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By Tom Seymour

**B**luelight driver training is under the spotlight after fatalities during police pursuits reached a 10-year high, according to the latest statistics from the Independent Office for Police Conduct (IOPC). While many fleets embrace on-the-road and classroom training to improve employee skills behind the wheel, for bluelight drivers it is an essential and mandatory part of the job. The latest IOPC report on deaths as a result of police contact show there were 42 road traffic fatalities, an increase of 13 on last year and the highest figure in the past decade. Of those, 30 deaths were from

police pursuit-related incidents, also an increase of 13 from last year. There were also five fatalities resulting from emergency response incidents, but this was a decrease of three compared with last year: the balance of the deaths – seven – were attributed to “other police traffic activity”. The IOPC statistics show the majority of those that died were young drivers, with 22 deaths between the ages of 18 and 30. It said part of the increase can be explained by a rise in occupants per vehicle, compared with last year. The statistics are shown as a national picture and are not broken down by police force, so it is not possible to identify particular regions

in the UK that have higher casualty rates as a result of police pursuits. The number of days of driver training for a police response vehicle can range from four to eight weeks. An officer has to retrain or attend a refresher course if they have not used their standard/response or advanced driver training within a 12-month period. Phill Matthews, Police Federation of England and Wales’ lead on conduct and performance, said police last year carried out at least 13,000 pursuits and eight million response drives. Matthews said: “Therefore, the IOPC figures represent a tiny proportion, with the majority of drives being safely completed; reflecting just how

high the standard of police driver training is. “Not to mention soaring crime figures and increasing road use which means the demand placed on our officers using their driving skills and training is peaking.” He said forces, along with the College of Policing, will continue to deliver and develop training to continue to best protect the public. **NEW TEST FOR POLICE DRIVERS** The Government announced in May this year that it would be introducing a new legislative test to assess the standard of driving for police officers. The new police driving legislation will compare the standard of driving for an officer against that of a

“careful, competent and suitably trained police driver in the same role”, rather than use the existing test which compares driving against a standard qualified driver who would not normally be involved in police action. Michael Lockwood, IOPC director, said: “The increase in pursuit-related deaths this year points to a continued need for ongoing scrutiny of this area of policing. “Police drivers need to be able to pursue suspects and respond quickly to emergency calls as part of their duty, but it’s not without risk. “This includes risks not only for the police and the driver of any pursued vehicle, but for passengers, bystanders and other road users.

SCALE OF THE PROBLEM IN PERSPECTIVE

	No. of investigations	No. of officers referred to the CPS	No. of officers prosecuted	No. of officers convicted
Pursuits	68	21*	2	0
Emergency response	14	11	5	4
Other	15	10	5	4
Total	97	42	12	8

\* As of 25/09/2019, a Crown Prosecution Service decision in relation to two officers is outstanding

Pursued drivers bear responsibility for their own actions, but police officers should also take into account the risks to the public and only undertake a pursuit where it is safe to do so, and where authorised.” Lockwood said police officers who

are appropriately trained and skilled should be able to respond to an emergency without fear that they will face unfair consequences.

But he added that there needs to be a balance ensuring that any change to legislation does not have the unintended consequence of reducing public safety or undermine the ability to hold the police to account effectively.

The Government has also decided to make it clear that police officers should not be regarded as being accountable for the driving of a suspected criminal who is attempting to avoid arrest by driving in a dangerous manner, provided the pursuit is justified and proportionate.

It is also looking to review the existing emergency service exemptions to traffic law to ensure they remain fit for purpose.

In addition, the National Police Chiefs’ Council (NPCC) is updating its guidance on “tactical contact” to differentiate the approach used on vehicles compared with motorcycle/moped pursuits.

Whenever there is a fatality or life-changing injury in relation to a road traffic incident (RTI), it is automatically referred to the IOPC, which conducts its own investigation.

This will include examining the vehicles involved, as well as interviewing the officers.

The IOPC is looking at training its own officers to the same standards as the police to help give them hands-on experience of techniques used during pursuits.

If there are suspected criminal charges against a police officer, these are referred to the Crown Prosecution Service (CPS).

If there are misconduct or gross misconduct concerns, these recommendations are then given to the respective police force.

Discipline for misconduct is handled by the individual police force and this can range from dismissal in cases of gross misconduct and repeated formal warnings, to driver retraining or advice on how they should follow the procedural police pursuit guidelines correctly.

IOPC INVESTIGATIONS INTO RTIs

While the number of deaths related to police pursuits has increased, the Independent Office for Police Conduct (IOPC) reiterated that the vast majority of these incidences were not related to police wrongdoing.

The IOPC (formerly the IPCC – Independent Police Complaints Commission) examined its data in relation to cases over a five-and-a-half year period that had a road traffic incident factor.

Between April 1, 2012 and September 30, 2017, the IPCC received more than 1,600 RTI referrals.

The majority (68%) of them were returned for local investigation. A relatively small proportion, 251 (15%) were independently investigated and 97 were fully investigated.

The IOPC categorised these investigations using the same criteria as the IPCC statistics on annual deaths during or following police contact.

The table above sets out the number of independent investigations in which police officers were referred to the Crown Prosecution Service (CPS) and the prosecutorial outcomes arising.

Following referral to the CPS, just two officers were prosecuted in relation to pursuits. No officers were convicted.

The IOPC spokesman told *Fleet News*: “There is less than a handful of cases a year (see table above) where police officers are charged with a criminal offence, or with misconduct or gross misconduct as a result of a fatality from an RTI. “In the rare cases where this

Concern as deaths in police pursuits reach 10-year high

Driver education key whatever the reason an employee is behind the wheel



happens it's usually because an officer continues a pursuit after they have been told to abandon, or if an officer carries out a pursuit when they have not had the correct training, or if an officer carries out a pursuit that has not had formal authorisation."

THE TYPES OF POLICE DRIVER TRAINING

The National Roads Policing and Police Driving Learning Programme (RPPDLP) sets out national learning standards for police driving.

There are three levels of police driver training that all officers have to take if they drive as part of their job – basic, standard/response and advanced.

In addition to these, there are also specialist police vehicles and roles that are set out in the RPPDLP.

Basic training is provided to all officers and staff with a full DVLA driving licence that have a need to drive official vehicles and is a one-day assessment.

Standard/response training is given to officers to allow them to respond safely to incidents requiring the use of legal exemptions, such as exceeding speed limits and running red lights, and takes two-to-four weeks to complete.

A standard/response driver is permitted to drive low to intermediate performance vehicles but is not expected to use unmarked police vehicles in a pursuit situation.

Advanced training clears officers to drive high performance vehicles operationally and is a further four-week course and assessment, in

addition to the standard/response training.

The National Police Chiefs' Council does not lead on training and so the NPCC deferred to the College of Policing to say what part it plays with driver training.

According to official College of Policing guidance, a police driver is deemed to be in pursuit when a driver/motorcyclist indicates they have no intention of stopping.

When a situation falls within the definition of a pursuit, officers need to decide whether a pursuit is justified, proportionate and conforms to the principle of least intrusion.

A spokesperson for the College of Policing said: "The police driver training strategy must always seek to promote public confidence in the way in which the police fleet is used.

"Where driving standards fall below the accepted principles it is incumbent on the force to identify, review and act proportionately in any post-collision investigation and/or intervention."

The spokesperson said all driver training leads are expected to be cognisant of emerging police collision/incident reviews following internal investigations, court proceedings, coroner's rulings, or recommendations made following IOPC reviews.

The college said: "It is important that police drivers are able to dynamically self-assess their actions and performance.

"This helps them to meet the changing circumstances and pressures they face in their decisions and actions, especially when driving to incidents, working extended hours or during pursuit situations."

SAFETY LESSON FOR ALL FLEETS

Lisa Dorn, associate professor of driver behaviour at Cranfield University and research director for Driver-Metrics, recently contributed to a Brake report on engaging fleet managers on safety and training.

She said no matter what the profession, those driving for work can benefit from advanced driver training to influence safety and behaviour behind the wheel.

Bluelight drivers are under increased pressure while driving, but non-emergency fleets face one-in-three road deaths in the UK involving somebody who drives for work.

Dorn said: "Fleets should carry out an in-depth evaluation of driver training procedures to determine how effective their current training programmes are and whether they encourage positive or negative driver behaviour."

What fleets can learn from the bluelight approach to driver training



NEIL GREIG, DIRECTOR OF POLICY AND RESEARCH, IAM ROADSMART

While any number of road fatalities is too many, it is first important to note that the number of pursuit-related fatalities quoted in the IOPC report represents a very small proportion of police pursuits. They should, of course, be viewed in the context of the high-risk scenarios encountered in law enforcement activity.

By and large, I think the public have a high level of confidence in the effectiveness and safety of police officers in their driving, and accept that high-speed pursuit is often a necessary part of their duty.

Collisions occurring during police pursuits, especially those resulting in death or injury, always gain media attention, and police are keen to reassure the public that every care has been taken to minimise risk.

Acknowledgement of the IOPC data, along with analysis of the circumstances of each incident, is an important part of the ongoing development of police driver training, and they are to be applauded for taking this information on board when setting benchmarks for driving standards.

Clearly, police and other emergency service drivers are required to deal with pressures far beyond those experienced by the average motorist, but those responsible for fleets of civilian business drivers could, nevertheless, learn a thing or two from this approach to training development.

It is well publicised that around a third of UK road fatalities involves a driver on a work journey, and yet few employers stop to consider such statistics, or to truly analyse the pressures their own drivers are subjected to on a daily basis.

That's not to say that good intentions are not there. For example, the increasing adoption of telematics by business fleets is an indication that driver behaviour is an area of focus. The emergency services were among the first large-scale adopters of vehicle telematics, and the data it yields has proven invaluable in the analysis of the circumstances surrounding certain incidents, helping to prove responsibility.

Some businesses may be motivated to adopt telematics in the belief that drivers' behaviour will improve if they know they are being monitored. However, as is the case with speeding or mobile phone use by drivers, unless penalties or interventions are actually enforced, drivers succumb to complacency and fail to improve.

More crucially, telematics data produces an audit trail which could lead to serious consequences for an employer that had access to information about a driver's history of risky behaviour, but failed to intervene.

In our experience at IAM RoadSmart, many businesses do not acknowledge the potential for this kind of accountability, lack the ability to interpret telematics data correctly, or are unaware of the highly effective training interventions that are available for business drivers.

Assessment of driver risk, ongoing evaluation of training procedures and development of robust fleet policies are all essential in maximising safety and, with the growing numbers of business drivers, government policymakers are increasingly acknowledging the role that employers must play in the wider picture of UK road safety.



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



FLEETS SHOULD CARRY OUT AN IN-DEPTH EVALUATION OF DRIVER TRAINING PROCEDURES

LISA DORN, CRANFIELD UNIVERSITY



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NEWS: SMART MOTORWAYS

# Transport secretary orders urgent review into smart motorway safety

U-turn by Highways England as national roll-out of dynamic motorways is terminated

By Gareth Roberts

**H**undreds of motorists are breaking down on smart motorway "live" lanes each month, new data has revealed.

Highways England chief executive Jim O'Sullivan says 19,000 motorists have broken down in a live lane over the past two years – some 26, on average, per day.

The figures, from a letter to MPs sitting on the Transport Select Committee, come after an urgent review into the future of smart motorways was ordered over safety fears following a series of fatalities.

Transport secretary Grant Shapps has asked the Department for Transport (DfT) to "gather the facts quickly and make recommendations" (fleetnews.co.uk, October 25).

Smart motorways were developed as a way of increasing capacity and reducing congestion without the more costly process of widening roads.

However, the fleet industry, motoring organisations and road safety groups have been highly critical of their design after they were introduced on the M42 in 2006.

Announcing the urgent safety review to the transport committee, Shapps told MPs: "We know people are dying on smart motorways."

He continued: "Understanding whether they are less safe, the same



Using the hard shoulder saves money on widening roads, but is safety compromised as a result?

or safer – it turns out not to be as straightforward as members might imagine – I want all of those facts and recommendations that can be put into place to ensure that all of our motorways are as safe as they possibly can be."

He said the review would be completed in "a matter of weeks".

Highways England chief executive, Jim O'Sullivan, appearing before the same committee, admitted motorists are confused by some smart motorways.

O'Sullivan, who had previously insisted they were safe (fleetnews.co.uk, June 4), told MPs that so-called "dynamic" smart motorways, where the hard shoulder is used as a live lane during peak times, are "too complicated for people to use" and would not be rolled out further.

As recently as six months ago, O'Sullivan stated that the "days of conventional motorways are over", as Highways England began creating a connected spine across the country for continuous traffic management.

Dynamic smart motorways are employed on stretches of the M1, M4, M5, M6, M42 and M62. Four people have been killed on the M1 in just 10 months after breaking down in a live lane.

Motorways employing the dynamic design account for 68 miles of the smart network.

"Controlled" motorways, which have variable speed limits but retain the hard shoulder for emergencies, account for a further 120 miles, while an "all-lane running" system is used on an additional 135 miles, where there is no hard shoulder but there are emergency refuge areas at intermittent intervals.

The Highways England boss acknowledged drivers on dynamic smart motorways are often confused as to when they can use the hard shoulder and when it is closed to non-emergency traffic.

Furthermore, he acknowledged that even when open, usage is low because "people aren't sure whether it's a hard shoulder or not".

Highways authorities started using cameras for the first time in June to fine motorists who ignore red 'X' warning signs (fleetnews.co.uk, June 13).

They now face a £100 fine and three penalty points.

Previously, only a police officer catching drivers in the act could issue a fixed penalty notice (FPN).

Many motorists are expected to be caught out, with one-in-four (23%) saying they have driven in a lane on

a smart motorway closed by the red 'X' sign, according to RAC research.

Nicholas Lyes, head of roads policy at the RAC, said: "Drivers must have confidence that they will be protected from traffic in the event they suffer a breakdown in a live lane, particularly where the hard shoulder has been permanently removed."

"We reiterate our calls for the latest stopped vehicle detection technology to be retrofitted on all sections of smart motorway as a matter of urgency."

Lyes continued: "There has been a similar lack of progress in reducing the distance between SOS areas."

"Schemes currently under construction, and new ones being consulted on, still feature SOS areas at up to 2.5km apart as opposed to the lesser distance of 1.5km which, we believe, Highways England had committed to."

"We strongly believe the Government should compel Highways England to make smart motorways as safe as possible by implementing these measures."

"Only then can drivers have sufficient confidence in using them knowing that all smart motorways are operating to a consistent safety standard, particularly in the event they break down on one."



“WE KNOW  
PEOPLE ARE  
DYING ON  
SMART  
MOTORWAYS”

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# Rapid rise in 'cat theft' as thieves bid to cash-in on their precious metals

Manufacturers urgently working on solutions to protect their vehicles from crooks

By Tom Seymour

**H**ybrid car manufacturers such as Toyota and Honda are taking action to secure vehicles in response to police recording a sharp increase in catalytic converter theft.

Believed by many to be an issue of the 1980s, organised gangs are back on the streets targeting catalytic converters to extract the precious metals inside worth thousands of pounds.

Although there are 10,000 types of converter, the cars most often targeted are hybrid vehicles.

Since hybrids have two power sources – electric and petrol or diesel – the catalytic converter is used less frequently to process pollutants.

The metals are less likely to corrode, increasing their worth and therefore more attractive to thieves.

The Metropolitan Police saw a 73% increase in 'cat theft' with 2,894 reported stolen in the first half of the year, compared with 1,674 for the whole of 2018.

In Cambridgeshire, there were 61 reported thefts between June 20 and August 14, with 44 of these from Honda Jazz, Toyota Prius or Toyota Auris cars. Police forces in West Yorkshire and Nottinghamshire have also issued warnings to drivers.

Toyota told *Fleet News* the rapid increase in thefts has affected its supply of catalytic converters to replace those that have been stolen, although it is taking "urgent action" to address this with its suppliers.

The catalytic converter is part of the car's emissions control system



Catalytic converters contain metals worth thousands of pounds per ounce

and its value for recycling is the main attraction to thieves because they contain precious metals such as rhodium, platinum and palladium.

Metals merchant FJ Church and Sons told *Fleet News* that, at the time of going to press, platinum was worth £722/oz, palladium £1,380/oz and rhodium £4,190/oz.

On average, there are between three-seven grams of platinum in a standard catalytic converter, but the amount varies based on manufacturer and model.

A spokesman for FJ Church said: "Unfortunately, thieves can still convert stolen metal into cash far easier than should be the case, given the lack of enforcement of the Scrap Metal Dealers Act and the still active cash payments by some operators."

A spokesman for Toyota said the brand's priority is to do all it can to support customers who have been victims of crime.

He said: "This sudden rise in cat theft is one we could not have envisaged set against many years of low incidents."

"In some cases, thefts have been brazen – in broad daylight. We have

posted guidance online for customers and written to all of our dealers to direct customers to us for more information. We have also written directly to Prius customers where we have contact details on file."

Toyota is offering a Catloc which can deter some thieves, although it will not combat gangs using high-powered cutting tools.

The Catloc costs between £200 and £250 (dependent on model), including fitting by a Toyota retailer. It comes with a three-year warranty.

The manufacturer has reduced the price of replacement catalytic converters and Catlocs to a level where Toyota GB does not make any profit from supplying them to customers.

The spokesman added: "We are taking further action to ensure the price of fitting a replacement catalytic converter at a Toyota approved service centre is minimised, as well as exploring other technical possibilities which may help such as tilt sensors. Finally, we have been working with our catalyst suppliers and they have now increased their

daily production shifts from one to three, which we hope will allow us to tackle this issue and get customers back on the road more quickly.

"Our priority is our customers and we are working hard to try to support them against the background of these distressing crimes."

Meanwhile, Honda said versions of the Accord and the Jazz from 2008 onwards have been designed to house the catalytic converter where it cannot be reached by thieves with later versions having the catalytic converter bolted direct to the engine inside the engine bay.

A spokesman said: "Honda UK recommends owners of these cars follow the advice given by the police, which is to generally protect their vehicle from theft."

"This advice includes parking inside a locked garage, or near walls or other vehicles to make it harder to get underneath the car, adding security lighting, CCTV or alarms which may deter thieves."

"The police also advise installing a Thatcham-approved alarm; one that activates if your vehicle is lifted or tilted is particularly effective."

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NEWS: USE OF MOBILES

# Government ready to consider the future of hands-free mobile calls

But laws governing hand-held devices will definitely be changed next spring

By Gareth Roberts

**T**he Government says it will consider the dangers of hands-free mobile phone use while driving as part of a wider review of road traffic policing.

In its response to the Commons Transport Select Committee's report into the road safety implications of driving while using a mobile phone, it acknowledged the risks associated with the use of hands-free mobile phones while driving.

It said research shows risks are more to do with the "cognitive demands" placed on drivers engaging with someone who is not in the vehicle, rather than the actual use of a hand-held mobile phone.

However, despite accepting those risks, it says there are "many difficulties" associated with a potential ban on hands-free use, including enforcement which would be "hugely problematic".

It is one reason why, in 2003, the dedicated mobile phone offence extended only to hand-held use and not to hands-free use, it said.

If someone does drive poorly because they are distracted by a



hands-free phone conversation, however, the police can prosecute for failing to have proper control of the vehicle.

This was the case following a collision involving an assistant chief constable who was attempting to make a hands-free call to her husband ([fleetnews.co.uk](http://fleetnews.co.uk), August 12).

Kerrie Wilson, assistant chief constable of Lincolnshire Police, had just left force headquarters when she strayed on to the wrong side of the road, crashing into a Hyundai i30 travelling in the opposite direction.

The 51-year-old became distracted as she tried to find the Bluetooth button on the steering wheel of her Mini Countryman.

Wilson had pleaded guilty to driving without due care and attention, and was ordered to pay a total of £1,460 in fines and costs. She also had seven points added to her licence.

The Government says it will also use the opportunity, when reviewing the current offence, to consider whether the Highway Code should be amended to strengthen the existing message that drivers should put away their mobile phones.

MPs on the select committee had also called for a loophole to be closed around the use of hand-held mobile phones while driving,

which the Government has accepted.

Under the current rules, drivers are not permitted to use a hand-held mobile phone to call or text, but drivers have evaded prosecution for filming or taking photos while driving as it is not classed as "interactive communication".

The revised legislation will mean any driver caught texting, taking photos, browsing the internet or scrolling through a playlist while behind the wheel will be prosecuted for using a hand-held mobile phone while driving.

The change in the law comes after Ramsey Barreto had a conviction quashed for filming a crash on his mobile phone.

He was prosecuted and found guilty after police saw him driving past an accident using his phone to make a video. However, the conviction was overturned at Isleworth Crown Court after his lawyers successfully argued that the law only banned the use of mobiles to speak or communicate while behind the wheel.

The Director of Public Prosecutions (DPP) subsequently lodged an appeal with the High Court, but that was dismissed in the summer ([fleetnews.co.uk](http://fleetnews.co.uk), August 1).

Lilian Greenwood MP, chair of the transport select committee, said: "The Government's decision to

accept our recommendation to tighten up the law around the use of hand-held mobile phones while driving is great news.

"The difference between interactive communications and standalone functions on our phones is a loophole that has prevented police from prosecuting drivers who continue to use their phones behind the wheel and put themselves and other road users at risk."

She added: "Our evidence showed that the risk from hands-free devices is just as real. While we're pleased that ministers will prioritise work on hand-held mobiles, this issue still needs to be addressed."

"We'd like the department [for Transport] to keep us informed of their work to examine the risks of hands-free use and the wider context of education and enforcement."

The Government says it expects to be able to change the law with regard to hand-held devices by spring 2020.

Anthony Bingham, National Police Chiefs Council (NPCC) lead for roads policing, concluded: "Technology has moved on since the original offence was introduced and it's important to ensure any distraction to a driver is kept to an absolute minimum to keep all road users as safe as possible."



OUR EVIDENCE SHOWED THAT THE RISK FROM HANDS-FREE DEVICES IS JUST AS REAL

LILIAN GREENWOOD, TRANSPORT SELECT COMMITTEE



OCT

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### NEW TOYOTA YARIS FEATURES IMPROVED 1.5-LITRE HYBRID SYSTEM

Featuring Toyota's fourth generation hybrid technology, the new lithium-ion hybrid battery is more powerful and 27% lighter than the nickel-metal hydride battery it replaces.

