

# FleetNews

September 26 2019 £4.00



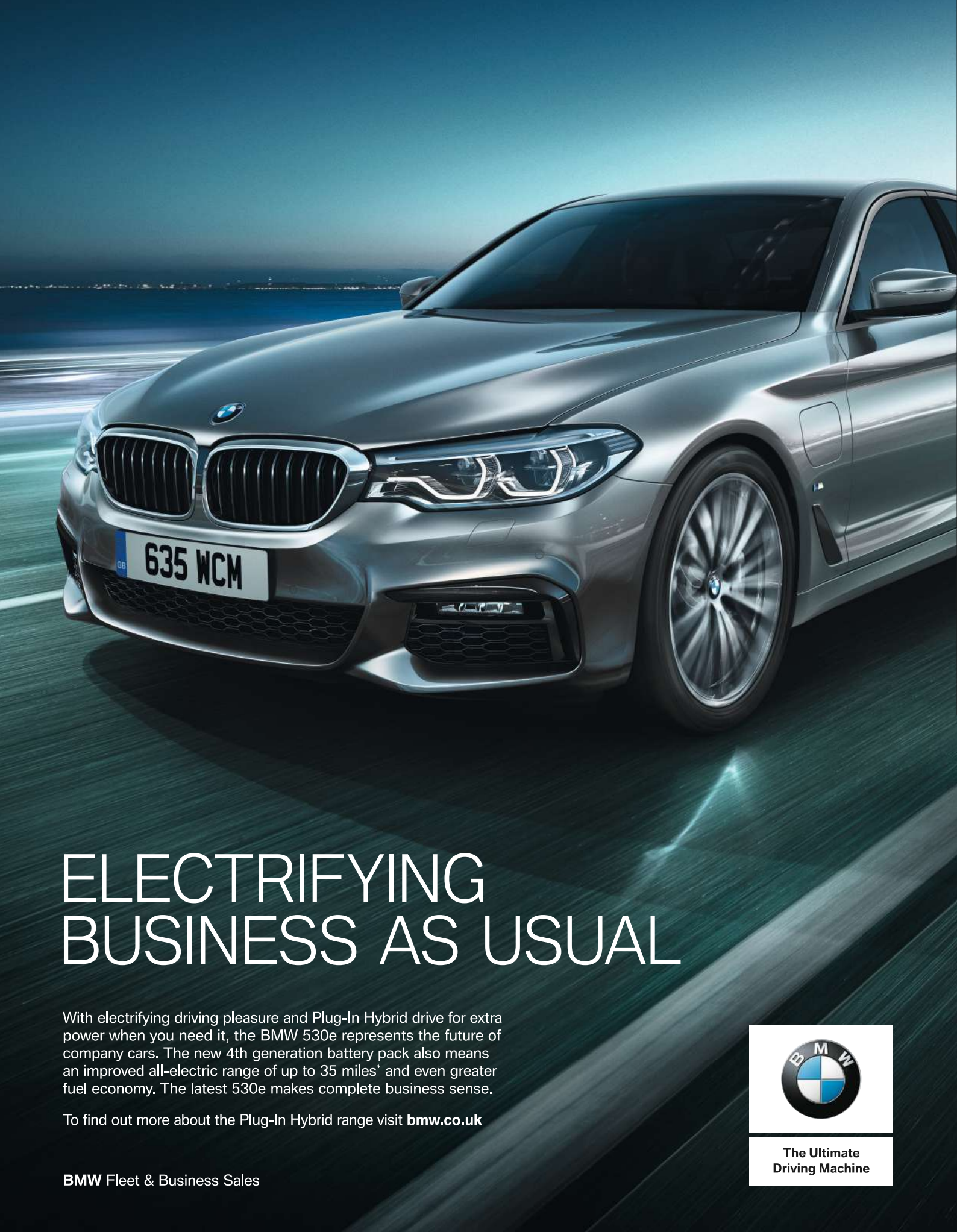
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BMW Fleet & Business Sales



Fuel economy and CO2 results for the new BMW 530e range mpg (l/100 km) (weighted combined): 117.7 (2.4) to 156.9 (1.8). CO2 emissions (weighted): 49–36 g/km. \*Equivalent all-electric range: 29–35 (WLTP) miles. Electric energy consumption per 62 miles/100 km (weighted combined): 25.3–22.1 kWh. Figures are for comparison purposes and may not reflect real life driving results which depend on a number of factors including the starting charge of the battery, accessories fitted (post registration), variations in weather, driving styles and vehicle load. They were obtained using a combination of battery power and fuel. The BMW 530e is a plug-in hybrid vehicle requiring mains electricity for charging. All figures were determined according to a new test (WLTP). The CO2 figures were translated back to the outgoing test (NEDC) and will be used to calculate vehicle tax on first registration. Only compare fuel consumption, CO2 and electric range figures with other cars tested to the same technical procedure. Model shown: BMW 530e M Sport.

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Figures shown are for comparability purposes; only compare fuel consumption and CO<sub>2</sub> figures with other vehicles tested to the same technical procedures. These figures may not reflect real-life driving results, which will depend upon a number of factors including the accessories fitted (post registration), variations in weather, driving styles and vehicle load. There is a new test used for fuel consumption and CO<sub>2</sub> figures (known as WLTP). The CO<sub>2</sub> figures shown however, are based on a calculation designed to be equivalent to the outgoing (NEDC) test cycle and will be used to calculate vehicle tax on first registration. For more information, please see [www.skoda.co.uk/owners/wltp-info](http://www.skoda.co.uk/owners/wltp-info) or consult your retailer. Data correct at September 2019. Figures quoted are for a range of configurations (including non-UK) and are subject to change due to ongoing approvals/changes. Please contact your retailer for further information. Model shown is not UK specification. Some of the equipment shown is optional.

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# Fleets warned to expect price rises and fuel shortages in a 'no deal' scenario

ACFO urges fleets to draw up their own disaster recovery plans

By Tom Seymour

**F**leets are being urged to put a disaster recovery plan in place in order to prepare for every eventuality ahead of October 31.

Parliament passed a bill that aims to block a 'no deal' Brexit by forcing the Prime Minister to ask the EU to delay the UK's departure until January 31, 2020, unless a deal – or a 'no-deal' Brexit – is approved by MPs by October 19.

However, the Prime Minister has said he would rather be "dead in a ditch" than delay Brexit while any extension to the October 31 deadline would be reliant on the approval of EU member states.

Also, in a sign of the Government's determination to leave at the end of next month, planning for 'no deal' has been stepped up, with the launch of a £100 million publicity campaign urging businesses to "Get Ready" for Brexit.

Caroline Sandall, chairman of fleet representative body ACFO, said it is imperative that fleets look at some

"what if?" scenarios. She told *Fleet News*: "There will inevitably be a level of disruption, even though we can't say at what level it's going to be."

"You'll expect it in new car and parts supply and there are likely to be some delays in the short- and medium-term."

Sandall said fleets will need to review their vehicle orders and think about how they will be impacted dependent on when, or if, the UK exits the EU. This could mean vehicles being subjected to price changes as a result of tariffs.

In the event of a 'no deal', the UK

would be subject to World Trade Organisation (WTO) terms. The standard tariffs on cars are 10% and, on average, 4.5% for vehicle components.

The Society of Motor Manufacturers and Traders (SMMT) has estimated the cost of UK-built cars sold in the EU would rise, due to tariff costs, by an average of £2,700, and light commercial vehicles by £2,000.

Mike Hawes, SMMT chief executive, told *Fleet News* the UK motor industry has always been clear about the consequences of 'no deal'. "Brexit is already having an impact

– on output, costs and investment, as hundreds of millions of pounds are diverted to Brexit cliff-edge mitigation.

"The UK and EU automotive industries are deeply integrated and it is vital we maintain all the conditions that have made us globally competitive – at the very least, this means tariff-free trade, frictionless borders. No deal must be avoided at all costs."

Sandall said that due to the unpredictability of the current political climate, fleets need to sit down and look at worst case scenarios and what that might look like for each business.

"If we suddenly find that our downtime skyrockets due to no access to 24-hour parts delivery in aftersales networks, what can we do on the assumption that everyone's going to be impacted? Hire cars could be in greater demand due to lack of parts availability."

"If you're a fleet that needs that continuity, you need to have a disaster recovery plan, because

that's effectively what it's going to be.

"Try to think of absolutely everything and how you're going to deal with it, particularly for those fleets where having people mobile is integral to their operation."

Sandall said it was also important fleets familiarise themselves with the rules around the correct documents for driving in Europe, including an International Driving Permit, an insurance green card and a GB sticker.

Furthermore, she suggested fleets should expect potential traffic issues in Kent from Dover as the Freight Transport Association (FTA) predicts there is a risk that disruption at the border crossing may back-up lorries and clog traffic.

Rupert Pontin, Cazana director of insight, said there were moves by

some manufacturers earlier this year to bring cars to the UK market prior to the previous March 31 deadline and that process is now being repeated.

He also claimed some businesses have been delaying changing their fleets due to the confusion and lack of clarity in relation to economic trading, and it would seem that this is likely to be the case short term.

"Contract hire and leasing companies can force change where businesses seek to go for a second extension by increasing pricing and this will at least keep registrations on the move in the fleet sector," Pontin said.

He added that if new car registrations and fleet remarketing falter as a result of a delayed Brexit, then used car stock may slip into short supply once more.

"Ultimately, right now it is extraordinarily difficult to put any sort of plan in place although the recent political developments show that, as it stands, there will be no hard Brexit."

## PRICE INCREASES

It is expected that a 'no deal' will likely result in price increases and

10%  
tariff on cars

4.5%  
tariff on vehicle components



“THERE WILL INEVITABLY BE A LEVEL OF DISRUPTION”

CAROLINE SANDALL, ACFO

longer lead times for vehicles and spare parts.

There are around 1,100 trucks coming into the UK from the EU every day, delivering components to engine manufacturers and car plants.

In the event of a 'no deal', there would be disruption to supply chains in the automotive sector caused by friction at the UK's borders.

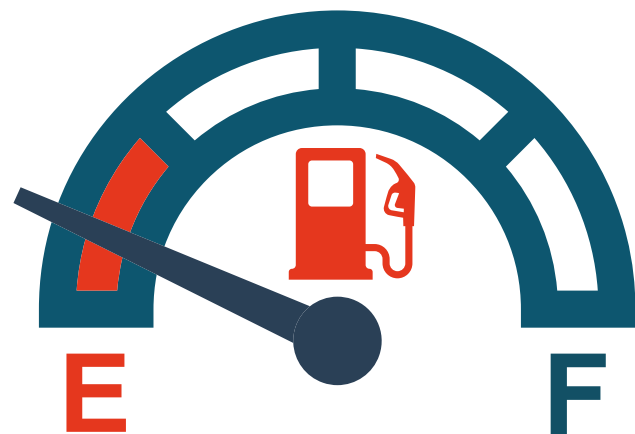
However, the Government has said it has ramped up preparation for no deal with an extra £2.1 billion, equating to £6.3bn in total to prepare for life outside the EU. This includes £16m to train HMRC staff at the borders and £20m to prepare control checks at Dover.

The Government said new transit sites have been built in Kent to smooth the flow of goods into the EU and it has appointed 1,000 new staff to support border control.

Mercedes-Benz, which achieved the highest true fleet sales in the UK last year, with more than 83,000 cars sold to fleets, maintained its stance that there would be no impact on vehicle supply from its perspective.

A spokesperson for Mercedes-





■ Benz told *Fleet News*: "Mercedes-Benz has the clear objective of ensuring goods can continue to enter and exit the UK in a timely manner following the UK's exit from the EU."

"We are constantly monitoring the status of negotiations, and have plans in place to ensure that our objective is met should the UK exit the EU without a transition period."

"These plans cover all relevant topics e.g. the supply and movement of goods, customs procedures and logistics."

Steve Young, managing director at ICDP, the automotive distribution research organisation, said the political whirlwind seen in Parliament over the past few weeks has continued to make planning for Brexit "uncertain and unpredictable" for businesses.

In addition to the potential for tariffs under WTO rules, he explained that there is likely to be price fluctuations due to a weakened exchange rate for Sterling versus the Euro and, although both would be affected by a 'no deal', the impact on Sterling is likely to be greater.

He said: "This will create price inflation for any imported product, or product with imported content, quite separate from any tariffs."

"It will increase the real cost of financial incentives for vehicles in the UK market for manufacturers reporting in other currencies and will reduce their profits."

Young says fleets should be asking their leasing partners and manufacturers for information on changes to pricing on new vehicles and, if so, what and when. He said individual lead times for vehicles may vary for each manufacturer.

He added that although manufacturers should have put in place additional UK stocking for popular model variants and fast-moving after-market parts lines, fleet managers should communicate to drivers that there may be an impact on lead times due to Brexit disruption.

#### FUEL SHORTAGES

A confidential Government report looking at worst case scenarios in the event of a 'no deal' Brexit has been published after MPs forced ministers to reveal its contents.

The Operation Yellowhammer report warns of potential food and medicine shortages and suggests there could be disruption to fuel supplies in London and the South East due to border delays.

The Government's contingency plans include putting 1,600 soldiers on standby to help stockpile fuel supplies with 80 tankers.

James Hookham, FTA deputy chief executive, expressed concerns that none of the planned scenarios in Yellowhammer were shared with the logistics industry in its meetings with Government over the past three years.

He said: "We are ready and waiting to adopt and adapt to new trading practices but without knowing the scenarios the Government believes industry should prepare for, logistics operators cannot be expected to take adequate steps to get ready for a 'no deal' Brexit."

"This is the first time the industry is learning of any threat to fuel supplies – a particularly worrying situation as this would affect the movement of goods across the country, not just to and from Europe, and could put jobs at risk throughout the sector which keeps Britain trading."

Furthermore, Yellowhammer warns that fuel shortages in the south-east could lead to shortages elsewhere with motorists panic buying.

Disruption to key sectors and potential job losses could also lead to protests and possible road blockages.

## Hope for the best, plan for the worst



BY COLIN TOURICK  
PROFESSOR OF  
AUTOMOTIVE  
MANAGEMENT

We are in the vortex of a national crisis. Actually, crises.

- Constitutional – can the PM refuse a direct instruction from Parliament?
- Democratic – which should prevail, the will of the people or the will of their parliamentary representatives?
- Economic – no one seems to know how bad things will be when we leave the EU, (with or without a deal).
- Social – there has been a sharp increase in antisocial behaviour (racism in particular).

■ Political – have we ever seen so many disaffected MPs? This is a particularly British crisis. No riots, no petrol bombs, no tanks on the streets. Perhaps we should be thankful for such small mercies.

Many businesses have yet to assess how leaving the EU will affect them, deal or no deal. Fleet managers are wondering what to do next. Frankly, they have already had a pretty bad year, dealing with the impact of WLTP, sharply rising BIK rates and employers wondering whether to bail out of their company cars and take cash instead.

In the past few months, I've found myself giving a piece of advice to managers I've rarely given in 40 years in fleet: wait and see what happens. We don't know if there will be a deal and have no idea what shade of government we'll see if/when there is a general election.

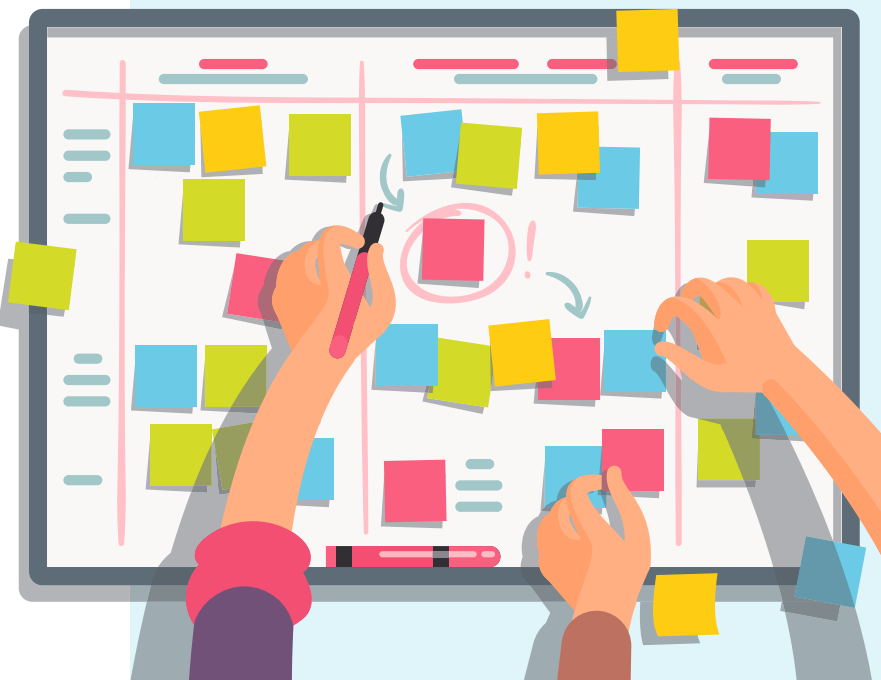
It seems to me that some of Labour's policies are a long way from business-friendly. Would a Labour government lead to a reduction in business investment and economic activity? And, if so, how might that affect your business?

The Liberal Democrats are riding high in the polls. They would campaign to hold another referendum and remain in the EU. Would that mean business as usual?

The Conservatives want out, but would they really leave without a deal?

And can any party win a majority?

Waiting and seeing is not the same as doing nothing. There is a lot to do. ACFO's call for fleets to prepare a disaster recovery plan is spot on. A no deal Brexit will lead to disruption, delays, price hikes and some shortages. We need to hope for the best, plan for the worst and stay flexible. Now is a very good time to delay vehicle replacements.



