological mitigation methods, such as trapping brake wear particles prior to emission and mandating the formulation of low-wear/low-emission tyres, brake pads and road surfaces.

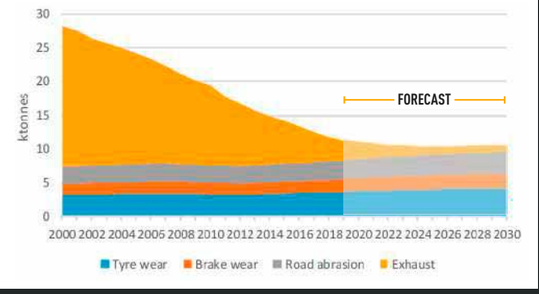
The organisation is calling for further research to be carried out into NEEs in order to formulate future regulations to tackle the pollution.

"Many issues are still scientifically unknown," agrees Buchholz. "There should be a multi-stakeholder approach so all the influencing factors can be considered."

UK EMISSIONS OF PM10 FROM ROAD TRANSPORT (SOURCE: DEFRA)



UK EMISSIONS OF PM2.5 FROM ROAD TRANSPORT (SOURCE: DEFRA)



On yer bike

Encouraging staff to use bikes or walk for business journeys cuts emissions and improves productivity. *Andrew Ryan* reports

THE BENEFITS OF ACTIVE TRAVEL IN NUMBERS

Source: Transport for London

Employees who are physically active take **27%** fewer sick days than their colleagues

54% of people who cycle to work feel happy and energised during their commute – more than any other mode

73% of London Business Improvement Districts say walking and cycling are important for attracting and retaining staff

Employees who cycle regularly take **1.3** fewer sick days than those who don't

73% of employees who cycle felt it makes them more productive at work

It's no secret that exercise is good for you, but persuading employees to swap their cars to either cycle or walk to work, or for business journeys, can be beneficial to employers as well.

The Transport for London (TfL) report *Walking & Cycling: the economic benefits* says people who are physically active take 27% fewer sick days each year than their colleagues, while 73% of employees who cycle felt it made them more productive.

Getting staff on their bikes or walking – collectively known as active travel – also reduces emissions and congestion, meaning there are plenty of incentives for an organisation to promote it.

"If you are a fleet manager, the key thought should be 'what are the priorities for my organisation?'," says Tim Steiner, local and sustainable transport market director at transport consultancy Systra.

"Some will be pushing carbon reduction under corporate social responsibility, others will be targeting employees' health, while others might have more internal issues such as car parking problems because they want to expand their site but their car park is already full."

Active travel can tackle all these issues – 10 bikes can comfortably fit into one car parking bay, so the more staff who cycle to work, the less pressure there is on spaces – but many employers are unnecessarily wary of it, he says.

"I've seen lots of organisations that go on talking about active travel as if it's something entirely radical like they are introducing jetpacks or something, but almost everyone can walk or cycle," adds Steiner.

"They might not be able to walk to work or be able to walk during the course of their work because they might live miles away or their job means they need a vehicle, but how many of us don't walk somewhere during the course of a week? A large proportion of the population also cycles regularly.

"So if you are talking about promoting active travel for some journeys, it's not radical.

"Obviously, if you have got a 20-mile journey and loads of stuff to carry, then saying to someone they should walk is daft, but for local journeys to work or during the course of work, then why not walk or cycle, because a lot of us are doing that at the weekend or after work anyway."

ACTIVE TRAVEL SOLUTIONS

A number of organisations have offered active travel solutions to employees for several years.

Gateshead Council, for example, promotes walking as an ideal form of travel between council facilities, while it has also had a pool of electric and standard bikes for staff use since 2011.

Stirling Council introduced its employee travel plan in 2009, and this saw the local authority buy eight pool bikes along with helmets, panniers, lights, bicycle locks and tabards. It has also developed support facilities, such as showers, lockers, and covered and open bike parking.

"(Managing the equipment) is where fleet managers are really helpful," says Steiner. "People, like me, from an active travel side, we get our knickers in a right twist about trying to manage fleets of bikes, but fleet managers are great at that because if you are good at managing something that has got four wheels or more, you can manage something that has got two wheels. You've got to check that bikes are in a reasonable condition, know who's got them, when they are coming back, all those sorts of things that fleet managers do all the time, so that is a real opportunity for them to get involved."

> "WE GET OUR KNICKERS IN A RIGHT TWIST ABOUT TRYING TO MANAGE FLEETS OF BIKES"
>
> **TIM STEINER, SYSTRA**

ASSESSED FOR COMPETENCY

Stirling Council services its bikes twice a year to ensure they are in good working order, while employees are assessed for competency and are required to sign the terms and conditions of use before being allowed to use the bicycles.

Steiner says many employers will provide or offer cycle training to staff to ensure the employer is meeting its duty of care responsibilities.

"It's quite cheap to get in a specialist cycle trainer for a day – maybe a couple of hundred quid – to run courses for a lot of people," he adds. "If you do that once or twice a year, the duty of care issue can be covered."

Providing the right equipment for staff is key to encouraging active travel, says Steiner, but promoting it is also vitally important.

"There are lots of organisations that have bought 100 bikes, spent tens of thousands of pounds on them, and then it hasn't been promoted properly, no one uses them and then they become a waste of money," he adds. "But start something small, get the promotion right, get the leadership right, and you should be away."

Stirling Council promotes active travel to employees through its staff intranet, posters and a weekly newsletter, while Gateshead Council gives information outlining the mental health and well-being benefits of walking, as well as the fact that the activity is cost- and carbon-neutral.

Organisations can also encourage use of bikes by offering staff a pence per mile rate in the same way they would be compensated for using a car.

"Typical rates might be 5p or 10p per mile," adds Steiner. "The management of an organisation could be saying 'we want to encourage you to cycle sometimes instead of driving and we recognise the organisation is saving money as well, so we want to give some of that saving back to the employee'."

Team meetings are also a good opportunity to promote active travel, and it could be that staff who regularly cycle offer help to get less confident colleagues back on their bikes.

"More than anything, you need senior management buy-in to say this is a good thing and, when you haven't got far to go and when it's not hosing with rain, walking or cycling is a great way to get to work or to get around during the course of the day," says Steiner.

GO ELECTRIC with Geotab at Fleet Live

Our Electric Vehicle Suitability Assessment finds the best-fit EVs for your fleet

To learn more about how to go electric, come and visit us at stand F22

Our EV strategy helps you...

Go Electric

Geotab's Electric Vehicle Suitability Assessment (EVSA) uses telematics data to understand fleet characteristics and recommend best-fit EVs based on model availability, operational costs, range requirements, and carbon footprint.

Operate Electric

Geotab's reporting platform offers fleets the ability to monitor EV operations in one place, including:

+ Real-time state of charge
+ Live map positions to identify who needs to charge
+ Assign 'no-charge time' rules to eliminate peak time charging

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‘Big rewards’ from safe driver of the year event

Centrica breaks ‘all stick and no carrot cycle’, head of fleet Steve Winter tells *Stephen Briers*

Carrot or stick? It’s a much debated topic, as fleet decision-makers wrestle with the best ways to force, persuade or incentivise drivers to improve their performance behind the wheel.

British Gas parent Centrica recognised the need to embrace the carrot last year when it set about creating a safe van driver of the year competition.

“We keep telling drivers to do better, but we don’t say ‘well done’ when they do,” says Steve Winter, Centrica head of fleet.

“Now we are breaking the all stick and no carrot cycle.”

The business has been in the vanguard of safety for years, pioneering technology such as telematics (in 2010) and speed limiters (in 2005), and introducing a young driver academy (in 2014). It made the fleet one of the safest in the country – and a multiple Fleet News Awards winner.

With almost 12,000 vehicles travelling 120 million miles a year, Centrica has to be “very careful” about how its drivers perform.

“When we started with telematics, we had 35% of our drivers scoring above 65%; now we have 65% above this mark – we’ve seen a step change in their performance,” Winter says. “And our best drivers are all 98%-plus, so we had to recalibrate the parameters because their scores were so high.”

Drivers receive their scores via an app on their phones and they often compare their performance during team meetings. However, the scores aren’t shared with their service managers.

“We don’t want it to be a weapon (although obviously we tackle poor performance); we want them to improve,” Winter says. “And they have, largely due to the competitiveness within their teams.”

All 10,500 van drivers across the Centrica business were assessed on their telematics performance (harsh braking, acceleration, cornering, speeding, etc.) over the previous 12 months, with their score added to their Fleetmaster risk assessment.

Centrica also took into consideration fuel consumption, weighted by work area, plus maintenance costs, tyre costs, accident damage and well-kept vans.

Forty drivers were shortlisted for an extended two-hour non-coaching risk assessment, focusing on safe and efficient driving, vehicle checks and vehicle condition, with the top 30 qualifying for the safe driver of the year competition day in August, held at Silverstone.

“All drivers start on zero points in the ➲

BEST OF SEVEN

Fleetmaster set up the seven driving challenges for the event. Director John Boocock explains the format.

TEST 1: VEHICLE CHECKS

Drivers were given seven minutes to identify five set faults, including loose battery, ergonomic set up and different number plates front and back. They also had to give a running commentary as part of a full defect report.

TEST 2: REVERSING SKILLS

Drivers had to reverse into a bay and also parallel park to mimic parking in narrow inner city streets where many engineers work.

TEST 3: SERPENTINE FORWARD AND REVERSE

A slalom course to be negotiated driving forward and then reversing back. It gave the drivers an appreciation for checking their mirrors if they have to reverse up a street while working.

TEST 4: STRAIGHT-LINE STOP

Parking aids were switched off and drivers had to see how close they could get to a kerb when reversing.

TEST 5: EMERGENCY STOP

Travelling at 20mph, drivers had to break hard to stop the van between two sets of cones. It gave them an understanding of how quickly the vans can stop.