22

### GREEN NUMBER PLATES TO IDENTIFY ZERO-EMISSION CARS

The Government has launched a consultation on introducing green number plates for zero-emission cars so drivers can benefit more easily from local incentives like free or cheaper parking.

23



### MORRISONS UNVEILS RAPID CHARGE POINT PLAN

Morrisons is unveiling its first 50 GeniePoint rapid charging points at its stores nationwide, with a further 50 planned by 2020. The majority of the electricity will come from Engie, which buys from zero-carbon energy sources.

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### HONDA REVEALS NEW HYBRID-POWERED JAZZ

Honda has unveiled the next-generation Jazz, ahead of its market launch in 2020, at the Tokyo motor show. The new model is powered, exclusively, by a new two-motor hybrid powertrain.

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### SPEEDING TICKETS REACH RECORD LEVEL IN 2018

The number of speeding tickets issued to UK motorists has reached a record level, exceeding 2.1 million in 2018. The year-on-year statistics show that speed limit offences have continued to increase since 2011.

28

### TfL MAKES £40M IN REVENUE FROM LONDON ULEZ

Transport for London (TfL) has generated more than £40 million from the London Ultra Low Emission Zone (ULEZ) since it launched in April. Drivers have forked out £30m to drive in the capital, alongside a further £10m in penalties.

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### COST OF NOT PLUGGING IN A PHEV REVEALED

Fleet Logistics UK says businesses could be paying almost £150 per month more than their wholelife cost calculations suggest for each plug-in hybrid (PHEV) that is not being plugged in. The data shows that the average PHEV returned 37.2mpg and 193g/km of CO<sub>2</sub>.



### BRISTOL CITY COUNCIL PROPOSES DIESEL BAN

Bristol City Council is proposing a diesel vehicle ban combined with a clean air zone charge to tackle air quality. All diesels would be banned from a small area in the city centre and a larger charging zone would be created for older, less efficient commercial vehicles such as buses and taxis.

### PSA AND FIAT CHRYSLER MERGER CONFIRMED

PSA Group and Fiat Chrysler Automobiles (FCA) have confirmed plans for a merger, with a final agreement expected in the coming weeks. It would make it the fourth largest auto-maker in the world, selling more than 8.7 million vehicles each year.



### ELECTRIC CAR CHARGING 'LEAGUE TABLE' PUBLISHED

A new 'league table' published by the Department for Transport (DfT) reveals the best and worst places to charge electric vehicles across the UK. London's EV infrastructure is the most developed, with almost 4,000 charge points.



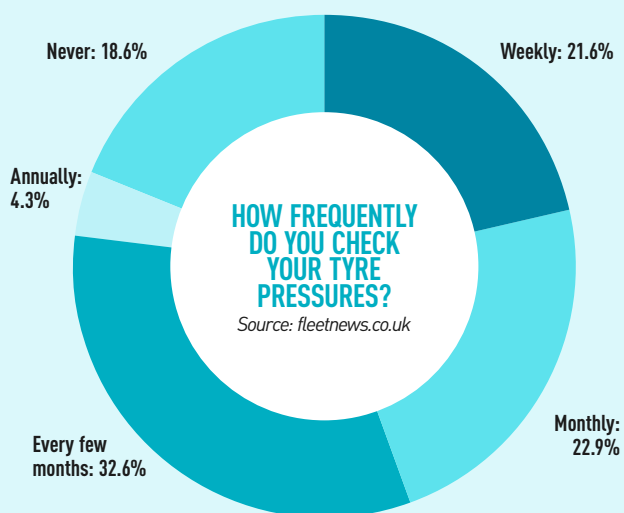
### AUDI A4 NAMED MOST RELIABLE CAR IN 2019 FN50

The Audi A4 has been voted as the UK's most reliable car in this year's prestigious FN50 reliability survey. Audi also has the most models in the top 15, with the Audi A1 debuting in 10th, and the A3 coming in 11th.

### BP INVESTS £8.6M IN WHIM APP DEVELOPER

BP Ventures is investing €10 million (£8.6m) in MaaS Global, a developer of mobility software. The company's Whim app allows customers to access and connect on a single platform all available transport options in a city.

### FLEET NEWS POLL



### FLEET NEWS VIEW:

Our poll reveals that a worrying one-in-five respondents (18.6%) never check tyre pressures, while one in 20 (4.3%) only do it once a year. On average, even if they are correctly fitted and undamaged, tyres can lose up to two pounds per square inch (PSI) every month. Checking tyre pressures is the bread and butter of car management and drivers should be making sure they are correctly inflated every couple of weeks.

**THIS ISSUE'S POLL:** What is the most important issue for you in this general election?

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NOV

4

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# FORD HYBRID

## NEW PUMA ECOBOOST HYBRID



THE SMART CHOICE FOR YOUR BUSINESS.

The New Puma doesn't just look the part; it's also packed full of our latest innovations to help your fleet. With the powerful and efficient EcoBoost Hybrid 48-volt technology, this SUV helps maximise fuel economy and minimise emissions, delivering low CO<sub>2</sub> emissions from 96g/km and a low BIK rate.

Drive smarter with optional driver assist features such as Intelligent Adaptive Cruise Control and the ingenious MegaBox, that provides an uncompromised rear-load capacity of 456 litres.

Search Ford Puma to discover more or visit [ford.co.uk](https://ford.co.uk)

**P11D**  
£23,415 - £20,635

**BIK**  
24% - 23%

**CO<sub>2</sub>**  
101-96g/km

**COMBINED MPG**  
48.7-50.4



Go Further

Model shown is a New Puma ST-Line X 1.0 155PS Mild Hybrid Electric Vehicle. Petrol 6 speed manual with optional LED Headlights and Driver Assistance Pack. Fuel economy mpg (l/100km) (Combined): 49.6 (5.7). \*CO<sub>2</sub> emissions 101g/km. Figures shown are for comparability purposes only; they only compare fuel consumption and CO<sub>2</sub> figures with other cars tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. \*There is a new test used for fuel consumption and CO<sub>2</sub> figures. The CO<sub>2</sub> figures shown, however, are based on the outgoing test cycle and will be used to calculate vehicle tax on first registration.



# THE BIG PICTURE

We met Bristol mayor Marvin Rees at the recent Fleet News/UK100 Clean Air Declaration summit at City Hall in London (details online, full story in November 28 issue).

He spoke eloquently about the “real and immediate” need for Bristol to address the air quality challenge, which he believes sits within wider issues concerning poverty and child hunger.

He also stressed his desire to work with local business to create shared ownership and commitments to meaningful change. Clean air, he said, was “an investment asset” that would encourage the best people to live and work in the city, while health was “an economic issue” which business has “a self-interest in delivering”.

It is debatable just how widely the mayor’s office extended its consultations with local business before announcing its diesel ban (see page 64). It does, though, intend to engage with stakeholders over the coming months.

The announcement resulted in the usual outpouring of criticism and condemnation from industry. Yet, even with this approach, Bristol will not meet its NO<sub>2</sub> targets for another five years.

When you hear Ian Mudway, lecturer in respiratory toxicology at Kings College, say his research showed children in Tower Hamlets suffered a reduction in lung capacity of 80-100ml, equivalent to two large eggs, in just one year due to high emissions – “damage stored up for when children age” – it’s difficult to argue against a strident health strategy that will give immediate and long-lasting benefits. He is now looking at whether exposure to high levels of particulate matter could even change a child’s DNA.

Stephen Joseph, former chief executive of the Campaign for Better Transport and current chair of *Smart Transport*, told me a couple of years ago that anyone trying to put the case for a continuation of transport as we know it because of its importance to UK plc “is not going to win the argument with the Government”.

The actions of Bristol show just how prophetic Joseph’s statement was.

Business will have to find ways to adapt but will need support from national and local government, vehicle manufacturers and suppliers to introduce the effective solutions.



*Stephen Briers*

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

# HAVE YOUR SAY

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## CONTACT US

Fleet News, Media House, Lynch Wood,  
Peterborough, PE2 6EA.  
Email – [fleetnews@bauermedia.co.uk](mailto:fleetnews@bauermedia.co.uk)

**Burning question:**  
What was the last thing you swapped with someone?

### EDITORIAL

**Editor-in-chief**  
Stephen Briers 01733 468024  
[stephen.briers@bauermedia.co.uk](mailto:stephen.briers@bauermedia.co.uk)  
I swapped car share days with another swimming taxi parent  
**Deputy editor**  
Sarah Tooze  
Maternity leave  
**Deputy editor (interim)**  
Andrew Baxter 01733 468901  
[andrew.baxter@bauermedia.co.uk](mailto:andrew.baxter@bauermedia.co.uk)  
Political views  
**News editor**  
Gareth Roberts 01733 468314  
[gareth.roberts@bauermedia.co.uk](mailto:gareth.roberts@bauermedia.co.uk)  
Left over turf for a free haircut  
**Features editor**  
Andrew Ryan 01733 468308  
[andrew.ryan@bauermedia.co.uk](mailto:andrew.ryan@bauermedia.co.uk)  
Good morning pleasantries with Gareth  
**Head of digital**  
Jeremy Bennett 01733 468655  
[jeremy.bennett@bauermedia.co.uk](mailto:jeremy.bennett@bauermedia.co.uk)  
Out of office  
**Web producer**  
Kenneth Brown 01733 468655  
[kenneth.brown@bauermedia.co.uk](mailto:kenneth.brown@bauermedia.co.uk)  
My new basketball jersey with my other half, with nothing in return it seems  
**Staff writer**  
Matt de Prez 01733 468277  
[matt.deprez@bauermedia.co.uk](mailto:matt.deprez@bauermedia.co.uk)  
Insults  
**Photos** Chris Lowndes

### PRODUCTION

**Head of publishing**  
Luke Neal  
A Porsche Booster for a VW fastback  
**Production editors**  
David Buckley  
I swapped ‘free’ magazine advertising for a new kitchen. Nothing to do with *FX*, I hasten to add  
**Finbarr O’Reilly**  
A bicycle for a telescope  
**Senior designer**  
Chris Stringer  
I recently swapped £30 for some petrol with a lady called Helen

**Head of project management**  
Leanne Patterson 01733 468332  
**Project managers**  
Niamh Walker 01733 468327  
Kerry Unwin 01733 468578  
Chelsie Tate 01733 468338

### ADVERTISING

**Acting commercial director**  
Sheryl Graham 01733 366447  
**Account directors**  
Lisa Turner 01733 366471  
Stuart Wakeling 01733 366470  
**Account managers**  
Emma Rogers 01733 363219  
Lucy Herbert 01733 363218  
**Telerecruitment**  
01733 468275/01733 468328

### EVENTS

**Event director**  
Chris Lester  
**Event manager**  
Sandra Evitt 01733 468123  
**Senior event planner**  
Kate Howard 01733 468146

### PUBLISHING

**Managing director**  
Tim Lucas 01733 468340  
**CRM & marketing manager**  
Joanna Smith 01733 468295  
**Office manager**  
Jane Hill 01733 468319  
**MD Automotive Group**  
Niall Clarkson  
**CEO of Bauer Publishing UK**  
Rob Munro-Hall

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## PLUG-IN HYBRIDS

### Check the charge points before PHEVs are ordered



#### Paul Gauntlett wrote:

Having read ‘Cost of not plugging in a PHEV revealed’ ([fleetnews.co.uk](https://fleetnews.co.uk), October 29), plug-in hybrids can work very well, but there does need to be a suitable framework to support fleets.

If drivers are allowed to order these cars with no check that there is, or will be, a home charging point and/or a fuel card is provided (with no incentive to charge) then they will perform poorly.

It’s much better that companies play an active role in ensuring the infrastructure is in place. For example, Lloyds Bank is paying for essential users to have a charging point installed as they transition their fleet to zero emission.

PHEV drivers can also be paid a pence per mile fuel rate that reflects realistic and achievable fuel consumption so drivers are compelled to plug the vehicle in and, if they chose not to, the employer is not penalised.

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

#### Nuno added:

The biggest issue with ensuring PHEVs are used properly is the lack of charging facilities, generally and more importantly, in the workplace.

## PARKING FINES

### Keelhaul the ‘pirates’ over excessive charges

#### Edward Handley wrote:

Having read ‘Private parking firms to give grace period in Government clampdown’ ([fleetnews.co.uk](https://fleetnews.co.uk), November 4), the problem of excessive sums being charged by private parking companies would be very easy to resolve, but as usual, the Government has decided to complicate things.

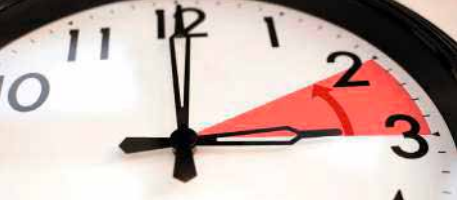
The simple solution would be to limit the maximum amount of any fine charged to that levied by the appropriate local authority, along with any discount given for prompt settlement.

Most local authorities charge £60 to £80 with a 50% reduction if paid within 14 days so most drivers pay £30 to £40, or a bit more in London and other major cities.

If the parking companies were prohibited from excessive charging, by law, most of the problems would be solved because they would not be making the outrageous sums which just encourage them to behave like pirates.

## ROAD SAFETY

### Tinkering with clock will just change accident timing



#### Andy Titterton wrote:

Having read ‘Ditching October clock change could reduce accidents’ ([fleetnews.co.uk](https://fleetnews.co.uk), October 25), it will be darker in the evening or darker in the morning, but you cannot gain more actual hours of light in our winter.

Making the change to give more hours of light in the evening will just mean more hours of darkness in the morning. So, our highly intelligent ministers will have to choose whether they want to provide more hospital beds in the mornings or in the evenings.

## AIR QUALITY

### Anti-diesel rhetoric just ‘scaremongering’



#### Les wrote:

Having read ‘Fleets divided over future of diesel and petrol vehicles’ ([fleetnews.co.uk](https://fleetnews.co.uk), October 29), I think all the facts should be shown on diesel engines.

I deal with all the major fuel injection manufacturers and the new diesel engines are clean – so there is a lot of scaremongering.

For instance, clothing and fabrics are more toxic and a massive cause of water pollution and damaging the environment.

It would be interesting to know how many environmental protesters only wear clothes with natural dyes and not chemical ones.

#### John Boyle added:

With the electric vehicle revolution and all political parties racing to ban fossil fuel vehicles, please explain how they are going to replace the £28.4 billion yearly fuel tax revenue?

## AUTONOMOUS CARS

### Self-driving fear ‘understandable’

#### Colin Paterson wrote:

Having read ‘Three-quarters of drivers reject autonomous mobility’ ([fleetnews.co.uk](https://fleetnews.co.uk), November 1), I’m not surprised there is a reluctance from drivers. This is a human skill for life potentially being withdrawn.

With all the technical developments, there is also the risk of a major error, with data privacy and data breaches springing to mind, but on a busy public highway the fear of catastrophe is significant.



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# Sustainable procurement is laudable, but specifying EVs can be impractical

Mobility rather than vehicles is the direction we are moving in, says one roundtable guest

By Andrew Ryan

**N**ew technologies such as electric vehicles (EVs) and mobility services can have numerous environmental benefits for fleet decision-makers.

Their use can cut CO<sub>2</sub> emissions to improve air quality, as well as help organisations meet sustainability requirements set by potential customers.

However, there remains supply issues for EVs, and this was among the topics debated at a recent *Fleet News* roundtable, sponsored by Hitachi Capital Vehicle Solutions, which took place at the Hotel du Vin & Bistro, Birmingham.

**Fleet News: Are you having any issues in adding electric vehicles to your fleet?**

**Paul Taylor, fleet manager at Morgan Sindall:** We are a contract-

driven business and we are finding it is being written into tenders that we have to have EVs.

But, it is not always achievable and we have to go back to these companies and say 'we would do it, but the type of vehicle which we need for that job is not available as electric'.

**Monica Guise, University of Birmingham director of facility services:** This is part of a new trend around sustainable procurement and, unfortunately, the people who specify the tenders don't know about fleets, so they write these EVs in.

Often, these huge companies are reliant on their procurement department to write the tender, but they don't always have the knowledge about fleet.

I saw a tender three years ago from a local authority and the leasing company rang me and said it had asked for four EVs on a 30,000-mile-a-year contract. Clearly,

you just can't do that, but it happens all the time.

**FN: How are you dealing with long waiting times for EVs?**

**Gareth Wilsher, international fleet manager at AT&T:** We have some wriggle room on our lease agreements and the leasing companies are flexible with us. This means we can give our drivers the option and say 'these are the vehicles you can get in a sensible amount of time – a maximum of a six months – but any more than that, you may want to choose again'.

If somebody wants to wait for a car for up to 12 months, then we allow that provided it is appropriate to extend the lease on their current vehicle. For the right car, some drivers are quite happy to do that.

We provide guidance on how that might impact their benefit-in-kind (BIK) liabilities, but it's their car and

their decision. We haven't had any major problems, but when cars get to an 18-month lead time it gets a little silly and, as the technology moves so fast, by the time that comes along, effectively, it's out of date.

**FN: Are you seeing a growth in interest in mobility solutions from your drivers?**

**Monica Guise:** We know there are fewer 17-year-olds passing their driving test. When I turned 17 you started learning on your birthday, but it's not that important any more.

We see travelcards coming out which will be about buses, trains, car clubs and cycle rental.

The new word is mobility rather than vehicles, and fleet will be more about commercial vehicles than cars. Very slowly, but very surely, I see there is going to be a decline in company cars because people will



## ATTENDEES

- 1 **Gareth Wilsher**, international fleet manager, AT&T
- 2 **Paul Taylor**, fleet manager, Morgan Sindall
- 3 **David Armstrong**, business development manager, Hitachi Capital Vehicle Solutions
- 4 **Monica Guise**, director of facility services, University of Birmingham
- 5 **Mandi Nicol**, fleet manager, Schneider Electric

start using trains and it will be the movement of goods and freight that is mainly on the roads.

**Paul Taylor:** Attitudes are changing, particularly in young people. They are more open to public transport than we ever were.

**Monica Guise:** We offer a suite of mobility solutions. It's more about commuting to work at the moment and we have a cycle-to-work scheme, 25% off a travel card, 10% off a train pass – we have to do everything we can to get people off the roads.

With the business travel, we are offsetting flights and we are working with taxi companies about how can we get people to share taxis. When employees go to London, we look at whether they can use the bike hire scheme or we give staff Brompton folding bikes to take on the train with them to get to their meetings.

**Paul Taylor:** We have got a mobility desk where you can get train tickets and access to the cycle to work scheme.

We have also seen mobility solutions start to feature on tenders as well, with companies asking whether we have a mobility policy and what we do in that area, particularly in London.

**Mandi Nicol, fleet manager,**

**Schneider Electric:** We have the cycle-to-work scheme and car-sharing incentives with preferential parking and that kind of thing.

The challenge I have is to educate a recruiting manager within the business that just because they are hiring a sales guy it doesn't mean to say they have to have a car. If they are in London or certainly in the M25 corridor, why have they got to have a car?

They have congestion problems, they need a parking permit, they are going to be travelling on the train but are paying the equivalent to BIK for a car they are not going to use.

**FN: How often do you review agreements with your suppliers?**

**Paul Taylor:** It is an ongoing process: we are reviewing them all the time. For example, on our choice list we started off with four vehicle manufacturers and that has expanded to six because of things like EV availability.

If your current manufacturers cannot offer the vehicles you need, you have to explore every avenue to get an alternative.

**Gareth Wilsher:** It depends what it is. If we are talking about leasing partners then it is a relationship and you know as you go through if there are problems or if there is turbulence, then you may need to do a formal exercise.

In terms of the contractual side, we don't allow evergreen contracts so we have a finite five-year period.

If it's a new supplier, we will obviously do interim reviews, monitor its progress and perhaps have a three-year agreement initially before extending it to five once we're comfortable.

Unless there is an urgent business need to review agreements early, we'll go to that renewal point.

**Mandi Nicol:** We will say to our leasing provider that it is a relationship so if there are any issues along the way we will try to address those.

It is the same with our mileage capture supplier and licence checking company. They are constantly monitored.

**FN: Do you restrict the cars available on your choice list?**

**Mandi Nicol:** We've got an open order book, so we don't restrict ourselves to any particular manufacturer.

**Gareth Wilsher:** We offer a fairly broad choice. We've got 12 badges on the UK list but, as the technology is advancing now in certain areas, we've been more selective with individual model streams.

For example, we put the Mitsubishi Outlander plug-in hybrid on our choice list, but we didn't take any non-plug-in models or anything else from its range, so we've been very specific on key models that will work for our drivers. Equally, as things move forward, we will perhaps deselect certain models to really focus on the vehicles that are most appropriate for our drivers.

**Paul Taylor:** /that is pretty much what we do. As vehicles come to market, we've added them, but we are quite specific and say 'that electric vehicle is available and you can have it, but we are not putting the rest of the range on there'.





# Root causes help Speedy to tackle the issue of risk

Risk assessments, a comprehensive training programme and safety-focused vehicle spec combine to reduce crash rates, Mark Woodworth tells *Stephen Briers*

**C**an you design out risk? It's a question that strikes at the heart of the safety and risk management policy employed by Fleet News Awards winner Speedy Asset Services.

Every vehicle is procured with safety as its key criteria; every health and safety incident is reviewed and analysed to find the root cause; every driver is risk-assessed to see what they could do better or differently.

Speedy explores every avenue to answer: could the incident have been avoided?

Safety is a core value with a philosophy set at board level. "It's an industry thing," explains Mark Woodworth, Speedy head of transport and logistics.

He adds: "The building world is hard to get into if you aren't safe, so it's the right thing to do in fleet as well."

The approach to risk is identical, whether an employee is entering a construction site or sitting behind a wheel: what happened? Why did it happen? Could it have been avoided if different action was taken? What's the likelihood of it happening again?

"We identify the risk and the size of the risk. Then we try to get rid of it through training or we design it out," says Woodworth.

However, this isn't a short-term, quick fix; it has taken Speedy four years to get the safety culture to where it is – and it continues to make enhancements and improvements to its processes to drive out risk.