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Fuel consumption figures for the Fiat range in mpg (l/100km): Combined 32.8 (8.6) – 52.3 (5.4). CO<sub>2</sub> emissions 106 – 196 g/km. Fuel consumption figures determined on the basis of the new WLTP test procedure as per Regulation (EU) 2017/1347. CO<sub>2</sub> figures are determined on the basis of the NEDC outgoing test cycle and will be used to calculate vehicle tax on first registration. Fuel consumption and CO<sub>2</sub> figures are provided for comparative purposes only and may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. Only compare fuel consumption and CO<sub>2</sub> figures with other cars tested to the same technical procedure. \*P11D price shown is for a Fiat 500 1.2 POP 69hp.



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The fuel consumption you achieve, and CO<sub>2</sub> produced, in real world conditions will depend upon a number of factors: including the accessories fitted (post registration), variations in weather, driving styles and vehicle load. There is a new test (WLTP<sup>†</sup>) used to measure fuel consumption and CO<sub>2</sub> figures. The fuel consumption figures shown in this advert are calculated under the WLTP test. The CO<sub>2</sub> figures shown are NEDC equivalent (NEDCeq), calculated using EC correlation tool which converts WLTP figures to NEDC figures, however, these NEDCeq figures are based on the outgoing test cycle (NEDC<sup>\*\*</sup>) and will be used to calculate tax for first registration. Figures shown are for comparability purposes; you should only compare fuel consumption and CO<sub>2</sub> figures with other vehicles tested using the same technical standard. \*WLTP - Worldwide harmonised Light vehicles Test Procedure. \*\*NEDC - New European Driving Cycle. Model shown is an all-new 508 SW GT 1.6L PureTech 225 EAT8 S&S with optional Night Vision. Information correct at time of going to print. <sup>†</sup>According to version: standard or cost option. <sup>°</sup>Figures shown for 1.6L PureTech 180 EAT8 S&S 8-speed automatic engine. <sup>†</sup>Figures shown for 1.5L BlueHDi 130 S&S 6-speed manual engine. <sup>†</sup>Figures shown for 1.5L BlueHDi 130 EAT8 S&S 8-speed automatic engine.

### NEWS: CHARGE POINTS

# Searching for a rapid charge point? New online tool may provide the key

Government funding will go some way towards doubling the number of charge points

By Gareth Roberts

**F**leet decision-makers wanting to deploy multiple charge points for electric vehicles (EVs) will be able to test the network's viability thanks to a new tool.

Northern Powergrid is developing the online platform specifically for fleet operators and local authorities and hopes to launch next year.

The interactive platform aims to help fleets by specifying the capacity required and guiding them through connections options.

Using the capacity requirement details, it will display the desired location and show existing network assets and indicate their ability to service the proposed connection.

In this way, the tool will guide them towards the most cost-effective and viable connection option, potentially within minutes, says Northern Powergrid.

Details have been revealed in a new report from the energy provider called 'Maximising the value of electric vehicles for our customers'.

It provides guidance for local authorities, fleet managers and others tasked with EV rollouts, to make it as simple as possible to connect new charging infrastructure.

"Our vision is to ensure that the uptake of EVs and the associated infrastructure is for the benefit of all

electricity customers," said Anda Baumerte, sustainability manager at Northern Powergrid.

"We recognise that this will require on-going work and we want to actively involve our stakeholders in the process."

The fleet-focused development at Northern Powergrid comes as the Government promised to double the number of rapid charge points in the UK.

Currently, according to Zap-Map, there are 2,265 rapid charge points at 1,706 locations. Ministers have earmarked £70 million to fund an additional 3,000 (fleetnews.co.uk, September 10).

Exchequer secretary Simon Clarke said: "Britain already boasts one of the biggest networks of charging infrastructure in Europe and soon we will have the fastest thanks to this investment."

The Charging Infrastructure Investment Fund will be managed and invested on a commercial basis by the private sector, with Government putting in up to £200m to be matched by private investors.

The initial £70m has been provided by the Government and Masdar.

Transport Secretary Grant Shapps said: "It's fantastic there is already a rapid charge point at almost every motorway service station, and now more charging stations than petrol stations. But I want to see thousands



The Government is looking for private investors to match the spending on rapid charge points

more UK charge points installed.

"This fund will help drum up further investment in charging infrastructure from the private sector, so charging an electric car becomes as easy as plugging in a smart phone."

Julie Furber, vice president of electrified power at Cummins, told *Fleet News* that the "ramping up" of infrastructure in this way could help makes fleets make the switch to plug-in vehicles.

However, she added: "To further diversify the country's traffic towards low emission vehicles, electric battery technology must be developed to the point where it's affordable enough to be economically viable.

"Ultimately, this requires the Government to create a policy environment where companies are confident and supported in which solutions they should choose to roll out – only then will it be possible for companies to decarbonise their fleets more cohesively."

For André ten Bloemendal, vice president (Europe) at ChargePoint, more also needs to be done in regard to cross-industry collaboration to make current charging stations more accessible for drivers.

"The answer to this is a fully interoperable, peer-to-peer roaming solution and charging stations that are designed with integrated contactless payments and ease of use in mind," he said.

*Fleet News* has previously revealed how there has been a surge of interest in EVs thanks, in part, to new company car tax rates (fleetnews.co.uk, September 16).

Fleet management company CLM believes improvements in lead times, falling prices and robust residual values (RVs) are making EVs a more compelling option for both employers and employees.

However, commercial director Andy Short says that a key disadvantage for EVs remains the availability of charging infrastructure.

He said: "With so many drivers living in areas with no off-street parking, they rely on public charge points and on employers offering charging facilities on site."

New research from CLM suggests that 60% of company car drivers are more likely to select an alternative fuel vehicle (AFV) for their next company car than a traditional petrol or diesel vehicle.



“OUR VISION IS TO ENSURE THAT THE UPTAKE OF EVs AND THE ASSOCIATED INFRASTRUCTURE IS FOR THE BENEFIT OF ALL ELECTRICITY CUSTOMERS”

ANDA BAUMERTE, NORTHERN POWERGRID



# New CCS agreement widens scope and supplier participation in bidding

Crown Commercial Service enters new fifth generation agreement for public sector fleets

By Gareth Roberts

A new commercial agreement for vehicle funding, fleet management and vehicle rental has been struck by the Crown Commercial Service (CCS) for public sector fleets.

Known as the Vehicle Lease, Fleet Management and Flexible Rental Solutions framework RM6096, CCS says it builds on previous deals by widening the scope and supplier participation.

A CCS spokesman said: "We have ensured that we've articulated that services required may vary and develop over time, as the market changes in response to external demands."

The addition of a bespoke lot for flexible rental is the main increase in scope, along with wider reaching services provided for either by a leasing company or independent fleet manager.

He continued: "We have also increased from 19 suppliers to 42, making available more supplier offerings, specialisms and, indeed, competition."

The fifth generation framework also differs from the previous agreement by separating out suppliers who fund vehicles and offer "sole supply" from those who are independent fleet management, using a panel of funders.

"This way, customers can direct their competition to the most appropriate suppliers to suit their strategy," said the spokesman.

CCS says the industry has seen "unprecedented change and challenges" over the past 12 months, creating a demand for access to



"specialist expertise and more flexible contracting".

A wide range of vehicles of all fuel types can be leased through the agreement, including electric (EV), alternatively fuelled (AFV) and ultra-low emission vehicles (ULEVs). Complimentary vehicle services are covered, too.

Vehicles and fleet management services range from cars, 4x4s, motorcycles, commercial vehicles, minibuses and coaches. Scope includes everything from standard production to specially modified vehicles.

In terms of leasing, an online fleet portal pulls real-time prices from each supplier's website, based on the fleet's profile, which is set at registration.

Prices will be displayed along with service, maintenance and repair (SMR) costs and finance rates to enable quick and easy comparisons.

Prices are valid for 30 days subject to manufacturers' price increases.

For fleets buying vehicles, the manufacturer framework discounts are applied to the manufacturer retail price to give the fleet a net discounted figure.

All vehicle technical information is

available for fleets to compare one vehicle against another. Discounts are based on a purchasing volume of one unit.

Although online quotations can only be run for standard-build cars and vans up to 3.5 tonnes from the vehicle purchase framework, fleets will find all supplier and framework information covering the full scope of the framework within the fleet portal.

In terms of fleet management, services include vehicle selection, acquisition, driver and vehicle administration, telematics and fuel card management.

Access to flexible rental solutions for shorter terms requirements, typically 28 days or longer, is also provided.

CCS is the biggest public procurement organisation in the UK and this latest framework is available to all public sector bodies including central government, devolved administrations, NHS bodies, local authorities, police, the voluntary sector and charities.

It is also available to any private sector organisation procuring on behalf of the public sector.

CCS says "the collective purchasing power of our public sector customers,

combined with our procurement expertise, means we can help you get the best fleet deals in the interests of your stakeholders and taxpayers".

It argues there are multiple benefits to using the new agreement, including the discounts available to fleets.

Using an average market rate comparator, CCS discounts are currently 11.3% better than the average of the top 10 leasing companies in the market, it said.

The public procurement company also says the future is likely to bring closer alignment of fleet and business travel arrangements, as suppliers diversify and take advantage of newly developing technology such as booking tools.

Such total mobility tools aim to support employee decision-making in getting the most from their time and resources.

The spokesman concluded: "The agreement ensures the flexibility for suppliers to offer existing or newly developed services to support customers in meeting their total mobility objectives."

"This may include accessing specialist fleet advice and consultancy or fleet profile reviews."



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Average fuel consumption mpg (litres/100km) combined 29.7 [9.5] – 58.9 [4.8]; CO<sub>2</sub> emissions 166 – 96 g/km (model year 19 vehicles only). For model year 20 vehicles, fuel consumption figures and CO<sub>2</sub> emissions are not yet available. Fuel consumption and CO<sub>2</sub> varies depending on model and derivative.

\*Figures shown are for comparability purposes; only compare fuel consumption and CO<sub>2</sub> figures with other vehicles tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. There is a new test used for fuel consumption and CO<sub>2</sub> figures (known as WLTP). The CO<sub>2</sub> figures shown, however, are based on a calculation designed to be equivalent to the outgoing (NEDC) test cycle and will be used to calculate vehicle tax on first registration. For more information, please see [seat.co.uk/wltp](http://seat.co.uk/wltp) or consult your SEAT Dealer.



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

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

SEARCH: FOCUS ACTIVE

NEWS: WPL

# Leicester to consider charging businesses for parking spaces

City is the latest to think about following Nottingham's lead on parking in the workplace

By Tom Seymour

**M**ultiple UK cities and towns are considering workplace parking levies (WPL) as a way of tackling air quality and emissions targets and raising money to invest in sustainable transport projects.

Leicester, Reading, Edinburgh, Glasgow, Cambridge, Bristol and Hounslow and Camden in London have all confirmed that a WPL is under consideration.

It will put further focus on fleets to consider alternative mobility options for employees in city centre office locations, alongside their future planning on how to mitigate the impact of other measures like clean air zones (CAZs) and congestion charges.

Leicester City Council has now shared more details on how a WPL could fit in with its renewed transport plan. It is expected to launch a formal consultation soon on introducing a WPL in 2021.

Leicester has declared a Climate Emergency and has said that "tackling carbon emissions from transport is a vital part of our response", with transport accounting for 25% of the city's carbon emissions in 2017.

Deputy city mayor Cllr Adam Clarke, who leads on environment and transportation at Leicester City Council, said: "Like many cities, Leicester faces real challenges to improve air quality, cut congestion



and encourage more people to make the shift to sustainable, clean transport options."

To date, Nottingham is the only UK city to have introduced a WPL. This has been in operation since 2012 and has brought in more than £60 million, which the council has invested in public transport including tram, bus and railway station improvements.

A report from Leicester Council on the WPL said the levy would likely encourage employees to use other, more sustainable forms of transport to commute to and from work, particularly if employers choose to pass on charges to staff. All money will go to fund new transport projects such as investing in electric buses.

The council has yet to decide whether a WPL will be in a specific area or across the entire city. Any WPL in Leicester would apply to off-site parking purchased by an employer on a third party's land, including public car parks, but does not apply to general public car parking or customer parking areas.

A Leicester Council spokesman said: "No decisions have been made

on the actual cost of the charge per space and it is not possible to estimate this for Leicester until more detailed work has been carried out on the levy."

Nottingham's rate is £415 per parking space per year, which has generated around £64m since 2012.

Leicester is also hoping it can use the WPL to attract additional external grants, particularly from Government. For example, Nottingham raised more than £430m of additional external funding to help pay for its tram, train station and electric bus projects.

The process for introducing a workplace parking levy is set out in the Transport Act 2000. Any proposed scheme is subject to approval from the Secretary of State for Transport.

Leicester is one of eight areas contacted by *Fleet News* that are actively looking to introduce a WPL.

Reading launched a major future transport consultation on July 29 and is looking at a WPL, in addition to a congestion charge and a CAZ. A consultation will be launched in spring 2020.

Edinburgh Council said its City Centre Transformation Plan, City Mobility Plan and the recent council commitment to set a Carbon Neutral Target of 2030 give a clear policy context for consideration of a WPL in the Scottish capital.

Glasgow Council said that, while it is not yet undertaking consultation on a WPL, it is supportive of introducing one. Bristol is in the same position and a WPL remains under consideration to form part of its "mass transit system".

Cambridge is also looking at a WPL and the Greater Cambridge Citizens' Assembly will make its proposals to the city council before the end of the year.

Both Hounslow and Camden are working on WPL plans. Hounslow is currently consulting on introducing a levy and believes around 4,200 workplace parking spaces would be affected. No decisions have been made on the cost per space, but Hounslow has said it is looking at between £500 and £1,000 per space per year.

Final consultation on Hounslow's WPL will likely happen next year.



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

AUG

18

## SEAT UK HEAD OF FLEET PETER McDONALD TO LEAVE ROLE

Seat UK is advertising for a new head of fleet after Peter McDonald resigned to join another – as yet unidentified – organisation. McDonald joined Volkswagen Group UK in 2002, and became head of fleet and business sales at Seat UK in December 2013.

21

## LEICESTER TO CONSULT ON WORKPLACE PARKING LEVY

The local authority says the measure could be introduced to help fund city transport improvements while helping cut congestion and traffic pollution. To date, Nottingham is the only UK city to have a workplace parking levy (see page 13).

27

## ADAPTED VEHICLE HIRE SOLD TO NEWSHIP

**MOST COMMENTED**  
Nexus Vehicle Rental has sold accessible vehicle hire company Adapted Vehicle Hire (AVH) to Newship for an undisclosed sum. AVH is the one of the UK's largest providers of specialist rental vehicles for disabled motorists, servicing both domestic and business users.

28

## SEAT ADDS PLUG-IN HYBRID TO TARRACO RANGE

With a 13kWh battery pack, the Tarraco PHEV will offer an all-electric range of more than 30 miles and CO<sub>2</sub> below 50g/km. The plug-in hybrid powertrain system comprises a 1.4-litre TSI 110 kW petrol engine, 85kW electric motor and a 13kWh lithium-ion battery pack.

29

## JAGUAR LAND ROVER APPOINTS ANDREW JAGO AS NEW FLEET BOSS

Jaguar Land Rover UK has appointed Andrew Jago as general manager, fleet and business. He has recently returned from an assignment in Germany where he was sales director of the Europe importer region (see page 98).



SEPT

2

## VOLKSWAGEN CUTS FULLY ELECTRIC E-GOLF PRICE BY 8% TO £31,075

Volkswagen UK has reduced the price of its fully electric e-Golf by £2,765 to £31,075. The hatchback, which is eligible for the Government's £3,500 plug-in car grant, has a WLTP-certified range of 144 miles.

5

## HARD SHOULDER CAUSING CONFUSION FOR UK DRIVERS

Recent studies by Highways England has shown that the hard shoulder is causing confusion for UK drivers, says Kwik Fit. More than half (56%) of British drivers, around 23.1 million, say they avoid driving on the hard shoulder of smart motorway even when the signs indicate it's open for traffic.



# Drive the Aston Martin racing simulator

Win a Go-Karting experience for your whole team.

6

## BVRLA'S NEW FLEET COMMITTEE WILL 'STRENGTHEN' LOBBYING VOICE

The British Vehicle Rental and Leasing Association (BVRLA) says the committee will strengthen its ability to present industry issues to Government, while also helping to shape its own agenda. Royal Mail commercial director Duncan Webb has been appointed first chairman of the new committee.

9

## VW PASSAT GTE LAUNCHED WITH CO<sub>2</sub> EMISSIONS OF 29G/KM

**MOST READ**  
Volkswagen is now accepting orders for the plug-in hybrid Passat GTE, which is priced from £36,390. The new model has a zero-emissions range of 33-36 miles (WLTP) and has CO<sub>2</sub> emissions from 29g/km.

10

## VW ID.3 REVEALED AT FRANKFURT MOTOR SHOW

**MOST SHARED**  
It's the manufacturer's first purpose-built electric car and is expected to be on UK roads by summer 2020. Prices are expected to start at around £26,000 with ordering to begin in the autumn.



13

## WLTP SPARKS FLEET CHOICE LIST CHANGES

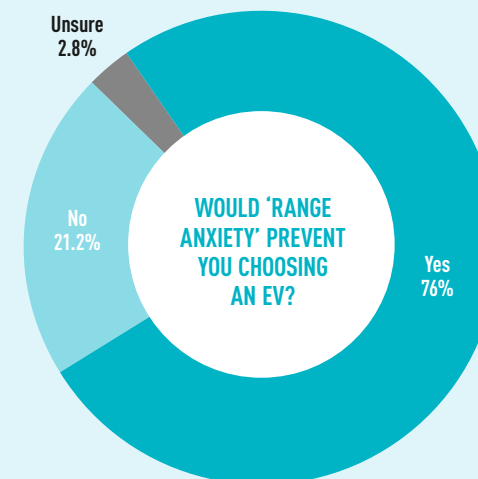
The vehicles available to company car drivers on choice lists face being changed by one in six fleets to account for a new emissions testing regime, research from Arval suggests.