TEST 6: WATER OBSTACLE

With a container of water on the bonnet and another on the roof, drivers had to weave in and out of gates and measure how much was spilt at the end of the course. It promoted smooth driving which is safe and efficient.

TEST 7: TRUCK TEST

Drivers took a tractor and trailer through a three-cone slalom. The purpose was to show them all the blind spots and help them to understand how a truck moves and how big it is. It also encouraged them to use their wing mirrors.

In addition to the tests, Michelin put on a couple of demonstrations. The first showed the difference between fully inflated (34psi) and under-inflated (20psi) tyres.

Peter Wood, Michelin national key account manager, explains: “The 14psi (difference) is typically what we find when we do our events around the country. We wanted to demonstrate the difference in the handling, braking distances, fuel use and CO_2 emissions. Also, the tyres wear out quicker. Running on correctly inflated tyres has environmental, safety and cost benefits.”

The second experience was on a skidpan, showing the difference between Michelin’s CrossClimate all-weather tyres, which are fitted to all British Gas vans, and its Agilis summer tyres.

Centrica fleet engineering and innovation manager James Rooney says: “They drive on at 30mph and turn hard left to see what happens. With the summers, the van fishtails; with the CrossClimates, it continues to drive like normal.”

THE WINNERS

Overall Safe Driver of the Year: Eric Sa
Best Safe Driver (south): Steve Borrett
Runner-up (south): Robin Steer
Best Safe Driver (north): Gary Barnes
Runner-up (north): Jack Mortlock
Team Player: Kirsten Clarke
Driving Challenges 1st: Connor Kilkenny
Driving Challenges 2nd: Jason Connolly
Driving Challenges 3rd: Clive Attenborough
Best Kept Van: Ben Butts

The top 30 drivers (not all shown) qualified for the Silverstone event

"IT WAS NOT DIFFICULT TO SELL TO THE BUSINESS BECAUSE IT'S ABOUT REWARDING PEOPLE FOR GOOD BEHAVIOUR"

STEVE WINTER, CENTRICA

driver risk management system and they pick up points, for example, three for an accident or three for a speeding fine," Winter explains. "All our finalists were on zero points, compared with an average of up to 25 points."

Drivers undertook seven skills tests in the morning (see panel on page 39) and then spent the afternoon enjoying the thrills of the track at the Porsche centre. Prizes were awarded to the best drivers during a gala dinner in the evening (also on page 39).

Everyone received a certificate recognising their achievement in being a regional finalist while the winners also received a trophy.

In addition, Vauxhall will be taking the overall winner to its Combo plant in Spain where they will help to build their own British Gas van, while Volvo is taking the two runners-up to its safety centre in Gothenburg to experience its test track. Other suppliers have also contributed prizes, including BMW and Mercedes-Benz track days.

The entire event, which was organised by Centrica fleet engineering and innovation manager James Rooney, was funded by Fleetmaster, Michelin and Hitachi; Centrica only paid for the trophies.

"Getting sponsorship was easy because they want to be associated with safety,"

HEALTHY MIND, HEALTHY BODY

Mikyler Fernandez-Harrison's tests often pick up previously undetected ailments

Health and well-being are important parts of the safety mix, which Centrica addresses with its 'Health Van'.

Run by health and safety practitioner Mikyler Fernandez-Harrison, the van travels around the country seeing up to 60 engineers a week. They are tested for height, weight, body mass index, body fat, blood pressure and hydration, and receive a report on their fitness. High blood pressure is a recurring theme.

"It's more common than you think," says Fernandez-Harrison. "And it's often people who don't think they have it. For every 10 people we diagnose with high blood pressure, seven haven't been previously."

Several engineers have since been put on blood pressure tablets, while a couple of drivers went for follow up tests at their GP, which picked up heart murmurs.

"It's not just the health numbers; it's also the conversations we have which pick up anxiety or irritable bowel syndrome – things they've not talked about before," Fernandez-Harrison adds.

Winter says. "And it was not a difficult sell to the business because it's about rewarding people for good behaviour. Too often, companies focus on bad behaviour."

Rob Harris, Centrica customer delivery director, acknowledges the importance of the programme in helping to sustain Centrica's "remarkably low" incident rate.

"It lifts safety up the agenda and gives it kudos by recognising our drivers," Harris says. "Everyone is learning, so there is also continuous improvement, even for the best drivers. And the idea is they go back and share with other drivers."

This was a key objective from the event: to encourage more drivers to improve their performance and to aspire to be part of it.

Winter says: "We have been promoting it internally, but we hope the drivers will go back into the field raving about today and how much fun they have had. That will create momentum for more improvements."

After a successful first year, Centrica intends to expand the competition in 2020 by including its company car drivers.

"It was a lot of work putting it all together," says Winter. "But there's a lot of reward for the business in doing it."

BRITISH GAS SIGNS MAJOR VAUXHALL DEAL

The driver of the year competition gave Centrica the opportunity to show off its new vans and its lightweight Bri-Stor racking system for the first time. The company took the decision to switch from its ubiquitous British Gas Volkswagen Caddy - which it has run since 2007 – to Vauxhall Combo following an comprehensive tender process.

"We benchmarked all the vehicles out there because it is significant volume," Steve Winter says. An order for 750 has been placed, with deliveries starting Q4; a similar number will be ordered next year.

Safety, RDE-compliant Euro6 engines, greater payload and the total cost of ownership (TCO) swung the decision in Vauxhall's favour.

"The Combo is the first van we've seen with so many safety features; for example the electric handbrake which prevents vans from running away," Winter says. "It's a showcase of new technology for our engineers."

He has put them on three-year leases – the Caddys were on six-year replacement cycles – with an option to extend if needed. However, that option will be invoked only if a roll-out of electric vehicles does not happen as quickly as anticipated.

"We have signed up to the EV100 group with a commitment to be fully electric by 2030 – that's the whole fleet," Winter says.

"We are an energy company and we have a charge point business so we have to be at the leading edge. We are working with manufacturers to get a significant volume of electric vans next year – but they have to be competitive on TCO."

His experience to date suggests they will be. British Gas has been running EVs since 2013, building a fleet of 60 vehicles over that time. Many of them are now being de-fleeted.

"When we set the TCO model in 2014, we thought the SMR cost would be 60% of a diesel van; it's actually nearer 25%," Winter says. "The only changes have been tyres and brakes; we've not had any battery or motor problems. Now we can adapt our TCO model, which makes the electric vans more competitive."

Ironically, he has been forced to replace the electric vans with diesel due to lack of availability and because current vans do not meet British Gas specifications.

Despite the loss of the Caddy deal, it's not all bad news for Volkswagen. A reassessment of the vehicle fleet persuaded Winter to downsize some of his larger vans to VW Transporters. Centrica has placed an initial order for 250.

"We are always looking to downsize to save cost and maintain efficiencies. The Transporters have stunning residual values so the TCO adds up," he explains.

DRIVER VIEWS

KIRSTEN CLARKE, SMART ENERGY EXPERT

How are you finding the day?

I was nervous – the pressure's on to do well – but it's been fun. I've enjoyed learning about the new vans and also doing the vehicle checks was a good reminder of everything we need to do. I'm looking forward to the Porsche experience later and also driving the truck.

Why is driving safely important to you?

On the Isle of Wight, we only have one dual carriageway so we have lots of slow and single file roads. You have to be careful. And, of course, we can see the results from the telematics.

MATTHEW HARRIS, CUSTOMER DELIVERY MANAGER AND TEAM LEADER

How are you finding the day?

It's a fantastic event. My group has just driven the truck which they've enjoyed but the main thing is understanding the blind spots. As van drivers, they now understand what the truck driver can't see which gives them better appreciation on the road. We've also done the tyres and seen the difference on braking and handling that just a small amount of under-inflation makes. If they go back to the business and speak to colleagues and they then check their tyres, it improves overall safety.

CRAIG COWPER, SMART ENERGY COACH

How are you finding the day?

It's brilliant. I've just driven the artic and driven the car with under-inflated tyres. That was an eye opener. It has also been good to get eyes on the new vans and the new racking early on.

Why is driving safely important to you?

It's about taking pride in what you drive and protecting the company's reputation. It's a fully liveried vehicle and we are representing the company more when we are in the van than at any other time. It is important to take care and be courteous to other drivers.

‘We’ve always been innovators, right from the very beginning’

Being at the cutting edge is central to Avis’ success, says Nina Bell, MD Avis Budget and Zipcar, UK and Scandinavia. *Andrew Baxter* reports

Company: Avis Budget
HQ: Bracknell
UK managing director: Nina Bell
Time with company: 17 years

In 1946, Warren Avis opened the world’s first airport car rental location at Willow Run Airport, Detroit, with a grand total of three cars. Today, Avis operates from more than 5,000 locations in 165 countries worldwide.

This spirit of innovation and constantly seeking new opportunities has remained an integral part of the one of the world’s largest car rental and mobility providers ever since.

“We have always been innovators, right from the very beginning. We are always scanning for potential opportunities … looking at ways of trialling new technology and innovation to see how that can fit into our growth strategy,” says Nina Bell, MD Avis Budget and Zipcar, UK and Scandinavia.

This ethos is combined with the pursuit of outstanding customer service and an ever-increasing focus on ‘partnership working’.

In November last year, the Avis Budget Group announced a partnership with on-demand shared transportation service ViaVan. Founded in 2017, ViaVan is a joint venture between Mercedes-Benz Vans and US vehicle-sharing service Via.

Through the ViaVan app, passengers are matched in real-time with other riders who are travelling in the same direction, sharing their trip in a “professionally-chauffeured” van.

ViaVan launched a pilot of its on-demand shared transport service in Milton Keynes. The partnership saw Avis Budget procure the Vito van fleet, maintain it, and provide a weekly mobile wash-and-clean service.

This move into ‘Fleet Management as a Service’ perfectly illustrates the group’s opportunistic and partnership-seeking approach as it evolves its offer in response to the opportunities and challenges presented by a rapidly shifting market.