Root cause analysis has been the mainstay of the policy for the past three years and consists of two elements: why did the incident happen/how can it be avoided in future; and, what was the driver doing mentally?

The latter often gets to the real source of the problem. For example, if a driver was on the phone to their manager, what was the reason for the call and what pressure was put on them to take the call?

The two most common causes are complacency – "I didn't think it would happen to me" – and rushing, either because they don't care enough or they care too much.

The second is often down to pressure or a desire to get product to the customer on time, which results in speeding. In these instances, Speedy looks at the other elements involved in fostering that behav-

our, working up the command chain.

Often this can be down to consequences of business decisions taken elsewhere.

For example, Speedy introduced a 'capital commitment' to deliver in London within two hours but it put extra pressure on the drivers which could only be resolved by a change in the commitment or investment in more vans to provide additional resource. The commitment is now delivery within four hours.

"When we launch new marketing initiatives or tender for business, I'm more involved now than ever," says Woodworth. "We need to know the resource and training needed to meet the terms of the tender."

He has recently evolved the root cause analysis to include cognitive behavioural therapy (CBT), which has made an immediate impact with a number of drivers.

One, a top sales lady who had 13 accidents, all relatively minor, was rated a safe driver by every driver assessment she took, by both internal and external trainers.

"An ex-police driver trainer identified the problem – he said she was technically a very good driver, so good that she'd only had 13 accidents," Woodworth recounts. "If she hadn't been so good, she would've had 23 accidents. The issue was her 1,000-mile mentality, which meant she wasn't concentrating on the driving."

Since she underwent CBT training nine

months ago, she hasn't had a single crash. "It was all about how she defines risk on the road," Woodworth adds.

"It's early days for CBT and it's expensive, but you can't put a price on safety."

Speedy operates a fleet of 2,005 vehicles – 520 cars, 1,240 vans and 245 trucks – an increase of more than 400 (primarily vans) in the past year due to acquisitions and business growth.

"We have a vehicle fleet that is designed to a level where there's not much more we can do," says Woodworth.

Examples include mitigating a perceived risk to staff working on flatbed vehicles during darkness by installing orange running lights along the edge of the flatbed and red LED strip lights up both sides of the beaver-tail. They complement the fall arrest system.

The decision tree for new vehicles starts with fit-for-purpose, then safety and finally the financial consideration. Once procured, Speedy adds another layer of safety technology with telematics (Masternaut) and five-way cameras (Vision Track).

They have both paid for themselves many times over with reductions in crashes and crash severity, although they also raise false alarms from time to time.

"We spend a lot of time investigating issues and we have review meetings with the chief executive every two months to look at each site," says Woodworth.

"At our Glasgow depot, we saw an increase in speeding. We spoke to the drivers who said they weren't speeding. But it was a reporting issue – a speed limit had changed (increased) but the system wasn't updated."

He has had similar discrepancies with driver-facing, in-cab cameras that are currently on trial.

"We were getting false positives which said the driver wasn't alert, but the issue was the bouncing XF seats (the driver's eyes weren't always picked up by the camera)," he explains. "Once these are ironed out, it should be beneficial."

Trucks have cameras fitted front, rear, left and right and they have led to a reduction in claims volume and value. They also help Speedy to counter fraudulent claims as the footage can prove its vehicles were not at

FleetNews  
AWARDS  
2019  
WINNER



**HEAD OF TRANSPORT AND LOGISTICS:** Mark Woodworth  
**TIME IN ROLE:** four years  
**HEAD OFFICE:** Newton Le Willows, Merseyside  
**FLEET SIZE:** 2,005 vehicles – 520 cars, 1,240 vans and 245 trucks  
**FUNDING METHOD:** contract hire with maintenance

"We try to get rid of risk through training or we redesign it out," says Mark Woodworth

“WE SPEND A LOT OF TIME INVESTIGATING ISSUES AND WE HAVE REVIEW MEETINGS WITH THE CHIEF EXECUTIVE EVERY TWO MONTHS”

MARK WOODWORTH, SPEEDY



the scene of an alleged incident or that drivers were driving correctly.

And, if an incident does occur, Speedy can instantly view the recording and provide evidence to its insurers, allowing them to settle claims quickly and efficiently.

While the drivers know their actions are caught on camera, they also recognise the benefits – particularly the younger drivers who “love them”, says Woodworth: “It helps them to drive safely and also protects them. We’ve seen a change in mentality – they want the driver aids.”

Claims volume fell by 15% last year, although the cost increased 10% because the fleet has undergone a renewal programme – newer vans with more safety equipment are more expensive to repair.

Acquisitions have brought new drivers onto the fleet, which has prompted Speedy to refine its mandatory training matrix.

This states that no one can drive for business until they prove they can drive safely and have undergone load safety and manual handling training.

All new starters attend a day of e-learning Speedy’s code of conduct, culture and values, FORS and efficient driving. The induction consists of around nine online modules, many a short-sharp 15-minute blast of information.

They spend the next couple of days in the

training centre and then finally undergo task-based training.

“If they are a fitter driving a van, then three days is enough to be a driver,” says Woodworth. “But if they drive a drop-side, for example, they have to do tail-lift training, load security and towing. And, for heavier trucks, there’s use of winches, beavertails, etc. It is more task-based at that level.”

When HGV drivers finally go out onto the road, they are put in small trucks before they advance to large ones, with their progress constantly monitored.

In total, Speedy has a vast portfolio of almost 50 training modules, ranging from 15 minutes to a couple of days.

Yet, all the vehicle technology, induction training and driver training doesn’t eliminate crashes. Here, the next phase of the risk management programme comes into play.

The post-accident review group is Woodworth plus road risk manager Gareth Jones, senior management and HR. They meet weekly to discuss possible root causes to every incident. Prior to the meeting, a lengthy discussion takes place with the driver during which data about the incident is reviewed.

If the driver is deemed to be at fault, the review enters three possible phases: online driver risk assessment, classroom training and one-to-one driver training with internal or external RoSPA (Royal Society

for the Prevention of Accidents) trainers.

Speedy employs three driver trainers – they spend 75-80% of their day training, the rest on inductions – and they have access to all the driving data to prepare bespoke courses based on the incident. CBT is the final option once the review has concluded.

“If they have had a bad crash, a total loss or they are anxious on the road, we go straight to one-to-one training, before they go back on the road,” says Woodworth.

Preventing accidents is a moral and social responsibility priority for Speedy, but it also has supplementary benefits, including reducing vehicle-off-road time – “a big issue”, according to Woodworth.

He is working with Ford to pull live data from the vehicle’s CanBus, including oil condition. This is a growing concern with longer service intervals on vans and enables Speedy to predict when the van needs to be booked in for an oil change.

“We can’t replace our van with a similar one, so, if it is off the road, we can’t do the job,” Woodworth says.

Once he is happy with the quality of the data, it will be fed directly to Speedy’s maintenance provider, Lex Autolease.

The CanBus data can also notify the fleet team about warning lights, such as seatbelts or screenwash, and Speedy can adjust when it receives the alert.

For example, the brake pad warning light might come on in the vehicle with 20% left, but Speedy will set the alert for 25% so when a driver rings up, they will already have been allocated a spare van.

Ultimately, Speedy will look to access the fault codes; the warning light is the first step.

While Speedy has not been able to fully design out risk through vehicle specification, use of technology and its comprehensive training programme, it is forever finding new ways to tackle the issue with evident success.

“It’s a little bit of everything that goes into safety,” says Woodworth.

“No one goes to work to not go home at the end of the day.”

The Speedy fleet of a little more than 2,000 vehicles comprises cars, vans and trucks

## GREY FLEET ‘TREATED THE SAME’ AS COMPANY CAR DRIVERS

Speedy limits the use of grey fleet, but it has still seen a doubling in size to 120 over the past year.

Mark Woodworth puts it down to the rate of benefit-in-kind taxation and a reduction in choice on the car fleet.

Every month, the fleet team gets a report from its Jaama system for the current period and the next four weeks with alerts on expiry dates for business

insurance, servicing, road tax and MOT.

Failure to supply the correct information by the employee leads to a cessation of mileage reimbursement.

This data is complemented by a new mileage capture app (The Miles Consultancy) which requires the driver to confirm their vehicle is road legal, has the correct insurance and that there have been no changes to their driving

licence every time they log on.

Grey fleet employees, who undergo the same training regime as company car drivers, must also agree that their cars can be spot checked at any point for roadworthiness and compliance with the guidelines in the company car policy.

As Woodworth says: “They are company car drivers using their own car so they are treated the same.”

## WOODWORTH ON...

### Training evolution

Speedy is constantly developing its training programme, adding new modules to meet new threats and challenges. It now incorporates almost 50 courses.

One of the latest is counter-terrorism, an issue that has become one of the company’s most pressing concerns.

Every driver has now undergone the counter-terrorism training, which focuses

on risks such as vehicle security, identifying threats, idling and leaving keys in the cab.

“We are very safety-conscious, but we are becoming more risk-conscious – there’s a subtle difference,” says Mark Woodworth.

“It’s more than just safety. If you leave a van idling, the driver is safe, but someone else might not be if that van is stolen and used for terrorism.”

Speedy is also considering implementing Driver First Assist, a not-for-profit scheme which trains drivers to deliver life-saving first aid if they arrive at the scene of an accident before the emergency services.

The company plans to run the proposition past drivers first to gauge their views, but Woodworth expects to introduce the training in March/April next year.



Mark Woodworth (second left) and Gareth Jones (far right) from Speedy Asset Services collect the award from Verizon Connect’s Enterprise sales partner Dan Lancaster (second from right)





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## FLEET NEWS AWARDS: 2020 ENTRY

### AWARDS 2020 TIMELINE

NOVEMBER 22, 2019  
Entry deadline for  
all categories

JANUARY 22,  
2020  
Judging day for  
manufacturer  
awards

JANUARY 23,  
2020  
Judging day  
for supplier  
awards

JANUARY 29-30,  
2020  
Fleet manager  
interviews/judging  
takes place

MID-FEBRUARY  
2020  
Shortlist  
revealed

MARCH 11, 2020  
Winners revealed at Fleet  
News Awards black-tie  
ceremony, Grosvenor  
House Hotel, London

FleetNews



AWARDS  
2020

# IMPROVE BUSINESS SUCCESS BY ENTERING FLEET NEWS AWARDS

Awards provide an opportunity to say good things about your organisation, your fleet and yourself. Entry has been simplified

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3.  
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OF YOUR  
COMPETITORS

4.  
A RISE IN  
EMPLOYEE  
ENGAGEMENT  
& MOTIVATION

5.  
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PRESS  
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6.  
INCREASED  
CUSTOMER  
AWARENESS



## ENTER ONLINE

Entries for the 2020 Fleet News Awards should be submitted via our dedicated website.

Go to [awards.fleetnews.com](https://awards.fleetnews.com) and click on the link at the top of the page 'Awards categories and entry process' to learn more about the entries and start your journey to the awards.

Register by providing some basic information about yourself and your company as well as choosing a password. You can then start your entries.

Each time you select an awards category you will be given the entry criteria and what the judges are looking for.

When writing your submission, please pay close attention to the word count. Also note, in order to be fair to all entrants, attachments can no longer be submitted as part of any entry.

Please ensure you save your entry. It will be saved in a 'My Awards' area that you can return to at any time before submitting your entry to *Fleet News* ahead of the deadline – Friday, November 22. You have *one* month to enter.



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*Sarah Gilding, head of joint vehicle fleet management, South Yorkshire Police and South Yorkshire Fire and Rescue  
Fleet of the year – up to 1,000 vehicles*

## THE CATEGORIES

### FLEET AWARDS

#### Safe Fleet Award

2019 winner: Speedy Asset Services

#### Environmental Fleet Award

2019 winner: ALD Automotive

#### Best Travel and Mobility Initiative

2019 winner: ALD Automotive

#### Most Improved Fleet

2019 winner: Schneider Electric  
2020 Sponsor: Northgate Vehicle Hire

#### Fleet of the Year – up to 1,000 vehicles

2019 winner: South Yorkshire Police & South Yorkshire Fire and Rescue  
2020 Sponsor: Reflex Vehicle Hire

#### Fleet of the Year – more than 1,000 vehicles

2019 winner: Addison Lee  
2020 Sponsor: Zenith

### MANUFACTURER AWARDS

#### Best Small Car

2019 winner: Ford Fiesta

#### Best Lower Medium Car

2019 winner: Ford Focus

#### Best Upper Medium Car

2019 winner: Škoda Superb

#### Best Compact SUV

2019 winner: Hyundai Kona

#### Best Mid-size SUV

2019 winner: Peugeot 3008

#### Best Compact Premium Car

2019 winner: Mercedes-Benz A-Class

#### Best Premium Car

2019 winner: Mercedes-Benz C-Class

#### Best Executive Car

2019 winner: BMW 5 Series

#### Best Zero Emission Car

2019 winner: Hyundai Kona Electric

#### Green Fleet Manufacturer

2019 winner: Toyota (GB)

#### Most Improved Fleet Manufacturer

2019 winner: Honda UK

### SUPPLIER AWARDS

#### Leasing Company – up to 20,000 Vehicles

2019 winner: Ogilvie Fleet

#### Leasing Company – more than 20,000 Vehicles

2019 winner: Hitachi Capital Vehicle Solutions  
2020 Sponsor: SalesMaster

#### Rental Company of the Year

2019 winner: Enterprise Rent-A-Car

#### Customer Service Award

2019 winner: The AA

#### Fleet Dealer of the Year

2019 winner: TrustFord

#### Innovation in Mobility Technology Award

NEW FOR 2020

### HEADLINE AWARDS

#### Fleet Supplier of the Year

2019 winner: The AA

#### New Company Car of the Year

2019 winner: Volvo XC40

#### Fleet Manufacturer of the Year

2019 winner: BMW Group (UK)  
2020 Sponsor: KeeResources

#### Fleet Champion Award

2019 winner: Norman Harding, London Borough of Hackney

#### Fleet Manager of the Year

2019 winner: Stewart Lightbody, Anglian Water

#### Fleet News Hall of Fame

2019 winner: Graham Telfer, Gateshead Council  
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Official WLTP fuel consumption figures for the Audi Q5 TFSI e Range in mpg (l/100km) from: Combined 104.6 (2.7) – 117.7 (2.4). NEDC equivalent CO<sub>2</sub> emissions: 54 – 49g/km. Figures shown are for comparability purposes; only compare fuel consumption and CO<sub>2</sub> figures with other vehicles tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. There is a new test used for fuel consumption and CO<sub>2</sub> figures (known as WLTP). The CO<sub>2</sub> figures shown however, are based on a calculation designed to be equivalent to the outgoing (NEDC) test cycle and will be used to calculate vehicle tax on first registration. For more information, please see [audi.co.uk/wltp](https://audi.co.uk/wltp) or consult your Audi Centre. Data correct at 17 October 2019. Figures quoted are for a range of configurations and are subject to change due to ongoing approvals/changes. Please consult your Audi Centre for further information. Image for illustrative purposes only.





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# Get it right: SAFETY

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# Get it right: DRIVING SAFETY AGENDA

Incorporating road safety into an organisation's recruitment and induction process is the first step towards a safer fleet. *Andrew Ryan* reports

**I**ncreasingly sophisticated technology is making cars safer than ever, with systems such as autonomous emergency braking significantly reducing the risk of collisions.

However, latest figures from the Department for Transport show that last year there were still 25,511 people seriously injured in reported road traffic collisions, an increase of 3% from 2017.

Multiple studies have also found 90% of crashes are due to driver error. For any organisation, this means the journey to a safer fleet still begins with employee recruitment, says Andy Price, director of Fleet Safety Management.

This applies equally whether that person is employed primarily as a driver, or if driving is a means to an end, such as for a sales person or service engineer.

"Unless you are employing someone specifically

as a driver then [safe driving behaviour] is never going to be a major part of the recruitment process, but there is nothing stopping an employer – and some do – from bringing up the safe driving element in the interview process," says Price.

"Clearly the whole recruitment process should be around the competence of that person to do the job the company is asking them to do, but you can still get a feeling for what someone's attitude to road safety is and whether they are fit to drive.

"As an example, when I was working in the chemical industry, our sales manager was recruiting a new sales person and this bloke turns up. He was a bit flustered and said that to get there on time he had to go into a coned-off area of the M25. Because the sales manager knew the organisation took road safety seriously, he cut the interview short there and said 'thanks for coming, but you're not the right fit'.

"That is example of an organisation that was doing it well."

Altrad Services asks job applicants whose role will involve driving a car or van on company business to supply their driving licence to enable it to check candidates' driving history and how many penalty points they have.

"We find that 99% of the time new staff are employed to do a role, not to drive, so they will be employed for their skillset in their primary function," says Matt Hammond, head of fleet, plant and equipment at Altrad.

"Sometimes it's hard to get it through to people that even though driving is not their role, a big proportion of their time will be spent behind the wheel, so we will work with them to make sure they are the safest and best driver they can be.

"We always look at their driving licence as that's the best starting point, and then do a risk

assessment during their probationary period."

He adds: "On the HGV side of things, we will make candidates do a driver assessment before any official offer is made, so we will go through our normal interview process, narrow our choice down to one or two candidates, then take them out on a driving assessment to make sure we are happy and confident.

"A lot of the time it comes down to 'feel' with a driver. You feel one guy is a bit more competent or more fitted to the profile we want."

As well as driver licence and driving history checks, road safety charity RoSPA (Royal Society for the Prevention of Accidents) says employers could carry out a theory or Highway Code test to assess a candidate's knowledge about the rules of the road and safe driving, as well as an on-road practical assessment in the type of vehicle they will be driving.

## SPONSOR'S COMMENT

By Steve Beattie, head of business sales, Volvo Car UK



This year marks the 60th anniversary of what may have been the most important invention in the history of automotive safety – the three-point

safety belt. It was a world-changer that not only improved driver and passenger safety, but also set a new precedent in motor industry collaboration.

Thanks to Volvo Car's decision to share the invention in the interests of improving road safety, it is estimated to have saved more than a million lives globally.

Continuing to invest in innovation for improved road safety means Volvo is one of the most well known and trusted premium car brands.

For fleet buyers, specifying only the safest brands and models helps to meet duty of care obligations as well as enhance health and safety risk management.

Volvo's world-class safety systems, available across our award-winning model range, make every journey safer.

Now, as the fleet industry prepares for an electric, autonomous and connected future, Volvo Cars will continue to advance its pioneering safety innovations such as:

- Care Key, allowing any Volvo driver to set their own speed limit for themselves, family or friends.

- In-car cameras and intervention against intoxication and distraction.

- Sharing real-time data between Volvo cars via a cloud-based network to alert drivers to dangerous road conditions and hazards ahead.



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## OUR FIRST FULLY ELECTRIC CAR

The arrival of our first BEV (Battery Electric Vehicle) is, excitingly, just around the corner. And with one milestone comes another: the new XC40 Recharge will also be fully equipped with new technologies to make it one of the safest cars on the roads for your drivers.

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These safety advances include a new, unique structure that diverts collision forces away from those within the car. And, with our new Advanced Driver Assistance Systems (ADAS), your fleet can look forward to an array of cameras, radars and ultrasonic sensors – all of which lay the foundation for the future introduction of autonomous driving technology.

## MORE TO COME

We also have plenty more innovations in the pipeline. These will include the upcoming Care Key, which will allow drivers to share speed-limited access to their Volvo, and our recently announced in-car camera system, which will help to combat distraction and intoxication on the road.

## SHARING PROGRESS

But, as a manufacturer committed to safety, it's as important to us to share our safety innovations as it is for us to discover them. Which is why we announced Project E.V.A. earlier this year, a central digital library where we're now sharing all of our safety knowledge for the benefit of drivers and car manufacturers worldwide.

Innovation has always been at the heart of our industry-leading safety credentials. As we continue to work towards achieving our vision, we look to a brighter future for drivers and businesses alike.

Discover more at [volvo.business/safety](https://volvo.business/safety)

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*Volvo Cars has a vision that nobody should be seriously injured or killed in a new Volvo*

## SAFETY: DRIVER RECRUITMENT

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Fleets could consider introducing a 'buddy' mentoring system to help drivers adapt to the company's way of working

Candidates can also be asked to complete a medical declaration to confirm they are fit to drive.

"If the job requires a substantial amount of driving, consider requiring them to take a fitness to drive check, including an eyesight test with a medical professional," adds a RoSPA spokesman.

Once the successful applicant has been offered the job, Price says a fuller risk assessment process can start so on their first day of employment, the HR team or the manager who will be responsible for that person will know the risks that person faces.

"They can actually say 'we've done that risk assessment, now you're with us, we've identified this and this,'" adds Price.

"Training on day one is probably a bit over the top, but it would be appropriate in the first week or two."

He says new recruits can also be given a copy of the employer's safe driving policy ahead of their first day so they understand what will be required of them.

While the recruitment process provides the first



**"THE BEST TIME TO CAPTURE THE IMAGINATION OF AN EMPLOYEE IS THE INDUCTION STAGE, BECAUSE, WHEN SOMEBODY STARTS, THEY ARE KEEN TO IMPRESS"**

NIGEL LAWRENCE, ADT

## HTS THREE-STEP GUIDE TO GETTING IT RIGHT

### PART 1: DRIVER RECRUITMENT

All new employees at HTS (Property and Environment) who will drive on company business undergo a two-and-a-half hour induction before being given the keys to their vehicle.

The organisation, which provides housing repairs, maintenance, facilities management and environmental services in Harlow, Essex, was a finalist in this year's Fleet News Awards' safe fleet category and has also received the Fleet Safety Trophy from RoSPA.

"When a driver walks through the door we know nothing about them, we recognise that," says Tina Roach, HTS assistant transport manager.

"Before we allow them to get into a company vehicle, we want to do more than just check their licence. So, we have an introductory programme for all drivers."

This focuses on four areas: theory, a practical driving assessment, an eye test and a driving licence check.

The theory section includes watching a DVD on safe loading as well as presentations on daily vehicle checks, accident procedures, the Highway Code and the organisation's telematics policy.

"We've got a duty of care to keep drivers and the public safe, so we put together a driver safety scheme to make sure we reached everybody," says Roach.