17

## CASH FOR CARS FUELS INCREASING RELIANCE ON GREY FLEET

Europcar says more companies are increasingly relying on grey fleet vehicles as 'cash for car' schemes become more popular, suggesting a growing duty of care crisis.

## FLEET NEWS POLL



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

**FLEET NEWS VIEW:** The majority (76%) of respondents to our poll still cite 'range anxiety' as a barrier to electric vehicles (EVs). However, with the latest plug-in vehicles having a range in excess of 200 miles, most journeys can be done on a single charge. The charging network is also growing and now stands at more than 15,000 charge points, with Government funding set to double the number of rapid charge points to 5,000.

**THIS MONTH'S POLL:** Do you have workplace charging for electric vehicles?

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# THE BIG PICTURE

Don't make the same mistake as me.

We've just had our internal Bauer Media Awards, which always creates a buzz in the office as the winners are announced to much fanfare.

No one came near the Fleet News desk though. Why? We didn't enter. I was strapped for time and put the forms to one side for a later date – that date came and went, as did the deadline.

The editor of our sister publication *AM* did put the effort in. He entered two awards, was shortlisted in one (cover of the year) and won the other (scoop of the year). The excitement and boost it gave his team was a reminder to me of just how much positive impact awards can have on the motivation and success of a team and, ultimately, a business.

So, don't make the same mistake as me – put aside some time and enter the Fleet News Awards (details on page 18).

You might think 'it's not worth it; I'm not doing anything special'. Well, let us be the judge of that. On countless occasions, we've visited fleets and been bowled over by the innovative things they are doing or the outstanding controls they have over their operations – yet they thought it was simply business as usual.

There is a category to suit everyone, from the largest to the smallest fleets and from those doing great things across the business to those making improvements in one specific area.

All our finalists receive the prestige of publicity in *Fleet News*, on our website and on the night itself in front of 1,500 of your peers. You can also benefit from publicity in your local press – simply being a finalist is an achievement worth celebrating; not everyone reaches the shortlist.

To win, well for many it's the pinnacle of their fleet career: not my words, but the feedback from our many winning fleets.

So, don't make my mistake: enter the awards for a chance to claim your place in fleet history.



*Steve Briers*

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

EDITOR'S PICK

## DRIVER LICENSING

### Offer remedial training, not penalty points



**Edward Handley wrote:**

Having read 'Young drivers banned after reaching six points' (fleetnews.co.uk, September 13), graduated licensing has been touted as the solution to young drivers' problems for many years, but no one has ever come up with a convincing and workable plan.

Are the drivers who get their licences revoked, reckless or just unlucky? Is it typically two speeding offences or one mobile phone offence?

The restrictions proposed such as night-time driving bans are simplistic. What about the new driver delayed by traffic? Or should drivers in Scotland, where it is darker longer in winter, be more restricted than drivers in the south of England?

In a way, we already have graduated licences; since 1997 people passing the test only get Category B and have to take additional tests for B+E, C1, D1, C1+E, etc., which has put them at a considerable disadvantage in the job market.

The Government is keen to recruit young workers into a transport industry facing a severe driver shortage.

Part of this was the Driver CPC, which lowers the age from 21 to 18 so things like curfews and limits on passenger numbers are not workable. And, why would a young person invest £3,000 to get a vocational licence when two slips in two years would see all that taken away?

The solution is better training, but we need some joined-up thinking. Perhaps we should start young people driving at 16 under professional tuition so they can get more training time like they do in France.

Instead of points, we could be offering remedial training so their licences do not get revoked, because one thing is certain, a lot of those whose licences are revoked do not stop driving, they just turn into outlaws.

After all, what have they got to lose?

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

## ALL-LANE RUNNING

### Lane monitoring needs to improve

**The Engineer wrote:**

Having read 'Hard shoulder causing confusion for UK drivers' (fleetnews.co.uk, September 5), I got put off using the inside lane the day I saw a smash between someone and another driver who had broken down on the M5.

The 'lane closed' signs were not even on at that stage and people were having to swerve around the carnage. Apparently, it depends on operators to set the signs.

I believe every section of these roads are 100% covered by cameras.

Surely there is a technological solution, software that can monitor the lane and the instant it detects an object stopping or going below a certain speed it triggers the lane closure warning.

My new car has a camera and can apparently detect all kinds of obstacles and their behaviour and react to it, so it can't be so hard.

## ROAD SAFETY

### Chance would be a fine thing

**Tim B wrote:**

Having read 'Drivers most likely to break speed limit in the early hours' (fleetnews.co.uk, September 13), it's hardly surprising that drivers are more likely to break the speed limit at 4am, or on a Saturday or a Sunday. The roads are so congested during the week, especially during my morning or evening commute, I'm lucky if I get to travel faster than 30mph on the motorway.

# HAVE YOUR SAY

## ROAD SAFETY

### Pedestrians and cyclists have role to play

**Dusz wrote:**

Having read 'TfL announces 20mph speed limit for central London' (fleetnews.co.uk, September 9), pedestrians and cyclists also need to play their part.

Pedestrians often step off the pavement into the road without looking or when they are preoccupied with their phone. Cyclists, likewise, ride with their senses distracted by listening to music or ride through red lights or ride without due care and attention.

How long will it be before officials introduce a man walking in front with a red flag?



## VEHICLE CHOICE

### Extended test drives essential on AFVs



**John4870 wrote:**

Having read 'Company car drivers favour alternative fuel vehicles (AFVs), says CLM' (fleetnews.co.uk, September 11), I don't understand how company car drivers can make decisions about an AFV, when they really know diddly-squat about them.

Making choices based on poor knowledge is asking for trouble and most car salesmen also have no idea what they are selling. It is so disappointing to have a 'salesperson' trying to explain about the car you are about to test-drive when it is apparent that they, too, are talking complete nonsense.

Extended test drives are essential to find out for yourself what the true situation really is, and how it would fit in with your needs.

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## CONTACT US

Fleet News, Media House, Lynch Wood, Peterborough, PE2 6EA.  
Email – fleetnews@bauermedia.co.uk

**Burning question:**  
What was the most recent thing to make you angry or exasperated?

## EDITORIAL

**Editor-in-chief**

Stephen Briers 01733 468024  
stephen.briers@bauermedia.co.uk

Three no-shows to a recent *Fleet News* roundtable – the courtesy of an email would be appreciated

**Deputy editor**

Sarah Tooze

Maternity leave

**Deputy editor (interim)**

Andrew Baxter 01733 468901

andrew.baxter@bauermedia.co.uk

Rental car 'damage' debacle

**News editor**

Gareth Roberts 01733 468314

gareth.roberts@bauermedia.co.uk

Out of office

**Features editor**

Andrew Ryan 01733 468308

andrew.ryan@bauermedia.co.uk

Dave hassling me for the answer to this Burning Question

**Head of digital**

Jeremy Bennett 01733 468655

jeremy.bennett@bauermedia.co.uk

Out of office

**Web producer**

Kenneth Brown 01733 468655

kenneth.brown@bauermedia.co.uk

Childcare costs!

**Staff writer**

Matt de Prez 01733 468277

matt.deprez@bauermedia.co.uk

The ineptitude of the British public to practise correct lane discipline on the motorway

**Photos** Chris Lowndes

## PRODUCTION

**Head of publishing**

Luke Neal

A missing (stolen) Pinyata at our company awards

**Production editors**

David Buckley

I'm switching electricity supplier. Being charged by incoming supplier 17 days before they started

**Senior designer**

Chris Stringer

Out of office

**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 366467

**Account directors**

Lisa Turner 01733 366471

Stuart Wakeling 01733 366470

**Account managers**

Emma Rogers 01733 363219

Lucy Herbert 01733 363218

**Telesales/recruitment**

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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FleetNews



AWARDS  
2020

## AWARDS 2020 TIMELINE

SEPTEMBER 26, 2019  
Entries open. Go to the awards website – [fleetnewsawards.com](http://fleetnewsawards.com)

NOVEMBER 22, 2019  
Entry deadline for all categories (no extensions given)

DECEMBER 2, 2019  
Initial shortlist drawn up for fleet category interviews and manufacturer judging

JANUARY 22, 2020  
Judging day for manufacturer awards

JANUARY 23, 2020  
Judging day for supplier awards

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

MID-FEBRUARY 2020  
Shortlist revealed

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

## 6 BENEFITS OF ENTERING AWARDS

1. IMPROVED FINANCIAL PERFORMANCE

2. PERSONAL RECOGNITION; CAREER ENHANCING

3. GET AHEAD OF YOUR COMPETITORS

4. A RISE IN EMPLOYEE ENGAGEMENT & MOTIVATION

5. POSITIVE PRESS COVERAGE

6. INCREASED CUSTOMER AWARENESS

# IMPROVE BUSINESS SUCCESS BY ENTERING FLEET NEWS AWARDS

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**F**leet News is offering fleet decision-makers, manufacturers and suppliers a chance to boost their business performance and credibility, their own careers and increase staff motivation. All it takes is half an hour of your time! Interested? Then enter the Fleet News Awards 2020. Numerous studies that have shown the positive impacts that winning industry awards can have on a business and its employees. Even being shortlisted can have a positive effect, according to studies carried out by consultancy Boost.

Entries are now open for fleet operators, suppliers and car manufacturers – your opportunity for recognition within the fleet sector and beyond.

Being shortlisted for a fleet category, for example, is about more than a pat on the back for the fleet decision-maker; it's about raising the profile of the company

brand with existing and potential customers.

Organisations who take their safety and environmental obligations to their vehicle fleets seriously are ideally placed to win business – these things really matter to consumers.

Award winners say it has helped them to acquire new talent, raise their brand profile and improve client relationships.

So, to help, we will commit to publicising all shortlisted companies prior to the awards evening and promoting the winners after the event.

We believe the Fleet News Awards has the outstanding credentials you need to make entering worthwhile. But don't just take our word for it, we've also included testimonials from previous winners.

To enter the awards, head to the website now to register your interest: [fleetnewsawards.com](http://fleetnewsawards.com)

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*Graham Telfer, fleet manager, Gateshead Council*

*Hall of Fame*

## MEET THE JUDGES



**CHAIRMAN**  
Christopher Macgowan OBE



**AUDITOR**  
Brian Cooper  
Ernst & Young



Stephen Briers



Caroline Sandall



Jo Coffey



Paul Hollick



Peter Weston



Matt de Prez



Graham Short



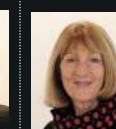
Ryan Coles



Stewart Lightbody



David Oliver



Liz Hollands



Debbie Floyde



Martin Ward



Andy Cutler



Mark Jowsey



Matt Curtis



Shaun Sadler



Chris Connors

## FLEET AWARDS

- Stephen Briers, *Fleet News*
- Caroline Sandall, ACFO
- Stewart Lightbody, M Group Services and current fleet manager of the year
- Paul Hollick, ICFM

## SUPPLIER AWARDS

- Stephen Briers, *Fleet News*
- Graham Short, Zip Water (UK)
- Ryan Coles, Aviva
- Liz Hollands, FTA
- Jo Coffey, Anglian Water
- Peter Weston, Arcus
- David Oliver, Red Bull

## MANUFACTURER AWARDS

- Stephen Briers, *Fleet News*
- Matt de Prez, *Fleet News*
- Martin Ward, Cap HPI
- Andy Cutler, Glass's
- Mark Jowsey, KeeResources
- Matt Curtis, LeasePlan
- Shaun Sadler, Arval
- Debbie Floyde, Bauer Media
- Chris Connors, Countryside Properties



## 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 two months to enter.

## 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  
Sponsored by Northgate vehicle hire

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

2019 winner: South Yorkshire Police & South Yorkshire Fire and Rescue  
Sponsored by Reflex Vehicle Hire

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

2019 winner: Addison Lee  
Sponsored by 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  
Sponsored by 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)  
Sponsored by 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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*Steve Beattie, head of business sales, Volvo Car UK*

*New Company Car of the Year for XC40*

Awards sponsored by



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# ADDISON LEE TARGETS SELF-DRIVING SERVICE BY 2021

Private hire company heads £15 million Project Endeavour consortium to provide commercial autonomous ride-sharing service. *Andrew Ryan* reports

**A** £15 million project spearheaded by private hire company Addison Lee Group could see autonomous vehicle services operate commercially in London by 2021.

Project Endeavour, which was officially launched at the Cenex-LCV low carbon vehicle event earlier this month, sees the business lead a consortium of autonomous vehicle specialists including Oxbotica, DG Cities and Nominet (see panel right).

From next summer, the aim is to pilot an accessible, autonomous and eco-friendly ride-share service in areas of the Royal Borough of Greenwich currently poorly served by public transport.

It is designed to complement existing public transport and will involve up to 10 Ford Mondeo vehicles, capable of Level 4 autonomous driving, carrying out 25,000 passenger trips in 12 months. If successful, Addison Lee Group will look to launch a commercial service the following year.

The project will build on the Merge Greenwich autonomous ride-sharing service research exercise – also led by Addison Lee – carried out last year by a number of Project Endeavour consortium members, which found that, unless next-generation services are designed and implemented appropriately, they could lead to an increase in emissions and congestion of up to 52%.

It also follows Addison Lee Group's recent partnership with Oxbotica to create detailed, digital maps of more than 250,000 miles of public roads in and around London.

"(Project Endeavour) is a showcase of British



Ten Mondeos will be used by Addison Lee Group to assess the viability of the ride-sharing service

technology and service innovation, and our vision is to accelerate commercial connected and autonomous vehicle passenger services to market," says Paul McCabe, innovation director at Addison Lee Group.

"Our belief is that we are in the middle of a seismic change in the transport industry.

"It is only when autonomous technology is plugged in that the service innovation really starts.

"No one really knows what kind of thing is coming, what kind of services can be created, or what kind of business innovation can happen.

"The important thing for operators like us is that we are able to adapt."

Addison Lee Group was selected to lead the project in November last year after a successful bid to the Government's Connected and Autonomous Vehicle (CAV) 4 programme.

The project officially kicked-off in March and DG

Cities is currently carrying out a survey among Greenwich borough residents to help the consortium design its pilot scheme to best meet their travel needs.

"When we get to January, things start to get very real," says Lucy Barnfather, Endeavour project manager. "That's when we need to start recruiting the drivers and begin operational deployment."

The consortium is aiming to provide four pilots running up to a 12-month period in Greenwich.

Journeys will be booked through the Addison Lee app and as each Mondeo will be capable of Level 4 autonomy – where the vehicle performs all driving tasks under specific circumstances – each will have a safety driver on board.

Addison Lee Group will also continue its (human) driven services in the borough, and hopes the autonomous vehicle trial will help it cover the 'blackspots' of areas not currently covered by public transport.

## HOW CONSORTIUM PARTNERS BENEFIT

**Addison Lee Group**  
Addison Lee Group will use Endeavour to develop new mobility solutions to meet changing customer and environmental needs and to enter the forecasted £1.6 billion a year market for new passenger services in London by 2022.

The company says Endeavour will refine and strive to achieve 'service readiness' across areas including profitability, customer satisfaction, vehicle utilisation, service fulfilment and city impact.

When all criteria has been met, the Addison Lee Group will roll out full autonomous vehicle services in London, UK cities and internationally.

**Oxbotica**  
Endeavour will enable real-life validation of Oxbotica's autonomy software system, Selenium, and its cloud-based mission control system, Caesium.

Through Endeavour, Oxbotica aims to show performance of a coordinated commercial Mobility as a Service fleet, enabling it to commercialise its investment and grow its AV technology offering in the UK as well as overseas.

**DG Cities**  
Endeavour enables DG Cities to better understand travel needs of the growing population and how autonomous vehicle ride-share can address urban transport issues.

DG Cities also seeks to understand interdependencies between the design of the built environment, the vehicle and the service.

**Immense**  
Immense developed its connected and autonomous vehicle service simulation capability through the Talon and Merge Greenwich projects.

Its IMSim platform will help Endeavour design and evaluate effective autonomous vehicle ride-sharing services across London, then test these services in other geographies worldwide.

Endeavour will refine Immense's 'Simulation as a Service' business model and help develop effective partnerships.

## TIMELINE

**NOVEMBER 2018:**  
Endeavour project bid successful and Addison Lee Group awarded lead role.

**MARCH 2019:**  
Endeavour project kicks off.

**SEPTEMBER 2019:**  
DG Cities conducts survey with residents in London Borough of Greenwich.

**JANUARY 2020:**  
Driver recruitment and operational deployment to begin.

**SUMMER 2020:**  
First public autonomous ride-share pilot to launch. London-wide simulation platform available.

**2021:**  
Three additional pilots to be completed. Full project analysis to take place to draw conclusions and determine next steps.

**2021:**  
Addison Lee Group to launch commercialised autonomous ride-share service to passengers in London, alongside its existing fleet.



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## TOMORROW'S FLEET: AUTONOMOUS RIDE-SHARING

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“There are lots of opportunities for us to provide a service that complements those areas,” says Barnfather.

“We really want to let the service bed in to help people with their commutes, school runs or other journeys.

“We will test and learn as we go. We don't know exactly how it will go or all of the barriers we will come across, but we do have this period to learn and get the information that we require from this programme.”



**IF PEOPLE ARE PREPARED TO PART WITH THEIR HARD-EARNED MONEY TO USE THE SERVICE, THEN WE KNOW WE'VE GOT SUCCESS**

**PAUL McCABE, ADDISON LEE GROUP**

Alongside the pilot scheme, Addison Lee Group will also carry out both behavioural and city level research which will help the design of the technology and the services.

“We want to know how people are reacting to these services, how are they feeling about them, because – and this is important – because only if people are comfortable with them, they feel safe and want to use them do we have something that is commercially viable and we can take forwards,” says McCabe.

“All of this is complemented by a simulation produced by Immense using real-world data we are collecting to look at these kinds of services on a citywide basis.”