Partnership working has also helped the group rapidly expand the percentage of connected cars in its fleet, which now stands at nearly 15%.

Bell explains: “We have a partnership with PSA group and with Continental. We are also in the process of fitting Continental devices into other makes and models of cars in the UK.

> “THE INDUSTRY IS VERY GOOD AT EVOLVING ITS BUSINESS MODEL TO TAKE ADVANTAGE OF SOME OF THOSE CHANGES”
>
> **NINA BELL, AVIS BUDGET AND ZIPCAR**

In addition to her role at the helm of Avis Budget and Zipcar, Nina Bell also chairs the BVRLA’s Committee of Management

“This enables two-way data communication between the vehicle, our system and our mobile app, so it enables the customer to use the Avis app to unlock the car and start the engine; which is what we do in Zipcar today and we’re looking at ways of using this technology to transfer this across to the broader Avis fleet. Continental is one of the ways we’re doing that, through its after-market device.

“The reason we have been focused on the connected car piece for so long is because it opens up not just a lot of opportunities through the data (which is generated and captured), but also how you can start to use functionality to improve the customer journey.”

‘MOST FLEXIBLE’ CAR-SHARING SERVICE

Zipcar is the UK’s largest and, it claims, most flexible, car-sharing service. It was acquired by Avis Budget in 2013 and now has 280,000 members in the UK and one million globally.

In the UK, the service is available in Bristol, Cambridge, London and Oxford. The standard offer is for ‘roundtrip’ rentals; however, ‘Zipcar Flex’ is available in 11 London boroughs for one-way trips, with cars being dropped off in designated parking zones.

The Zipcar Flex fleet consists of around 325 VW e-Golfs, which form part of the 3,000-strong London Zipcar fleet. The introduction of the electric Golfs has proved extremely popular with customers.

“We’ve had more than 16,000 Zipcar members take in excess of 125,000 trips in those EVs covering over 650,000 miles since we launched last summer, so that’s given us a lot of growth experience of operating an EV fleet. It’s also driving an increase in our overall Zipcar membership,” explains Bell.

Prior into its foray into car-sharing, Avis Budget launched into the commercial vehicle (CV) sector in 2015 and in 2017 it acquired local Scottish CV operator ACL. Since, Avis has trebled the size of its fleet, so, “we have grown significantly within the CV space within the past couple of years, through a combination of acquisition and launching in our corporate stores”, says Bell.

Globally, Avis Budget’s customer split is around 40% business-to-business (B2B) and 60% leisure. Although unable to go into specifics, Bell explains: “(This) is not going to change too much when you look at the UK market . We do lean a little bit more towards airport and leisure than we do B2B, but we do play across all sectors within B2B.”

This breadth of reach is aided by ACL, which also gives the group a strong presence within Scotland’s public sector.

Regardless of the area of business being served, Avis’s strong focus on customer satisfaction remains unchanged. Bell says: “A key strength for us is a big focus on customer satisfaction which we measure through Net Promotor Score (NPS).

CONNECTING WITH FORD

Avis Budget Group has recent announced an agreement with Ford Commercial Solutions to connect approximately 14,000 Ford vehicles in Avis Budget Group’s European fleet.

Ford Commercial Solutions is providing an embedded telematics solution that offers a simplified and efficient way for Avis Budget Group to connect vehicles, reducing typical cost and complexity of implementing aftermarket solutions.

More than 4,000 Ford vehicles in the Avis Budget Group fleet are expected to be connected by the end of this year, and a further 10,000 vehicles by the end of 2020.

“We’ve been increasing that a lot this year, and we’re up nine percentage points in June. We track that score down to individual rental sales agent-level – it drills down that far – and we follow up with any client who’s not happy with the service, so we have a very, very strong customer service ethos that we drive through all levels of the organisation, right through to the frontline. We’re very proud of those improving customer service scores; which benefits all of our customers including those in the B2B space.”

LEADING ROLE WITH BVRLA

In addition to being MD Avis Budget and Zipcar, UK and Scandinavia, the other substantial hat donned by Bell is that of (the first female) chair of the British Vehicle Rental and Leasing Association (BVRLA) Committee of Management.

Appointed in May 2019, Bell has sat on the committee since 2015 and was vice-chair for a year prior to stepping up to chair.

Other significant changes on the BVRLA board include Alphabet’s chief executive officer Nick Brownrigg stepping up to become the new vice-chair of the association.

In addition, Neal Francis, managing director of Pendragon Vehicle Management, joined the board having recently been appointed chairman of its Leasing and Fleet Management Committee.

“Nick’s appointment as vice-chair and Neal joining the Committee of Management are a conscious decision by the BVRLA to ensure that the make-up of the committee is as diverse as it can be and is representing the full breadth of the industry,” says Bell.

Her appointment comes at a time when the industry is facing change at an unprecedented pace. Bell says the challenges include, but are not limited to, air quality measures, taxation implications, changes in fuel trains, the adoption of electric vehicles and new vehicle technology.

She is quick to point out that these challenges are also “all opportunities”.

“The the industry is really resilient,” she says. “We’re used to facing some of these challenges – albeit I think we are facing unprecedented levels of change. I think one of the things the industry is very good at is evolving its business model to take advantage of some of those changes.”

WINNER HITACHI CAPITAL VEHICLE SOLUTIONS

MANAGING DIRECTOR: JON LAWES
RISK FLEET SIZE (CARS AND VANS): 63,700
HGVS AND SPECIALIST VEHICLES: 4,500
RISK FLEET VALUE: £822M
PRE-TAX PROFIT (2018/19): £24.8M

Jon Lawes (centre front) celebrates the Fleet News Award win with members of his team

Long-term thinking gives Hitachi a 'pioneering spirit'

New BIK rates and experience of a million miles of electric motoring are two reasons award-winning company sees a massive opportunity in car market, reports *Gareth Roberts*

Hitachi Capital Vehicle Solutions continues to grow its risk fleet, reaching eighth in last year's FN50, with some 59,000 cars and vans.

It now operates 63,700 units and a further 4,500 HGVs and specialist vehicles, worth £822 million.

The leasing company, which is a division of the Japanese firm Hitachi Capital, has grown significantly over the past 10 years.

The annual volume of business has risen from £100m in 2009 to £377m in 2018/19. Pre-tax profit also grew year-on-year, up from £24m to £24.8m in the past financial year.

It was crowned Leasing Company of the Year for more than 20,000 vehicles and highly commended as Fleet Supplier of the Year in the 2019 Fleet News Awards. It was also named Leasing Company of the Year at the Commercial Fleet Awards 2018.

"It's been a good year for us," says managing director Jon Lawes. "Our Japanese owners think long-term, which is great for us and a real benefit for our customers as well.

"Private equity (owned businesses) are very focused on this year's results, whereas our owners are looking at where we are going to be in 20 or 30 years' time."

It enables the leasing company to show some "pioneering spirit", according to Lawes, and prepare fleets for a future where electrification and air quality will continue to dominate the agenda.

"We haven't got all the answers," he admits, "but if you work together you can have better outcomes.

"Ours is a long-term strategy, where we are trying to build our business and build our brand."

Its success at this year's Fleet News Awards was testament to how this strategy is also driven by delivering an excellent customer experience, with the customer at the heart of innovation.

Fleet News: How do you ensure a truly customer-centric approach?

Jon Lawes: We recruited a new head of customer experience and developed a new strategy, but it's not just been about the strategy, it's also about the culture.

We have good systems, but customer experience is about people. When you're talking to a customer, it's about whether you're solving their problems, and with drivers it's about providing a good driver experience.

In addition, a new tool has been implemented called 'Rant and Rave', which asks drivers two questions: 'how was your experience?' and 'why?'.

And the we have moved away from a large scale 20-, 30- or 40-question survey and instead pose just two questions to our drivers.

It uses the sentiment of the 'why?' to really understand whether you're giving them a good experience. It also gives you the insight into what to do, enabling you to disrupt a bad customer experience and change a detractor into an advocate.

It's resulted in a 17% improvement in our driver experience in the past seven months.

FN: The headline figures show that approach is paying off, but where are you seeing growth?

JL: We're growing a lot in personal leasing, both through direct and indirect channels. Our stellar growth, however, has come from commercial vehicles. I believe our proposition is market leading.

Commercial vehicles are very operationally focused so I know minute-by-minute exactly what vehicles are off the road and what my staff are doing about it.

I know that every single (commercial) vehicle on our fleet is legally compliant. If it's not we'll issue prohibition notices.

We're not just a leasing company, we provide that real added value fleet management.

FN: How has that translated into products and services offered to your customers?

JL: We've launched an asset utilisation service, where we can take telematics, breakdown and accident management information, our leasing book and vehicles on short-term hire to optimise the size of customer commercial fleets.

I believe this is the next big thing in commercial vehicles.

Once you've made sure vehicles are legally compliant and you've tackled downtime, the next problem is utilisation. That is the problem we're solving.

FN: What is the split on your risk fleet between cars and commercials?

JL: It's currently about 50:50. Our background is a lot to do with commercial vehicles, but I'm really excited about the car.

The market has been rough in the corporate company car space. You've had rising BIK (benefit-in-kind), but at long last we've got new rates and a three-year cycle.

FN: How important do you think that was for the company car market?

JL: It was a game-changer. I still believe the company car is a real benefit, you have trouble-free motoring and no residual value risk.

You don't have to finance it or insure it, there's no hassle and now if you get something like a hybrid vehicle you're going to be paying 12% (BIK tax). Then you have electric (company cars), with 0% BIK.

We've already done a million miles on electric (vehicles). We did a trial three years ago with British Gas. We've got a lot of experience running electric vehicles and we've learnt a lot of lessons along the way. We're also involved in Optimise Prime. It's a massive opportunity.

FN: What is Optimise Prime?