See following spreads for parts 2 and 3.

opportunity for an employer to make sure the right approach to road safety, the staff induction process and probation period is also key, says Nigel Lawrence, head of client partnerships at Applied Driving Techniques (ADT).

"The best time to capture the imagination of an employee is the induction stage, because, when somebody starts at an organisation, they are keen to impress, they want to buy into the culture and the values, so making that induction process as robust as you can is key," he adds.

Altrad Services carries out a driver assessment as part of its three-month probationary period "so we know this person going out in one of our assets or sign-written vehicles is the type we want representing our business on the road", says Hammond.

"If it comes back that they are not, or that there is an issue, then we will speak to their line manager to understand the bigger picture for that employee: how they are doing in other areas, is this something we need to work on, or is this another piece to say this isn't the right person for the business?"

"We don't want to lose anybody or let anyone go, so we will work with every driver to make sure they are as safe as can be and be the best driver they can be. But, if other elements are also letting them down, we will make an assessment if they are going to stay with the business or not."

RoSPA recommends employers include awareness and understanding of the company's driving for work policies and procedures in the induction period.

They should also provide vehicle and route familiarisation to the new recruit, especially if they will be driving a type of vehicle they do not normally drive, such as a van, or on types of roads or areas with which they are not familiar.

It says that organisations could also offer a 'buddy' system, in which the new employee is paired with an experienced staff member to act as their mentor for a period.

"This is especially useful for young staff and for staff who are driving a new type of vehicle, for example a van, for the first time," says RoSPA.

"It is important to ensure the buddy does not pass on incorrect information or bad habits, so consider some training and monitoring for buddies."



# Get it right: SAFE DRIVING POLICY

A clear policy lets drivers know what is expected of them and how they can help reduce collisions. *Andrew Ryan* reports

## SAFE DRIVING POLICY CHECKLIST

A safe driving policy can be broken down into the following areas:

- Before you get in the vehicle
  - Driving for work
  - Safer journey planning
  - Fitness to drive

- Your vehicle
  - Pre-drive vehicle checks
  - Secure loads

- While driving
  - Good driving
  - Safe speed
  - Distractions
  - Motorway driving
  - Driving at night
  - Driving in poor weather
  - Personal safety
  - Accident, breakdown and emergency procedures

Source: RoSPA Safer Driving for Work Handbook

**H**aving a robust safe driver policy is a must for any fleet aiming to minimise risk. It lets employees know what is expected of them when they are driving on company business and what to do if something goes wrong, as well as offering protection to the employer in the event of a collision.

"If you haven't got a policy, how is a driver expected to know what to do?" says Andy Price, director of Fleet Risk Management.

"They will make their own decisions and everyone has a different opinion on what safe driving constitutes and what the company expectation would be of them, so putting it out in black and white and making sure the driver understands it is a critical part of any safe driving programme within an organisation."

One example of this would be if an organisation had fitted telematics to its fleet of vehicles but did not have an overall policy of what constitutes poor driver behaviour, says Nigel Lawrence, head of client partnerships at Applied Driving Techniques.

"You are then in a situation where 'Hub A' might deal with situations very differently to 'Hub B', and you are then not sending out consistent messages to employees. In the absence of a policy you are not able to do things consistently."

Having a clear driver safety – or occupational road risk – policy also helps embed the need for safe driving in the minds of employees.

"The first time somebody will see that policy will usually be at a staff induction when you are setting an expectation of 'this is our culture within the business; this is our expectation of you; this is how we will commit to you in return,'" says Lawrence.

"If there isn't a policy, how do you set that expectation at induction? You don't, and if the policy is not strong enough, then how are you making it clear that you have a safe driving culture within your organisation?"

### WHAT SHOULD A DRIVER SAFETY POLICY INCLUDE?

A driver safety policy should make it clear that employees need to drive within the law because "while it is the driver's responsibility to do that anyway, you should state that this is a company expectation", says Price.

The minimum topics covered should be "the big four reasons why serious collisions occur", adds Price – speeding, fatigue, distracted driving and impaired driving.

The section for distracted driving, for example, should include the employer's policy on using mobile phones, satellite navigation systems and eating, drinking and smoking, says road safety charity RoSPA.

The charity says fatigue could highlight that drivers are most likely to feel sleepy when driving on long journeys on monotonous roads, between 2am and 6am or between 2pm and 4pm, after having less sleep than normal and on journeys home after night shifts.

Impaired driving can cover drink- and drug-driving, as well as over-the-counter medication and illness.

"I would also probably put in the driver safety policy what to do in an emergency because, in the event of a breakdown or collision, keeping the driver safe and from further injury is the goal," adds Price.

"When you are in this situation ➔





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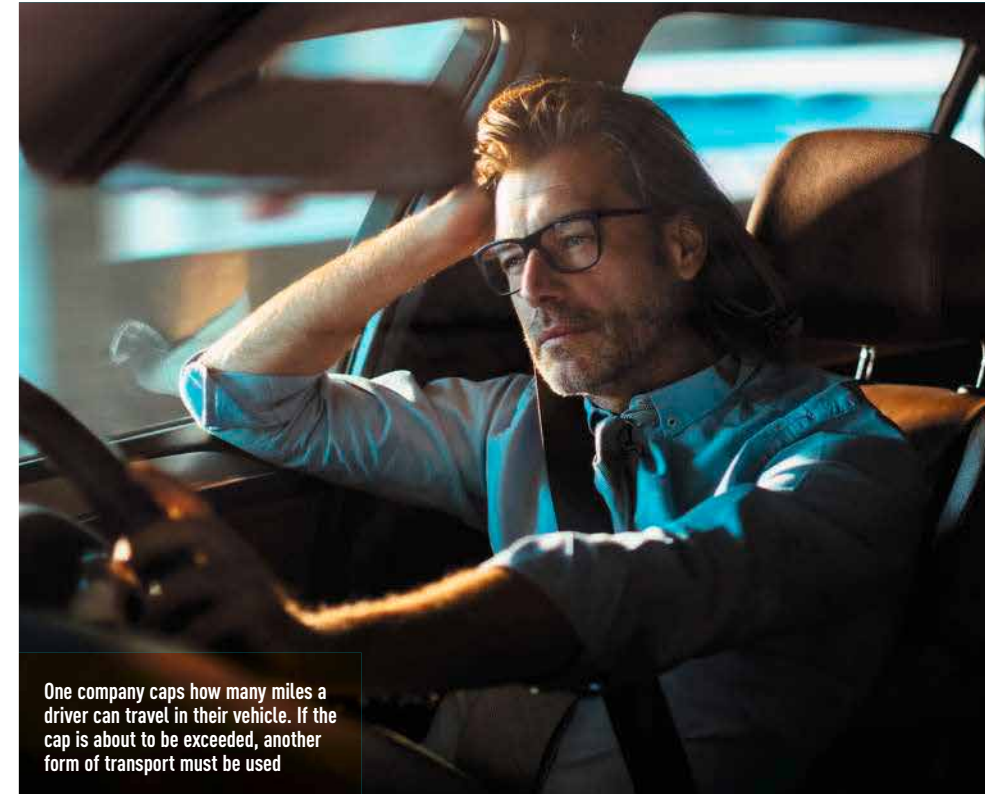
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### SAFETY: DRIVING POLICIES

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One company caps how many miles a driver can travel in their vehicle. If the cap is about to be exceeded, another form of transport must be used

You are probably not thinking rationally, so having had drivers read a policy and understand where to leave the car, what lights to put on before they get out and where to stand are important.

"I would probably put something in about personal security, safe parking and travelling in unfamiliar areas."

Well-being should also be included, while organisations often overlook the inclusion of travel planning.

"It's important to identify what the strategy is for travel within the business because quite often that journey won't be a safe journey and there often won't be very clear rules about it," says Lawrence.

"For example, (civil engineering company) Jacobs has a safe travel plan of action, which includes a mileage cap on how many miles an employee can do in a week or on an individual business journey.

"If a driver goes above those limits, they have to find an alternative means by which to carry out that journey.

"It's also really important to remember that technology is much better now in terms of teleconferencing or video calling.

"Does the policy make it clear that the business recommends that if you do not need to make that journey, there are other methods in which you can hold that meeting?

"For example, if I drove for three hours to have a one-hour meeting before going straight home, is that the best use of my time and is it the best use of the vehicle?"

#### HOW SHOULD THE POLICY BE PRESENTED?

Price recommends organisations have two safety policies: a safe driving policy and an occupational road risk handbook.

"The danger is that if you try to combine the two, it can be very long," he says.

"For me, the policy is the *what*, and the handbook is the *how* because if you try to say 'here's the policy' and then dilute that with saying 'here are some ideas about how you go about doing that', you perhaps lose the impact of saying you shall not speed if there is a whole lot after that about how not to speed.

"Have a short policy, and probably an occupational road risk policy that will look at more things the driver would be concerned about every day."

Altrad already follows this practice with a separate driver policy and a driver handbook.

"The driver policy is a simple document, about four pages long, and talks about what we expect from a driver, what to do in the event of an incident, dos and don'ts, that sort of thing," says Matt Hammond, head of fleet, plant and equipment at Altrad.

"The policy is the key one for me, it's a quick reference to say, if you are driving one of vehicles, this is how we expect you to drive."

#### HOW OFTEN SHOULD THE POLICY BE REVISED?

Changing legislation, technologies and the operational requirements of organisations mean that policies should be reviewed regularly.

"All too often, policies can sit in an all too redundant form and they are not reviewed often enough," says Lawrence.

"You should review your policy at least on an annual basis because a lot can happen in a year.

"It's not just legislation or changes to rules around anything from company car taxation or smoking in vehicles, but a lot can happen for that business as well.

"If you have a major change in that organisation, the policy needs to reflect that because you can be in a situation where you are sending out the wrong messages."

### HTS THREE-STEP GUIDE TO GETTING IT RIGHT

#### PART 2: SAFE DRIVING POLICY

HTS (Property and Environment) sends a copy of its vehicle and road safety policy plus driver handbook to new employees along with their contracts.

"Our policy highlights the driving behaviours and speed control," says Tina Roach, HTS assistant transport manager.

"We work in a lot of housing estates and around schools as well. So, even though the speed limit may be 30mph, the policy highlights some of the areas where they should reduce their speed to 20mph."

The safety policy also highlights that if they notice anything wrong with their vehicle, they report it immediately.

"We run our own workshops so we promote a culture of reporting absolutely everything," says Roach.

"This also allows us to undertake trend analysis and recognise where improvements can be made, or where further training may be needed."

As well as providing the safety policy to drivers, HTS communicates its contents and a safe driving message through toolbox talks, posters and text messages.

"We reach drivers through their mobiles and PDAs. We know it will reach every employee as they will look at their phone," says Roach.





Get it  
right:

# DRIVER PERFORMANCE

Monitoring driver behaviour and improving performance is the final piece of the jigsaw in the pursuit of safe driving. *Andrew Ryan* reports

**Y**ou've recruited the right people and got a robust driver policy in place. So how do you make sure employees drive in line with the standards and requirements set out in the policy?

"My answer to that will always be a simple one," says Nigel Lawrence, head of client partnerships at Applied Driving Techniques.

"You should be monitoring and assessing drivers, and profiling them. If you don't do that, how do you get a baseline of where your risk is as a business, not just for employees individually, but as an organisation?"

There are a number of ways fleets can monitor driver performance, ranging from options which do not use technology such as looking at notices of intended prosecutions to using high-tech systems such as advanced telematics.

"It may be old school, but if you are the registered keeper of a vehicle, you get information about speeding fines," says Andy Price, director of Fleet Safety Management.

"Another thing fleet managers can monitor without the use of technology is expense claims.

"You can use them to check drivers are not zigzagging all over the country, working exces-

sively long hours, while employee mobile phone records may show that there's a 20-minute phone call when clearly the driver was in the middle of a journey."

Telematics has transformed how fleets can monitor driver performance, and allows fleet managers to measure all aspects of driver behaviour.

The technology can be used to assess events such as speeding, harsh braking and acceleration, idling and fuel use.

"We are strong advocates of telematics," says Matthew Hammond, head of fleet, plant and equip-

ment at Altrad Services. "We have the technology in all our vehicles, although it is predominantly used in the vans and trucks."

Altrad uses the information generated by the telematics system to constantly analyse driver behaviour.

"We set parameters on how we expect our drivers to perform and from there we will monitor anyone falling outside those parameters," says Hammond.

"We all drive, we all sometimes go too fast, we all suddenly realise we are coming up to a roundabout and have to brake heavily. These things

happen day to day. What we look for is the trends and patterns of the driver.

"If we can find a trend, we can analyse what the situation is and then we can work with the driver on the specifics of where those issues are, how we can fix those and how we can prevent incidents."

While data from telematics can be used to identify high-risk drivers, it can also be used to identify operational procedures which could contribute to employees breaking safe driving policies.

For example, the policy could say 'don't speed', but a line manager tells an employee that they

need to be at a location 80 miles away and they've got an hour to get there, says Price.

"That person is probably going to want to please their manager and they are going to speed to get there," he adds.

"That's a very crude example, there are more subtle ones, but this is a really important part of any monitoring process – don't just assume it's just plain bad driving. It might be bad driving, but there may be an underlying reason why that person is driving like that."

Altrad also uses the data produced by its telematics system to help build driver profiles, ➔





Classroom training may not always supply the answers. There are times when concentrating on the specifics is the best solution

which also incorporate collision data and driving licence history.

"You may find certain drivers who constantly accelerate and brake, accelerate and brake, and if you do that you are normally going to have a collision sooner or later," says Hammond.

"There is a reason those drivers are doing that and what we found over time is that it generally comes down to a lack of due care: they are not paying attention at traffic situations, they are too absorbed in something else.

"We will take that driver profile, we will sit with the driver and we will go through the telematics data to start with, which doesn't mean a lot to them.

"We will then use Google Earth to say 'this is the road, this is the situation, this is the time, we know it's busy traffic' or whatever it may be.

"Then we go through the bigger scenario with them and can use an e-learning platform which provides a course that focuses on their specific issue."

As well as e-learning modules, fleet managers can also use informal talks, one-to-one training and classroom-based training to address any issues.

Whichever method is used, the course should be targeted to the area the driver needs to improve.

"The important thing is that once it has been identified that a driver needs some coaching, you need to make sure that it is the right coaching – not only the right method, but actually that it is the right content," says Price.

"I often see fleet managers with drivers who they think they need some support and so they put them on a general course.

**IMMEDIATELY  
AFTER TRAINING YOU  
TEND TO GET A BIG  
DIP IN DRIVING  
EVENTS BECAUSE  
THERE IS A GREAT  
IMPROVEMENT AND  
THEN IT STARTS TO  
CREEP**

**MATTHEW HAMMOND, ALTRAD**

"That will help them, but is it going to help them eliminate whatever they have been doing?

"Reversing is a great example. If someone is having lots of reversing crashes, then a general driving course probably won't have any reversing content, so you've got to make sure that any coaching or training provided is focused on where the need is.

"It's common sense really, but often doesn't happen. A general driving course may tick the box in terms of an organisation's responsibility and is a big investment in time and money so we shouldn't criticise it too heavily, but wouldn't it be better if that time and money was spent on something that was

going to help the driver rather than something that might?"

Training tends to have an immediate positive impact, but this tends to trail off over time.

"Most follow-up studies show that any psychological and behavioural effects found immediately after skills-based training have worn off within one to three months," says Lisa Dorn, associate professor of driver behaviour at Cranfield University.

"In short, drivers' previous habits often reassert themselves over this timescale."

Price says this means it is important that fleet managers continue to monitor the performance of those drivers and take action if required.

"If you see their driving is deteriorating, that's the time to sit down and have a chat with them to say 'you've had this training, you were good for two months, but now we see that you are having more events per month'," he adds.

"Unless you've got that telemetry data you won't know."

After an Altrad employee undergoes training, their performance is monitored closely for three months to see if the education has had a long-lasting impact.

"Immediately after training you tend to get a big dip in driving events because there is a great improvement and then it starts to creep," says Hammond.

"It is the creep you are bothered about. How far does that creep come back up? If it comes too far, we will pull the driver back in and we will do the process again, but maybe a bit more intense, which may mean one-to-one driver training."

Incentivising good driver behaviour can also

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What we achieved

**80%** reduced distraction





# THE FUTURE OF BUSINESS OPERATIONS IS TELEMATICS

Leading telematics supplier Masternaut continues to enhance its support for companies through offering platforms that meet every-day business critical needs. The organisation has recognised customers' asking for tools to help them gain full control of their day-to-day business. In response, Masternaut has refined its business solutions to keep both drivers and organisations in mind. Agility and precision in design offer the best possible product performance to support operations while creating an exceptional customer experience.



Products like the Connect Platform and the On Time module demonstrate Masternaut's focus on the current and future landscape. **Fleet managers looking to adopt telematics can benefit immediately from real-time job tracking based on fleet data, live vehicle positions, scheduling, and providing automated, real-time updates.** Task management combined with telematics produces efficiencies across business.

This autumn, the introduction of SMS delivery tracking means customers can be kept up to date on ETAs so drivers can be more confident about delivering when customers are available to receive consignments. This smart functionality allows customer services operatives more time to manage customer relationships.

As Masternaut works with clients into 2020, this past year has seen commercial businesses, public sector organisations and charities adopt telematics to meet operational objectives. Some of these have been geared primarily towards best value while others have determined successfully telematics can support sustainability objectives. A major focus has been the reduction of CO<sub>2</sub> emissions for companies like award winner Restore Data Shred. Charity Royal National Lifeboat Institution (RNLI) and public service provider Highways England have invested in telematics' capability to improve driver safety. RNLI has adopted Masternaut's lightbar solution to alert drivers if performance thresholds are crossed with LED and audible warnings. Highways England is keeping their officers safer on the road by using analytics to benchmark preferred behaviours.

The far future will see telematics benefiting both businesses and consumers with central government's commitment to the replacement of petrol and diesel powered vehicles with electric powered models. Telematics will support the data necessary to maintain electric vehicles and keep them functional in terms of charging points and distance. The next decade will see advances that would have been ambitious to contemplate at the beginning of 2000.

**Dhruv Parekh, CEO of Masternaut, says,** "Now part of the Michelin Group, Masternaut will accelerate the development of its product and service offering to customers, particularly in data science, in areas such as predictive maintenance and operational re-engineering. Telematics is set to make the future exciting."

For further information visit [masternaut.com](http://masternaut.com)  
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## SAFETY: DRIVER PERFORMANCE

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Drivers with FM Conway can progress from a basic white site helmet through to bronze, silver and gold



Keep employees focused on driving safely. Many fleets use the data generated by telematics to harness the competitive nature of their drivers by producing league tables.

Coupled with prizes or awards for topping the table, this can provide extra motivation for drivers to maintain high standards of driving.

Infrastructure services company FM Conway has introduced a system for recognising the skills and knowledge of its professional drivers.

"There is a series of criteria that they must achieve," says Dave Conway, quality and environmental manager at FM Conway. "They will work their way up from a basic white site helmet, through bronze and silver to a gold site helmet."

"When the scheme was first introduced I laughed and said no one will wear a gold site helmet, but it was pointed out that not only do they get a gold site helmet, but they get a £200 a week bonus and no one takes the mick out of those."

Price says it is important organisations do not underestimate the role line managers can play in creating a safe driving culture.

"The line manager has so much influence over driver behaviour," he adds. "A fleet manager can influence it, an HR manager can influence it, but ultimately it is the line manager who supervises and controls that driver and, if that driver is getting mixed messages, human nature is going to be 'I'm going to please my manager for what he or she pays me to do rather than meet the safe driving policy'."

"There has to be consistency from the manager and there has to be the message that we need you to drive within this policy."

"It's no good having the sales person having three crashes a year and the manager saying 'please drive safely and well done for hitting your sales target'."

"That sort of message gets round an organisation, so there has to be consistency from the manager."

## HTS THREE-STEP GUIDE TO GETTING IT RIGHT

### PART 3: IMPROVING PERFORMANCE

Monitoring driver behaviour through a telematics system has helped HTS (Property and Environment) reduce the number of recorded vehicle incidents by more than 50% in the past 18 months.

"A lot of our fleet and driver safety procedures and policies are based on risk and our tracker system gives us the control measures to monitor this," says Tina Roach, assistant transport manager at HTS.

"We have a suite of reports that our tracker system allows us to access. The major one is safety analytical data and that includes speeding, journey start time, locations, harsh braking and idling."

This information is used to compile driver scores, rating performance out of 100%. HTS sets employees a target of 97% and often achieves above 99%.

Each employee has access to their own scorecard and is encouraged to improve their driving through a driver of the month competition.

"We knew from research that if drivers have a goal they are likely to want to improve their habits, and then we would become more environmentally-friendly as well as safer," says Roach.

"They get a monetary voucher which is a substantial amount to maybe take their partner out for a meal."

"On top of that we will publish the results in our quarterly staff magazine and a monthly notification goes out to all staff to say X has won driver of the month, and it is usually really well received."

HTS also uses the telematics data to improve driver behaviour where necessary. "If we do spot something that could be improved, approaching that driver in a friendly manner, showing them the system, and highlighting what they've done, we notice a huge improvement," says Roach.

"For instance, we had one driver who was speeding down a certain part of a road continually for a week."

"We brought him in and showed him and it

was really affecting his scores – he'd gone from 99% to 92%. After showing him what he'd done he turned himself around and achieved 100%, and then won our driver of the month, which was fantastic."