The pilots will be completed by summer 2021, and the consortium will then carry out a full analysis to determine the next steps.

“We can start to make our decisions as to whether we continue those services if they are commercially viable and, if not, we know exactly why they're not and what needs to be done to overcome those challenges,” says Barnfather.

McCabe adds: “The one question I get asked the most is ‘where are we going next with this?’. Through Endeavour we are planning to push the boundaries of commercialisation.

“We want to find out if we can commercialise the service at this stage. If people are prepared to part with their hard-earned money to use the service, then we know we've got success.

“We can target gaps in the transport network and cover those blackspots, and eventually if you imagine the service fulfilling the needs in those gaps, then perhaps they come together and broaden out, and eventually we will be serving areas of the city with this new type of service.

“That journey could go quickly, it could go slowly, it could take anything from five to 10 years. It all depends on many factors, such as the technology, the regulation and legislation and the public's willingness to accept it.”

McCabe says the project also involves building an open platform which will allow providers of autonomous vehicle technology to access Addison Lee Group's market and fulfil rides on its platform.

Barnfather adds: “What is really paramount to understanding Endeavour is not only does it prepare each one of our consortium members for an autonomous future, the success of Endeavour actually aids the UK towards the adoption of AV services.

“All the little wins we achieve help the UK as a whole.”

## HOW IT WORKS

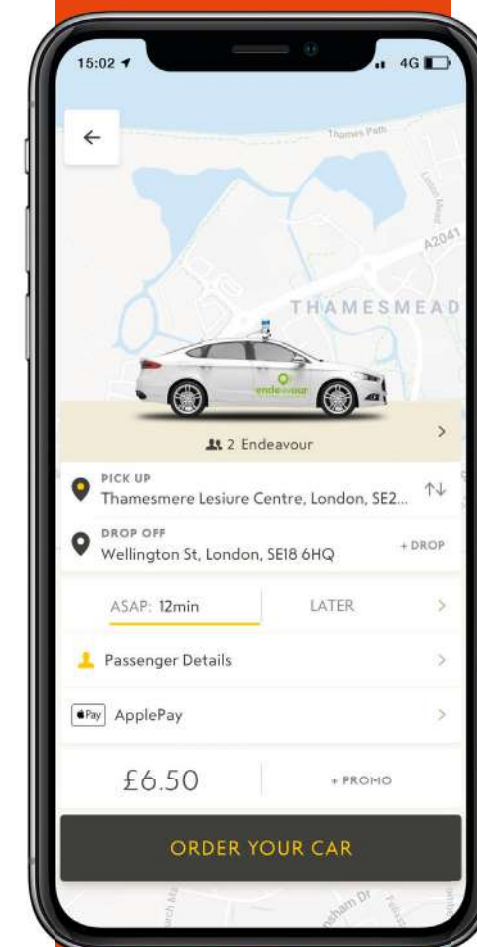
**1 Book**  
Using Addison Lee's app, a customer can select their preferred time and pick-up and drop-off points before making their booking.

**2 Walk**  
With the booking confirmed, the app will show the customer where they need to walk to so they can be picked up.

**3 Pick-up**  
The customer can then track the progress of their Endeavour vehicle on the app to help synchronise at the pick-up point.

**4 Ride-share**  
If the customer has selected sharing as a preference, then their Endeavour ride will stop on route to pick up additional passengers.

**5 Drop-off**  
The Endeavour vehicle will take then take customers safely and efficiently to their final drop-off destinations.





# CHARGING REMAINS 'BIGGEST CHALLENGE' FOR ELECTRIC VEHICLES



Drivers get the opportunity to top up batteries while waiting for passengers to emerge from meetings

Addison Lee Group pilots Audi e-tron electric SUVs to shape future electrification strategy. *Andrew Ryan* reports

**A** trial of five Audi e-tron SUVs is helping Addison Lee Group take significant steps towards its aim of a zero emissions-capable fleet by 2022.

They are the first electric cars the private hire company has taken on and it is using the pilot scheme to gain operational insights into their real-world performance.

"There has been a lot of effort going into our fleet roadmap of how we are going to meet our 2022 objective," says Paul McCabe, innovation director at Addison Lee Group, which has a fleet of 5,000 vehicles.

"We've got to decide which products we take on, how many and the mix between pure electric and hybrid because we do a lot of long distance work that's nationwide as well as our work focused in London, so this pilot is really informing the decisions we make next."

The e-trons are being used to transport select 'roadshow' clients with access to a corporate chauffeur service in and around London under Addison Lee Group's premium Tristar service.

They are typically doing around 120 miles a day, up to a maximum of 200. The e-tron's range is 241 miles.

"Broadly, we are needing roughly two 100% charges a week and then small top-ups, all on ultra-fast charging," says McCabe.

"The drivers do pause between dropping people off and picking them up on these particular

circuits, which gives them the opportunity to charge.

"It does have to be ultra-fast charging though to make sure they are there for their passengers when they come out of meetings."

McCabe says charging will be the "biggest challenge" when Addison Lee Group rolls out electric vehicles across its wider fleet.

The company commissioned research in 2017 which found that more than 8,000 rapid chargers would be needed in London if all private hire vehicles were electric. Under current plans, Transport for London is committed to installing 300 by 2020.

"There is a severe underinvestment in this space," says McCabe. "We need to see charging infrastructure increased hugely over where it is today."



"When we approached the e-tron pilot we were considering whether we would have to implement a return-to-depot charging strategy.

"The capability of e-tron meant that didn't need to happen, but if you look towards the future and perhaps electrifying our Select fleet with lower capacity batteries to keep the costs of the vehicles down, then charging becomes more of a challenge.

"Black taxis have the luxury of their own charging structure and what we are finding is quite often we are waiting in a queue for consumers to use the consumer network, while over the road there is an available black taxi charging point.

"There is no thought going into how fleet operators like us could benefit from the existing taxi charging network.

"Nor is there any thought to preferential tariffs. Because we are using the public infrastructure, the cost broadly equates to fuelling conventional vehicles, so we don't get the cost benefit we would if we were home-charging."

The pilot scheme also has benefits for Audi, says fleet director James Buxton, head of fleet sales at Audi UK.

"The reason we became involved is that both our and Addison Lee's strategic objectives are remarkably similar," he adds.

"From an Audi perspective, e-tron is just the start of our electrification journey, so the real-world data about how the vehicle performs in a heavy usage scenario will help us shape our future strategy around e-tron and e-mobility."

Audi will have at least 20 plug-in hybrid or fully electric vehicles by 2025.

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# THE ROAD TO AUTONOMOUS VEHICLES BY 2030

Zenzic roadmap provides a vision of how the UK can become a world leader in connected and automated mobility. *Andrew Ryan* reports

**D**riverless vehicles could become a common sight on UK roads by 2030, with the UK a global leader in connected and automated (CAM) technology, if a series of legal and technological milestones are achieved.

This vision forms part of Zenzic's UK Connected and Automated Mobility Roadmap to 2030, which shows the connections, cross-sector interdependencies and collaboration required to achieve this goal.

"It is clear from the roadmap analysis that in order for society to accept, understand and adopt CAM, there is much work to be done," says the report.

"The 2030 vision relies heavily on having the correct legislation and regulation in place to enable the safe delivery of CAM.

"To achieve the 2030 vision, collaboration and synchronisation of multiple workstreams across different sectors is required.

"Engaging and involving the public along the journey through trials, pilots and deployments, as well as designing services which meet true customer needs, will ensure CAM services are acceptable to the travelling public long before 2030."

However, without the interventions and coordinated activity detailed in the document, the UK risks not benefiting from proven CAM designed and developed in the UK by 2030 but by 2079, warns Daniel Ruiz, CEO of Zenzic.

"This is almost 50 years later, at which point the UK will be buying services and products from abroad, and our current competitive advantage – which is undeniable – would have disappeared and we would have wasted up to 21 million person

years in lost productivity," he says.

The roadmap was launched at The Cenex-LCV low carbon vehicle event held at Millbrook Proving Ground earlier this month.

The Government-backed Zenzic (originally named Meridian) was created to focus on key areas of UK capability in the global connected and autonomous vehicle sector with industry and Government membership and support.

It has worked with more than 150 organisations to compile the roadmap, which determines collective goals for decision-makers, investors and policymakers, as well as outlining the 500 milestones (see panel below for the main ones).

Three core user groups are considered – business, consumer and government – while the milestones focus on four key themes: society and people, vehicles, infrastructure and services.

- The **society and people** theme is the primary driving force behind the roadmap and covers areas such as vehicle approvals and licencing and use. It also covers skills and public desirability. This, for example, includes the creation of a UK-wide PR campaign plan from 2020.
  - **Vehicles** looks at the technology required to enable connected and self-driving vehicles, covering aspects such as the automated driving system and sensors, as well as the components of vehicle design that are impacted by changes in use.
  - **Infrastructure** deals with the environment in which connected and self-driving vehicles will operate, and includes the enabling technologies that will enhance the utility and safety of the vehicle, and also fundamentally integrate the vehicle into society and the wider transport system.
  - **Services** is a culmination of the three other themes and articulates how vehicles and infrastructure contribute to achieving the vision to improve the mobility of people and goods.
- The roadmap also identifies six 'golden threads' that show areas dependent on cross-industry collaboration and parallel developments to achieve the goal of self-driving services being accessible to the public by 2030.
- Ruiz says Zenzic began building its roadmap on the foundations of 30 existing roadmaps.
- "Mobility is a massively diverse space," he adds. "It spans from public to private sectors, it extends across the spectrum from products to services and technology to operations. No single organisa-

VISIONS OF THE FUTURE AND THE ROUTES FORWARD LACK ALIGNMENT

MARK CRACKNELL, ZENZIC

tion can be expected to have the broad range of perspective required to inform the required community.

"We all agree there is potential for remarkable increases in safety and security, and also inclusion and productivity through mobility."

Mark Cracknell, head of technology at Zenzic, adds: "There is a compelling argument for investing time, energy and resources into supporting the growth of CAM.

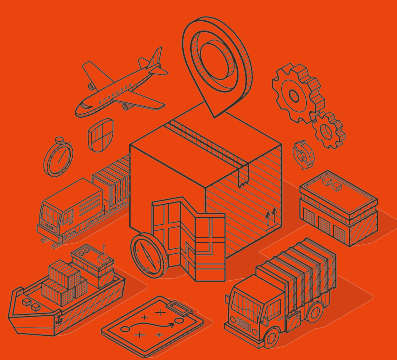
"Each organisation working in this space has been defining their own objectives and path to the future.

"This is entirely understandable, but these visions of the future and the routes forward lack alignment – they are not pushing towards the same goal.

"There is a collective benefit in striving towards a single vision – combined with a common understanding of how we get there.

"This is the premise of the UK Connected and Automated Mobility Roadmap to 2030."

■ For a full PDF version of the roadmap visit [fleetnews.co.uk/Zenzic](https://fleetnews.co.uk/Zenzic)



### BENEFITS FOR FREIGHT

The freight and logistics sector is set to benefit from significant societal and economic advantages from connected and self-driving technology, says the Zenzic roadmap.

While new roles may be required to supervise self-driving freight services, the adoption of automated vehicles could serve to ease HGV driver skills shortages. By equipping 50% of HGVs for platooning, road capacity could be improved by 2%.

The roadmap recommends government and industry invest in logistics test facility capabilities in 2019 to support the development of technologies and business models for first- and last-mile services.

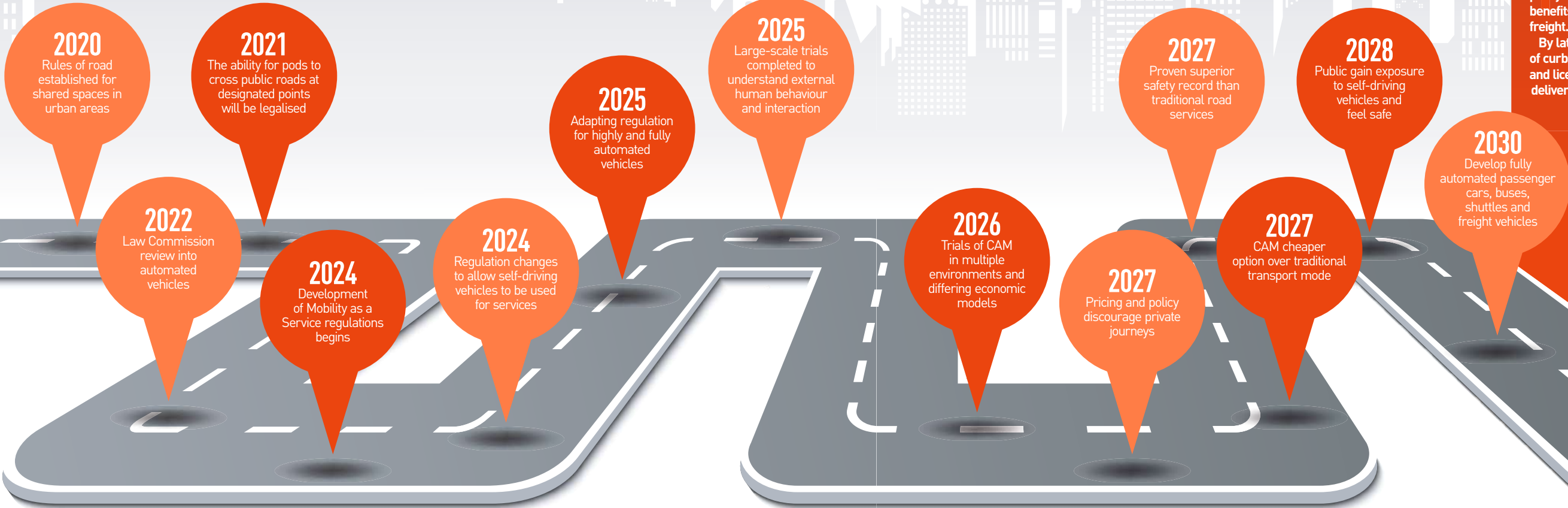
In the medium term, it will be necessary to explore how transport policy might be adapted to enable the benefits of connected and self-driving freight.

By late 2024, issues such as allocation of curb space for self-driving logistics and licencing frameworks for last-mile deliveries should be considered.

By 2026, the first commercial freight platoons are predicted to begin appearing on UK highways, but widespread adoption could be slowed by legacy fleets without the necessary technology.

Upgrades to infrastructure to support platooning should be developed from 2023. Self-driving roadtrains could also begin deployment at off-peak times from 2028, but could be deployed at peak times by 2030.

## 13 KEY MILESTONES IN ROADMAP





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Fuel economy<sup>#</sup> and CO<sub>2</sub><sup>\*</sup> results for the Vauxhall Corsa-e 100KW (136PS). Mpg (l/100km): N/A. CO<sub>2</sub> emissions: 0g/km. Electric range up to 205 miles (WLTP).

The Corsa-e is a battery electric vehicle requiring mains electricity for charging. Range data given is preliminary and has been determined according to WLTP test procedure methodology (R (EC) No. 715/2007, R (EU) No. 2017/1151). EG type approval and Certificate of Conformity are not yet available. The preliminary values might differ from official final type approval data. Everyday use may differ and is dependent on various factors. In particular: personal driving style, route characteristics, exterior temperature, heating/air conditioning, pre-conditioning and battery condition. <sup>†</sup>Zero % BiK applies to all vehicles registered after April 2020. Registrations prior to this date will be 16% BiK. Vauxhall Motors Limited does not offer tax advice and recommends that all Company Car Drivers consult their own accountant with regards to their own tax position. Please call 0330 587 8221 for full details. All figures quoted correct at time of going to press (September 2019). <sup>#</sup>DC charge time to 80% battery capacity, 100kw.

# Fleet News and UK100 launch CAZ roundtables

**UK:  
100**

Opportunity for fleets to debate key clean air issues with council policymakers



By Stephen Briers

**F**leet News has joined forces with UK100 to run two clean air zone (CAZ) roundtables in Birmingham and London, bringing together UK business fleets with council leaders and city mayors.

UK100 is a local government leaders network which has pledged to shift to 100% clean energy by 2050.

Many CAZs are being taken forward in England by local and combined authorities after lengthy periods of consultation, while others are about start engagement on proposals.

Although their plans sit within the Government's Clean Air Framework, there is a lack of consistency among authorities and a paucity of funding for initiatives that is likely to inhibit the

ambitions of national fleet operators, businesses and local authorities.

Working in partnership would enable the promotion of a shared voice between local authorities, transport operators and business, and assist in creating successful air quality solutions.

While enhancing the delivery of local plans, partnership would also help promote a powerful voice to

inform the Government Spending Review later this year.

Consequently, the *Fleet News*/UK100 CAZ roundtable discussions (sponsored by ALD, Enterprise and Geotab) have been designed with a clear objective in mind: to create political momentum for the delivery of Clean Air Zones by securing consensus on challenges and opportunities, with advocacy by national government and commitments to action from local authorities, business and transport operators.

Delegates, including UK business and local authorities, will agree to sign up to a Clean Air Zone Declaration to underline their commitment to delivering improvements in air quality.

This will result in a shared agreement between local authorities, transport operators and business on priorities that are needed locally and nationally to successfully take forward CAZs, together with commitments to action.

**■ Fleets interested in attending one of the CAZ roundtables (dates alongside) should email *Fleet News* editor-in-chief Stephen Briers: [stephen.briers@bauermedia.co.uk](mailto:stephen.briers@bauermedia.co.uk)**

## INTERNATIONAL AIR QUALITY EVENT

Between 22 and 25 October, London mayor Sadiq Khan will host an international air quality event and C40 air quality network meeting involving up to 15 world cities.

This four-day event will offer the opportunity for London to share its experience, expertise and influence. The event aims to support and encourage other UK and global cities and governments to develop policies and adopt legislation that will drive action towards meeting

WHO-based air quality targets.

The third National Air Quality Summit, with is being arranged with UK100, is proposed to run in parallel with the international component of this event.