JL: It's a three-year programme working with the DNO (distribution network operator) testing three scenarios. One is return-to-home charging, and our primary customer there is Centrica, where their drivers take their vans home; two is return-to-depot, which is the Royal Mail; and three is what I'd call on-demand charging, which is Uber.

It's about understanding the charging infrastructure needs around the three cases and understanding driver behaviour.

We're delighted to be part of the project along with our sister company Hitachi Vantara, which is designing all the data capture to provide insight that will then be shared on an open-source platform.

FN: While electric vehicles clearly provide an opportunity, how has diesel demand fared in the corporate car market?

JL: It's reducing – down from 70% to 40% in two years – most have switched to petrol. I think that manufacturers are making better petrol engines, especially in terms of the smaller product. They're more efficient than they ever used to be.

However, Euro 6 diesels are very clean and still have a role to play. One size doesn't fit all, it's about providing the right product, the right powertrain, to the right customer in the right location.

The leasing company's "good year" became even better, with a £136m fleet management contract win from Network Rail.

It marks a new way of working for Network Rail, with Hitachi Capital Vehicle Solutions overseeing the management of the organisation's entire owned and leased road fleet, as well as sourcing and supplying lease vehicles.

Currently, Network Rail manages 16 separate road fleet contracts, but says the move will offer the organisation a more "efficient and cost-effective" solution. It also sees Network Rail's road fleet transitioning from an owned to a leased model.

The new integrated fleet management contract aims to support local decision-making by providing full visibility of information through one system across the company and promoting the use of local supply chains, with suppliers mapped to the route geography.

"Our integrated leasing and fleet management model will focus on choosing the right asset, improving compliance and vehicle availability, which will support Network Rail to improve the safety of all Network Rail employees," explains Lawes.

Service, maintenance and repair of all road fleet vehicles will be scheduled as part of the contract, which also includes driver training, vehicle compliance, vehicle insurance and claims management and end-of-life vehicle management among other services.

It will also be supplying Network Rail with its asset utilisation tool, helping to drive cost and environmental efficiencies across its fleet.

The four-year contract, with the option of a one-year extension, will add 8,000 new contract hire vehicles to the leasing company's fleet over the next five years.

FleetNews AWARDS 2019

JUDGES' COMMENTS:

Hitachi Capital Vehicle Solutions has introduced a wide range of initiatives including using connected car data to maximise vehicle availability, with demonstrable cost savings for fleet operators. It is taking a leading role on electric vehicle infrastructure and provides support for fleet operators to assess EV suitability and uptake.

ŠKODA KAMIQ

Skoda's decision to play it safe is sound for a car that's all about efficiency and comfort

By Matt de Prez

The line between what we'd call a hatchback and a compact SUV is becoming increasingly blurred as manufacturers continue to expand their ranges to fill every available segment.

In the case of the Škoda Kamiq, it's the third – and smallest – SUV sharing the same platform, sitting alongside the Seat Arona and VW T-Cross.

In reality, it's a sort of raised-up Scala – with both sharing engines and an interior.

There is no pointless plastic cladding to signal the car's off-road focus as the Kamiq is a 'city SUV' – a sensible family car that just happens to be a bit taller than the likes of a Ford Focus.

Forget all-wheel drive, locking differentials and approach angles. This car is all about efficiency and comfort.

Visually, it is fairly uninspiring – especially considering an all-new version of the current segment-leading Nissan Juke is just around the corner and that competitor is a car which seeks to defy convention when it comes to styling.

Higher specced Kamiqs have a 9.2-inch infotainment system

The Kamiq has sensible looks and practical styling

Škoda's decision to play it safe is a good one though. The Kamiq is unassuming and gives off a more premium vibe than funkily-styled rivals, despite – essentially – being a budget model.

Exactly where the Kamiq sits in VW Group's stable is somewhat of a mystery, as it is actually longer than the VW T-Roc, which is meant to be in the segment above it, yet has a smaller boot than the T-Cross.

Either way, its proportions allow for a spacious and practical passenger compartment, while short overhangs ensure the car is easy to manoeuvre and park.

The line-up is, unsurprisingly, powered by VW Group's usual powertrain mix. There's a 1.0-litre TSI petrol engine and 1.6-litre diesel, while a 1.5-litre petrol will also join the range once it completes homologation.

Škoda expects the 1.0 three-cylinder unit to take the bulk of sales. It is available with a 95PS output and a five-speed manual gearbox or with 115PS and a six-speed manual or seven-speed DSG.

Both manual versions emit 116g/km, while the DSG is slightly more efficient with 113g/km.

The diesel emits the least CO_2, at 112g/km, and should return the highest fuel economy.

As with other VW Group models, the 1.0-litre petrol engine should suit the needs of most drivers. It's responsive and refined, if a little lacking in torque.

Official figures suggest it's capable of averaging 49mpg, which seems believable based on our experiences of the engine in other cars. The diesel promises a more impressive 56mpg.

With no prices to work from (at the time of writing) it's difficult to say which model will work best for fleets, but, assuming the diesel carries a price premium, the 1.0 TSI will likely offer the lowest BIK and running costs.

Now we've covered the Kamiq's sensible looks, practical styling and efficient running costs this is the bit where we say it's a bit disappointing to drive, right?

Well, surprise: the Kamiq is actually a decent steer. It's based on the same new platform as the VW Polo, which is much stiffer than before and pushes the wheels further into the corners to improve balance.

Coupled with direct steering and lashings of grip from the front tyres, the Kamiq feels more accomplished than many of its rivals and makes the most of its modest power outputs.

The manual gearbox is slick, but its ratios are long – dampening performance. A result of the need to drive down CO_2 and improve mpg.

DSG-equipped cars feel livelier on the move, although they are a little lethargic when you need to pull away quickly.

We still don't have word from Škoda on specifications, although the model line-up is expected to mirror the Scala – so SE models are likely to be the fleet pick, balancing strong equipment levels with low P11D values.

At the launch event all the cars we tested were equipped with Škoda's larger 9.2-inch infotainment system, which offers full connectivity.

It's likely to be an option though, with 6.5-inch and eight-inch units fitted as standard across the range.

All versions get smartphone connectivity for Android Auto and Apple CarPlay and there's also Laura, the Škoda digital personal assistant.

Other equipment highlights include the optional, automatic door-edge protection, an electric tailgate and an electrically retractable tow bar.

Standard features include LED headlights and tail lights, lane assist, front assist with City Emergency Brake and Predictive Pedestrian Protection.

The range is expected to start at around £17,500, with the predicted best-selling 1.0 TSI 115PS SE estimated to cost less than £20,000.

	FLEET PICK 1.0 TSI 115PS SE	ENTRY LEVEL 1.0 TSI 95PS S	RANGE TOPPER 1.6TDI SE
SPECIFICATIONS			
P11D Price	£19,500 (est)	£17,500 (est)	£21,500 (est)
CO_2 emissions (g/km)	116	116	112
Monthly BIK tax (20%)	27%/£1,053 (est)	27%/£945	30%/£1,290
Fuel efficiency (mpg)	49	49	56
Fuel cost (ppm)	TBA	TBA	TBA
Annual VED	£170 then £145	£170 then £145 (est)	£205 then £145
Class 1A NIC	£727 (est)	£652 (est)	£890 (est)
RV	TBA	TBA	TBA
AFR (ppm)	12	12	10
Running cost (ppm)	TBA	TBA	TBA

RIVALS

	RIVAL 1 VW T-Cross 1.0 TSI 115PS SE	RIVAL 2 Mazda CX-3 2.0 Skyactiv-G SE	RIVAL 3 Citroën C3 Aircross 1.2 110 Feel
SPECIFICATIONS			
P11D Price	£19,340	£19,130	£17,835
CO_2 emissions (g/km)	116	141	110
Monthly BIK tax (20%)	27%/£1,044	32%/£1,224	26%/£927
Fuel efficiency (mpg)	48.7	42.8	51.5
Fuel cost (ppm)	12.77	13.60	11.30
Annual VED	£170 then £145	£210 then £145	£150 then £145
Class 1A NIC	£721	£845	£640
RV	£6,725/34%	£6,775/35%	£4,700/26%
AFR (ppm)	12	14	12
Running cost (ppm)	31.74	33.08	30.93

SSANGYONG KORANDO

SUV has much to commend it – especially the interior – but high pricing may block its progress

By Matt de Prez

Korean brands seem to have a knack for winning British motorists over with cut-price models then producing a raft of vehicles that get the established European brands quaking in their boots.

SsangYong seems to be powering through that journey; first updating its rough-and-ready Musso into a desirable pick-up and then showcasing its technological expertise with the new Rexton.

The Korando is possibly the brand's most important model to get right. It's entering the fold to battle the mighty Nissan Qashqai and VW Tiguan, to name but two.

Its design is clearly inspired by the aforementioned models, although – in true SsangYong tradition – it retains some slightly quirky proportions.

Compared with most models in the segment, the Korando maintains a fairly squared-off profile, a move that helps to maximise interior space and visibility.

Brand snobs will be most surprised by the Korando's interior, which – on higher spec models at least – puts most of the segment to shame.

On higher spec models the interior puts others to shame

The neatly styled dash houses a crisp eight-inch touchscreen and there's also the option of a digital instrument cluster that is fully customisable.

Most of the plastics and materials used in the cabin are of a high quality and all the touch points, such as the switches, have received extra attention to make the Korando feel a bit more special than most run-of-the-mill crossovers.

There is still some work to be done when it comes to driveability, but we don't expect that to be a key criterion for many drivers looking at models in this segment.

The Korando rides very well, but this comes at the expense of agility. The steering is vague and things feel a bit sloppy when you start to press on. It's best on the motorway where there is decent refinement, albeit plagued by a little too much tyre noise to be a class leader.

Only two engines will be offered initially: a 1.5-litre petrol and a 1.6-litre diesel. An EV version is expected to launch next year.

We've only driven the diesel. It comes exclusively with an automatic gearbox, develops 136PS and is available with two- or four-wheel-drive.