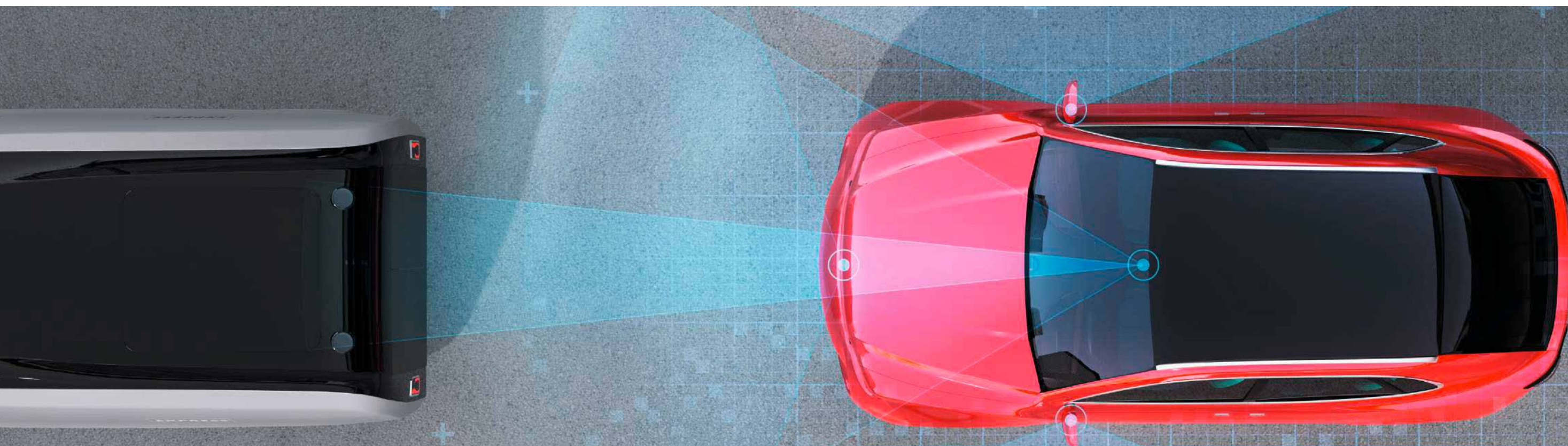
Roach says the fact HTS has its own vehicle workshop is also a major contributor to operating a safer fleet.

"We carry out random gate checks on our vehicles and we will pull our drivers in and make sure they are filling in their daily defect book and doing their daily checks," she adds.

"Because we do that I believe everything is reported to us. We are proactive and we will fix things immediately. Drivers do not have to wait at a garage for four hours, they have no downtime and the vehicles are kept in as best condition as they can be."

"We've got a 100% MOT pass rate because we also carry out preventative maintenance and have safety checks between annual services, and we believe that really contributes to a safer fleet."





# Get it right: VEHICLE SAFETY TECHNOLOGY

Adopting the latest advanced driver assistance systems can be key in reducing the number of collisions a fleet has. *Andrew Ryan* reports

**V**ehicle safety technology has come on an astonishing amount since a Volvo engineer invented the three-point seatbelt 60 years ago.

Technologies such as airbags and anti-lock braking systems (ABS) revolutionised vehicle safety when they were launched in the 1980s, and now once futuristic-sounding technologies such as autonomous emergency braking (AEB) can be found in the majority of new cars, regardless of manufacturer or model size.

However, the safety technology journey is far from over. Vipul Dave, UK and global sales manager at Thatcham Research told delegates at Fleet Live: "Over the next five years we think there will be more technology and change in the automotive industry than there has been over the past 50. There is a huge, huge acceleration of technology."

Fully autonomous vehicles are still "some way in the future", says Dave, with a lot of work needing to be done before this can happen, including

changes to infrastructure and connectivity to include vehicle-to-vehicle.

Until then, however, existing and future advanced driver assistance systems (ADAS) technologies will continue to have a major impact, with Thatcham expecting all fleet vehicles to be fitted with AEB within the next three-to-four years.

## MINIMUM EU SAFETY REQUIREMENTS

Earlier this year, the European Parliament approved new minimum EU vehicle safety requirements that will see all new cars, vans, lorries and buses sold in Europe fitted, as standard, with a range of safety features such as AEB and over-rideable intelligent speed assistance from 2022.

"We have a clear understanding that automated features on vehicles will drive down the number of accidents on UK roads, saving lives, reducing repair costs and creating a better mobility space for the future," says Dave.

His view is shared by Gill Milner, technical account manager at insurance company Aviva,

which has seen a reduction in 'hit third party in rear' collisions as the number of vehicles fitted with AEB has increased.

Aviva does not have any published figures to support this, although research by safety organisations Euro NCAP and Australasian NCAP found that AEB led to a 38% reduction in real-world rear-end crashes.

"We see ADAS as an opportunity for us to prevent and reduce the collisions and the costs that go alongside these," says Milner.

"When we look at the types and frequency of collisions that are happening in today's vehicles, most will be hit third-party in the rear, slow manoeuvring and – starting to creep up – changing lanes incidents.

"When we look at our data of hit third-party in the rear, we are starting to see a reduction in this type of incident which is a direct correlation of AEB starting to impact on the claims."

She adds: "We are seeing an increase in collisions during slow manoeuvring and, when you

look at ADAS, it is nice to see reversing AEB becoming available which is probably going to help over time."

Dave says that while the new technologies will ultimately reduce collisions, their impact may not be immediate.

"The challenge with any new technology when it comes in – and you can go back to ABS for proof of this – is that having this mixed technology doesn't necessarily have a significant impact in the reduction of incidents straight away," he says.

"However, when you get to a crucial golden point when maybe 60% or 70% of the cars on the road start to have it, then at that point you will start to see a downwards migration of accident risk."

As well as reducing incidents, fitting safety technology can also cut a fleet's insurance premiums, says Milner, so it is important organisations let their insurers know what equipment is being fitted.

"I can't say what percentage [the reduction would be] but if we are seeing an improvement in claims, then the premium will fall as well," she adds.

## RETROFITTED SAFETY TECHNOLOGY

Fleets can also retrofit safety technology to reduce risk, such as telematics and in-cab cameras, which can also positively impact premiums.

"We have seen a lot of ADAS come in, but we still know there is one part of the vehicle – the driver – that can still cause some crashes to happen, so we are also looking at how fleets are managing the distractions of their drivers," says Milner.

"We have run some pilots recently with a few fleets with internal, driver-facing cameras and these give you more data about what the drivers are actually doing within that vehicle."



**WE ARE LOOKING AT HOW FLEETS ARE MANAGING THE DISTRACTIONS OF THEIR DRIVERS**

GILL MILNER, AVIVA

## SIX OF THE BEST: ADVANCED DRIVER ASSISTANCE SYSTEMS

Advanced driver assistance systems (ADAS) are intelligent systems that assist the driver in a variety of ways, including:

- 1 AUTONOMOUS EMERGENCY BRAKING (AEB)** will avoid – or at least significantly reduce – rear-end collisions through automatically applying the brakes if another vehicle, pedestrian or cyclist is detected within a dangerous distance.
- 2 ADAPTIVE CRUISE CONTROL (ACC)** allows drivers to maintain an optimum distance between vehicles and allows them to automatically adjust their speed while approaching other vehicles.
- 3 LANE DEPARTURE WARNINGS** alert the driver if the vehicle starts deviating from the lane without an appropriate turn signal.
- 4 BLIND SPOT DETECTION** warns the driver when there are vehicles in the blind spots of the door mirrors.
- 5 REAR CROSS TRAFFIC ALERT** can help to avoid collisions when reversing out of a parking space by detecting oncoming vehicles.
- 6 TRAFFIC SIGN RECOGNITION SYSTEMS** use forward-facing cameras to detect road signs, keeping the driver updated with information such as speed limits.





“They weren’t coming up on any fleet radar as being reckless, their telematics performance was in the upper percentile, but as soon as we looked at distractions we found they were looking at mobile phones and everything.”

“We actually had one person who quite enjoyed dancing and singing behind the wheel, but by him dancing to his music, we could see he was distracted and not looking at the road for more than six seconds at a time, which is something he didn’t recognise.”

While technology can have a major role in improving road safety, organisations should not become complacent and begin to overlook the part drivers have to play in a safe fleet, says Milner.

“Organisations have got to look at both elements: the technology and also how they are managing their drivers and fleet,” she adds.

“They should look at the well-being of their drivers – physical, mental and financial – because if an employee has got a lot of things going on in their head, their focus on driving may not be in the right place. ADAS will help counteract some of this.”

“Organisations should keep up to date with technological developments and look at the best available technology which is not entailing excessive cost to them as a business.”

“AEB is an absolute must for us, and some of these in-cab distraction cameras that are coming into the marketplace can have a massive impact as well.”



AEB is playing a role in reducing the number of rear-end accident claims

## Advertisement feature



# Safety is a culture – not a series of quick fixes

Fleet safety must be a priority for all organisations with employees who drive for work – and it’s easier than you think, says TTC Group Technical Delivery Director Andy Wheeler

A safe fleet is in everyone’s interest – fewer on-road incidents, safer drivers, lower running costs, enhanced performance and employees suited to the driving task.

A first step to a safer fleet is a risk audit. This will identify challenges associated with work-related driving and ensure your company is compliant with health and safety requirements.

Any risk gaps identified by the audit must be mitigated with directors aiming for a continuous cycle of improvement – not a one-off ‘solution’ for an evolving problem. The focus must then turn to ensuring everyone in your organisation

understands the importance of driver safety – and three core elements need to be in play for this to succeed:

### Management buy-in

Fleet safety must be on your organisation’s agenda at the highest level. This includes the recording and tracking of collision costs and consistent messaging from the top down to the driver.

### Targeted learning

Rigorous driver assessments should be backed up by tailored training for your high-risk drivers to ensure problems are dealt with and employees feel supported.

### Attention to detail

All incidents, violations and accidents, no matter how minor, involving any vehicle driven on behalf of your organisation need to be investigated and accurately documented.

An estimated one-in-three fatal crashes and one-in-four serious crashes in Britain involve an at-work driver so fleet safety simply cannot be ignored.

By ensuring your organisation adopts a thorough approach to fleet safety and risk management, you can protect your drivers, your assets and everyone else on the road.



TTC Group educates 500,000 road users every year. To learn more, contact us on 03330 113 113, [contactus@ttc-uk.com](mailto:contactus@ttc-uk.com) or visit [www.thettcgroup.com](http://www.thettcgroup.com)

## Advertisement feature



SEAT UK is gearing up for an ultra-low emissions offensive and has taken steps to make sure fleet volumes of its forthcoming plug-in vehicles are ready for those companies ready to make the switch.

Aaron Cardoso, SEAT UK National Fleet Business Development Manager, said his department was quick to secure the right level of volume so fleets aren’t left waiting 12-18 months to get their hands on new plug-in models.

Company car drivers will be able to take advantage of 0% and 2% benefit-in-kind (BIK) rates, respectively, for battery electric vehicles (BEV) and plug-in hybrids with a range above 130 miles and CO<sub>2</sub> of less than 50g/km from next April 6.

The Mii electric BEV city car is the first plug-in model to join the SEAT range with deliveries expected early next year. It will be followed by a Leon plug-in hybrid, Tarraco plug-in hybrid and el-Born BEV all by early 2021.

The el-Born is a family hatchback BEV based on the same platform as the VW ID. range and will be positioned as Volkswagen Group’s value-orientated mass market EV product.

Cardoso said: “We have been very vocal as a fleet team to get the volume needed for corporate customers. When customers are at the stage where they’re deciding to move to a new technology, they’re not then having

Fleet team strives to have right number of vehicles available at the right time

to wait on really long lead times.”

Cardoso is expecting large corporate fleets to be very interested in the new plug-in models as the cars are all expected to have CO<sub>2</sub> emissions below 50g/km and will avoid the lease rental restriction, which means they can deduct 100% of their lease costs from taxable profits.

Public sector fleets that are targeting CO<sub>2</sub> reductions will also be a growth market.

Cardoso said SEAT’s fleet team members want to make it as easy as possible for fleets to do business with them, demonstrated further by SEAT’s easymove strategy and 4-day test drive initiative which are both set to continue for SEAT EVs.

Cardoso said: “We have a dedicated fleet team that act as consultants for customers who are ready for the plug-in vehicle future.”

“It’s an exciting time for SEAT with all our forthcoming products, but the El Born is going to be really interesting for fleets looking for a pure EV because I think the strategy on the price point and what we’re hearing about the range is really going to work for a lot of fleet customers.”

“For those that aren’t quite ready to take that next step to pure EV, we will also have the Leon PHEV and Tarraco PHEV ready as great alternatives for those fleets looking to introduce more plug-in vehicles to their choice lists.”



Visit [www.seat.co.uk/business](http://www.seat.co.uk/business) to find out more.



# A fifth of fleet vehicles are ready for EV switch

**U**K fleets could switch up to 20% of their fleets to electric vehicles (EVs) on average today, according to Geotab.

The fleet telematics and data provider launched its free new Electric Vehicle Suitability Assessment (EVSA) software on November 6 to existing and new customers to help them identify the cars and light commercial vehicles (LCVs) that can be replaced with EVs.

Matt Stevens, Geotab vice-president of electric vehicles, says fleets need support on the road to electrification and they can now run their own simulated electric vehicle trials based on data unique to their businesses to easily identify which EVs will work for their businesses.

Stevens says: "There has been a massive step up in interest over the past three months

for EVs and that has been driven by the 0% benefit-in-kind (BIK) announcement from HMRC this summer. Before, fleet managers were the advocates for switching to EVs, but drivers are now requesting them.

"We're not saying fleets should switch to EV 100% immediately. But there is a high likelihood there are vehicles in fleets that can be switched to EV with no operational impact and at a lower running cost than the internal combustion engine (ICE) models they will replace."

## Powder keg moment

Stevens describes the 0% BIK ruling as a 'powder keg' moment and that it was the spark needed to kick-start greater EV adoption in UK businesses.

He says the approach on company car tax has come at just the right time as

manufacturers are starting to widen their EV model ranges with vehicles available at more affordable price points and with ranges in excess of 200 miles.

There will be launches of 31 new generation plug-in vehicles this year alone and there is now a much broader choice for drivers with SUVs, crossover and mid-sized vans all available.

Stevens says: "I don't think we would have seen the surge of interest in EVs to this extent if this had happened a couple of years ago. But things have dovetailed and we're now in a position where EVs are making sense for a lot of businesses."

"We're seeing a big boost in demand from company car drivers looking to take advantage of the tax situation next April. Last mile delivery fleets and those that are involved in the electricity network industry



are really ramping up their EV strategies."

Geotab bases its EV recommendations on the basis that 100% of the recharging will be done at home, at work or at the depot. This takes the factor of worrying about public charging infrastructure out of the equation.

Stevens says this approach is because fleets don't want drivers to be sat waiting at charging points and they need to know they can make the switch to EVs without having to rely on public infrastructure.

He says: "Fast chargers on the motorway network are useful for long journeys, but I like to think of charging at work or at home as having a zero waiting time. When you arrive at work or home, you plug the vehicle in and, when you go back to it, it's full."

Geotab customers can start running EVSAs on their fleets when they have enough data to give a good operational grounding. Stevens recommends between six and 12 months.

The EVSA considers variables like total cost of ownership, mileage patterns, weather conditions and maintenance costs.

## Shadowing usage

Geotab's algorithm puts EV models through the same operational pattern as the ICE vehicles from the dataset period, essentially shadowing a fleet's previous usage patterns.

Based on this data, the EVSA will reveal how many vehicles could be replaced by EVs at a lower – or the same – cost as replacing them with new non-EVs. The report will also formulate what kind of CO<sub>2</sub> savings the company can expect.

The EVSA is brand agnostic, allowing

"You can run the EVSA while you go and make a coffee and it will put together your own EV trial like they are actually on the road"

fleets to choose to specifically focus on certain EV models they feel they would like to look at as replacements. Alternatively, they can select all that are available in the market to help them create EV choice lists.

Stevens says: "You can run the EVSA while you go and make a coffee and it will put together your own EV trial like they are actually on the road, covering the same routes and mileages and stresses."

"We can give baselines on areas like maintenance costs, but a fleet can also be more specific and input its own data to make the report even more accurate."

Once Geotab customers have EVs on fleet, they can use the telematics functionality to track EV energy usage, charging reports, range map functionality and the ability to create custom notifications on EV data.

Stevens adds: "We want to help businesses find those diamonds in their fleet that can be replaced by EVs, backed up by supporting data based on their own operating cycles to help them make informed decisions on their

## Clear advice on EVs will help fleets make the right choices



**Matt Stevens,**  
vice-president  
of electric  
vehicles

Air pollution in congested urban areas is becoming a hot topic among the public and policymakers.

Transitioning all forms of transport to cleaner fuels is a pathway to making a

significant difference. Vehicle fleets operating in cities are targets, and with the introduction of clean air zones across the UK, fleet managers will have to consider fuel alternatives.

While electric vehicles (EVs) provide an excellent opportunity for fleets to reduce its fuel consumption and carbon footprint, the difficulty is in establishing a business case to go electric.

We believe a data-driven approach can help ease the concerns around electrification. Telematics provides access to a rich set of data points that allow fleet managers to build intelligence, including, daily driving requirements, purchase and operational costs.

The Electric Vehicle Suitability Assessment (EVSA) tool helps fleet managers understand the changes in the cost structure and tailpipe emission reductions if they elect to buy EVs available on the market today.

Typically, EV acquisition costs are higher, but the fleet will make up the difference with operational cost savings on fuel and maintenance.

Educating business on EV technology, understanding the operational benefits and lower emission levels will guide electric fleets and improve the air quality in our cities.



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**GEOTAB**  
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# PEUGEOT 208

There was room for improvement and Peugeot has certainly stepped up to the plate

**By Adam Binnie**

**Y**ou might look at this new Peugeot and wonder why its name doesn't follow on numerically from the previous one, as it has since the 205 of the 1980s. We reckon it's because the previous 208 was the first small hatchback from the French maker since then to capture something of the original model's flair and fitness for purpose. So, this new 208 is a continuation of that good work rather than a spur off in another direction – and that's good news because, while its predecessor was the best small Peugeot supermini in decades, there was still room for improvement.

Let's start with the cabin. While the older car was nicely styled, it featured a lot of naff plastic and felt behind the times in terms of technology.



The space in the boot is mid-range at best

Addressing those issues is a noticeable uplift in the quality of materials used (although you can still find harder surfaces lower down), a padded dashboard, and a swathe of carbon fibre-effect material that is, at the very least, attention-grabbing.

A tall seven-inch infotainment screen with Apple CarPlay and Android Auto takes care of most of the car's functions, with a set of chrome piano-style switches to help navigate its menus.

A 10-inch version with in-built sat-nav isn't standard on any petrol or diesel 208 trim but can be specified as an option.

While base-spec Active models get a set of analogue dials, Allure and GT Line trims (plus the electric-only GT model) feature a 3D digital display, which works a bit like an LCD dial screen but introduces several see-through layers,

allowing less important information to be projected slightly behind things like your speed. This works very well.

With reference to its speed, the biggest change this time around is the addition of an all-electric model, which we'll get onto shortly, and a fast-shifting eight-speed automatic gearbox for the combustion-engined models.

Here you can choose from a 75PS, 100PS and 130PS petrol (all with 1.2-litre three-cylinder motor) while the diesel line-up features a 1.5-litre unit with a single 100PS output – reflecting the waning appeal of what has now become a niche fuel choice in a supermini.

Peugeot believes the mid-powered petrol will be the most popular and it's easy to see why – it's the best all-rounder thanks to the availability of automatic or six-speed manual gearbox and, with 205Nm of torque, it provides enough mid-range shove for daily driving applications. Expect 0-62mph in 9.9 seconds.

Running costs should be low too – the petrol line-up ranges from 93-108g/km of CO<sub>2</sub> across its broad spread of power outputs and gearbox choices, while the diesel offers 84-92g/km. That's a hard thing to recommend, though, due to the relatively inert way it deploys its power and the fact that you can get broadly the same emissions from the cheaper petrol versions.

Of course, the best choice for tailpipe emissions is the electric-only e-208 – here a 50kWh battery and motor combine for 136PS and 211 miles of range. Expect this to dip if you want to regularly experience the 8.1 second 0-62mph time. Peugeot expects this to make up 10% of sales – more than the diesel – but reckons it'll have no problem keeping up with that demand.

Whichever 208 you choose, expect agile and

The 208 has a more orthodox look backed up with enhanced tech and a driver assistance package

alert steering and a ride that felt purposefully firm on our Portuguese test route. That could become an issue in the UK, particularly in sportier GT and GT Line cars.

In terms of noise, it feels quite refined, with little wind whistle and quiet engines, particularly the virtually silent EV.

Elsewhere, comfort levels are good in front and less so in the back, where there's not a huge amount of leg- or head-room. The boot is a middle-of-the-road 311 litres whether you pick a conventional engine or the EV – more space than a Fiesta, but less than a Clio.

So is the Peugeot 208 a good fleet choice? Well, the last car was a proper return to form, with a broad appeal and unconventional looks that were instantly recognisable. This 208 builds on that with an enhanced tech and driver assistance package, plus an all-electric model, and offers a style than none of its rivals can match.

It certainly looks more orthodox, but still manages to stand out in a world where car design seems to be rapidly converging.

WHICHEVER 208 YOU CHOOSE, EXPECT AGILE AND ALERT STEERING AND A RIDE THAT FELT PURPOSEFULLY FIRM ON OUR TEST

	FLEET PICK 1.2 PureTech 100 Active	DIESEL 1.5 BlueHDI 100 Active	ELECTRIC e-208 GT Line
SPECIFICATIONS			
P11D Price	£17,165	£18,655	£31,545
CO <sub>2</sub> emissions (g/km)	97	85	0
Monthly BIK tax (20%)	23%/£66	26%/£81	16%/£84
Fuel efficiency (mpg)	53	67	Range 211 miles
Fuel cost (ppm)	11	8.4	N/A
Annual VED	£130 then £145	£130 then £145	£0
Class 1A NIC	£545	£670	£697
RV	£4,100/23.8%	£4,100/21.9%	£9,450/29.9%
AFR (ppm)	12	10	4
Running cost (ppm)	30.6	30.4	31

## RIVALS



RIVAL 1  
VW Polo 1.0 TSI 95PS SE



RIVAL 2  
Ford Fiesta 1.0T 100 Ecoboost Zetec



RIVAL 3  
Renault Clio 1.0 TCe Iconic

SPECIFICATIONS			
P11D Price	£16,775	£16,515	£16,110
CO <sub>2</sub> emissions (g/km)	105	106	99
Monthly BIK tax (20%)	25%/£70	25%/£69	23%/£62
Fuel efficiency (mpg)	50.4	50.4	54.3
Fuel cost (ppm)	11.5	11.5	10.7
Annual VED	£150 then £145	£150 then £145	£130 then £145
Class 1A NIC	£579	£570	£511
RV	£4,750/28.3%	£4,225/25.5%	£4,225/26.2%
AFR (ppm)	12	12	12
Running cost (ppm)	29.4	30.6	29.1



A noticeable uplift in the quality of materials





# RENAULT CAPTUR

Significant improvements to the interior quality and space with a sleeker restyled body

By Matt de Prez

**R**enault raised the bar with the launch of the new Clio back in August, so we were looking forward to seeing if it could win us over a second time with its all-new Captur.