The added support and attention generated by the summit will reinforce pressure for the Government to adopt strong clean air legislation as it considers the Environment Bill, including adopting legally-binding WHO air quality standards for the UK.

## CAZ ROUNDTABLES

**■ October 8: at Fleet Live in Birmingham – for lead officers, council cabinet members and UK fleets.**

**■ October 23: in London – for council leaders, city mayors and UK fleets. This workshop will form part of the International Air Quality event hosted by the Mayor of London between October 22-25.**

## CAZ BRIEFING EVENT

**■ October 9: at Fleet Live in Birmingham – for UK fleets.**



# Telfer takes deserved place in the Hall of Fame for his willingness to innovate

Gateshead Council's fleet manager is always ready to promote new agendas, share his knowledge and be a leading advocate for safety on the roads, reports *Andrew Ryan*

**G**raham Telfer's immediate reaction to becoming the 30th inductee into the Fleet News Hall of Fame was typically humble and unassuming.

"I'm absolutely stunned," he said in an interview minutes after the announcement at the Fleet News Awards in March. "The previous 29 inductees, I just can't believe I'm sharing the same podium as them."

"They're absolutely fantastic, they've been real movers and shakers in the industry, and for someone from a small fleet to be involved in that, I'm absolutely overwhelmed."

However, the softly-spoken Gateshead Council fleet manager, who has a diverse fleet of 500 vehicles including cars, vans, 30-tonne refuse trucks and 20-tonne gritting vehicles, has had plenty to shout about since being appointed to his role 18 years ago.

Telfer is a multiple award winner, earning trophies from *Fleet News*, road safety charity Brake, *Commercial Fleet* and Energy Saving Trust, among many others.

He has consistently been one of the most pioneering fleet managers in the country, taking a lead role in the development of alternative fuel and electric vehicle (EV) technology, driving improved safety and tackling the grey fleet, as well as being keen to collaborate and share best practice and experiences with peers and industry bodies.

"We've always tried to be innovators," says Telfer, who has been an advisory panel member on the Department for Transport's Low Carbon Vehicle Partnership (LCVP) since its inception in 2003.

"At the beginning, it is very easy to let other people do the work on new technologies or initiatives. So, do you sit back and wait for things to happen, or do you get involved?"

"I chose to get involved as did some other fleet managers and I've made some very close associations over the years with people such as Norman Harding (fleet manager at

Hackney Council) and Paul Gatti (now director of fleet at Royal Mail) through LCVP.

"We were there at the programme's birth and we went through various different vehicles that have fallen by the wayside, not necessarily because they were a poor product, but maybe through a lack of funding as the business cases didn't stack up."

Gateshead Council pioneered the use of biodiesel in the mid-1990s, including an 80/20 blend, and has also used LPG and CNG.

While the market has recently shifted towards adopting EVs, Gateshead Council was well ahead of the trend there as it looked to find ways to reduce emissions.

"We are now in a place where all of the hard work (to develop EVs) has been done," says Telfer. "It's easy to go out and buy an electric vehicle now, but 15 years ago this wasn't happening."

"When we were the pioneers of introducing EVs or looking at alternative fuels it was a cottage industry: there was a lot of seed funding to a number of small companies."

"We worked with universities and colleges to develop drivetrains for EVs. They would take a vehicle from the factory, strip out all the running gear, and we would be at the birth of that to develop what we needed, what range we would be looking at."

"Initially the EVs would use lead acid batteries that could do 30 miles, 40 miles maximum, and we would go out and test them around Gateshead. Within about 15 miles they were no use whatsoever, but EV technology had to start somewhere."

Gateshead Council was also involved with Amberjac Projects, which saw the Grantham-based company add a battery to a 2006 Toyota Prius hybrid, turning it into a plug-in hybrid.

"Within, I would say, less than two years of the start of LCVP, manufacturers got on board with EVs and they kind of superseded that development programme, but we – and

The Angel of the North was among the first highly visible places Graham Telfer chose to site charging points

**ORGANISATION:** Gateshead Council  
**FLEET MANAGER:** Graham Telfer  
**TIME IN ROLE:** 18 years  
**FLEET SIZE:** 50 cars, 450 vans, 200 trucks  
**FUNDING METHODS:** Flexible rental, outright purchase

the rest of the UK – are now reaping the benefits of the work we did," adds Telfer.

"Within 24 months, we took on some Mitsubishi iMievs and we are still running three of them today. We've got one here now. It's battle-scarred, it's 10 years old, but it has never let us down and the range is the same as we were getting at the start (60 miles)."

The local authority now has around 30 electric cars and vans, including Peugeot iOn, Nissan Leaf, Nissan eNV200 and Toyota hybrid models.

Its pioneering work with EVs has also extended to the charging infrastructure, and the council helped install 30 charge points in Newcastle and Gateshead in 2008/09.

"We had to decide where to put them, but we didn't know where anybody was going to operate from," says Telfer.

"Japan was very innovative and just filled Tokyo with charging points to make the technology acceptable, so we decided to put them in the most highly visible sites in Newcastle city centre, near the Angel of the North in Gateshead, around leisure centres and venues."

"We were also the first local authority to install a fast charging point, just outside the Gateshead International Stadium."

"Whether they were used or not was ☺





## SPOTLIGHT: GRAHAM TELFER

“Another matter, but we had to get the visibility because, even today, that’s the Achilles’ heel of the EV infrastructure.”

The fleet department has also been instrumental in the installation of a three-bay canopy solar-powered charging station at Gateshead Civic Centre.

Telfer is a firm advocate of the benefits of working with organisations and his peers.

On top of his involvement in LCVF, he is a panel member of the Driving for Better Business programme, in which he contributes to policies and procedures, while he directly shares his experiences with other fleet decision-makers as a regular attendee of *Fleet News* roundtables.

He also delivers presentations for Brake nationwide, while partnership working has also extended to Road Safety GB, Energy Saving Trust and the Road Respect campaign.

“I just feel that it is an essential part of the personality to want to share the information you have,” says Telfer.

“I’ve been very proud of some of the things we’ve done with Brake and the opportunity to work with *Fleet News* in particular, and they’ve been a great resource as well.

“Some of the ideas that you’ve had, you think, ‘well, they’re quite innovative’ but so are those from other people you meet, and everyone can help each other.”

Telfer’s involvement with Brake has helped him focus on another area close to his heart: safety.

“We’ve had incidents here, which every transport operator has, and while bent metal

Graham Telfer stood out from the crowd when he was voted into the Fleet News Hall of Fame



Stuart Thomas, director of fleet and SME services at Hall of Fame sponsor The AA (right), presented the award to Graham Telfer, fleet manager, Gateshead Council (centre), with *Fleet News* editor-in-chief Stephen Briers

can be an easy thing to repair, the actual fall-out of the impact the injuries has to a person is far greater,” he says.

“It is essential we address that and use every tool we can to minimise the chances of a road collision or an injury to a member of staff.”

After launching an occupational road risk policy, Telfer introduced a range of initiatives to support this, covering alcohol and drugs, mobile phone use, fitness to drive, incident reporting schemes, licence checking and personal safety. Younger drivers are a particular focus.

“Safety is embedded throughout the organisation,” says Telfer.

“The desire is to make everyone as safe as absolutely possible.

“The analogy I use is that when our building site guys work on a construction site, they must have hi-vis, boots, headwear and go through a full process before they can work on scaffolding, and they are not allowed to skew that.

“I apply that to driving. Someone wouldn’t turn up on a building site without a hard hat, so why would someone who drives start the day without doing a vehicle check?”

Gateshead Council employs four driver assessors and they use a matrix to assess employees similar to that used by the Driver and Vehicle Standards Agency in its national standard.

All drivers have to meet its requirements,

while they also undergo annual classroom-based driver training.

Monthly toolbox talks are used to remind drivers of their obligations and any updates, says Telfer, while individual driver profiles identify any issues that need to be addressed.

The assessors also have laptops so are able to carry out training via DVDs, while managers across the authority are able to stop and check vehicles for their condition and operational profile.

“There is no remuneration benefit or prize system for driving well because we just can’t do that, but we constantly reappraise,” says Telfer. “After an incident, a driver is never just allowed to walk away, they have to have a complete driver reassessment to review how the incident happened, so it is a complete process in itself.”

These measures have helped to more than halve the accident rates over the past decade to 11% last year, despite the introduction of a more robust reporting system.

Telfer has also made reducing the grey fleet – people using their own cars for business journeys – a key priority and has seen mileage fall by 50,000 a year: a 25% drop.

“You’ll never eliminate it and I’ve come across a number of managers whose businesses survive on grey fleet. That’s all very well, but it needs to be managed,” he says.

“The managers I’ve met do that robustly. However, what we initially did in Gateshead

was make managers review how staff attended meetings.

“Was there actually a need to drive? Our policy has evolved from getting people out of the car and getting them to use a telephone, Skype, or teleconferencing.”

Gateshead Council has a pass available for anybody who needs to use the town’s Metro system, while it also has 25 pool cars based at the Civic Centre. These are available for the public to use out of office hours via the Co-Wheels car-sharing scheme.

The local authority also encourages employees to use one its fleet of bikes or e-bikes, as well as walk between sites if possible.

“We’ve never just gone for one fix, it has to be a whole gamut of things, with using a grey fleet vehicle as a last resort,” says Telfer.

This willingness to trial and adopt new initiatives before they become part of the mainstream perfectly typifies Telfer’s approach to fleet management.

“I’ve always been looking to introduce new technologies and take a gamble, because without people doing that, there would be no Captain Scott, there would be no moon landing,” he says.

“There have got to be some people who want to make a change and with transport, whether it’s mechanical, associated with safety or reducing fleet mileage, that’s something I’ve always been interested in.”

# TELFER ON...

## A life in automotive

Graham Telfer’s interest and enthusiasm for all things automotive began when young.

“When I was a young teenager we used to have motorbikes and ride on local off road areas on farms, and I was also involved in the scouts and they had motor vehicles we could actually drive off the road, and it all began from there,” says Telfer.

After school, he began his career as an engineering apprentice at an independent bus company, before moving on to an Opel dealer, where he was involved in the Dealer Opel rally team, helping to maintain the race cars.

He moved into transport management after joining Gateshead Council 30 years ago, taking his current position 12 years later.

## Austerity

Cost-saving is one of Graham Telfer’s priorities as austerity continues to affect public sector organisations.

“The cost-cutting across the public sector has been brutal, for want of a better word,” he says.

“Our budgets are constantly reviewed and we are extending the life of some vehicles simply because of budget.

“We used to be five-to-seven years, now we are seven-to-nine on some refuse collection vehicles (RCVs) and we are fitting regeneration traps on some of the older RCVs because it’s important that the fleet is compliant to meet our air quality targets.”

Austerity has also affected the speed with which public sector organisations have been able to adopt EVs.

“The funding that was around earlier would have made the transition to EVs much easier, and all the public sector which have been involved in EV programmes should be commended for staying with them,” adds Telfer.

“YOU’LL NEVER ELIMINATE IT AND I’VE COME ACROSS A NUMBER OF MANAGERS WHOSE BUSINESSES SURVIVE ON GREY FLEET”

GRAHAM TELFER



# Renault makes big strides in rebuilding its fleet presence

Plug-in pedigree and streamlined range have big fleet appeal, reports *Gareth Roberts*

**A** new way of doing business with small-to-medium enterprises (SMEs), a simplified model range and a raft of new product has equipped Renault to meet fleet needs.

That's according to Mark Dickens, head of fleet sales operations and remarketing at Renault, who was tasked with rebuilding the brand in the fleet sector, in 2014.

*Fleet News* reported in 2017 how he was putting the manufacturer back on the fleet map by bringing the fleet business under one roof and expanding customer-facing teams.

Now, he says, that groundwork is beginning to pay dividends, especially with its history in electric vehicles (EVs) and its growing plug-in line-up.

Renault launched its first EVs – part of its ZE (Zero Emission) range – in 2011. Pure electric versions of the Fluence and the Kangoo van were quickly followed by its electric supermini, the Zoe, which now accounts for nearly one-in-five electric cars sold in Europe.

"Our experience in EV is an advantage," says Dickens. "We've been building these cars for a number of years now and we've learnt a lot during that time."

With recent fleet director changes at several other manufacturers, Dickens has become one of the longest serving at just five years.

However, he says, the rate of change facing the fleet market is keeping him on his toes. "I don't think I've worked in such a fast-paced job ever," he says.

Quite a statement, when you consider Dickens, who started his career as an apprentice mechanic at a Ford dealership, built racing cars for Ford and worked in Formula 1.

He explains: "When you look at the things that affect us in terms of legislation in the market, in

**“(VIRTUAL ACCOUNT MANAGERS) CAN TRANSACT WITH MORE PEOPLE, MORE OFTEN THAN YOU CAN WITH A PERSON ON THE ROAD”**

**MARK DICKENS, RENAULT**

production, supply and new model changes, I'm learning something new every day."

It has been a rebuilding process for Dickens over the past five years, having taken the fleet role in the wake of Renault's model cull.

In December 2011, the French carmaker announced it was restructuring its business. A number of models were pulled from the UK market, including Laguna and Espace, and its dealer network was cut by around a third.

By the end of 2012, its share of the fleet market had fallen to a low of just 0.9%, having been as high as 8% in the late 1990s.

Last year, Renault registered almost 35,000 cars in fleet, equating to a 2.65% market share. Meanwhile, CV sales hit 15,543, giving Renault 4.35% of the UK van market.

## IMPORTANCE OF FLEET

How highly Renault values fleet business was illustrated when Dickens' role was elevated to board status earlier this year.

"The job is a board position for a good reason," he says. "Within Renault's mid-term plan, we had a target for what we would call core fleet and that's our target going forward."

The fleet team consists of the following:

- Six corporate account managers.
- Two leasing managers.
- Two EV specialists.
- An eight-strong team working in the regions alongside the manufacturer's network of 64 Pro+ dealers catering for fleet and business needs.
- Four business sales managers targeting the SME sector through a newly introduced virtual account management team.

While there has been no increase in head count, changes have been introduced thanks, in part, to customer feedback.

The team of virtual account managers, focusing on the SME market, are "real people", stresses Dickens, but they are approaching the sector in a new way.

Using video conference calls to speak to clients, "they can transact with more people, more often than you can do with a person on the road".

However, not wanting to "lose boots on the ground", he explains that the number of people out in the field has stayed the same.

"It was a change we introduced as a result of customer feedback," he says. "Small business operators haven't got time to sit down for an hour talking about their cars and vans. They want a 10-minute chat and, if they do want to see somebody face-to-face, a member of the team working with our Pro+ network will go to see them."

## EV SPECIALISTS

In terms of fleet, Dickens also says the appointment of two EV specialists some three years ago is paying dividends. "They have been able to

answer that 'how to?' question," he says. "They have been massively important to us and our EV strategy."

New plug-in cars and vans, with longer pure electric ranges, will also help. New Zoe, which opened for orders this month, has a range of up to 245 miles WLTP, while a hybrid Clio and a plug-in hybrid Captur will be available next year.

For the LCV market, the new, fully-electric Master ZE, which has a real-world driving range of up to 75 miles and can be fully charged in six hours, offers a payload of up to 1,100kg.

A Kangoo ZE concept, unveiled earlier this year,

also gives fleets a glimpse of its next generation small electric van.

Renault's EV offering puts it in a prime position to take advantage of new EV-friendly company car tax rates announced in July.

However, Dickens says the plug-in market has been ramping up for several months now driven by concerns around air quality.

"The guys have been absolutely inundated with enquiries on the back of clean air and ultra-low emission zones," he says.

However, a growing interest in plug-in vehicles from fleet will not diminish the importance of diesel vehicles to the brand.

"It's something we will continue to invest in, because there will always be a place for diesel in the market," he says. "That's especially true in the LCV market where you need the torque, you need the power, the fuel consumption – diesel is the right fuel type for a lot of these applications."

In terms of remarketing, Dickens also stresses that there is demand for diesel in the used market. "It's been strong all year," he says.

## RANGE SIMPLIFIED

Residual values (RVs) remain a key focus for the business, which have been boosted by as much as 5% thanks to a simplified model range.

There are now three trim levels for cars – Play, Iconic and GT Line – which, Dickens says, will make the range easier for customers to understand.

"From a fleet and business buyer's perspective,

it's very much the standard car you're probably interested in, because options are just a nightmare to fund," he says. "When you're trying to fit them into a HR bracket it just doesn't work. But, by reducing the model range and making a lot of options standard spec, it makes the whole process easier."

Renault is now also applying the same approach to its van line-up, with Sport, Business and Business Plus.

Trafic, for example, has gone down from 124 variants to 53, while the Master has reduced from 126 versions to 91.

The positive impact on RVs isn't a lucky coincidence. Renault's used car strategy is all about "how we can boost the residual value", asks Dickens.

Currently running at a 93% repatriation rate back into the network, around 85% would be "good" for a manufacturer, he says. Three years ago, it was between 80-85%.

He explains: "Everything we have done to date has brought that rate up and now a poor month would be less than 90%. For us, rental and Motability is strategic; it's not dirty, cheap, fast and furious volume."

The used car department sets the sales specification for the rental units Renault will do the following year.

"We're starting from an RV perspective, which is a real change from how the company used to operate," Dickens says.



**MANUFACTURER:** GROUPE RENAULT UK  
**HEAD OF FLEET SALES OPERATIONS AND REMARKETING:** MARK DICKENS  
**DATE APPOINTED:** OCTOBER 2014  
**KEY FLEET MODELS:** KADJAR, CAPTUR, CLIO, KANGOO, TRAFIC AND MASTER  
**FLEET CAR REGISTRATIONS:** 34,903 (2018)  
**VAN REGISTRATIONS:** 15,543 (2018)

## ELECTRIFIED VEHICLES WITH FLEET APPEAL



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**NEW MASTER ZE**  
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**KANGOO ZE 33**  
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SPOTLIGHT: JCT600 VLS



Ben Creswick is a relative newcomer to JCT600 VLS. He took up the MD role in July

## Leasing company's personal touch helps it win and retain business

New MD is excited about the future as the family-owned business marks its 30 anniversary, reports *Gareth Roberts*

**J**CT600 Vehicle Leasing Solutions (VLS) is investing hundreds of thousands of pounds in new customer-facing technology, which, it says, will help businesses and their employees source the most cost-efficient funding solution.