The most frugal model has disappointingly high CO_2 emissions of 144g/km and a combined mpg figure of 48.7.

It's unlikely the 1.5-litre turbocharged petrol unit will improve on these figures, but they are yet to be published.

The dirty exhaust isn't the by-product of neck-snapping pace either; with a 12 second 0-60mph time the Korando sits at the slower end of the market.

Four trims are offered, but the diesel is only available in the top two, with P11D prices starting at £25,910.

And this is the real sticking point for the Korando, it's a tad too expensive to be competitive. The range-topping Ultimate with all-wheel drive is almost £32,000. While it comes with plenty of equipment, such as ventilated leather seats and a powered tailgate, the BIK will simply be too high for most drivers to stomach.

	FLEET PICK KORANDO PIONEER DIESEL AUTO
SPECIFICATIONS	
P11D price	£25,910
Monthly BIK (20%)	36%/£155
Class 1A NIC	£1,287
Annual VED	£515 then £145
RV (4yr/80k)	TBC
Fuel cost (ppm)	12
AFR (ppm)	10
Running cost (4yr/80k)	TBC
CO_2 (g/km)	144
Fuel efficiency (mpg)	48.7

MERCEDES-BENZ E300 DE AMG LINE

By Matt de Prez

I've spent a lot of time praising the E-Class for its efficiency, but it's time to talk about performance.

The E 220d we tested last year was no slouch but, while the E 300de uses the same 194PS engine, it's the electric motor's boost that turns this unassuming eco-cruiser into a looney Q-car.

Confined within the nine-speed automatic transmission, the motor develops 120PS. It means the car can drive around on pure electricity in most situations you'll encounter on the roads – with pretty adequate performance.

If you push the throttle a little harder – there's a gauge that tells you how much of the motor you're using – the engine fires into life. The transition is rather impressive, given that diesel motors usually get going with a little less finesse than their petrol counterparts.

Combined, the powertrain can deliver 700Nm of torque. To put that in context, a Lamborghini Huracán has 560Nm.

The upshot is a 0-60mph time of less than six seconds, although it's the mid-range pace that really sets the car apart.

The instant response of the electric motor, combined with the engine's natural torque shove, slingshots the car forward as if it's been hit with a sledgehammer.

VOLVO XC40 D3 INSCRIPTION

By Andrew Baxter

A little over two weeks after taking delivery of our XC40 long termer and with just more than 1,250 miles on the clock, I was greeted with an unwanted message on its 12.3-inch active TFT crystal display: Wiper failure – service required.

Using my full technical knowhow I turned the ignition off and on again, but, alas, the warning remained.

Sometime between the fault occurring and the car going to the local Volvo dealer for some diagnostic TLC, the fault rectified itself, but the service department suggested it still come in for a once over.

On collection, the dealership confirmed there had indeed been a 'glitch' and the diagnostics had picked up an intermittent fault; which the technicians had now remedied.

Wipers are, of course, one of those easy-to-overlook bits of kit on a car. When they work you completely take them for granted. When they stop working, however, it's a different story. Practically and legally, you've got to have 'em!

My colleague suffered a similar issue with his VW T-Roc, although on that occasion it forced him to pull over onto a motorway hard shoulder.

As vehicles become more complex the likelihood of software 'glitches' increases, as does their potential impact on keeping fleet drivers mobile.

FORD FOCUS 1.0 ECOBOOST 125 ST-LINE X

By Andrew Ryan

Our long-term Ford Focus has come in for some criticism in the past couple of weeks.

Not from me – I'm still very much smitten by the ownership experience – but from a friend.

His criticism? That the eight-inch infotainment touchscreen at the top of the centre console "looks stuck on".

I can understand where he's coming from. As in many manufacturers' cars, the screen is surrounded by a piano black frame so it looks like a tablet, sitting proud atop the dashboard.

However, I disagree with him. Looks-wise, its modern appearance fits in with the rest of the cabin, while from a practical point of view it's ideally positioned – it means you can see information such as sat-nav directions quickly and easily, taking your eyes off the road for the absolute minimum amount of time.

The 'stuck on' appearance also enhances the airy feel of the cabin: if the screen was in the same position but had the dashboard built up behind it, then this extra mass of black plastic could add a claustrophobic feel to the interior.

The screen display is sharp with all text and graphics easy to read, making the Sync 3 infotainment system, which includes digital radio, Bluetooth, Android Auto and Apple CarPlay, simple to operate.

The screen is also used by the rear wide-view camera, which is fitted to our test car as part of the optional convenience pack (£500).

All-round visibility in the Focus is pretty good anyway, but the camera, which gives an impressively detailed view in both the light and dark of what's behind the car, makes parking a much simpler task.

This is fitted to our ST-Line X model as part of the optional convenient pack (£500) which also includes edge protectors and active park assist.

Our test car also features the optional blind-spot monitor with cross traffic alert and braking (£400), which monitors the road behind and either side of the car while reversing out of a parking space.

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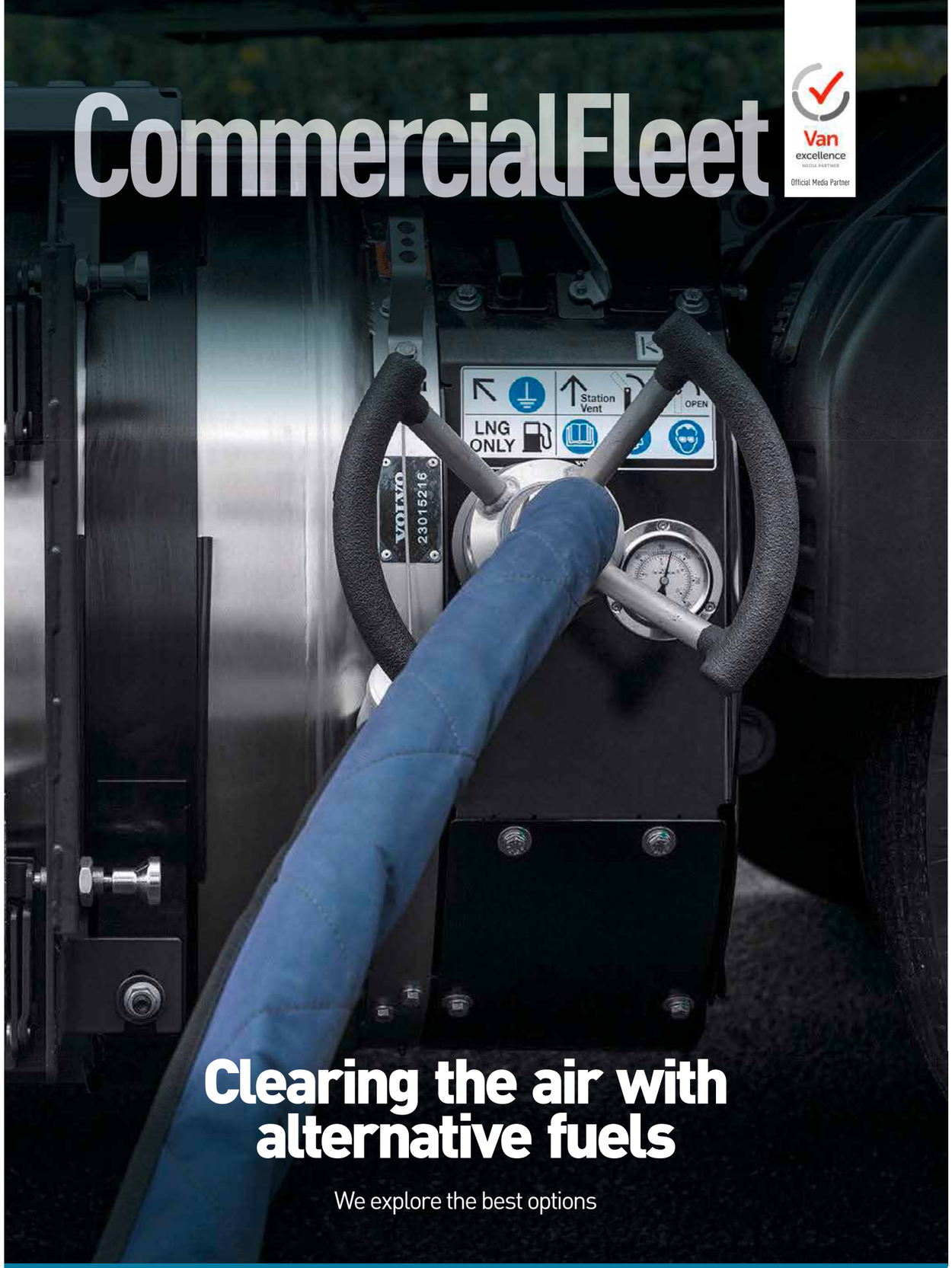

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We explore the best options

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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 CO_2 emission data are determined using the WLTP test cycle, and the relevant values are translated back to allow the comparability into NEDC. The values do not take into account in particular use and driving conditions, equipment or options and may vary depending on the format of tyres. For more information contact your local Retailer.

Act now on diesels to achieve net-zero emissions targets

New report calls for HGV ban by 2040 and more consolidation centres

By Gareth Roberts

A group of MPs are calling for a ban on the sale of new diesel heavy goods vehicles (HGVs) by 2040 at the latest, in a new report.

The Government has agreed a voluntary ambition with the HGV industry of reducing emissions across the sector by 15% by 2025, compared with 2015 levels.

This is intended to be achieved through a variety of measures such as driver training, the use of aerodynamic equipment and the adoption of more efficient tyres. However, Government has not set any longer-term targets for HGVs, in contrast to its goals for cars and vans.

In the report, MPs on the Science and Technology Committee contend a ban is necessary for the sector to achieve net-zero emissions by 2050.

It also says this requires policies now to drive the development of alternative technologies and show the feasibility of such a ban.