Like the Clio, the new Captur is based on the Renault-Nissan Alliance's latest CMF-B platform, which also underpins the new Nissan Juke we tested last month.

The platform majors on refinement and enables the latest driver assistance technology and electrified powertrains to be slotted into the Captur.

From launch, the car will be offered with petrol and diesel engines, but a new plug-in hybrid will join the line-up next year.

The restyled body looks sleeker, reinforcing Renault's intentions to move closer to the premium market. Front and rear LED running lights give a distinctive appearance to the compact SUV.

It's inside where the Captur really sets itself



Drivers need to pick the S-Design trim to get the 9.3-inch touchscreen

apart from the first-generation model, though. There is a significant uplift in material quality, with the smart new dash lifted from the latest Clio.

Passenger space has been increased and comfort levels elevated, making long journeys a breeze for all on board.

The boot is also now bigger than before at 422 litres. Only eight litres (the size of a small dog) differentiates it from a Nissan Qashqai.

Even more boot space is available if you deploy the Captur's sliding rear seat, freeing up an additional 100 litres – although you'll have no room for rear seat passengers in this instance.

We were impressed by how quiet the Captur is at motorway speeds. Its refinement levels are among the best in class. Even on 18-inch wheels the Captur manages to iron out all but the biggest of bumps. We expect the standard-fit 17-inch rims will offer even greater compliance when the car arrives in the UK.

The engine line-up consists of a 0.9-litre turbo petrol with 100PS, a 1.3-litre with 130PS or 155PS and a 1.5-litre diesel offering 95PS or 115PS.

Renault expects the 100PS to be the most popular.

We managed more than 40mpg in the 130PS car (the official figure is 44mpg), which comes with a six-speed manual gearbox. The range-topping 155PS model is only available with a seven-speed auto, which is a little hesitant when pulling away.

All models have low CO<sub>2</sub> emissions, ranging from 106g/km for the least powerful oil burner to 127g/km for the most potent petrol.

Prices start at £17,500 and even the entry-level Play model comes with a seven-inch touchscreen, lane-keep assist and LED headlights.

The Iconic (£1,500 extra) is expected to be the most popular. It has two-tone paint, keyless entry and rear parking sensors.

You have to opt for the S-Design (£1,500 more than the Iconic) to get the larger 9.3-inch touchscreen. It also gets front parking sensors and a reversing camera, plus some nice soft touch materials on the inside.

The new Captur continues to offer all the benefits of its predecessor, enhancing the package with better driveability, performance and refinement.

SPECIFICATIONS	
P11D price	£19,000 (provisional)
Class 1A NIC	£707 (provisional)
Annual VED	£170 then £145
RV (4yr/80k)	TBC
Fuel cost (ppm)	11
AFR (ppm)	12
CO <sub>2</sub> (g/km)	118
Running cost (4yr/80k)	TBC
Combined fuel economy	44.8mpg
Monthly BIK (20%)	27%/£85 (provisional)

FLEET PICK MODEL  
CAPTUR ICONIC TCE 100



# AUDI Q3 SPORTBACK

Is the better looking, but less practical and smaller Sportback worth an extra £1,200?

By Matt de Prez

**A**udi's Sportback moniker is usually a byword for added practicality. But, with the latest Q3 Sportback, that simply isn't the case.

It's essentially a squashed-down and elongated Q3, designed for those seeking a sportier look. The roofline has been chopped by almost two inches and extra muscle comes courtesy of swollen wheel arches and a lower waistline, building up to that raked rear end.

At first glance, the new look comes at the expense of practicality. Or does it? You see, the car's longer rear overhang means boot volume is exactly the same – 530 litres – as a regular Q3.

What the numbers don't tell you is that the lost space is mainly above the rear seat back height, so seats-folded volume is some 120 litres short and headroom in the back is also reduced.

Now, this is only likely to be an issue for those that really like taking their company car to Ikea

on the weekend, or perhaps people with big dogs. But, the real point to make here is that Audi wants almost £1,200 more for this, seemingly, smaller car.

There really is little else to differentiate the Q3 Sportback from its not-so-identical-twin, so the extra money is not going very far.

Most of the engine line-up from the Q3 is carried over to the Sportback, offering drivers an entry-level 150PS 35 TFSI petrol, a 150PS 35 TDI diesel and a 230PS 45 TFSI petrol.

The diesel is the only one to sneak under the 130g/km CO<sub>2</sub> emissions threshold, making it the likely fleet choice. It's also, naturally, the most fuel-efficient with the promise of 48mpg.

There is nothing wrong with the way the Q3 drives and things haven't really changed on the Sportback. The ride is composed, even with the standard-fit sport suspension and it rolls around slightly less than mainstream brand SUVs do.

We were disappointed that the car wasn't more



The interior is a nice place to be – even without the lower touchscreen

FLEET PICK MODEL  
Q3 SPORTBACK 35 TDI  
SPORT

SPECIFICATIONS	
P11D price	£35,355
Class 1A NIC	£1,561
Annual VED	£170 then £145
RV (4yr/80k)	£12,000/33.9%
Fuel cost (ppm)	12.52
AFR (ppm)	11
CO <sub>2</sub> (g/km)	124
Running cost (4yr/80k)	47.91
Combined fuel economy	48mpg
Monthly BIK (20%)	32%/£188

hushed at motorway speeds, given its seemingly more aerodynamic appearance, but road noise was the main problem. Being a '3' designation model, it lacks the more luxurious sound-proofing treatment larger Audi's enjoy.

It's the same story with the infotainment. While the brand's new touchscreen system features on the upper dash, the lower touchscreen from the new A6, A8, et al is nowhere to be found. Drivers will have to make do with the older-style climate control and switchgear at this level – but it's not exactly a hardship and the interior, overall, is a decent place to be.

A regular Q3 remains the more sensible fleet choice, with marginal BIK savings of £75 per year for the entry-level 35 TDI Sport. Running costs are also close with less than 1p per mile between the two cars.

The range includes a more aggressively styled S Line, which is expected to be the most popular, and a range-topping Vorsprung model.



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## IGNITION: OUR FLEET



NISSAN QASHQAI N CONNECTA

### By Sarah Tooze

Becoming a mum for the first time recently has meant a car's boot space is a lot more important than it used to be. In the past, all that mattered was that it was big enough to cope with some shopping, gym gear or a few suitcases. Now, the crucial factor is whether the pram fits (without taking the wheels off). Thankfully, in the Qashqai, it does.

I've been making use of Nissan's flexible luggage board system, which allows for shelves and dividers to be used in a number of configurations – Nissan claims 18, but I've only managed a few.

Handily, the dividers have a carpet surface on one side and a smooth surface on the other so if

the pram is wet or muddy I flip the dividers over to the smooth side.

Despite the clever configurations I'm not sure how the Qashqai would cope with the ultimate boot test – the family holiday. It has a carrying capacity of 430 litres which increases to 1,585 litres when the 60:40 split rear seats are folded flat. Not bad, but not as good as some rivals. The Škoda Karoq, for instance, offers 521 litres and 1,630 litres respectively, while the Vauxhall Grandland X has 514 litres and 1,652 litres.

I've also found that with two people – plus baby in a car seat – in the rear, the Qashqai is a tight squeeze and not comfortable on long journeys.



FAREWELL  
BMW 320D  
M SPORT SALOON

### By Stephen Briers

Our time with the BMW 3 Series ended prematurely. On a trip back from the local fuel court, a message flashed onto the screen instructing me to 'stop carefully. Do not continue driving'.

Fortunately, I was only a mile or so from the office so I got back and informed BMW.

The car, which was due to return in two weeks' time, is, as I write, on the back of a truck returning to BMW for good. The issue has something to do with a lack of charge going to the battery which means some safety-relevant functions may fail.

It wasn't the first electronic gremlin during our six months with the 3 Series; when we first took delivery, the electric windows didn't work, but they

fixed themselves overnight. BMW put it down to teething problems on an early production model (UK deliveries started in March/April).

Since then, aside from a windscreen replacement caused by a stone chip, it has been pain-free – and enjoyable – motoring.

The 3 Series remains a benchmark in this class. Better-looking than its predecessor with sharp creases, aggressive-contoured front and low-slung bonnet, it features more interior space and higher levels of equipment, with precise, progressive handling and a hairpin-loving chassis.

It's a little firm, perhaps, but with BMW that's to be expected. It remains one of our favourites.



FORD FOCUS  
1.0 ECOBOOST 125 ST-LINE X

### By Andrew Ryan

The onset of some wintry weather also heralded the arrival of the first black mark against our long-term Ford Focus ST-Line X: its heating wasn't working properly.

While its dual-zone air-conditioning was able to pump lovely hot air through the windscreen and cabin vents on the passenger side, all that would come through on the driver's side was cold air.

This was particularly disappointing as, with its heated windscreen and heated front seats, our Focus was otherwise set to be well-equipped for the winter.

However, the issue did bring one upside: when Ford took back our long-term to resolve the problem, it loaned us a Focus ST 2.0 EcoBlue in its place.

The ST-Line X taps into the trend of offering cars with the sporty looks of performance models but with the efficiency, refinement and comfort benefits of more 'normal' trim levels.

This is something our test car does well. It's fitted with 18-inch alloy wheels, has a full ST-Line body kit and a large boot spoiler, while red brake callipers really set the exterior off.

The interior also features touches such as red stitching on the seats and a dark headlining, while sports-tuned suspension provides a great balance between a sporty driving experience and comfort.

Over its 9,947 miles, it's returned an average 47.5mpg (WLTP: 37.7-52.3mpg).

While it would be unkind to describe the ST-Line X as a sheep in wolf's clothing – it's much more than that – you couldn't accuse the ST EcoBlue of taking a similar approach. There is no mistaking the ST's intentions when either looking at its spec sheet or from behind the wheel.

With 190PS and 400Nm of torque it delivered the performance its looks promised and drives like our ST-Line X but with everything dialled up: the steering was heavier, the ride stiffer and the exhaust note louder.

I really enjoyed my short time with the ST, but for my daily use over an extended time period, I'd probably opt for the more balanced proposition the ST-Line X offers.





## IGNITION: OUR FLEET



## FAREWELL VOLKSWAGEN T-ROC 1.6 TDI SE

By Luke Neal

After six months and 5,200 miles, Volkswagen's small SUV has now been returned.

The time seems to have flown by during which the T-Roc has proven a capable and practical car, small enough for city driving, easy to park, quiet and refined enough for motorway cruising and big enough to carry four adults in comfort.

The T-Roc is a good car, but it isn't a car I've formed a lasting relationship with. In fact, it has failed to provoke any kind of emotion.

The interior is functional and the exterior is unmistakably Volkswagen, but it has no striking features to help it stand out in a crowded market of small SUVs.

Perhaps if it was the more costly R-Design model with its bigger wheels and more dynamic body styling in one of the range's colour customisation options, I would feel differently.

If our T-Roc was ice cream, it would definitely be vanilla...but everyone likes vanilla, don't they?

Long distance driving is a pleasure. During the 250-mile trip from my Peterborough home to a holiday in Devon, I didn't once suffer any aches and the adaptive cruise control makes motorway miles a breeze.

The car can also carry a week's luggage for four without issue.

The T-Roc has proved a star in the fuel efficiency stakes. The official fuel economy figure is 52.3 miles per gallon and during our test period I have achieved a budget-friendly 54mpg from the 1.6TDi engine that never felt underpowered. So, no complaints about this powertrain.

It's worth pointing out that, while the 1.0 TSI petrol engined T-Roc is much less fuel efficient than the diesel on test (a claimed 44.1mpg), the P11D price is also £3,000 cheaper meaning that over a four year/80,000 mile lifecycle the petrol version is around 2p per mile cheaper to run than our 1.6 diesel.

However, the driver experience of the more torquey diesel motor is likely to be better than the small petrol.

The only problem I have encountered was back in June when the window wipers stopped working followed by some warning messages appearing on the dash showing a fault with them and with the adaptive cruise control I had been using. Turning cruise control off returned power to the wipers and it's a problem that hasn't recurred.

I would have no reservation in recommending the T-Roc as a good fleet choice.

VIEW OUR FLEET IN DETAIL AT [fleetnews.co.uk/long-term-reports](https://fleetnews.co.uk/long-term-reports)



By Andrew Baxter

Great rivalries make for great spectacle and split opinions: Ali versus Frasier; Senna versus Prost; petrol versus diesel. Okay, so that last one may not be quite so iconic, but it has nevertheless been a long and, at times, contentious rivalry.

I was a late convert to diesel, having for many years been a loyal petrol supporter, but great mpg and bags of torque finally persuaded me to its rattily, oil-burning charms. I do still however, have a penchant for petrol, so I was pleased to have the opportunity to test the XC40 T3 – the petrol equivalent of our long term test D3.

Both models are eight-speed autos and FWD.

Unlike the 150PS, four-cylinder D3, the 165PS T3 is a three-cylinder unit, which, according to Volvo, offers 39.2-35.8mpg and 147-151g/km (versus 47.1-44.8mpg and 131-134g/km for the diesel).

Short journeys in the T3 resulted in an average of 34.8mpg. Motorway trips it was 43.4mpg. In comparison, we're seeing an average of 40.2mpg for urban jaunts in the D3, with 51.3mpg achieved on steady motorway runs.

Yes, the T3 was a bit more fun and engaging to drive and it felt better mated to the auto gearbox than the D3. But, when you compare both the official and unofficial stats for both models, it's clear the diesel wins this duel from a fleet perspective.



By Trevor Gehlcken

A blowout can cause untold problems for a busy van driver. Luckily, when it happened to me the other day, I was nearing home and managed to limp back to base before it flattened completely.

Given I wasn't too busy workwise at the time, so I decided to swap wheels myself.

The wheels are very heavy and it's a filthy job as the spare is slung underneath the chassis at the back and thus picks up all kinds of road dirt and other accumulated detritus.

But after a bit of huffing and cussing by yours truly, the job was done easily enough and it was off to the tyre depot for a replacement. I happen to have a trolley jack in my garage and it certainly

beats the pathetic little items you usually find in a vehicle's standard toolkit.

Four of the wheelnuts can be undone with any wheelbrace of the correct diameter; the fifth nut is an odd shape which requires a little adapter to be fitted to it before being undone. This gadget is found hidden away in the van with the other tools.

It's a standard fitment on this van and a neat little way of getting round the problem of having someone pinching your nice shiny alloys.

I did wonder if the fitment of alloys might mean the new tyre would be more expensive but in the end it turned out to be the same as for steel.

This van is such a pleasure to drive it really does put me in a good mood while I'm behind the wheel.

# How to use digital solutions to help improve compliance



Derek Bryan  
VP EMEA, Verizon Connect

Fleet managers have a diverse range of regulatory standards to adhere to. Vehicle and driver safety checks, goods declarations and environmental impact reports are just some of the everyday tasks that require precise attention to detail.

While essential, these can easily become a headache, especially when working against the clock. In fact, Verizon Connect research found that almost a quarter (24 percent) of fleet managers report compliance as their biggest source of concern. Worryingly, nearly a third (31 percent) also admit they are non-compliant with digital tachograph regulations due to their failure to download driver data every 28 days, or for storing the data for less time than they are supposed to (29 percent).

It's important to get compliance right, not least to protect driver health and safety but also to identify any issues that may cause disruption to operations if left unnoticed.

## The benefits of going paper-free

Certain administrative processes can be removed from a commercial vehicle operator's to-do list entirely by leveraging the power of automation.

For example, a crucial part of ensuring road safety comes from proving drivers are taking legally prescribed rest breaks every 4.5 hours. For long-haul journeys with multiple stops along the way however, recording every break can be easily forgotten. Digital tachographs can help drivers stay compliant by recording and sending data relating to vehicle use in near real-time to a centralised database, where the

information needed to prove compliance can easily be accessed at any time, even while the driver is still en-route.

These fleet management systems also carry the benefit of immediately flagging dangerous driving behaviour (such as speeding, harsh braking or driving uneconomically) straight to fleet managers via text message, so they can act to eradicate it accordingly.

## Giving drivers everything they need to know at the touch of a button

One of drivers' biggest bugbears is that sinking feeling at the end of the day, week or month when expenses forms need to be submitted and mileage needs to be calculated. In-vehicle sensor technology and easily accessible mobile apps are helping to fully digitalise logbooks. The data they contain can be easily accessed and updated either remotely or from a centralised hub. It's a process that can generate significant benefits for fleets of all sizes.

## The benefits of a joined-up system

Fleets need intelligent tools at their disposal to remove the friction of paperwork and provide peace of mind when maintaining compliance. But these systems must also talk to one another. After all, individual pieces of technology may help make certain processes easier, but to eliminate the burden of administration and promote regulatory compliance, a digital-first approach is needed so that investments in technology have a positive impact on productivity. For this reason, fleet managers looking to modernise operations must consider comprehensive software platforms that have the ability to join-up the benefits of individual pieces of in-vehicle tech. Doing so will empower them to reap the benefits of a fully-integrated system greater than the sum of its parts.



Find out more at [verizonconnect.com/uk](https://verizonconnect.com/uk)  
Call 0800 975 4566 or email [info@verizonconnect.com](mailto:info@verizonconnect.com)



# Hitting the right balance with telematics detail

Verizon Connect ensures that the volume of data is a help, not a hindrance

## Fleet panel

- Chris Connors, Countryside Properties (UK)
- David Oliver, Red Bull
- Rory Morgan, Iron Mountain
- Ryan Coles, Aviva

The introduction of GDPR has made the use of data and telematics ever more complex. Finding a supplier that can strike the right balance

between supplying sufficient data while not swamping the fleet manager with unnecessary detail is becoming something of an art. What should a manager look for from a supplier? Our fleet panel put a series of questions to Verizon Connect in a bid to find out.

**Q We are all busy people so, with so much data available, how can we ensure the key information is provided in an effective and efficient format?**

**A** It's true that managers adopting fleet management technologies can find themselves with so many new insights that knowing where to start can sometimes be confusing. The key to these systems is that they present the information in a digestible format, that enables managers to get a quick snapshot and explore things in more detail, as they see fit.

## About Verizon Connect

Verizon Connect is guiding a connected world on the go by automating, optimising and revolutionising the way people, vehicles and things move. We ensure that the things our customers care about most – from people and vehicles to equipment and data – run smoothly and flow seamlessly. Our

suite of industry-defining solutions and services put innovation, automation and connected data to work for customers and help them be safer, smarter, more efficient and more compliant. With more than 3,500 dedicated employees in 15 countries, we deliver the world's leading mobile technology platform.

Having one centralised platform is crucial because it enables managers to make sense of key performance indicators, such as distance travelled, jobs attended, vehicle speed, braking, acceleration and safety logs in one dashboard.

Fleet managers can access this information when they need and drivers don't have to worry about reporting their status or compliance back to their bosses.

It also makes it easier for managers to reward employees for their good work, helping improve their engagement with the organisation.

**Q If one of the benefits of telematics is to improve driver behaviour and safety. How is this measured?**

**A** It's no understatement that telematics has transformed the concept of fleet safety. By providing direct feedback on any unsafe behaviours of individual drivers, such as harsh braking, rapid acceleration and rough cornering, fleet managers can provide specific coaching to drivers and identify areas for improvement. This data is crucial for measuring safety and understanding the behaviours that put the fleet at risk.

A centralised fleet management platform can be set up to automate the process of flagging dangerous behaviour. Verizon Connect's Reveal platform helps narrow this window even further by being able to notify fleet managers via SMS or via push notifications on its dedicated mobile application so issues can be addressed almost instantaneously.