Central to the IT investment will be an all-new online platform called Origo, which is due to be launched in the next few months.

The platform aims to find the most cost-effective way of sourcing a vehicle for employees, whether job need, perk or occasional, according to parameters set by the fleet decision-maker.

Ben Creswick, newly-appointed managing director of JCT600 VLS, explains: "We've built a platform that takes into account the journey profile of an individual driver and decides what's most beneficial according to the different permutations of how you might want to provide that car."

"It takes data from the corporate in terms of how their schemes are structured, or how they would

like their schemes to be structured; Origo will tell them everything they need to know."

Creswick says that £250,000 alone has been invested in developing the engine for Origo. Its launch will coincide with a redesign of its customer-facing quotation platform and the development of a fleet-reporting platform for clients.

JCT600 VLS has proved its ability to innovate before with its driver-focused app DriveVLS being the shortlisted in the Most Innovative Use of Technology category at last year's Fleet News Awards.

The specially developed app provides key information about the driver, their vehicle, the lease contract and company car tax information, together with industry news.

### KEEPING THE HUMAN TOUCH

Creswick is quick to point out, however, that the independent, family-owned leasing company's new technology will not "dehumanise" any part of what it does in the market place.

He explains: "Yes, customers want technology. They want online quoting and a slick system where the user-journey needs to be good, which is fine; we've got it and we can do it."

"If the fleet wants dashboard reporting in real-time then fine, we've got it and we can do it. But, customers also want that personal contact and the reason we've had customers for as long as we have is that's what we offer."

Creswick, who became MD in July, says he has been struck by the 'can do' attitude of staff since he joined as commercial director in 2018.

"I might have only been here 14 months, but I know what good looks like and this business looks good," says Creswick. "It's got a group of people that are always prepared to go that extra mile."

### LOYAL CUSTOMERS

It is something which is illustrated, according to Creswick, by recent contract wins and retaining customers, some of whom have been with the business for more than a decade.

SFS Group Fastening Technology signed a new sole supply contract with JCT600 VLS earlier this year to provide fully outsourced contract hire services for its fleet.

The leasing company has worked with SFS UK Market Region since 2012, but, as part of best business practice, the fleet operation underwent a substantial market benchmarking process in 2018.

David Wigglesworth, managing director at SFS Group Fastening Technology, highlighted at the time how, along with JCT600 VLS's commercial offering, service levels and its ability to put forward a choice list that not only met the business's criteria but "significantly improved upon it" were behind the decision. It was this "personal approach" that made JCT the "clear choice" for the business and its drivers.

The contract was awarded for three-and-a-half



## SPOTLIGHT: JCT600 VLS

half years and incorporated the full suite of VLS services including, but not limited to, online quoting, maintenance, licence-checking and accident management.

Kingspan Insulated Panels, meanwhile, became a new customer for the leasing company when it awarded the supply and management of its 73 company cars to JCT600 VLS.

It will provide a three-year sole supply and fully outsourced funding and fleet management solution, which includes management of legacy vehicles, accident, risk and grey fleet management products.

JCT600 VLS has also worked closely with Kingspan to introduce a cash allowance policy as a company car alternative for employees.

It was selected following a tender process and office tour of the business's HQ at Tordoff House in Apperley Bridge, Bradford, which included demonstrations of technology including the driver app, online driver quoting platform and fleet reporting system.

It was also the first contract to be taken through JCT600 VLS's new implementation process, which includes a full review of the fleet as well as consultancy on key cost saving initiatives.

### WHOLELIFE COST FOR BUSINESS

Creswick believes more fleets should consider these service levels, not just the cost of the metal.

"People talk about wholelife costs in terms of tax, in terms of VAT, what is the most commercially beneficial way of funding that asset and how can we get the cheapest possible rental," says Creswick.

"Yet, the fallout from that can be quite significant because, to some extent, you are going to get what you pay for.

"If that's the relationship you want, because essentially that's the relationship you've procured, then that's not our domain; it's not where we want to go."

Fleet decision-makers, especially those working in procurement, he argues, should be looking at the added value benefit the provider can offer.

"A sort of wholelife cost for business," he says.

Being open and honest with a customer from the start helps develop a level of trust, explains Creswick. "We don't try to sell them a dream and then hit them with price rises when the contract starts and when it ends."

Creswick argues an example of this "honesty" is illustrated by the level of the leasing company's end-of-contract charges.

"The average industry recharge is something like £300-£400, ours is £75-£125 and the proportion of vehicles we're charging it on is far less than the industry average," he says.

### THE NEXT 30 YEARS

Creswick became the new MD of JCT600 VLS as the company marks its 30th anniversary.

The vehicle leasing company was formed at the head office of franchised dealer group JCT600 in 1988, with Nigel Stead at the helm.

The five-strong team, which included Andrew Mann as sales manager – Mann would become MD of the business in 1996 before retiring in 2017 – were instrumental in developing the business into the multi-million pound operation it is today.

It now operates a risk fleet of 6,500-plus vehicles



**"I MIGHT HAVE ONLY BEEN HERE 12 MONTHS, BUT I KNOW WHAT GOOD LOOKS LIKE AND THIS BUSINESS LOOKS GOOD"**

**BEN CRESWICK, JCT600 VLS**

and was ranked the 28th largest contract hire and leasing business in FN50 2018.

Meanwhile, parent company JCT600 has 50 locations across the north of England and represents 21 franchises, with an annual turnover of £1.25 billion.

Creswick was appointed commercial director at

JCT600 VLS in 2018, bringing with him a wealth of knowledge from the fleet and leasing sector having previously worked at Zenith and FMG.

He says: "Having worked within different ownership structures, this is my first time within a family-owned business and it is clear that everyone really lives and breathes the values which have made this business what it is today."

It was a big draw from Creswick, whose potential was recognised in 2011 by *Fleet News* while at Zenith, when he was awarded the FN50 rising star award.

Creswick says he is excited about the future. "We have been here 30 years and will be here in 30 years to come.

"It's not about making 'X' million in three years' time, it's great to be part of something you know is going to be here for the long-term."

He concludes: "This is an exciting time for VLS and I am lucky to have the people, technology and service portfolio to ensure we will continue to operate as one of the leaders in the UK leasing industry."

# The new Passat GTE. Feel free to be busy.



Official fuel consumption figures for the Passat range in mpg (litres/100 km): combined 176.6 – 217.3 (1.6 – 1.3). Electricity consumption in kWh/100 km: combined 17.1 – 16.1. Combined CO<sub>2</sub> emissions 39 – 34 g/km.

Model shown includes optional extras. 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. Data correct at 09/19. Figures quoted are for a range of configurations and are subject to change due to ongoing approvals/changes. Please consult your retailer for further information.



## WINNER: HONDA

HEAD OF CAR: PHIL WEBB  
KEY MODELS: CIVIC, JAZZ, CR-V  
FLEET SALES (2018): 17,250  
NUMBER OF DEALERS: 155



Let's celebrate – the Honda team after picking up last year's Fleet News Award

# Going platinum – the fleet team at Honda gears up for profits

Award-winning manufacturer puts plans in place to build further on its success, reports **Matt de Prez**

**T**hings have changed quite significantly at Honda since it picked up the Fleet News Award for Most Improved Fleet Manufacturer of the Year.

Marc Samuel, the man responsible for the strategy that ultimately led the business to its success in the awards, left the brand this summer.

Since his departure, Phil Webb, head of car at Honda UK, has taken on responsibility for the fleet team.

Webb plans to relaunch the Honda Platinum Programme next year. The scheme was developed under the previous leadership to encourage dealers to be responsible for creating their own

local fleet business. The revised Platinum Programme will deliver a more targeted approach for corporate and fleet customers, with a two-tier system comprising Platinum Plus and Platinum dealers located strategically throughout the country.

Platinum Plus dealers will be required to sign up to enhanced terms and conditions of the programme aimed at supporting engagement with local businesses. These include minimum sales objectives, an agreed number of corporate demonstrator cars, utilising an updated CRM system and specific service level agreements with leasing companies.

Platinum dealers will be requested to implement an updated CRM system and run an agreed number of corporate demonstrator cars.

Webb has also implemented a new strategy to remove volume-driven targets for dealers. It means that, ultimately, there will be an overall reduction in Honda's UK dealer network to around 125 sites.

The company says this will respectively deliver against customer drivetime requirements, as well as doubling the average return on sales to 2%.

Webb said: "The Platinum Programme relaunch is a two-pronged strategy. First, it's about focusing on the customer experience and, while all of our retail network is fully encouraged to still handle corporate and fleet sales, this will now provide a much more focused and dedicated approach aimed at supporting local businesses.

"Second, it's about generating profitable business rather than incremental volume, hence the need to work in partnership with our retail network to roll out the programme."

**Fleet News: Why did you decide to relaunch the Platinum Programme?**

**Phil Webb:** The fleet environment is very different to where it was two years ago and it will be a lot different again in 12 months' time as we get the full impact of RDE2 and the full impact of whatever Brexit looks like.

The uncertainty has gone on for so long that people, both fleet managers and drivers, are

having to make decisions without knowing what the long-term impacts might be.

While we can work closely with our existing customers to help through period of uncertainty, there are many potential customers we could be missing out on.

We want to make sure we are giving people the right level of consumer experience when they step into one of our sites.

If you walk into any retailer, as a fleet customer, it's often difficult to get acknowledged or to get the answers you want, because dealer staff aren't always fleet experts.

We wanted to ensure that our dealers are able to give fleet customers the level of detail they need at the first encounter.

**FN: Will dealers be expected to drive their own fleet sales?**

**PW:** We want them to know and understand what their local area has got in it. We want them to be able to identify and actually have a proposition for those customers in that area. It's quite easy to do national business, there are enough introducers to facilitate that, but if you don't know that you've got a small business over the road that has a need for one or two vehicles, we want to help them to identify what their market potential is.

**FN: How has your channel mix changed?**

**PW:** We will be taking a more considered view on tactical business. Uncertainties are more prevalent, we will be more careful about where we choose to put our business.

For this financial year, we flipped our dealer business objectives on their head and, rather than setting our dealers targets to achieve, we asked them what numbers they wanted to sell. This new strategy has been designed to achieve an average return-on-sales of 2% for our retailers.

A lot of analysts are predicting a drop in registrations this year. We are working to promote

**"WE WANT TO MAKE SURE WE ARE GIVING PEOPLE THE RIGHT LEVEL OF CONSUMER EXPERIENCE"**

PHIL WEBB, HONDA UK

true profitable business. Corporate business is not the most cost-efficient by cost-per-unit. We will be a lot more critical about what business we choose to do to fulfil a volume aspiration.

**FN: How do you expect powertrain demand to change?**

**PW:** While there is undoubtedly a shift away from diesel, we feel it still has a place for the high mileage driver, which is why we offer it on Civic. As petrol engine technology improves, to the point that you get the same economies of scale as a diesel, things will move on.

We now have hybrid on CR-V and that is attracting a lot of interest from fleets. There will also be a hybrid Jazz next year, which will enable us to refocus on the public sector.

The Honda e will be our first electric vehicle although its predominant share will be retail. I think we've got a real opportunity with urban businesses with that car.

Our end-goal is fuel cell. Electric has a requirement for infrastructure, and you can see that coming, but we ultimately believe that hydrogen has its place as the cleanest fuel.



### JUDGES' COMMENTS:

**Honda has been proactively seeking opinions and knowledge from fleets to improve its business propositions and support. The team has worked hard to strengthen relationships with fleets and the leasing sector, which resulted in strong growth last year.**

**FN: What's your focus for the next year?**

**PW:** We are really focused on being what the market needs us to be at the moment, which is those SME-sized businesses. We still have major account customers that we will service, but I don't want to diminish the network's position for profit by pushing a lot of low-margin or no-margin vehicles through them because that doesn't help anybody in the long term.

I think the classic fleet consumer understands what they want more. We have seen a lot of moves to cash-for-car schemes, but then a lot of those are starting to offer people company cars again so there is always a cyclical movement of companies that come in and out of view.

With the model line-up we've got, we fit quite well into the main market segments, but we'll never cover every box. We can be quite picky about the business that we do because we can consult with customers that we work with about what they want to take. I want to push proper profitable business that gives the customer what they want.

**A** refreshed focus on driving fleet sales through improved customer service and knowledge was a key factor in Honda's success in the Fleet News Awards. The company is now building on that with its revised scheme, which coincides with its moves towards electrification.

The CR-V is the first vehicle in its current range to benefit from a hybrid drivetrain and it will be followed by the Jazz Hybrid next year.

Honda's first fully electric car will also be on the road next year, with order books already filling up for the retro-styled Honda e city car.



Phil Webb has taken on responsibility for the fleet team at Honda



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Claire Evans -  
head of consultancy, Zenith

## Q&A WITH OUR **BRIGHT SPARKS**

### WHAT DOES THE CURRENT DATA TELL US?

Currently most MPG values are available, and 44% of vehicles have WLTP CO2 emissions published. Based on the available data, the CO2 average increase is equivalent to 4 company car tax bands. Diesel cars have shown a higher average increase of 5 bands.

However looking at averages, whilst helpful, does not provide the true picture. There are winners and losers when it comes to the move to WLTP and it's important to analyse how the typical vehicles offered to your employees have moved when assessing the impacts.

The data also shows that adding weighty options such as sunroofs, heated seats and bodypacks increases CO2 emissions, therefore highly specified vehicles in a model range may attract a higher CO2 emissions figure than an entry level specification. This information helps to educate drivers when choosing their next car.

Only when all the data is available can a true impact assessment be made. By reviewing car choice and maintaining a well-designed policy to promote cleaner cars there is an opportunity to offset any increased costs as a result of the changes in CO2 emissions.

Expect the move to WLTP to time well with the release of cleaner diesels in the form of RDE2 compliant diesel cars, which do not attract the 4% diesel supplement, off-setting the CO2 rise, along with the ever-increasing releases of plug-in hybrid and pure electric cars.

### POLICY DESIGN POST-WLTP HOW CAN I REAP THE BENEFITS?

Understanding which cost elements are included in your benchmark entitlements and how these are impacted will allow you to make small re-adjustments and maintain choice for your drivers.

### Review CO2 caps

Based on available data, a company with a CO2 cap of 130g/km would see vehicle choice drop from 52% of available cars to 13% - it's time to re-base.

Moving to a cap of 150g/km under WLTP would provide a similar level of choice for drivers or you may want to consider removing the CO2 cap completely.

150g/km is also a key level, after which we see large jumps for first year VED on petrol and RDE2 diesel cars, which could equate to £6.66 per month in rental over a 48-month lease term.

### Remove fuel adjustments

Consider the impacts where fuel at cost is included in the WLC methodology. Typically, MPGs are falling around 15%. If you have previously adjusted NEDC MPG values by 15-20%, these can now be removed to align to WLTP costs.

### HOW CAN I FORM A FORWARD-THINKING POLICY WITH A FOCUS ON ELECTRIC?

The planned zero company car tax for electric from 2020, coupled with an ever environmentally conscious employee base, is increasing demand for electric cars in company car and all-employee salary sacrifice fleets.

**35%**

**In a recent Zenith survey, 35% of drivers said electric would be their preferred choice for their next car, with ¾ noting that it's important to have an electric option.**

### Make trade-ups flexible

One of the key elements of a successful electric policy is to have a flexible policy with greater trade-up limits. Looking at the total driver affordability to include Benefit-in-Kind, which is zero in 2020, alongside trade-up amounts makes electric cars available to more drivers. Pitching trade-up amounts correctly allow the cost benefits of electric to be enjoyed by fleet operators and employees - it's a win, win.

### Focus on education

Having clear support for drivers and potential drivers of electric cars is vital to help them understand the true cost benefits and overcome any barriers to adoption, such as range anxiety.

Being able to reach out and assist each of your driver populations, from perk drivers who previously opted to take a cash alternative to an employee with the option of a salary sacrifice car, is crucial. This driver education enhances the value of the benefit of your company car schemes to employees and aims to increase the uptake of the cleanest cars, boosting the business's environmental credentials.

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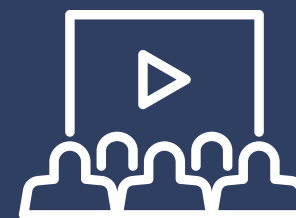
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EXHIBITORS

**M**obility, safety and driver well-being will be key subjects at this year's Fleet Live, the UK's leading event for the fleet management community.

The two-day event gives fleet decision-makers of all levels of experience a chance to listen, learn and share their thoughts and actions on the topics currently influencing the business sector.

Focused on executives from a fleet, purchasing and finance background, Fleet Live will deliver insight and advice on how to run an effective, efficient fleet.

It's free to attend and takes place at the Birmingham NEC on October 8 and 9.

Last year's event had record-breaking attendance figures with more than 2,100 visits across the two days – an increase of 13% year-on-year.

Visitors to Fleet Live 2019 will be able to take part in a range of seminars and theatre sessions, hearing from 40+ expert speakers on how to tackle and resolve many of the key issues in fleet.

All the speakers are experts in their fields, either fleet decision-makers or representatives of specialist industry bodies and organisations. There will be no sales pitches.

There will also be more than 110 exhibitors at the event, ranging from vehicle manufacturers and leasing companies to telematics and data suppliers.

The new Tomorrow's Fleet Zone will allow visitors to experience the future of fleet management first-hand.

It will feature a purpose-built street of the future, 'Electric Avenue', entering the world of the autonomous vehicle, innovative electric vehicle (EV) charging solutions, mobility apps and other future products and services.