The report – *Clean Growth: Technologies for meeting the UK's emissions reduction targets* – highlights the lack of Government policies to deliver the net zero target and recommends 10 steps it should take (fleetnews.co.uk, August 22).

These include a ban on the sale of new 'conventional' diesel and petrol cars and vans being brought forward from 2040 to 2035, at the latest, and the diesel HGV ban.

The report is also calling for the roll-out of consolidation centres to make last-mile deliveries more sustainable.

"WE NEED TO SEE THE GOVERNMENT PUT ITS WORDS INTO ACTIONS"

NORMAN LAMB MP, SCIENCE AND TECHNOLOGY COMMITTEE

HGVs and buses are responsible for around 27% of all road transport emissions.

Over the next 30 years, heavy freight transport in the UK is expected to increase by at least 27% – and could rise by as much as 45%.

Also, the number of miles covered by vans delivering goods could increase by as much as 89% over the same period.

The National Infrastructure Commission has previously recommended that the Government should commit to decarbonising road freight by 2050, and ban the sale of new diesel-powered HGVs no later than 2040.

It described this as a "challenging" but "possible" target, and indicated that a ban by 2040 would be required in order for the whole fleet to be zero emissions by 2050.

RESEARCH 'NEEDED'

The Government's 'Road to Zero' strategy said that it would conduct research into low-emissions technologies for HGVs "with a view to ultimately performing full-scale demonstrator trials on the UK road network if appropriate technologies are identified".

In addition to trials of different technologies, the National Infrastructure Commission has previously recommended that the Government should work with distribution and transmission network operators to "prepare detailed assessments of the infrastructure required to enable the uptake of battery electric or hydrogen HGVs, including the refuelling requirements at depots and key rest areas on major freight routes".

The Science and Technology Committee is calling for a similar package of support. It is urging the Government to develop trials of low-emissions HGV technologies on a timeframe that aligns with the proposed ban, and work with network operators and the delivery industry to plan for the potential charging infrastructure required for zero-emissions HGVs.

Given that some HGVs are already being converted to run on hydrogen on a commercial basis, the report also says the Government should review the opportunity for "market support mechanisms" to drive higher rates of HGV conversion.

The Freight Transport Association (FTA) has called for the Government to make the necessary investments into alternative fuel vehicles (AFVs) before banning the sale of new diesel HGVs by 2040.

Chair of the Science and Technology Committee Norman Lamb said: "Throughout our inquiry, it was worrying to hear that although Government may be ambitious when it comes to reducing carbon emissions, it is not putting the policies in place which are needed to achieve those targets.

"We need to see the Government put its words into actions."

The Government has announced funding to help develop drones for deliveries

CONSOLIDATION CENTRES

The committee also criticised the Government for focusing too heavily on low-carbon modes of transport such as e-cargo bikes and electric vans, rather than solutions for last-mile delivery, such as through the use of consolidation zones.

The Government says it will "seek to support the increased provision and availability of micro distribution hubs while recognising the importance of ensuring such facilities are supported by local bodies".

It referred to the National Planning Policy Framework, which stated that "planning policies and decisions should recognise and address the specific locational requirements of different sectors (including...) for storage and distribution operations at a variety of scales and in suitably accessible locations", and said that it was exploring how the learnings from two case studies in Southampton and Manchester could best be promoted.

But, with just two major examples of completed projects to point to, the Science and Technology Committee says there is "clearly scope for a wider roll-out".

"The Government should support the development of urban delivery consolidation centres, working with local authorities to assess the potential of such centres to reduce emissions and identify strategies to support their deployment and effective use."

DRONE FUNDING

The Government has, however, announced funding of up to £300 million to develop a range of new technologies, including freight-carrying drones.

It has pledged to provide £125m, supported by industry co-investment of up to £175m.

Business secretary Andrea Leadsom says the possibilities for new ways to transport goods are "endless".

She continued: "This investment will help make the most of the exceptional talent and expertise we have in these industries, and ensure the UK leads the way internationally in designing and developing technology, from electric taxis to drones delivering parcels."

The Future of Flight Challenge is delivered by UK Research and Innovation. Industry will initially focus on smaller aircraft and drones to ensure the suitability of the new technologies before developing them for passenger aircraft.

Third party SMR service is no longer a good fit with Royal Mail plans

By Stephen Briers

Royal Mail is to close its third party fleet management service after a strategic review of the business.

Fleet News understands the decision was taken to ensure the organisation could give full priority to its own red fleet of vehicles, which totals almost 43,000 vans and 6,000 trucks, in its network of 110 workshops.

Royal Mail has seen significant growth in recent years, particularly on parcels, which also prompted the move to scale back its empty legs proposition (*Fleet News*, August 29). It has major investment plans and needs both the space on its trucks and the space in its workshops to accommodate those aspirations.

A spokesperson confirmed: "Royal Mail has decided to focus its fleet services divisions on its own vehicles. This means we will no longer offer third party fleet services. Our decision has no impact on Royal Mail or our colleagues."

The service was launched in 2017 amid much fanfare after a 15-month trial. Royal Mail laid the foundations by appointing four staff from rival BT Fleet: Duncan Webb as commercial director, Neil Thomas as sales and account management director, Mark Biezsley as head of fleet management and Mina Roopra as head of marketing.

The third party business grew to double-digit customers, including high profile ones such as G4S, plus strategic co-operations with Hitachi and ARI to handle their surplus SMR. All are now seeking alternative arrangements.

FTA ADVICE

By Ray Marshall, senior transport advisor, FTA

Q Is it a legal requirement to carry a fire extinguisher on commercial vehicles? We understand the ADR requirements, but on non-ADR journeys do vehicles have to carry extinguishers?

A The only vehicles obliged to carry a fire extinguisher are passenger-carrying vehicles, or ones carrying hazardous goods.

Those carrying hazardous goods should be equipped with a 2kg dry powder fire extinguisher in the cab to deal with cab fires.

Furthermore, both the quantity of goods being transported and the size of the vehicle dictates if any additional fire extinguishers must be fitted.

Standard goods vehicles not carrying hazardous loads are not legally required to carry any fire extinguishing equipment. However, if the operator decides to fit fire extinguishers then there are considerations. First, anyone who may be expected to operate the extinguisher must be trained to do so. Second, the extinguisher itself must be tested and maintained to the manufacturer's specifications.

For further details about these requirements, ADR 8.1.4 provides a table showing the minimum quantity and capacity of the additional extinguishers.

Q We have a full-time driver employed by us (not an agency). The driver is currently off sick with an injury that prevents them from conducting their normal duties for us but does not prevent them from driving. Even though the driver is off sick from work with us, he is working elsewhere doing a job that involves only driving (and not the manual lifting involved with his job here).

Is there anything in legislation that prevents the driver from doing this?

A If their employment contract allows it, the driver can work for another provided they are fit enough to carry out that role. The text below has been taken from an employment law website:

If an employee has two jobs, even though they are signed off from one of them, they could still be fit to carry out the duties in the other job. For example, if an employee was signed off from a manual job because of an ankle injury, they may be fit to carry out a desk job. Likewise, if an employee is signed off with "stress at work", they may be fit to work in the other job as that job is not causing the stress. In the same way, self-employment, say, in their spare time, might involve less stress than they feel they are under with their work as an employee.

The hours of work may also be relevant. Many people have more than one job and this is fine if the hours for each job do not interfere or overlap (subject to what the contract says). The same goes for an employee who is signed off sick from one job.

The employment contract could be relevant because the employee may not be allowed to work anywhere else without permission or if it would interfere with the existing job. Dependent on the terms of the contract, it could be a disciplinary matter, a breach of contract and maybe even gross misconduct.

Q We have a driver about to start with us and we are a little unsure if we should be reporting a DR10 (drink-driving offence) to the Traffic Commissioner (TC). The driver has 0 points on the licence but the DR10 has not expired. The offence happened while he was in the forces and so it has not been reported to the TC. Do we need to inform the TC of this offence and that we have him on the books or, given there are no points on the licence, are we able to employ him without informing the TC?

A It will depend on when the DR10 was issued as under the Rehabilitation of Offenders Act 1974 you can only go back five years on offences. We would advise that you contact your insurance company to see if they allow DR10s, as some ask for a higher premium.

The Health and Safety (First-Aid) Regulations 1981

In the event of injury or sudden illness, failure to provide first aid could result in a casualty's death. The employer should ensure that an employee who is injured or taken ill at work receives immediate attention. The Health and Safety (First-Aid) Regulations 1981 require employers to provide adequate and appropriate equipment, facilities and personnel to ensure employees receive immediate attention. These regulations apply to all workplaces including those with fewer than five employees and to the self-employed.

What is 'adequate and appropriate' will depend on the circumstances in the workplace. This includes whether trained first-aiders are needed, what should be included in a first-aid box and if a first-aid room is required.

Employers should carry out an assessment of first-aid needs to determine what to provide.

The regulations do not place a legal duty on employers to make first-aid provision for non-employees such as the public or children in school.

However, HSE strongly recommends that non-employees are included in an assessment of first-aid needs and that provision is made for them.

Further guidance can be found making adequate and appropriate provision for first aid in First Aid at Work: The Health and Safety (First-Aid) Regulations 1981.

Security guidance for goods vehicle drivers and operators

The Department for Transport has released security guidance for drivers and operators of goods vehicles. Richard Turfitt, Senior Traffic Commissioner for Great Britain, has endorsed the industry-specific best practice guidance. The agencies, which are charged with protecting all members of society, have identified some simple and inexpensive procedures to assist operators, transport managers and drivers. The guidance outlines the steps operators can take to help keep the public and organisations safe from attack.

The guidance covers:

Security culture – including pre-employment checks.

Site security – including vehicle access and operating centres.

Vehicle security – including checking vehicles and what to do if a vehicle is taken.

It also contains a top 10 list of actions for commercial vehicle drivers. The key message is for you, and your employees, to take security as seriously as you take safety. More can be found on the government website https://www.gov.uk/government/publications.