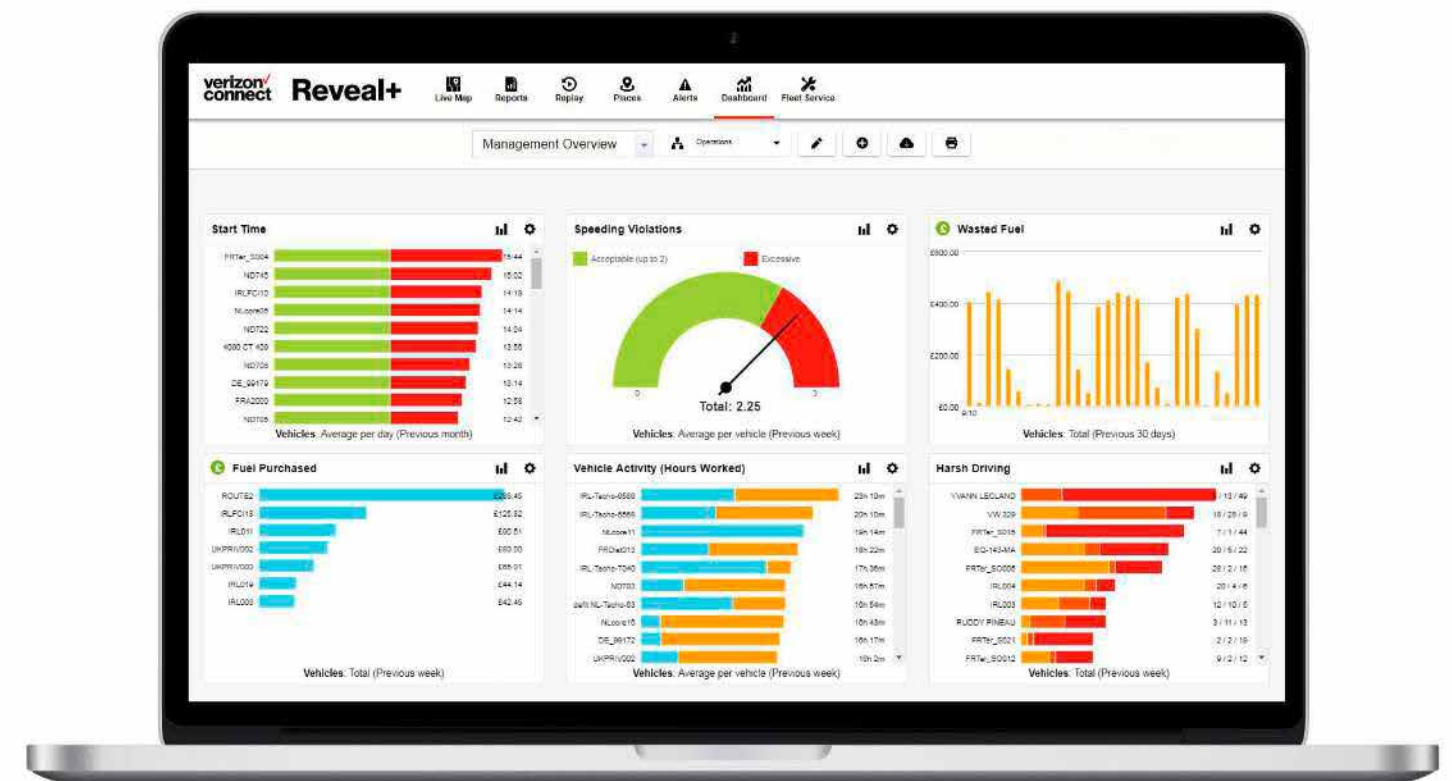


**“Gamification encourages participation and friendly competition by introducing a ‘scoring’ system for performance metrics”**

Derek Bryan, VP of EMEA, Verizon Connect

**Q I'm concerned about being overwhelmed by the data that telematics will generate for my fleet, how can you ensure it will be managed and meaningful so I can easily use it?**

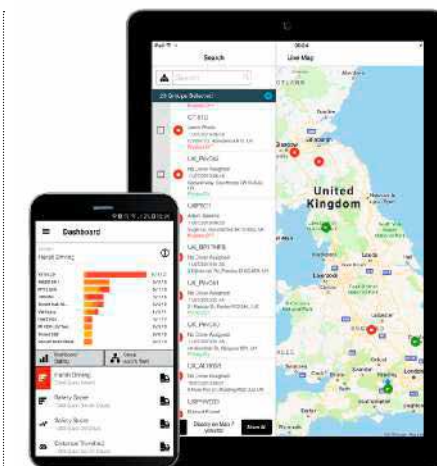
**A** While more sources of data may seem like more work for fleet managers, in reality the opposite true. Intelligent tools remove the friction of paperwork, not only freeing up fleet managers' precious time, but also helping to provide peace of mind when maintaining compliance. Fleet managers using new technologies to gain more insight into the way vehicles are being driven must also ensure there is a comprehensive software platform beneath to join-up the benefits of individual pieces of in-vehicle tech. Doing so will empower them to reap the benefits of a fully-integrated system greater than the sum of its parts.



**Q What are the initial priorities when engaging drivers upon the introduction of the programme, and particularly in the early weeks to maintain energy, application and above all, belief.**

**A** One of the best ways to engage drivers during the initial stages of the deployment of digital technologies is to use the data they provide to introduce gamified components into their normal working day. Gamification encourages participation and friendly competition by introducing a 'scoring' system for performance metrics such as driving at safe speeds and avoiding harsh braking or cornering, and grading employees' scores against each other (in the form of leader boards) and against company objectives.

Drivers can then be incentivised based on key performance metrics. Incentives could be financial, or it could be something simpler, such as a free lunch, extended breaks or the ability to finish work earlier on certain days. This can bring in a sense of friendly competition among teams and helps them feel more engaged with the business' core objectives – while simultaneously incentivising safer driver behaviour.



**Q In a world where employee wellbeing and being an employer of choice are key differentiators, a fleet and travel policy pays its part. Telematics can be seen as giving and then taking back in this respect. What do I as an individual get out of it and the reporting you and I receive? What's in it for me? Why should I advocate and not be a blocker?**

**A** It shouldn't be forgotten that new technologies also help your employees work to the best of their

abilities and eliminate any time-consuming or repetitive tasks.

In fleet management, both drivers and fleet managers can easily see the benefits that telematics can bring for both of these factors.

With in-cab devices able to speak to a centralised system in near real-time, the need for drivers to spend time filling out reports can be vastly reduced, if not eliminated entirely.

Telematics can also be used to reinforce the idea that the interests and well-being of drivers are being looked after by the companies who employ them.

According to research conducted by Verizon Connect, a quarter of fleet managers admitted that their drivers on average take breaks after five hours or more, breaching the driver guidelines.

With an in-cab system in place that monitors data relating to rest periods, drivers can be gently reminded to take their required breaks – key to protecting their safety and well-being.

The same Verizon Connect study found that 23% of fleet managers reporting unsafe driving practices was keeping them up at night. So, these benefits apply equally to fleet managers as they do to drivers.

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Model shown New Combo Cargo L1 Limited Edition Nav with offside sliding side-access door (optional at extra cost) and Night Blue metallic paint (no-cost option). #Fuel consumption data and CO<sub>2</sub> emission data are determined using the WLTP test cycle, and the relevant values are translated back to allow the comparability into NEDC. The values do not take into account in particular use and driving conditions, equipment or options and may vary depending on the format of tyres. For more information contact your local Retailer. Vauxhall Motors Limited reserves the right to change, amend or withdraw this offer at any point in time. Correct at time of print.

COMMERCIAL FLEET NEWS: DVS IN LONDON

## HGV fleets prompted to act now to ensure compliance with vision rules

Less than a year to go before DVS is introduced to help protect vulnerable road users

By Gareth Roberts

**C**ommercial fleets operating within the M25 are being urged to apply now for a HGV safety permit so they can continue to use their vehicles in London.

The capital's Direct Vision Standard (DVS) comes into force from October 26, 2020. It requires HGVs to meet a minimum 'one-star' rating or for operators to fit 'Safe System' measures to improve vehicle safety.

Based on how much a driver can see directly through their cab windows, the star system rates HGVs over 12 tonnes from zero (lowest) to five (highest).

Vehicles rated between one star and five star will be compliant until 2024, when vehicles two star and below will require a 'Progressive Safe System' in order to operate in London (subject to consultation).

Christina Calderato, head of transport strategy and planning at Transport for London (TfL), said: "Transforming the safety of HGVs will dramatically reduce road danger for people walking and cycling, helping us to ensure everyone gets home safely every day."

HGVs are disproportionately involved in fatal collisions. While they accounted for just 4% of the overall miles driven in the capital between



The ability of HGV drivers to see other road users must improve before next October

2015 and 2017, they were involved in 63% of fatal collisions involving cyclists and 25% involving pedestrians.

Mayor of London Sadiq Khan said: "So many of the tragic deaths on our roads involve HGVs and this new scheme will help save lives."

"Forward-looking businesses have already been choosing safer vehicles in the run-up to HGV safety permits becoming available."

"Operators now have 12 months to upgrade their fleets, helping make our streets much safer for people walking and cycling."

Owners of vehicles rated zero-star will need to improve the overall safety of their vehicle by fitting a 'Safe System' to reduce the risk it presents to people walking, cycling and riding motorcycles before enforcement begins. These include a camera monitoring system, a noise alert when turning left and sensors.

Fitting the 'Safe System' will not improve a vehicle's DVS star rating but will bring the safety standard of the vehicle up to allow operators to apply for a permit.

HGV operators who fail to meet these new minimum safety standards and obtain a permit will be issued a penalty charge for driving in

the capital of £550 per day, which will be reduced by 50% if paid within 14 days.

DVS will operate 24 hours a day, seven days a week and will be enforced within the Greater London boundary.

The Freight Transport Association (FTA) supports the mayor's ambition, but believes DVS is not the most effective route to improving safety.

Christopher Snelling, head of UK policy at the FTA, said: "We do not believe DVS is the most effective approach – it is a limited and expensive intervention."

"Instead, Sadiq Khan should have focused on the development of technological safety solutions, such as advanced cameras, sensors, and automatic emergency braking which would work to eliminate the element of human error."

Snelling said he was relieved, however, to see that those operating larger fleets will no longer be required to provide as much detail as first thought. "Logistics is already one of the most heavily legislated sectors of industry and more administrative burden would have been untenable," he said.

FTA is advising businesses which work in the capital to apply for HGV

Safety permits now to ensure they can continue operating their vehicles in London after the first phase of DVS launches next October.

John Hix, Fleet Operator Recognition Scheme (FORS) director, welcomed the safety initiative, but acknowledged it would prove challenging for some operators.

"The FORS requirements align with those of the DVS," said Hix. "If you've got a FORS vehicle with 'silver' safety equipment, you will be able to apply for your HGV safety permit for the DVS scheme."

"Anything that is trying to reduce accidents involving vulnerable road users such as cyclists and pedestrians in the urban environment is a good thing."

"Some operators will have to change their vehicle specifications to meet it; that will be challenging."

Operators should contact their vehicle manufacturer to confirm their star rating if their vehicle is not yet rated on a database located on the TfL website.

Vehicles without permits once enforcement begins will be assumed to have a zero star rating.

Businesses can apply for HGV Safety Permits by visiting [www.tfl.gov.uk/direct-vision-standard](http://www.tfl.gov.uk/direct-vision-standard).



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NOW HAVE 12  
MONTHS TO  
UPGRADE  
THEIR FLEETS**

**SADIQ KHAN,  
MAYOR OF LONDON**



# Charging zone moves a step closer after council's cabinet gives its approval

Bristol authority acts to clean up its air but wants £113m from Government to help make it happen

By Gareth Roberts

**P**lans for a clean air zone (CAZ) in Bristol could leave 830,000 commercial vehicles facing charges in its first year of operation.

The air quality scheme, which would see all but the cleanest vans, trucks, taxis and buses paying a charge to enter the zone, also includes a ban on all privately-owned diesel vehicles entering the city centre between 7am and 3pm, seven days a week.

Non-compliant heavy goods vehicles (HGVs) and light commercial vehicles (LCVs) would have to pay a daily charge of £100 and £9, respectively.

HGVs that meet Euro VI emissions standards and Euro 6 (diesel) or Euro 4 (petrol) vans would be exempt.

The city is under a legal obligation to reduce air pollution by lowering nitrogen dioxide (NO<sub>2</sub>) levels to within legal limits as quickly as possible.

It was among 24 local authorities ordered to improve air quality by the Government in 2017.

Bristol City Council's cabinet has now decided to forge ahead with the 'hybrid' plan, incorporating a so-called category 'C' CAZ, charging non-compliant HGVs, buses, coaches, taxis, private hire vehicles (PHVs) and light goods vehicles (LGVs), as well as the diesel city centre ban.

The CAZ will cover a wider area of the city, with both coming into force from March 2021.

The Government will have to approve the plan and introduce secondary legislation to allow the council to ban diesel vehicles.

A council report says that, "following conversations" with the Department for Transport (DfT) and Department for Environment and Rural Affairs (Defra), "we are confident this will be achieved".

It would be the first local authority to implement such a combination

of clean air measures and it will be asking the Government for £113 million to fund the scheme, substantially more than Leeds (£29m) and Birmingham (£38m) received for their respective CAZs.

Mayor of Bristol, Marvin Rees, said the plans would help the city reach "legal limits" of NO<sub>2</sub>, within the "shortest time" frame. Modelling suggests this will be by 2025.

Rees said: "For people who do not support the current proposal, including the small area diesel ban, you are left with having to implement a larger area charging zone that reaches compliance later."

The city's ruling Labour administration submitted its outline business case to the Joint Air Quality Unit following approval by its cabinet.

A full business case will now be developed, including a consultation on any exemptions, before submitting final plans to the Government in February 2020.

## 'PUNITIVE' CHARGES

The Road Haulage Association (RHA) is warning that charging commercial fleet operators to enter the city will put firms at risk.

It says the charging scheme will force firms, with trucks registered as late as 2013, to choose between prematurely replacing their fleets, paying the crippling charges or going out of business.

Chris Ashley, the RHA's policy advocate for environment and regulation, dubbed Bristol's plans as "punitive" and said a phased approach to CAZ charging, which focuses on the oldest, most polluting vehicles, would more likely improve air quality while safeguarding local businesses.

"We all want to breathe clean air, but hitting firms with punitive, pay-to-pollute charges isn't a credible way to get us there," he said.

"Given that it takes 12 large vans to carry the same load as a single 44-tonne lorry, it stands to reason

that pricing trucks out of Bristol could spark an increase in congestion and poor air quality."

He also slammed plans to impose a 24/7 lorry ban in key city streets as "impractical and inappropriate".

Automatic number plate recognition (ANPR) cameras will be used to enforce the CAZ charging area and diesel ban. Penalty charge notices (PCNs) will be issued to drivers who choose not to pay the charge or ignore the ban.

The council said the level of the PCN has not been decided, but, for the purposes of modelling, the fine was assumed at £60 (if paid within 14 days) and £120 (after 14 days) for all contravention of CAZ charges.

Rees says the council is "acutely aware" of the need to protect the local economy and jobs, but this will be considered in the full business case ahead of the February 2020 submission deadline.

## NON-COMPLIANT VANS

ALD Automotive has its main UK offices in the city. The vehicle leasing company, in conjunction with the University of the West of England (UWE), has conducted a study into how Bristol's CAZ could affect fleets.

Matt Dale, head of consultancy for ALD, said: "Government and local authorities must accept that we need time to act, and we need the information to act upon."

"Fleets will not be able to change

their vehicles overnight, and will need confirmed details in order to make informed decisions."

The ALD study looked at 10 months' of data from customers' vehicles fitted with ALD telematics to understand their movement in Bristol and the surrounding area.

It found that, dependent on the position of the Bristol CAZ boundary, almost half (49%) of all vehicles entering the zone would be non-compliant and would attract a charge if it was introduced today. For vans, the figure was more than 80%.

Both percentages will obviously fall due to natural vehicle replacement cycles over the 17 months to the proposed 2021 CAZ launch date.

"The findings of our study have huge implications for everyone," added Dale, "not only financial but the administrative burden too."

Critics have suggested an unintended consequence of the CAZ could result in neighbouring roads to the zone becoming more congested as vehicles try to avoid the area.

However, the council claims vehicles will be scattered over a larger area and it will not lead to a deterioration in air quality to illegal levels outside the zone.

Nigel Base, commercial vehicle manager at the Society of Motor Manufacturers and Traders (SMMT), said: "We want to see all cities, including Bristol, meet their targets and continue to invest in ever-more

WE NEED  
A CLEAR AND  
CONSISTENT  
NATIONAL  
APPROACH  
TO CLEAN AIR  
ZONES

NIGEL BASE, SMMT

advanced technology to help improve our environment. The automotive industry is committed to a low carbon future, and is investing massively to get there."

However, he added: "We need a clear and consistent national approach to clean air zones that incentivises uptake of the latest, low emission vehicles."

Motorists in the south-west are not just facing a CAZ in Bristol. Nearby cities have their own plans.

Bath's proposed category 'C' CAZ will impose a charge on all non-compliant vehicles passing through it, and is due to be introduced at the end of 2020.

The daily fees are expected to match those proposed by Bristol – £9 for a van and £100 for a HGV.



## LONDON'S ULEZ 'IMPROVES' AIR QUALITY

New figures show there are now 13,500 fewer polluting cars being driven into central London every day and a significant drop in harmful air pollution, since the Ultra-Low Emission Zone (ULEZ) was introduced six months ago.

The ULEZ – operating in the central London congestion zone – has helped reduce NO<sub>2</sub> levels by 36%.

More than three-quarters (77%) of vehicles in the zone now meet the ULEZ standards, compared with 39% in February 2017 (equating to 40,000 fewer non-compliant vehicles) and 61% in March 2019, prior to the scheme being introduced in April.

In addition, since May, average traffic flow in central London has improved by 3-9%, according to TfL principal policy analyst Yvonne Brown.

"We have to do more analysis (including dispersion modelling) to understand the impact on inner and outer London and to see if the changes are sustained," she said.

"But we are on track to meet our 45% NO<sub>x</sub> reduction in the full year."

Separate figures from Transport for London (TfL) show that the ULEZ has generated more than £40m since launch.

Businesses and private motorists have paid more than £30m to drive in the capital, alongside a further £10m in penalties.

A Freedom of Information request from Motorway.co.uk revealed more than two million non-compliant vehicles have paid the charge since April.

£100

daily charge for non-compliant HGVs

£9

daily charge for non-compliant vans

£113m

cost of clean air zone

830k

expected non-compliant vehicles in first year of operation



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## COMMERCIAL FLEET: COMPLIANCE

# FTA ADVICE

By Ray Marshall, senior transport advisor, FTA

**Q** Could you please clarify if the speed limiter unit is limited to 52 instead of 56 – could we be prosecuted for, say, doing 54mph as the unit is limited to 52?

**A** If the vehicle exceeds the limiter and it registers on the tachograph unit as an 'overspeed' then the driver could be prosecuted.

The overspeed setting contained within the digital tachograph calibration parameters has no effect on the functioning of the speed limitation device fitted to the vehicle. The setting is used to trigger the production of an 'overspeed event' should the vehicle exceed the authorised speed for a period of greater than one minute. The overspeed setting should be set to the maximum stabilised



speed of the vehicle concerned.

For example, in the case of a maximum weight articulated vehicle, these values are currently 85kmh for the speed limiter setting with the stabilised speed not to exceed 90kmh. Therefore, the overspeed setting for this type of vehicle must be no greater than 90kmh.

**Q** With regard to LPG cylinders, could you please advise me what is the amount of propane gas that can be carried legally before ADR regulations apply?

**A** Carriage of LPG falls under the European Agreement Concerning the International Carriage of Dangerous Goods by

Road (ADR) regulations. An exemption per transport unit allows you to carry up to 333 litres/kg before you fall into ADR's full scope.

Under this exemption, the driver must have had 'driver awareness training' and the vehicle is obliged to carry a 2kg dry powder fire extinguisher.

**Q** If a driver starts a shift at 06:00 but doesn't get into a vehicle until 06:20 do they have to put a manual entry on the tachograph to show the work since 06:00?

**A** Drivers are required to use a tachograph to record their hours of work. A driver is any person who drives an in-scope vehicle even for a short period, or someone who is carried in a vehicle as part of their duties to be available for driving if necessary.

Drivers must use the recording equipment from the moment they take over the vehicle and make a record of the whole of their working period – including any duty time that may have taken place before they had access to the vehicle and recording equipment. This is together with any other periods taken away from the vehicle.



The rules state they must not withdraw their record from the equipment until the end of the daily working period unless otherwise authorised, but the rules do not specify who may or may not authorise such a withdrawal.

Cases where records can be removed include a change of vehicle or where another driver will use it. Drivers must also make a record of any other work and periods of availability for driving and non-driving days in any week where in-scope driving has taken place.

## Supplementary Restraint Systems (SRS)

Most new vehicles have front airbags for the driver and passengers as standard with more and more additional bags fitted around the occupants to maximise their safety if involved in a collision.

Airbags are sometimes referred to as 'supplementary restraint systems' (SRS) given they are designed to enhance the protection offered by seatbelts.

Front airbags operate in a severe frontal collision. Crash sensors detect the sudden reduction in speed and send a signal to the airbag inflator which fills the bag

with a gas. Full inflation occurs faster than a blink of the eye. The bag begins to deflate instantly, in a controlled way, to cushion the impact.

In order to do their job properly in a severe front impact, airbags inflate very quickly with a considerable amount of force. This can sometimes cause injuries such as abrasions and slight burns, but these are minor compared with the serious injuries which could have occurred if the airbag had not been present. However, serious or fatal injuries can be caused if an occupant is too close to an airbag when it inflates.

### CORRECT DRIVING POSITION

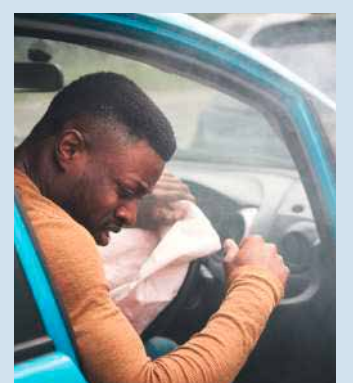
Whether or not an airbag is fitted, you should sit as far back as reasonably possible from the

steering wheel. Given the speed and force with which an airbag inflates, it is vital that you always wear your seatbelt and that you do not sit too close to the steering wheel.

Research suggests that the distance between the centre of the steering wheel to your breastbone should be at least 10 inches (25cm). However, since airbag systems differ from vehicle to vehicle, you should always check and follow specific advice from your vehicle manufacturer.

The key points are: Always wear your seatbelt. Position yourself as far away from the steering wheel as possible, but make sure you can maintain safe control of the vehicle.

If you must have your seat pushed forward in order to reach the pedals, slightly reclining the



back of your seat may help move you back sufficiently from the steering wheel. If your steering wheel is adjustable, tilt it downwards so the airbag points towards your chest rather than your head, but make sure you can see the instruments clearly.

## Applications now open for Direct Vision Standard HGV Safety Permits

Applications for Direct Vision Standard HGV Safety Permits opened on Monday October 28, a year before enforcement of the scheme starts.

From 26 October 2020, HGVs over

12 tonnes will require a safety permit to enter or operate within the Greater London boundary. This will be enforced 24/7. Permits are free and will be granted to all vehicles rated at least one star on the Direct

Vision Standard star-rating system.

Zero-star HGVs can receive a permit if they can prove they meet Safe System requirements.

Operators are encouraged to apply for permits as soon as possible, to

avoid delays from the expected last-minute rush next year. Permits will not begin until the scheme starts in October 2020, regardless of when they are issued. More information is on the gov.uk website.



# LOADS OF TROUBLE – AND HOW TO AVOID IT

It may be done to gain competitive advantage, but overloading isn't worth it, reports *John Lewis*

**O**verload a commercial vehicle and the penalties can be eye-watering. And the fines aren't levied solely at the driver. A removal company, two of whose vans were found to be overloaded by 33% and 46% within the space of a month, was fined £48,000 by Bristol magistrates, reports the Driver and Vehicle Standards Agency (DVSA). The drivers were fined £1,848 and £2,464 respectively.