Visitors will have the opportunity to touch and see some of these and ask questions from the experts behind the technologies.

Geotab is the new headline sponsor for Fleet Live 2019.

Edward Kulperger, Geotab vice president of

Europe, said: "Fleet Live is an important event for us. It puts us in front of more than 2,000 fleet decision-makers."

"We are thrilled to confirm our headline sponsorship for the show."

Visitors will also have the opportunity to meet with members of Geotab's team on stand F22 and speak with them about the latest developments at the company, including its EV solutions and software platform-as-a-service.

ACFO has also joined forces with Fleet Live 2019, as a platinum partner, and will promote the event to its membership to engage on the biggest topics affecting the industry.

Caroline Sandall, ACFO's new chairman, and board members Debbie Floyde, Ryan Coles and Stewart Lightbody all sit on the Visitor Advisory Board for Fleet Live 2019. The board seeks to ensure that the content at the show is reflective of the biggest challenges facing fleet and mobility managers.

The Fleet News Commercial Fleet Awards will take place at the National Motorcycle Museum, Birmingham, on the evening of the first day of Fleet Live, Tuesday October 8.

For more details visit [www.fleet-live.co.uk](http://www.fleet-live.co.uk)

# 12



# CAR BRANDS

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FLEET STRATEGY SEMINARS

SESSIONS AND SPEAKERS OVERVIEW

Tuesday October 8

11.00  
Mobility as a Service (MaaS)

Tony Douglas, BMW Group Mobility Services head of brand  
Sandra Witzel, Skedgo head of marketing  
Explore the latest developments in MaaS and learn how cities will change in the future to facilitate smart transport.  
Our speakers will explain how manufacturers are shifting to become tech companies to try to keep pace with giants like Google and Apple. Plus, insight on how BMW and Mercedes-Benz have joined forces on mobility to battle Silicon Valley.

11.00  
Which safety technology is best for your fleet?

Vipul Dave, Thatcham UK global sales manager  
Gill Milner, Aviva Technical Account Manager  
Advanced driver assistance systems (ADAS) are saving lives, but they're also pushing up repair costs. Thatcham will look at repairability costs for ADAS and how this is affecting option choice and how it may impact on the roll-out of advanced technologies in the future.  
This session will also assess how insurers view ADAS technology in terms of reducing insurance premiums for fleets. Aviva's session will explain ADAS's relationship with insurance, what is making an impact today, the technology versus claims debate and what is coming next.

14.00  
Smart urban transport strategies

Chris Lane, Transport for West Midlands head of transport innovation  
Tom Hayes, Oxford City Council executive board member for A Safer and Greener Environment  
Access case studies on how smart transport strategies have been implemented in two major areas of the UK.  
This session will look at the Whim mobility app in action in the West Midlands and how Oxford is working with fleets to tackle challenges on air quality and last-mile deliveries in the city's zero emissions zone.

14.00  
Optimise Prime:  
The UK's biggest electric vehicle trial  
Duncan Webb, Royal Mail commercial director  
Suzanne Phillips, Hitachi Capital head of mobility solutions  
Stuart Fowler, Centrica DNO commercial manager  
An in-depth discussion on the UK's biggest commercial electric vehicle trial. Key stakeholders including Royal Mail, Centrica and Hitachi will discuss in an open Q&A style the objectives they are looking to achieve, what the process has been like so far and the next steps as part of the three-year project.  
Optimise Prime looks to bring together learnings from all those involved and explore the up-front costs that are currently holding back many of the country's biggest commercial vehicle operators from making the switch to EVs.



HOW MOBILITY SERVICES ARE EVOLVING

Speakers will explore the efforts being made to get common approach to MaaS

**D**elegates to this year's Fleet Live will hear the latest on BMW and Daimler's joint mobility venture, Share Now, and how it will fit in an increasingly electric, autonomous and on-demand future.  
Tony Douglas, BMW Group Mobility Services head of brand marketing and communications, will give more detail on why the automobile giants and historic rivals are investing nearly £1 billion to combine their mobility offerings across the globe, including markets like the UK.  
BMW's DriveNow and Daimler's Car2Go mobility services will work together to take on the likes of Uber and Google to avoid being left behind by the tech giants of Silicon Valley.  
While BMW and Daimler's Mercedes-Benz brand will very much still be rivals in the automotive manufacturing space, both partners have decided that when it comes to mobility services, they are "stronger together than separately".  
The companies currently have a combined mobility customer base of 60 million.  
Share Now is one of five services within the new mobility joint venture and platform, together with ParkNow, ChargeNow, FreeNow (the ride hailing offering) and ReachNow (trip planning offering).  
Douglas said: "I'll be giving an overview of the industry dynamics on mobility as a service (MaaS) and will explain why we're so interested in this.  
"We'll look at the journey we've been on, where we're heading to and why we're now working with Daimler on this joint mobility venture."  
Skedgo, the mobility services provider, will also present the latest developments on the MaaS market and how it will play a part in future transport strategies.  
Sandra Witzel, Skedgo head of marketing, leads the company's strategic partnership with the European MaaS Alliance – a public-private partnership that is looking to create a common approach to MaaS.  
Witzel's presentation will look at how MaaS needs to build economies of scale for successful implementation and take-up in markets like the UK.  
This will allow more businesses to rapidly create their own MaaS offerings, including parking, booking and payment and corporate mobility solutions.

IS IT TIME TO GO ELECTRIC?

Once it was a choice, but operating EVs is rapidly becoming a necessity

**O**perating electric vehicles (EVs) will soon become the norm. The Government has made its position on the future of road transport clear by removing company car tax for EVs.  
Fleets that don't get on board now will quickly find themselves on the back foot, with the sale of conventionally-fuelled vehicles possibly ending within two lifecycles.  
Gary McRae, former Dundee City Council corporate fleet manager, will explain how the city became a pioneer with plug-in vehicles.  
He has since joined Urban Foresight, the specialist consultancy that helped implement the city's EV strategy, and is now working on a charging solution for residents who don't have off-street parking.  
The demonstrator project will see up to 18 charging hubs installed in Dundee and Plymouth. These hubs will be mainly fitted in residential and public streets with on-street parking, featuring three-six chargers per hub.  
McRae will be joined on stage by Fraser Crichton, Dundee City Council's new corporate fleet operations manager. Crichton has been at the forefront of implementing EVs and infrastructure in the city as well as surrounding local authorities and has presented at many conferences where he has articulated his knowledge and expertise in the practicalities of electric vehicle adoption.  
Simon King, Mitie procurement director, will present an in-depth case study on his company's journey to switching a large proportion of its car and van fleet to EV.  
Mitie has committed to moving 20% of its small van and car fleet to electric by the end of 2020 and, as members of EV100, will transition its entire fleet of 5,300 vehicles to electric by 2030.  
By the end of 2020, Mitie will also have installed 800 new charging points at both its offices and client locations, as well as at employees' homes.  
King said: "We are incredibly proud to be leading the way in transitioning our fleet to electric. We want to encourage more companies to follow suit, which is why supporting initiatives such as EV100 are increasingly important. We are keen to support likeminded companies who also want to reap the same rewards and limit their impact on climate change."  
As the headline sponsor, Geotab will also be showcasing its EV expertise.  
With the recent announcement of 0% benefit-in-kind company car taxation on EVs from April next year, the UK's move to zero-emissions is expected to be on a sharp upward curve over the next 12 months as fleets consider adding more EVs to choice lists.  
Edward Kulperger, Geotab vice president of Europe, said: "For our customers, EVs offer opportunities to go green and reduce long-term emissions. They also bring a wave of new challenges. With more than one million connected vehicles on the road, Geotab is helping businesses develop their own electrification strategies."  
In addition to offering EV compatibility through the Geotab Go device, the company uses data to navigate different electrification challenges.  
This can take the form of optimising electric range through fuel efficiency measurement, reporting on charging activities, or using real-time information to help managers make decisions on whether to electrify.  
Kulperger added: "Wherever your business is on its electrification journey, Fleet Live 2019 is a great time to meet our team of experts and learn about the role of telematics in your transition to EVs."

SESSIONS AND SPEAKERS OVERVIEW

Wednesday October 9

11.00  
Mobility strategies for van and truck operators

Dave Phatak, director, Ford Commercial Solutions (FCS) division at Ford Mobility in Europe  
Experts in the industry will talk about last-mile delivery, how businesses will operate in the future within cities that are looking to reduce emissions, improve air quality and leverage connected technology to help fleets improve efficiency.  
This session will include details on Ford's Mobility strategy on last-mile delivery.



11.00  
How to implement an electric vehicle strategy

Gary McRae, Urban Foresight principal consultant  
Fraser Crichton, Dundee City Council corporate fleet operations manager  
Simon King, fleet and procurement director, Mitie  
Gary McRae and Fraser Crichton will explain how Dundee became a pioneer of plug-in vehicles. Mitie's Simon King, Mitie will also present a case study on his company's journey to switching a large proportion of its car and van fleet to EV.



14.00  
Efficient movement of people and goods on the strategic road network

Karla Jakeman, connected transport innovation lead at Innovate UK  
Peter Leavy, Vodafone Internet of Things (IoT) portfolio manager connected car services  
Innovate UK's Karla Jakeman will explain solutions which use innovative technologies to leverage smarter, greener and more sustainable future mobility systems for the efficient movement of people and goods. There will also be a case study from Vodafone on how the road network needs to be technologically upgraded to facilitate the smart roads of the future.

14.00  
Clean air zones

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





# Clean air zones and the road to zero emissions

The introduction of clean air zones (CAZs) across cities and towns in the UK will drive up electric vehicle adoption, but fleets need to tackle the challenges around infrastructure and data management as they look to transition away from internal combustion engines (ICEs).

The Government has set the target of 2040 for zero emissions on all new car sales so fleets are already in various stages of replacing vehicles with EVs.

London was the first major UK city to act with the introduction of its ultra-low emission zone (ULEZ) in April 2019.

The zone's standards prohibit any vehicle with a petrol euro 4 or diesel euro 6 engine from entering the zone. Failure to comply results in a charge of £12.50 (up to 3.5 tonnes), and £100 for larger vehicles, such as lorries, coaches and buses (over 3.5 tonnes).

Other cities have already committed to introducing their own schemes. Therefore, switching to EVs is likely to become more of a requirement than a choice.

Birmingham, Leeds and Southampton are also areas that have been mandated by the Government to introduce a CAZ.

A further 23 local authorities have been named as areas where air pollution levels are expected to reach illegal levels by 2021. They must all carry out a feasibility study to determine whether or not a CAZ is required.

Fleets will continue operating inside these CAZs wherever they are introduced, but will need zero emissions vehicles to do so

without facing additional daily charges.

Edward Kulperger, Vice President of Europe at global telematics company Geotab, said: "Fleets are faced with the upfront costs of the vehicles themselves and then (lack of) range anxiety from a driver operations perspective.

"However, the UK is relatively well positioned in the global landscape for businesses to make the transition to EVs. There are subsidies between £3,500 and £8,000 available to help with the cost of the vehicles and prices are reducing."

Kulperger said one of the biggest challenges facing fleets is addressing areas like range anxiety and total cost of ownership (TCO).

Fleets need to gain insight into whether electric-hybrid or battery-electric offer a favourable return on investment compared with ICE vehicles.

He said: "Having the right data available can help put a strategy in place for businesses on how they want to transition to EVs."

## How telematics can help

Geotab's Electric Vehicle Suitability Assessment (EVSA) helps address fleet operators' concerns by leveraging vehicle telematics data to understand fleet characteristics. It can then make EV recommendations based on the current state of the UK marketplace.

The EVSA reviews a company's range capabilities, including how many miles are carried out daily and the potential options

"We are committed to advancing technology, empowering businesses and making the roads safer for everyone"

for charging, whether that's public, depot or charge-at-home options.

The assessment also looks at a detailed cost analysis to understand whether switching to EVs will actually save the company money and, if so, how much.

Fleets will have their own targets for reducing CO<sub>2</sub> emissions and the EVSA will also determine the environmental impact for the business.

Kulperger said: "The EVSA is an intelligent, evidence-based assessment to determine which vehicles are the best candidates to go electric. We believe it will allow fleet operators to make a seamless transition to the new era of mobility."

## Geotab at Fleet Live 2019

Geotab is the headline sponsor at Fleet Live this year and its staff will be on hand to provide expertise on EV strategy to more than 2,000 visitors at the two-day event.

The show is the biggest of its kind for the UK company car, van and truck industry and will be held on October 8-9 at the NEC in Birmingham.

Kulperger said one of Geotab's core values is to provide thought leadership and innovation to the industry. Supporting Fleet Live is part of that.



## Geotab can help fleets plan to avoid paying clean air zone charges



Edward Kulperger, Vice President of Europe, Geotab

Air quality within our cities is an increasing concern among our population, and a top priority for local and national government.

In April this year, London replaced the toxicity charge (T-charge) with an ultra-low emission zone (ULEZ), operating 24 hours-a-day.

Entering the zone costs most vehicle types £12.50 and £100 for heavier vehicles such as buses and coaches.

The introduction of ULEZ has resulted in fleets operating within the zone to reconsider the composition of their fleet. They must transition vehicles to newer, complaint models such as EVs, or incur a daily charge.

London is the pioneer in reducing the level of air pollution through a ULEZ zone, and other cities have already either introduced or confirmed plans for a low-emission zone.

Glasgow's low-emission zone is already in operation, while Leeds and York will establish their own for 2020. Other councils are likely to follow suit. Therefore, fleets must plan – and mitigate where possible – to avoid extra charges.

Ultimately, the initiatives to clean up our cities are not going away anytime soon. Government regulation is likely to drive this change, and fleets will have no choice but to follow suit. The success of any fleet manager is measurable by their ability to evaluate which low-emission vehicles are best-suited to meet fleet vehicles' daily requirements.

Kulperger said: "We're working with academia and the biggest fleets in the world to support adoption of EVs with research and data.

"One of our core values at Geotab is to innovate and continuously seek ways to improve. We are committed to advancing technology, empowering businesses and making the roads safer for everyone."

Visitors to the show will have the

opportunity to meet with members of Geotab's team on stand F22 and speak with them about the latest developments at the company, including its EV solutions and software platform-as-a-service.

Kulperger added: "Wherever your business is on its electrification journey, Fleet Live 2019 is a great time to meet our team of experts and learn about the role of telematics in your transition to EVs."

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FLEET STRATEGY SEMINARS (CONTINUED)

FIND OUT ABOUT THE WORLD'S BIGGEST ELECTRIC VEHICLE TRIAL

Learn why big organisations wanted to be involved and what they hope to get out of it

Key stakeholders from Optimise Prime, the world's biggest electric vehicle (EV) trial, will be presenting and holding a Q&A session at this year's event.

Optimise Prime is a three-year project that launched earlier this year involving UK Power Networks and data business Hitachi Vantara, supported by Scottish and Southern Energy Networks and Hitachi Capital Vehicle Solutions.

Royal Mail, Centrica and Uber are key stakeholders in the project who will jointly run 3,000 EVs over the next three years.

The project looks to identify ways of overcoming the infrastructure concerns that are one of the biggest barriers to success with fleets looking to adopt EVs. The trial will also look closely at total cost of ownership (TCO) for vehicles used in it.

Optimise Prime is intentionally vehicle agnostic and includes depot, home, and on-the-road charging scenarios.

Stuart Fowler, Centrica Business Solutions DNO commercial manager, said: "It's still early days, but we will be talking about why we got involved and what we're trying to achieve. On the surface, the



project has some simple goals looking at electrification of fleet vehicles, but there are many complexities around vehicle charging management, data and how this links to networks.

"Having the stakeholders there at the show to present and lead the debate will also shed light on our different objectives and perspectives."

Big commercial vehicle operators must over-

come several obstacles before they adopt EVs on a large scale – from the up-front capital costs to managing charge times.

Optimise Prime stakeholders are also looking to understand whether these vehicles can support the electricity network and help keep costs low for customers by discharging during peak times and recharging off-peak.

UNDERSTANDING CLEAN AIR ZONES

Joint initiative will bring together businesses and local authority decision-makers

Fleets will get an overview of the latest plans for clean air zones (CAZs) across the UK with a presentation and discussion session by UK100 at Fleet Live.

Jason Torrance, clean air cities director at UK100, will update fleets about a *Fleet News* and UK100 initiative involving UK business and local authority policymakers that seeks to secure national and local support for CAZ delivery.

Torrance said it will be vital to gain consensus from all stakeholders on the challenges and opportunities, together with commitments to action from local authorities, business and

transport operators.

UK100 is a network of highly ambitious local government leaders committed to clean air and 100% clean energy.

It is the only network for UK local authorities – urban, suburban and rural – focused solely on climate change, clean air and clean energy policy.

Torrance's session will provide an update on:

- Current clean air policy and delivery developments.
- An overview of the scale of the challenge in improving air quality in the UK.
- How politics may impact on future clean air legislation.

■ How the fleet industry may be impacted.

Torrance said: "I want to provide an overview of the opportunities and challenges in tackling air pollution at a local level, while also highlighting the impact on fleets as CAZ plans nationally and locally are taken forward."

"These plans are progressing and changing all the time and then there's also the context of rapid political change with the potential for a general election before the end of the year."

UK100 will also be providing a workshop at Fleet Live to help connect businesses with local authorities to discuss ways they can increase collaboration to tackle air quality problems.



DISCOVER FLEET THEATRE

Sponsored by Alphabet

RUNNING THE RULE OVER TAX ISSUES

Speakers will explain impact of HMRC latest tables for benefit-in-kind levies

Tax experts from Deloitte, HRUX and Baldwins will help delegates untangle the latest developments on company car taxation and finance.