FUELLING THE PURSUIT OF GREEN FLEETS

There are many powertrain options to consider as van and truck fleets bid to clear the air. *John Lewis* reports

DPD eVitos can travel 93 miles before needing a recharge

Aware that big city authorities are imposing their own restrictions on vehicle emissions, and under pressure from customers to minimise their environmental impact, van and truck fleets are casting around for ways to clean up their act.

Among companies at the forefront of this movement is parcels giant DPD. Earlier this year it become the first UK operator to acquire the latest battery-powered Mercedes-Benz eVito van.

Ten long-bodied versions of the 3.2-tonner are going into service in London, where DPD started operations from its first fully-electric final-mile delivery centre in Westminster in late 2018. The company is planning to set up a further eight all-electric micro depots in the capital and establish a fleet of battery-powered vehicles to operate out of key locations nationwide.

DPD's decision to set up so many all-electric depots should come as no surprise given the advent of the Ultra-Low Emission Zone (ULEZ) in central London back in April. From October 2021, the zone, which is in force 24/7, will be expanded to encompass the area bounded by the North and South Circular roads.

Electric vans can claim exemption from ULEZ charges.

DPD is also trialling battery-powered Fuso eCanter 7.5-tonners in London, as are Wincanton and Hovis; nine trucks in all. Further afield, last autumn saw eight electric 26-tonne 6x2 rigid MAN eTGMs plus a 4x2 eTGM tractor unit go on trial with a cross-section of operators in Austria, including retailers and a brewery.

RANGE STILL RESTRICTED

Range remains a drawback. The DPD eVitos can only travel 93 miles before they need re-charging; and while eVito's range is supplemented by recuperative energy technology, it is shortened if the van is run fully-laden, admits Mercedes.

The Canters are limited to no more than around 60 miles.

At more than 120 miles with 12 lithium-ion batteries fitted, the maximum range of an eTGM 26-tonner is a bit more generous; but if you tried to drive it from London to Cardiff, you would run out of power before you reached the Severn Crossing.

When deploying such vehicles on urban and suburban distribution work, range becomes less of an issue. DPD points out that one of its eCanter drivers may cover less than 30 miles in a full day's shift mainly due to London's traffic congestion.

It should not be forgotten that driving rain, strong winds and icy winter weather can reduce the distance a vehicle can travel before it has to be plugged in again.

So can fitting an electric refrigeration unit or a tail-lift. Both of them will draw power from the traction batteries and may have to be supported by batteries of their own, adding cost and weight.

"We're looking at a tail-lift with a separate battery which is trickle-charged from a solar panel on the vehicle's roof," says James Bligh, national sales manager, specialist assets, at Hitachi Capital Vehicle Solutions.

Meanwhile, DPD is delivering a programme of product-specific driver training with support from Mercedes-Benz.

TORQUE ABOUT DRIVING DIFFERENCES

With all the torque available instantly, driving an electric van is not the same as driving a diesel. Fleet drivers who exploit the performance on offer to the full are likely to end up stranded in the middle of nowhere with a flat battery.

Then the time it takes to recharge the traction batteries fully should be borne in mind; six hours if you are running an eVito.

Fast-charging facilities are available – plug an eCanter's lithium-ion battery pack into one and it can be brought from 0% to 80% of its capacity in an hour – but speed is relative, and they still take longer than the few minutes it takes to replenish a diesel tank. It requires a new mindset of filling a little but often, constantly topping up the charge.

A big plus-point of going electric is that the power you use to go a given distance costs significantly less than the diesel you would be burning.

BP-owned electric vehicle charging network Chargemaster calculates that the electricity used to propel a battery 7.5-tonner for a mile costs from 10p to 17p. Run the same truck on diesel and the fuel will cost you closer to 30p.

Battery vehicles do not suffer from cargo space loss these days because the batteries tend to be mounted under the cargo bed or beneath the bonnet. The burden they impose may reduce payload capacity, although the reduction is not always that great – an electric Renault Kangoo Z.E 33, for instance, only carries 25kg less than its diesel counterpart.

The Government has decided to compensate operators for any payload lost by permitting anybody with a car driver's licence to drive a goods vehicle powered by an alternative fuel grossing at up to 4.25 tonnes. If they want to drive a vehicle using a conventional power source the limit is 3.5 tonnes unless they passed their car driver's test prior to 1 January 1997, and can claim grandfather rights.

The O-licence threshold is set at 4.25 tonnes for alternatively-fuelled vehicles, too, rather than 3.5 tonnes.

Although the price gap is narrowing, electric vans and trucks still cost considerably more to buy than their diesel stablemates. "An electric truck is still twice the cost of a diesel," says Bligh.

To help bridge the gap, the Government has for some time been offering a plug-in van grant which covers 20% of the purchase price up to a maximum £8,000. Operate in London, and the total cost of ownership model already makes sense. Elsewhere, the gap to diesel is closing rapidly. The experinces of the likes of Centric (see page 41) show that low SMR costs and better than forecast residual values are making electric vans a viable financial proposition.

In 2016 the Government extended the grant to cover trucks.

The initial 200 to go into service will attract a grant of up to £20,000 apiece, and the fund had yet to be exhausted at the time of writing. Once it is, the grant will be offered on the same terms that apply to vans.

Electric commercial vehicles require recharging and the paucity of suitable, accessible charging points – especially so far as trucks are concerned – and the wide variety of payment schemes pose challenges for fleets.

Installing charging posts at a business's own premises can set it back anywhere from £2,000 to a cool £1m or more, says Chargemaster.

Much depends on how many vehicles it needs to charge, how rapidly, how much fleet management data it wants the posts to generate and – crucially –whether the depot's power supply needs a major upgrade.

With no engine to service, electric vans and trucks cost less to maintain than diesels.

However, the cost of replacing the battery pack if that proves necessary remains a concern.

Fuso has responded by warranting eCanter's pack for 10 years, while Renault is planning to introduce a service whereby individual cells can be repaired or replaced to prolong the battery's life.

Residual values (RVs) are not the issue they might have been in the past, at least so far as battery vans are concerned, says Shoreham Vehicle Auctions managing director, Alex Wright. Demand is rising for used examples, he reports, and prices are getting stronger.

"We're seeing dealers buy stock then confidently sell it to small businesses," he observes. "Leasing companies can now underwrite electric vehicles confident of their value in three to four years' time, which makes monthly rentals more competitive (see also page 10)."

The message has yet to strike home with

Hovis is trialling battery-powered Fuso eCanter 7.5-tonners in London

US-based manufacturer Nikola aims to market hydrogen fuel cell-powered trucks in Europe

Iveco has been promoting CNG and LNG for medium- and long-haul work

Certas says that gas-to-liquid can mitigate the impact of diesel engines

some hire fleets. Many remain cautious, quoting rental rates up to twice those for diesel vans.

The choice of electric vans and trucks on offer remains restricted, but is gradually improving.

Electric versions of Citroën's Relay and Peugeot's Boxer made their global debuts at this year's Commercial Vehicle Show, an electric Mercedes-Benz Sprinter will arrive on this side of the Channel in the first quarter of next year, and an electric Ducato is due here in 2020, too.

Moving up in weight scale, Renault Trucks intends to launch battery Range D and D Wide rigids in the UK in 2020 at 16 and 26 tonnes respectively.

Low Carbon Vehicle Partnership (LowCVP) and Cenex (Centre of Excellence for Low Carbon and Fuel Cell technologies) argue that what matters when choosing a vehicle powered by an alternative fuel is TCO (total cost of ownership). They calculate that a battery Nissan e-NV200 can deliver a £3,688 wholelife cost saving over five years at an average 15,000 miles a year compared with its diesel equivalent.

Among the cost advantages it enjoys is a 0% vehicle excise duty rate.

Using electric trucks on long-haul work remains impractical because of the weight and cost of the battery pack that would be required. So, operators who wish to go electric, but suffer from range anxiety, might consider opting for hybrid or range-extended technology as a half-way house.

Fuso Canter is also marketed in Eco Hybrid guise, with a 150PS diesel engine which works in parallel with a 40kW electric motor.

It moves away from rest using electric power only, then switches to a combination of diesel and battery once it has reached 6mph. An onboard computer decides how much power should be supplied from each source.

"Electric vehicles are probably the solution for urban work, but going hybrid makes sense if you need to travel a bit further," says Greg Harris, global lead on electrification strategy at automotive engineering and development consultancy Horiba Mira.

PREMIUM PRICES

Hybrid and range-extended trucks come at a premium price.

A range-extended 10-tonner is liable to cost £1,900 a month on a repair and maintenance lease compared with £1,450 for a standard diesel based on 300,000 miles over seven years. But the range-extender could cut your fuel bill by around £600 a month.

There are other alternatives to consider.

Iveco, in particular, has been energetically promoting the virtues of compressed natural gas (CNG) and liquefied natural gas (LNG) for medium- and long-haul work.

Gasrec, which operates natural gas refuelling stations, points out that natural gas is approximately 40% cheaper than diesel and emits 70% less NOx and 90% fewer particulates. CO_2 emissions are down by 15%, it adds, rising to 90% if you opt for biomethane, which is generated by gas emitted from landfills among other renewable sources.

Switch from diesel to gas and the average noise level of your engines will fall by 3dB; an important consideration if you deliver at night.

However, gas-powered CVs are around 20% more expensive than diesels, and there are question marks over their second-hand value.

They can still come out ahead from the TCO viewpoint, contend LowCVP and Cenex. The two calculate that a CNG Iveco Daily 3.5-tonner covering 25,000 miles a year over six years can deliver a £1,912 saving compared with its diesel counterpart.

That is despite its RV will being 32% lower.

A steady stream of high-profile fleets are embracing gas, with John Lewis announcing it intends to replace all its diesel heavy trucks by 2028 with 500 fuelled by biomethane. It already has 61 biomethane models in service.