The business involved had a history of overloading.

Such substantial fines are, admittedly, rare. More typically, drivers face a fixed penalty notice from £100 to £300 dependent on how overweight the vehicle is.

If the overload exceeds 30%, however, then the enforcement authorities will report the driver with a view to prosecution.

A fine of several hundred pounds is a likely outcome if the individual is found guilty.

The owner may be prosecuted for causing or permitting the offence, with penalties on conviction

likely to be several thousand pounds for each axle overload, and for the gross overload too.

"Fines from £3,000 to £5,000 are common," says Axtec sales director, Derek Hack. The Cheshire-based firm supplies onboard weighing systems as well as weighbridges.

Overloading can result in the issuing of a prohibition notice and the vehicle being immobilised by the DVSA until the excess weight is removed.

"That may mean missed deliveries and the business concerned will incur the cost of having to send

out a second vehicle to take on part of the load," points out Axtec managing director, Keith Gresham.

Matters are likely to become more serious, and the penalties heavier, if the overload is enough to justify a charge of using a vehicle in a dangerous condition, or if the vehicle happens to be a truck.

If that is the case, the Traffic Commissioner must be informed of any overloading conviction.

The commissioner could take action against the operator's O-licence if the offence is sufficiently serious, or if the operator has committed a number of other offences at the same time.

It will certainly affect the firm's OCRS – Operator Compliance Risk Score – which means its trucks are likely to be stopped by the DVSA more frequently and it will affect its eligibility for Earned Recognition.

Hack can understand why overloading is viewed as such a serious offence. It affects the vehicle's brakes – the extra weight means it will not be able to stop as quickly in an emergency – as well as its steering and suspension, which means its handling will be impaired.

"If it is involved in an accident, and the insurers discover it was overloaded, they may declare the insurance invalid and refuse any claims," he says.

There is a further good reason for objecting to overloading. "It represents unfair competition," Hack points out.

Carrying excess weight gives the firm concerned

“THE INSURERS  
MAY DECLARE THE  
INSURANCE INVALID  
AND REFUSE ANY  
CLAIMS”

DEREK HACK, AXTEC

a (hopefully temporary) advantage over businesses that operate legitimately.

Axtec's OnBoard Load Indicator employs load cells connected to the chassis which can measure a gross overload plus individual axle overloads on up to four axles and alert the driver accordingly. The latest version was launched at April's Commercial Vehicle Show, with larger in-cab displays.

Have it fitted to a two-axle truck – an 18-tonner, for example – and it will cost £1,449, supplied and installed, says Hack.

Best-known for its Urban Eat range of sandwiches, Adelle Foods had an earlier version of

OnBoard Load Indicator fitted to 200 refrigerated Mercedes-Benz Sprinters with an eye to maximising their payload without breaking the law.

"It gives our drivers a safe and simple means of seeing the fullest possible load information so they don't have to worry about accidental overloading," says a company spokesman.

Wellingborough Norse, which collects refuse as well as proving other services, has had a dynamic weighbridge installed at a depot it operates in Northamptonshire on behalf of Wellingborough Council. It uses it to weigh its vehicles to ensure they remain legal, and allows third parties to use it too, for a fee.

This type of weighbridge costs from £16,000 to £20,000, including groundworks. "It has been a shrewd investment for us," says operations director, Bernard Gallyot.

## REAL-TIME WEIGHING

Some trucks are fitted with onboard systems that record the weight of items as they are loaded and allow the fleet manager to see what is happening in real-time via a web portal.

Those items are often big-capacity bins used to collect trade waste. A certified weigher allows the operator to bill the customer for the amount of waste that has been picked up.

Enviroweigh from Vehicle Weighing Solutions (VWS) enables Wiltshire-based Grist Environmental to do exactly that. Six of its trucks are equipped with Enviroweigh, and more will follow.

The system can be monitored remotely. "It allows us to pick a vehicle and either see



## COMMERCIAL FLEET: SAFE LOADING

“What is happening right now or select a day and time-frame to check a particular bin or collection round,” says Grist head of projects, Jonathan Taylor.

“It’s really helped us with the management of heavy bins.”

Like Axtex, VWS supplies dynamic weighbridges and offers onboard weighing systems that will identify gross and individual axle overloads. Its Vehicle Overload Protection System (VOPS) relies on sensors that monitor the movement of the suspension when a load is imposed and its portfolio also includes a more sophisticated system that employs load cells mounted between the chassis and the body.

The former is accurate to within 1.5% and is around one-third the price of the latter, which has an accuracy of better than 0.5%, says VWS managing director, Julian Glasspole.

“We recommend that onboard weighers are calibrated every 12 months,” he adds.

Other onboard weigher suppliers include VPG, which introduced the latest version of its VanWeigh gross and axle overload monitor for light commercials earlier this year, and Red Forge.

Commercial vehicle manufacturers have not traditionally fitted overloading indicators on the production line, but that attitude may be changing. Virtually identical aside from their badges and some styling differences, Peugeot’s Partner, Citroën’s Berlingo and Vauxhall’s Combo can all be ordered with them.

Having cargo tumble off a van or truck and land in the middle of the motorway, potentially causing an accident, is unlikely to endear the driver or the operator to the authorities. Again, legal action



INCLUDING LOAD RESTRAINTS IN THE DRIVER’S DAILY CHECK IS NOT A BAD IDEA

PHIL LLOYD, FTA

against both driver and operator is likely to ensue, with steps taken against the firm’s O-licence if a truck is involved; especially if somebody is injured.

If someone is killed, then a prosecution for corporate manslaughter could follow.

Curtainsider bodies are especially vulnerable to load loss given their lack of solid sides.

Even if cargo is not lost, the DVSA can take action, and issue a prohibition notice if a curtain is bulging outwards because an insecure item has shifted.

Highways Authority traffic officers are increasingly passing information on vehicles that appear to be loaded incorrectly to the DVSA so it can act.

Working with other agencies, the Health and Safety Executive (HSE) has been involved in a pilot

scheme which has resulted in trucks being randomly stopped to see if their cargo is properly secured, whether their curtains are bulging or not.

Section 40A of the Road Traffic Act 1988 says anybody who uses, causes or permits another to use a vehicle on the highway with a load that could fall off and injure someone because it has not been secured properly is committing an offence.

### NO STRAPPING

Given this, it is perhaps surprising that loads transported in curtainsider bodies do not always need to be strapped down, a time-consuming exercise which can result in inadvertent damage to palletised cargo if it is lashed down too tightly.

To qualify for this exemption, businesses must use bodies built to European Standard EN 12642-XL. To meet this standard, a body has to have its roof reinforced, and both its strengthened curtains have to be capable of withstanding a sideways force equivalent to 50% of the maximum payload without the need to strap the load down laterally. In addition, they have to be able to handle a frontal force equal to 100% of the maximum payload and a 50% rearward force.

If they can do all this, then they are deemed to be capable of containing the cargo without any further measures having to be taken. “You should be able to pick the vehicle up and shake it, and nothing will fall out,” says Road Haulage Association (RHA) head of technical services Malcolm Dodds.

However the standard only works if the load is a full one, pushed right up against the headboard, positioned almost up to the rear doors – it must be restrained at the back – and no more than 80mm from each set of curtains.

It has to be a uniform one too. If it consists of pallets bearing loads of differing heights interspersed with un-palletised items of various widths and heights, then it probably won’t be legitimate.

If the cargo does not meet these criteria, or if part of a full load is unloaded half-way through the vehicle’s journey, then it has to be fully restrained. The best way of doing so is to secure it crossways using ratchet straps, with wider straps, load-rated nets, and tarpaulins with integral straps used to spread the load if the cargo is at risk of being crushed.

“Bags full of aggregates, for example, can be secured with wide straps which won’t chafe and result in their contents spilling out,” says Dodds.

Edge protectors can be used to help protect vulnerable loads. “It can also make sense to put friction mats on the load bed to make it less likely the cargo will slide,” he says.

Palletised loads can vary significantly in weight. Concern has been expressed by both operators and drivers in recent years over the weight of some of the pallets drivers working on their own are expected to deliver to domestic premises using a tail-lift and a pallet truck.

The issue grew in significance after a truck driver died delivering a pallet of tiles weighing 1.1 tonnes to a residential address back in 2016.

Having carried out extensive research and tests, the HSE has decided against imposing a maximum weight limit, suggesting, instead, that operators carry out their own risk assessments and impose restrictions accordingly. Some pallet networks and transport fleets have already voluntarily opted for a 750kg limit.

Strapping down tall pallets can be challenging, with drivers sometimes obliged to hurl a strap with a half-kilo ratchet on the end over the top from one side of the body to the other.

That cannot be viewed as a safe practice.

A far better approach is to install straps that retract into the body’s roof. They can be pulled down onto the cargo, then secured on each side of the load bed.

Body and trailer builder Schmitz Cargobull’s Sliding Lashing System works along these lines, and can be combined with its beefy Power Curtains. “They’re thicker than standard curtains and reinforced with Kevlar,” says Matthias Muffert, head of product for Schmitz’s curtainsider range.

The curtains are so strong that they can be used as anchorage points for horizontal straps that can be used to secure the rear of a palletised load, he adds.

Restraint straps must comply with the Provision and Use of Work Equipment Regulations 1998. They must not be cut, seriously frayed or have holes in them, and the metal parts fitted to them must not be missing, damaged or corroded.

They must also be labelled so the driver can see how strong – and how old – they are.

“Including load restraints in the driver’s daily walk-around check is not a bad idea,” says Freight Transport Association head of engineering and vehicles standards policy Phil Lloyd.

He suggests operators produce a leaflet outlining the basics of safe loading, and ensure it is put in the cabs of all of their vehicles.

“Admittedly, there is a lot of information about this topic on the internet, but that doesn’t mean that drivers will bother to read it,” he observes.



A certified weigher allows the operator to bill the customer for the amount of waste that has been picked up



The Axtex Dynamic Axle weighbridge with the dashboard monitor (inset)



They might not read a leaflet either, of course. But they could be tempted to pick it up and glance through it if it is sitting in front of them.

To help ensure drivers understand what they need to do, trailer and body builder Don-Bur and the RHA have put together a half-day Certificate of Professional Competence course entitled Practical Safe Loading. It covers the theory and includes practical content too.

FORS, the Fleet Operator Recognition Scheme, requires fleets to ensure appropriate load restraints are used and that vehicles are not overloaded.

Risk assessments should be carried out, says FORS, suitable restraint equipment made available and drivers should be trained so they know how to use it. They should also be made aware of the potential risks if correct procedures are not followed.

### REGULAR REVIEWS

The policies the fleet follows should be fully documented and reviewed every 12 months.

No matter how well it is run, no fleet can be certain corners will never be cut.

“However, there is a far better chance of the right thing happening if the safety culture in the business is right,” says FORS director John Hix.

The FORS requirements are set out in the latest version of its *Going for Bronze* handbook, which also points out that information on safe loading is available online from the DVSA ([www.gov.uk/government/publications/load-securing-vehicle-operator-guidance](http://www.gov.uk/government/publications/load-securing-vehicle-operator-guidance)) and the Health and Safety Executive ([www.hse.gov.uk](http://www.hse.gov.uk)). Even if drivers cannot

be persuaded to visit the websites concerned, fleet managers certainly should.

The HSE chairs a load security steering group which includes representatives from the DVSA, the Health and Safety Laboratory, vehicle, trailer, body and load restraint manufacturers and the road transport industry.

Operators periodically complain that drivers sent to collect cargo from warehouses are told to stand behind a safety barrier while their trucks are loaded. As a consequence, they have no idea whether the load has been secured properly, despite the fact that both they and the truck’s owner can be held liable if it has not.

“A number of RHA members have raised this as an issue,” says Dodds.

It is in the interests of warehouse keepers to ensure vehicles are loaded correctly because they, too, may be held liable under the Road Traffic Act if the cargo shifts, warns the HSE. So, allowing the driver to emerge from behind the crash barrier and offer advice could be wise.

Safe loading leaflets should be put in the cabs of vans as well as trucks contends Lloyd, because many light commercial drivers do not know how to load their vehicles correctly.

“There is a genuine lack of understanding among them,” he says. “So from the DVSA’s viewpoint, pulling over vans it suspects are overloaded is a bit like shooting fish in a barrel.”

Put the suspect vehicle on a weighbridge, and it is almost certain to get a result; and a hefty fine may follow.



# IVECO DAILY

Iveco takes the direct approach to target home delivery fleets, utilities and local authorities

By John Lewis

Mike Cutts has ambitious plans for Iveco's new Daily. Freshly-appointed as the manufacturer's UK business line director, LCV, he aims to boost sales by around 20% in 2020.

This means registrations should rise from a projected 4,700 or thereabouts this year to more than 5,600.

Home delivery fleets, utilities and local authorities are all on his hit list.

"We're focusing more clearly on direct sales and I believe we've got an opportunity to grow at 3.5 tonnes," he says. The Daily grosses from 3.5 to 7.2 tonnes.

Also being targeted are firms that hold franchises from major rental companies.

Sales to rental fleets, which have a justified reputation for driving a hard bargain, have been used as a means of artificially inflating registrations by a number of manufacturers over the years. However, that is not what Iveco is trying to do in this case, Cutts insists.

"A lot of rental companies are supplying vehicles

## MODEL TESTED 70C18HAB V HI-MATIC

SPECIFICATIONS	
OTR price	TBA
Power/torque	180PS/470Nm
Payload	3,949kg
Gross vehicle weight	7,000kg
Load volume	18 cu m
Fuel cost	n/a
SMR	n/a
Running cost	n/a
Combined fuel economy	n/a

on short-term mini-leases," he points out. If they offer Daily on this basis, Cutts argues, then it will expose the model to potential customers who might not otherwise have considered it.

He is not averse to offering fleet buy-back deals as a means of generating stocks of late-registered Dailys that can then be marketed through the network. It enables dealers to boost used sales, generate more workshop revenue and helps Iveco get more control over residual values.

"Such deals have to be carefully managed though," he stresses.

Now on sale in the UK, the latest Daily can be specified with a variety of new safety packages. They include Advanced Emergency Braking and City Brake, which intervene if there is a hazard and the driver does not apply the brakes in time, Crosswind Assist, Proactive Lane-Keeping Assist and Adaptive Cruise Control.

The latter can be combined with Queue Assist on models fitted with the Hi-Matic eight-speed automatic box. Push a button, and your Daily will remain at a safe distance from the vehicle in front in traffic congestion.

Worthy of note are Traction Plus, which helps Daily keep a grip on slippery surfaces, and Hill Descent Control, which allows drivers to descend long, steep inclines slowly and safely without having to touch the brake.

More to do with convenience than safety, pressing the City Mode button increases the power steering assistance – electric power steering has been fitted – reducing the effort required to turn the wheel by up to 70%. The aim is to make it easier to manoeuvre Daily in crowded city streets.

I sampled a Daily 3.5-tonner fitted with Hill Descent Control and City Mode at the Millbrook Proving Ground in Bedfordshire.

They work well, but it might be sensible to make City Mode self-cancelling at speeds of above, say,

10mph. As things stand, once switched on, it stays on unless you switch it off, which can make the handling feel odd once you reach motorway speed.

While much of the focus is on fleet, small businesses whose main point of contact is with the dealer network are not being neglected, Cutts insists; especially those that may require a vehicle tailored to meet a niche application, or want their Daily serviced out-of-hours.

To provide the aftersales support truck fleets require, all Iveco dealer workshops open early and close late, and some stay open 24/7. Daily operators can make use of that flexibility, he points out, and get their vehicles serviced overnight.

"We've got a strong truck DNA," he remarks.

Workshops could become less important given the stress being placed on connectivity.

Daily is offered with Remote Assistance Service, which allows faults to be diagnosed and software updated remotely without the need to visit a dealership, while the MyDaily portal allows operators to monitor their vehicles from a PC, a tablet or a smartphone. They can look at fuel consumption as well as driving style.

Provided in conjunction with Verizon, a fleet management package allows transport companies to do everything from schedule maintenance to monitor driving hours.

The new model also benefits from LED headlights and a new instrument cluster with a TFT colour display. A Hi-Connect infotainment system with voice recognition means drivers can mirror their mobile devices with Apple Car Play and Android Auto.

In further changes, Iveco has introduced an electric parking brake which automatically engages when the vehicle is parked, and disengages when the driver is ready to depart. Other enhancements include increased performance from the 3.0-litre engine, a lighter



I BELIEVE WE'VE GOT AN OPPORTUNITY TO GROW AT 3.5 TONNES

MIKE CUTTS, IVECO

electronically-controlled variable geometry turbocharger which is said to be more responsive, and a new tyre pressure monitoring system.

Michelin has developed the Agilis 3 low-rolling-resistance tyre for Daily which Iveco says should help cut fuel consumption by around 1%.

The latest Daily is up to 10% more fuel efficient than its predecessor, says Iveco, while maintenance costs are up to 10% lower, partly as a consequence of longer oil change intervals and a bigger sump. The arrival of a three-piece front bumper should help reduce accident repair costs.

A key advantage Daily boasts in the current climate, Cutts says, is the availability of models that can run on compressed natural gas (CNG). The paucity of CNG dispensers on public forecourts is having an impact on sales growth, he admits, but the situation is slowly improving.

"That's especially the case in Scotland's central belt," he observes.

So what has happened to the battery-powered version of Daily? It remains available, but Iveco is not promoting it to any great extent in the UK at



A new instrument cluster with TFT colour display

present. Its eye-wateringly-high price tag and the availability of more competitively-priced models such as Renault's Master ZE mean only a handful have been sold.

"However, we're now developing the next-generation electric Daily and the improved battery technology we're working on should give us the opportunity to look at its competitive position in the market," Cutts says.

Battery prices look set to decline over the next few years, according to auto industry analysts.

Before he joined Iveco, Cutts spent a year in the electric vehicle charging industry as head of sales for home charge, fleet and leasing at Pod Point. Before that he was at Volkswagen Commercial Vehicles for six years.

Cutts is also busy promoting the availability of the aforementioned Hi-Matic gearbox, which is offered with Start&Stop. Home delivery fleets are already favouring this type of box over manual transmissions because their journey profiles can put undue stress on the clutch.

Offering Daily with CNG and the Hi-Matic box,

and with a remarkably-wide range of chassis, may go some way to offsetting the acute challenge Iveco suffers at 3.5 tonnes.

With Ford, PSA, Volkswagen, Mercedes-Benz, Renault and Fiat among others all scrapping for registrations, price is key; and Iveco is unlikely to want to slug it out over every last penny with the mass market players.

It is a different story at 7.2 tonnes.

At this end of the weight spectrum, Daily appeals to customers who need something that can handle tasks that would usually be undertaken by a 7.5-tonner, but want to do so with a vehicle that is more like a light commercial than a truck. Daily has carved out a useful niche for itself in this sector, supplying 7.2-tonne versions of the previous model to Connect Plus Services and rental fleet ND Brown among others.

While Daily has the ability to succeed in certain niches – 7.2 tonnes is a good example – the sheer firepower that can be mustered by Ford et al means it may struggle to make significant headway in the key 3.5-tonne market, despite its virtues.



# THE LAST WORD

## WAYNE WARBURTON

HEAD OF MOBILITY SERVICES, SIEMENS PLC

In Wayne's world, problems would be fixed in a timely manner – from homelessness to potholes he wants everyone to enjoy the sentiments expressed in his favourite song, Wonderful Life

The advice I would give to my 18-year-old self is never be afraid to question the status quo.

The song I would have on my driving playlist is *Wonderful Life* by Black.

My first memory associated with a car – an old yellow Vauxhall Chevette. It stood out, but think this was to do more with the rust than the colour.

My favourite movie quote is: You're gonna need a bigger boat – *Jaws*

My pet hate is people promising something and it not materialising.

If money was no object? Fix homelessness in every major UK city.

A book I would recommend others read is – a little sad but going back to CIPS days – *Procurement Principles and Management*. It gives anyone a really good overview of procurement.

My hobbies and interests are watching Manchester City (for more than 30 years) and time with the family (work/life balance is key).

If I were made transport minister for the day I'd fix all the potholes that cost motorists a lot of money.

### Why fleet

Of all commodities to be involved in, it's going through massive change and many challenges unseen in the past and the boundaries between fleet and travel are coming far closer.

### How I got here

I have always been in procurement and management roles. So, looking after mobility services as a key commodity to most organisations is a big responsibility. Fleet covers a whole range of sub-commodities which offer different challenges and have different stakeholders.

### Latest products, developments and achievements

A lot is happening, but the key driver is to address carbon reduction given fleet is a significant contributor. We have to look at policy, charging infrastructure/billing and innovation in our supply chain. The only way of doing this is to truly work in partnership with key suppliers.

### My company in three words

Innovative, challenging and open.

### Career influence

The people around me, everyone should constantly influence each other. This is what makes things happen and drives innovation.

### Briefly, describe your management style

Open, trusting and vision setting.

### Advice to fleet newcomers

Learn as much as you can internally and externally. Fleet, while challenging, can really be 'felt and touched' so you have to listen to your stakeholders and take them along with your vision/journey and constantly update them.

### If I was not in fleet

I have performed many roles within Siemens, but must admit fleet is the most enjoyable. So, it would be hard to move away.

But maybe into a more senior management role.

Next issue: Nick Chadaway, managing director, DMN

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Interior model shown: All-New CLIO S Edition.





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The official combined fuel consumption figures in mpg (l/100km) for the Renault All-New CLIO R.S. Line and S Edition are: 54.3 (5.2). The official CO<sub>2</sub> emissions are 99g/km. WLTP figures shown are for comparability purposes; only compare figures with vehicles tested to the same technical procedures. Actual real world driving results may vary depending on factors such as weather conditions, driving styles, vehicle load or any accessories fitted after registration. WLTP is a new test used for fuel consumption and CO<sub>2</sub> figures, however until April 2020 the CO<sub>2</sub> figures are based on the outgoing (NEDC) test cycle which will be used to calculate vehicle tax on first registration. Please visit [renault.co.uk/configure](https://www.renault.co.uk/configure) for WLTP figures for any selected options. Model shown: All-New CLIO R.S. Line.