Typical range between refills? Around 500 miles.

Gasrec has nine gas refuelling stations while CNG Fuels runs two, with plans for five more this year and a further eight in 2020. Operators who wish to install their own could be contemplating a bill of from £300,000 to £1.2m dependent on size.

Hitachi is able to put together funding packages that will cover the cost of any charging or refuelling infrastructure that is required as well as the vehicles, says Bligh.

It can also help operators determine which types of alternative-fuel vans and trucks are best suited to which application.

"Remember that if you go the electric or gas route you won't have to worry about AdBlue, and you won't have to worry about fuel theft either," comments Bligh.

Hydrogen represents yet another gaseous option, with US-based manufacturer Nikola planning to put tractor units equipped with hydrogen fuel cells into production in 2022-23. It aims to market them in Europe.

The only emission a hydrogen fuel cell produces is water vapour, but it requires a lot of electricity to produce hydrogen and only a handful of refuelling sites in the UK have it available.

Vehicles fitted with fuel cells remain eye-wateringly expensive. A number of buses are in service in the UK that use the technology, and a 12m-long single-decker fitted with it will set one back a whopping £560,000.

An electric bus of the same size costs closer to £360,000.

Diesel engines still have a major role to play, despite their critics. They are 10% more efficient than their CNG-powered equivalents. Detailed changes to their design are helping to cut CO_2 and fuel usage.

Best-known for its involvement in engine braking technology for heavy trucks, Jacobs Vehicle Systems has come up with CDA (cylinder de-activation).

The latest incarnation of an idea that has been around for some years, it improves economy by selectively preventing the intake and exhaust valves from opening on designated cylinders.

> "IF YOU GO THE ELECTRIC OR GAS ROUTE, YOU DON'T HAVE TO WORRY ABOUT ADBLUE"
>
> **JAMES BLIGH, HITACHI CAPITAL VEHICLE SOLUTIONS**

When combined with the elimination of fuel injection, the engine operates with the diesel consumption of a smaller one.

Emissions are reduced, says Jacobs, especially at lower loads, because CDA achieves higher exhaust temperatures in the cylinders that are still operating. That makes it possible to maintain optimal after-treatment temperatures.

The arrival of fuels such as GTL (gas-to-liquid) is helping to mitigate the environmental impact of diesel engines.

Modern engines can run on it without modification, and it can bring significant environmental benefits. Shell GTL can reduce NOx by up to 37% and particulates by as much as 90%, says Certas Energy, which markets it in the UK.

It costs several pence per litre more than standard diesel, but the final invoice depends on how much a fleet orders.

It may also lead to lower fuel usage.

"Certas Energy supplies Shell GTL to Brakes UK, a nationwide food transportation business," says Certas product manager for fuels and services, Rebecca Swann.

"It has reported a fuel economy improvement of 0.4mpg since making the change, and none of the 80 vehicles involved has required a diesel particulate filter regeneration."

HVO (hydrotreated vegetable oil) is also being used as a direct replacement for conventional diesel although, again, it costs more.

"It's made from renewable and sustainable raw materials and its key environmental advantage is that greenhouse gas emissions are reduced by up to 90% compared with mineral diesel," says Richard Hutchinson, research and development manager at supplier Crown Oil.

"Data from 450 heavy-duty diesel engines tested under city driving conditions shows that particulate matter is down by up to 30%, unburned hydrocarbons are reduced by up to 30%, carbon monoxide by up to 25% and NOx by up to 10%."

Not as spectacular as going zero-emission, agreed. But benefits that are still worth having.

A battery Nissan e-NV200 can deliver significant wholelife savings

Renault Trucks intends to launch battery Range D and D Wide rigids next year in the UK

On trial in Austria – rigid MAN eTGMs.

The payload of the electric Renault Kangoo measures favourably with its diesel counterpart

MITSUBISHI L200

Akin to a large SUV, but capable of working in the toughest environments

By Matt de Prez

Mitsubishi has given the L200 pick-up a thorough going-over to give it a tougher look and improve its efficiency.

Externally much has changed. The front end now resembles the latest Mitsubishi family face, has sharper looks and a raised bonnet line to increase its road presence.

Under said bonnet is a new engine. It's smaller than the old one at 2.3-litres and a bit less pokey with 150PS. However, Mitsubishi says the power and torque (400Nm) are delivered at lower revs, therefore improving driveability and, actually, the power deficit isn't really noticeable.

The new engine also meets the latest Euro 6d emissions regulations and should easily manage 32mpg.

The L200 is not break-neck fast – you'll need a Volkswagen Amarok for that – but it delivers a decent response to prods of the throttle and is unlikely to disappoint those used to the regular crop of pick-ups.

Refinement is an area the manufacturer wanted to focus on heavily in this revision, and the new L200 is about as car-like as you can make a pick-up with leaf spring suspension.

On A-roads, it feels fairly smooth, although switching to 4WD – which can be done on-the-fly at speeds up to 62 mph – appeared to make things a bit more jiggly.

Road noise isn't a problem for those that travel long distances and is likely to depend on what tyres are fitted more than poor cabin insulation.

The steering is a little heavy at low speeds and a bit wayward at higher speeds, although we expect the latter is because our test vehicle had no load in the back.

Overall, the L200's interior impressed us, the well-appointed higher-spec models certainly makes you think twice about how realistic a pick-up would be as a replacement for a company car, let alone a commercial vehicle – especially considering the BIK tax of less than £60 per month.

While the new model is festooned with posh trim choices, alloy wheels and colour-coded bumpers, Mitsubishi promises there is no detriment to the pick-up's "workability" and to prove it bosses were happy for us to put the L200 through its paces on a challenging off-road course.

Despite being waterlogged and the truck being fitted with road tyres, it made mince-meat of the course with its all-wheel drive system and locking differentials providing all the traction we needed.

Its strengthened chassis and stronger brakes provide a payload increase from 1,045kg to 1,080kg, while it also has one of the highest gross train weights in the pickup segment at 6,155kg. That means it can not only tow 3.5-tonnes, it can also carry 620kg of payload at the same time.

Driver assistance systems are fitted to the range-topping versions, bringing autonomous braking, lane keeping aids and blind spot monitoring.

Mitsubishi's updates have made the L200 more desirable, better to drive and more efficient. It's akin to large SUV rather than an outright commercial vehicle, yet we'd have no concerns about its ability in a tough working environment.

The L200's interior is so impressive that it might form an acceptable alternative to a company car

	FLEET PICK DOUBLE CAB WARRIOR MANUAL
SPECIFICATIONS	
CV OTR price	£26,085
Power/torque	150PS/400Nm
Payload (kg)	1,155kg
Gross vehicle weight (kg)	3,110kg
Bed volume (cu m)	1.2
Fuel cost (ppm)	18.38
SMR (ppm)	6.91
Running cost (ppm)	61.53
Combined fuel economy	32.1

THE LAST WORD

DAVID SLACK

COMMERCIAL DIRECTOR, DRIVER HIRE

A father of three young children, Slack would like an F-type in the driveway, but would settle for something more sensible. He is keen on sport and lists tennis and Stockport County among his passions

If I were made transport minister for the day, I would address the lack of drivers entering the logistics sector which, I believe, is a major concern for the UK economy. I think the Government needs to do a lot more to incentivise new, younger drivers into the industry. This could be via apprenticeships or state-funded academy programmes.

A book I would recommend? Driver Hire had Damian Hughes as guest presenter at our 2019 conference. His book, *The Barcelona Way,* is a great insight into what builds a great team.

My first memory associated with a car was getting my legs burnt on the plastic seats in my dad's Morris Marina one hot day in the early 1980s.

If money was no object, the car I would have in my driveway would have been a F-type Jaguar, but with three children under 10 it would now be a Range Rover.

The advice I would give my 18-year-old self is you ARE a terrible driver.

Hobbies and interests? I play competitive doubles tennis. My club, West Heaton, plays in the East Cheshire League and we were promoted as division champions last season. I support Stockport County FC who also clinched promotion this season from the mighty Conference North.

My favourite movie quote is a bit more than a one-liner. The film is *Scent of a Woman* and it's a three-four minute monologue delivered by Al Pacino. His character attacks the corruption and nepotism within an Ivy League college in a way only Pacino could. It is both inspirational and tear-jerking.

The song I would have on my driving playlist? It's hard to pick just one. My playlist would include Johnny Cash, Kasabian and The Rolling Stones.

My pet hate is unnecessary business-speak; 'pop that in your mental microwave and see if it defrosts' (from *Drop the Dead Donkey*).

What first attracted you to the automotive sector?
I've always gravitated towards sales in different sectors. When I began working in driver risk management, I felt it was a sector that still has a lot more to be 'discovered'. Developing the most effective risk management programmes has become a bit of an obsession.

How did you get to this point in your career?
I rose through the ranks at AA Risk Management Solutions from temp to BDM. This led to an opportunity to move to Licence Bureau, broadening my expertise in a really interesting niche which I'm now delighted to be developing for Driver Hire.

What are the latest developments or achievements in your company?
DriveWise is the latest addition to Driver Hire's portfolio of driver risk management products. Aimed at car, van and HGVs fleets, the profiler is a proactive tool enabling fleet managers to understand the relative risk exposure of each of their drivers – and to take action to address those risks.

Can you sum up your company in three words, and explain why?
Ambitious, ethical and nimble.

Who has had the most influence on your career?
Paul Holmes, AA Risk Management, was influential in my early days as he was very focused on solving problems. Malcolm Maycock, the owner of Licence Bureau, was also a massive influence. He's direct, honest and great at working the room.

What advice do you have for someone new to the supplier side of fleet?
You're working in a constantly evolving market. So keep up, pay attention and keep evolving.

If you could work in another profession what would it be?
I am interested in natural history, particularly sealife. I would have loved to have been a marine biologist.

Next issue: Andrew Jago, Jaguar Land Rover UK general manager, fleet and business

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