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

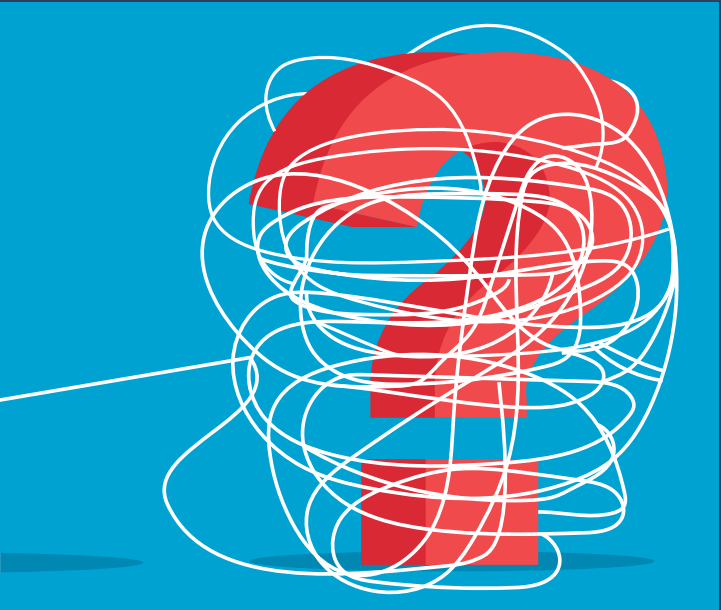
The topic of vehicle taxation and finance is central to fleet management and the Discover Fleet Theatre, sponsored by Alphabet, offers expert sessions where guidance will be designed specifically for the specialist roles that support mobility outside the traditional fleet management department. This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

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

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

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

The session will also tackle the issue of how CO2 emissions are being affected by the move to the Worldwide harmonised Light vehicle Test Procedure (WLTP), in particular, whether published CO2 emissions will increase under the new regime and cancel out the effect of the reduced company car tax rates announced by HMRC.



SESSIONS AND SPEAKERS OVERVIEW

Tuesday October 8

11.00 Finance and tax best practice session

Dave Hedges, Baldwins employment tax partner  
Simon Down, Deloitte association director  
This session will look at latest thinking from HMRC on company car taxation and potential changes coming down the line covering areas including plug-in vehicles and grants.

12.15 Procurement best practice session

Peter Eldridge, sales and marketing director, ICFM  
This session will offer best practice on procurement skills, wholelife costs of fleet contracts and tips on managing suppliers.

14.00 HR: implementing a flexible benefits strategy

Jack Curzon, consulting director at Thomsons Online Benefits  
Amir Ali, Sandwell & West Birmingham NHS Trust head of engagement, retention and nurse recruitment  
Topics will include why flexible benefits are not actually flexible enough, why very few companies are offering mobility credits and how car allowances are not being used for cars. It will also look at forgotten benefits and how to help employees with their commutes.

Wednesday October 9

11.00 Finance and tax best practice session

Dave Hedges, Baldwins employment tax partner  
Harvey Perkins, HRUX co-founder  
This session will cover the same topics as in the 11 o'clock session the previous day.

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

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

14.00 Procurement best practice session

Debbie Floyd, group fleet manager, Bauer Media  
Ryan Coles, group global travel and fleet lead, Aviva  
This session will offer best practice on procurement skills, wholelife costs of fleet contracts and tips on managing suppliers.



FLEET OPERATIONS SEMINARS

SESSIONS AND SPEAKERS OVERVIEW

Tuesday October 8

**11.00**  
**Great ideas for a safer fleet**  
*Caroline Sandall, ACFO national chair*  
*Dr Jim Golby, ADT (Applied Driving Techniques) director of research and customer experience*  
*John Newman, Jacobs head of health and safety*  
This session will give a case study from a fleet safety pioneer on the steps it took to improve safety and reduce risk. Those attending will come away with practical solutions they can implement in their own businesses.



**11.00**  
**Driver recruitment and retention in commercial fleets**  
*Martin Colloff, Hermes UK head of client and network distribution*  
*Kieran Smith, Driver Require chief executive*  
Kieran Smith will discuss driver shortages in the industry, how the industry can resolve the issue and how Brexit could exacerbate shortages and bring the UK to a crisis point.  
Martin Colloff of Hermes UK will talk about the challenges facing recruiting and retaining drivers in the commercial fleet industry. This will include an overview of Hermes' heavy goods vehicle recruitment initiative.  
This session will also explore how fleet can persuade more women to consider professional driving as a career.

**14.00**  
**How to use your data to improve your fleet efficiency**  
*Rory Morgan, Iron Mountain head of fleet*  
*Caroline Sandall, ACFO national chair*  
Make big data work for your fleet. The industry must change from a rear-view mirror perspective to using data to predict the future and be more pre-emptive. This session will explore how to bring together multiple sources of fleet data from telematics, fuel cards, connected cars and licence checks to help reduce costs and improve efficiency. It will also explore how fleets can use e-learning to store driver data and create safety profiles, as well as how fleets can use technology to manage fuel and reassess vehicle utilisation and productivity.



**14.00**  
**Driver wellbeing: identify the signs of stress and fatigue and create a culture of support**  
*Andrew Brown, CALM corporate partnerships director*  
*Andy Neale, director of driver risk management company NFE Group*  
Andy Neale from CALM (the Campaign Against Living Miserably) will put into perspective the scale of the problem of suicide in the UK, why fleets should take this issue seriously and what they can do to address it. There will also be a case study from Andy Neale, of the NFE Group, on how to implement a supportive culture at work.



DISCOVER WHY WELLBEING IS SO IMPORTANT

How to spot the signs that a colleague is stressed, fatigued – or both

**S**tress and tiredness are among the major contributors to a driver's lack of mental wellbeing and these can be caused by factors both inside and outside work.  
It is vital that any mental wellbeing problems are identified so an employee can get the help they need to manage their symptoms and reduce the risk to themselves and other road users.  
A sign that a driver is having an issue could be a change in the way they behave around people or carry out their job.  
Andy Neale, director of driver risk management company NFE Group, will outline how fleet operators can identify the signs of poor wellbeing and implement a supportive culture at work.  
"If I came to work with a broken leg, you would see the plaster," he said. "If I came to work stressed, there may be no physical signs."  
Stress – together with fatigue – are major factors in the mental wellbeing of a driver. And, if a driver is stressed or tired, either can have a significant effect on their performance. Stress, for example, means a driver will take more risks.  
"There is a whole range of costs to the operation caused by poor driving performance," added Neale.  
"There is the bent metal costs, bumps and scrapes, damaged wing mirrors and increased insurance costs, while research in other industries has shown that tired and stressed drivers use far more fuel. There is also a human cost, which will not show up as obviously on an organisation's balance sheet."  
Joining Neale will be Andrew Brown, director of corporate partnerships at Campaign Against Living Miserably (CALM). He will put into perspective the scale of the problem in the UK, why fleets should take this wellbeing issue seriously and what they can do to address it in their own businesses.

NEW TAX RULES AND IMPACT ON TEMP DRIVERS

Fear is that companies will be tempted to ignore the rules to avoid extra costs

**F**leets will face increased temporary driver recruitment costs of up to 30% when new HMRC IR35 tax rules come into force for the private sector in April 2020.  
Companies with more than 50 employees and an annual turnover in excess of £10.2 million will be required by HMRC to assess the employment status of any contractor they use. This brings such matters in line with the public sector, which has been operating under the same rules since 2017.  
IR35 has been designed by HMRC to make sure companies are paying employee taxes and not avoiding doing so by using self-employed contractors.  
Kieran Smith, Driver Require chief executive, will be speaking on the impact of IR35 and other challenges facing driver recruitment. His company predicts that maintaining driver pay, including agency margins, tax and National Insurance contributions will raise the cost of temporary drivers to businesses by around 20% and up to 30% for large volume contracts.  
Smith's session will set the scene to discuss driver shortages in the UK, how the industry can resolve the issue and how Brexit could exacerbate shortages and bring things to a crisis point.  
Martin Colloff, Hermes UK head of client and network distribution, will also discuss driver recruitment with an in-depth session on the challenges facing recruiting and retaining drivers in the commercial fleet sector.  
This will include an overview of Hermes' heavy goods vehicle recruitment initiative and how the industry can attract more women to consider a career as a driver.  
Smith said IR35 will force agency drivers currently operating as Ltd company contractors to move to PAYE (Pay As You Earn).  
"The increase in margins and shift from large volume, lower-variable contracts to lower volume, high-variability contracts means most agency contract charge rates will rise.  
"It's not going to be easy for either fleet operators or agencies to absorb these extra costs," he said.  
Smith is concerned hauliers will be tempted to unlawfully continue using Ltd company contractors, supplied by disreputable agencies who are willing to take the risk to avoid the new tax rules.  
He said: "This will undermine ethical operators and agencies."



SESSIONS AND SPEAKERS OVERVIEW

Wednesday October 9

**11.00**  
**Collaborative supplier partnerships that add value**  
*James Davis, Cox Automotive UK customer strategy and insight director (Commercial Vehicles)*  
*Steve Duffy, Network Rail senior delivery manager*  
*Matt Cranny, ARI Fleet UK operations director*  
*Phil Corbett, Travis Perkins procurement manager*  
This session will offer best practice on the tender process and how to remain collaborative with suppliers when there is pressure on the business to change suppliers to maintain the best value for money. It will also explore how you can look for continuous improvement over a long-term supplier relationship.

**11.00**  
**Fleet utilisation and minimising vehicle downtime**  
*Mark Woodworth, Speedy Hire head of transport*  
Pressure on fleet budgets and a desire to optimise vehicle utilisation has led to an increasing focus on making vehicles work longer, harder and smarter. This session will focus on an expert case study from an award-winning fleet that has tackled fleet utilisation and vehicle downtime to deliver tangible improvements for the company.



**14.00**  
**Telematics: How to convince the board to invest**  
*Michal Szuminski, The First Mile transport manager*  
*Peter Kelly, Elis Group compliance and fleet manager*  
Telematics is an established technology that can offer improvements for efficiency and safety and can save fleets money in fuel and insurance payments. The stumbling block in introducing the technology, which is now available at a variety of price points, is getting buy-in from the board. This session will cover how a fleet manager can put the case together that shows the benefits of telematics are worth the investment and management focus. What are the biggest obstacles and what are the benefits? How should you present your case and get a telematics initiative through from concept to delivery?



**14.00**  
**Protecting vulnerable road users**  
*Ross Moorlock, Brake business development director*  
Protecting vulnerable road users and minimising the chance that their drivers will be involved in a crash are two of the most important steps fleet managers can take towards raising road safety standards. Just 52% of organisations currently have driver handbooks that include guidance on vulnerable road users, Brake's Ross Moorlock will present a session on the responsibilities fleet managers should be aware of and what they can do in their business to raise awareness of the issues among their staff.



# All your fleet management solutions – that's the Northgate goal

Fleet Live Charge Hub sponsors available to talk you through the options

**N**orthgate Vehicle Hire, the largest light commercial vehicle (LCV) rental provider in the UK, with a UK network of 56 branches and a fleet of 52,000 vehicles, is sponsoring the Charge Hub at this year's Fleet Live (find us at E4).

At the hub, the Northgate team will be on hand to talk about your fleet management and LCV requirements – no matter how you currently source your vehicles.

These days, fleet managers are finding it makes less and less sense to own LCVs outright. With manufacturer and emissions-led vehicle updates, it's just not economically or operationally efficient.

Northgate also knows that more UK businesses than ever are switching to hire plans. Every hire plan with the company includes servicing, maintenance and 24/7 breakdown cover – so you know you're covered – and the company will even buy your old vans off you.

Northgate has created solutions in each of the key management areas; vehicle management and maintenance, accidents, fuel and risk. The more vehicles you have in the fleet, the more it can help you to drive down business costs.

When it comes to vehicle management Northgate makes sure that its hire plans are flexible; allowing managers to change vans when needed and return any that aren't being used. The company has also built a powerful piece of software – Fleet Dynamics – and introduced ongoing maintenance tracking to give managers the functionality and visibility to keep their vehicles on the road.

Northgate's range of telematics solutions means customers can always track vehicles and how they're being driven and its new Vehicle Inspection App enables paperless compliance reporting, fleet maintenance and defect reporting for your whole fleet.

Accident management has also been



**"The Northgate team will be on hand to talk to you about your fleet management and LCV requirements"**

made simple. The last thing customers need, after an accident, is to deal with multiple agents and complex procedures. So, for your owned fleet Northgate has a service to deal with it all; from incident, to insurance to getting back on the road.

Northgate has also come up with a fuel card solution to make fuel management easier for customers. With an average saving

of 5p per litre of fuel, saving money on pump prices means you can spend it on the things that really matter.

Finally, Northgate has designed several solutions to help customers manage risk, such as Fleet Risk Audits, Driver Risk Assessments and tailored driving courses, all to help prevent unwanted events happening in the first place.

This commonsense approach, combined with smart van economics is just another reason businesses are switching to Northgate. Maybe that's why it was named Fleet News' Reader Recommended Rental Company.

If it sounds like Northgate can help keep your business driving forward, visit its stand or get in touch. It really is that simple.

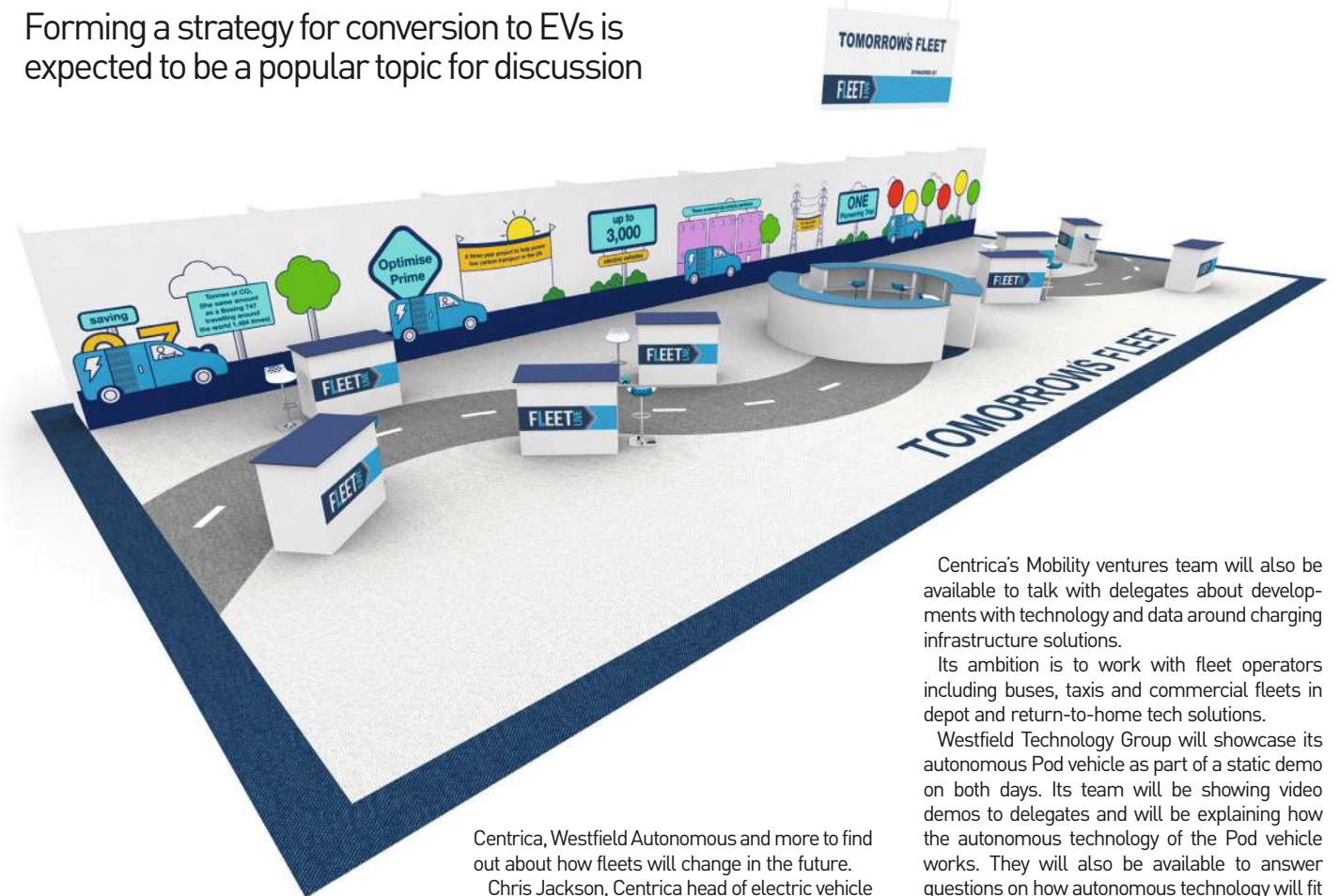
For further information, please visit them at Fleet Live, go to [northgatevehiclehire.co.uk](http://northgatevehiclehire.co.uk) or call Northgate on 0330 042 0903

**NORTHGATE**  
for all vankind

## SPOTLIGHT: FLEET LIVE

# TOMORROW'S FLEET ZONE IS PERFECT PLACE FOR SHARING BEST PRACTICE

Forming a strategy for conversion to EVs is expected to be a popular topic for discussion



Centrica, Westfield Autonomous and more to find out about how fleets will change in the future.

Chris Jackson, Centrica head of electric vehicle (EV) strategy for fleets, will be on the stand with his team to share the company's experiences in introducing EVs to the group's fleet.

Jackson said: "We want to talk about EV enablement. How we integrate the necessary infrastructure, energy and optimisation along with the vehicle so the fleet operator can transition with certainty."

Centrica's fleet, including British Gas, has already completed 1.5 million electric miles.

**T**he Tomorrow's Fleet Zone at Fleet Live creates a dedicated area for delegates to network and discuss future fleet strategies with access to some of the most forward-thinking companies in the UK.

The latest innovations in the fleet sector will be on display and visitors will be able to speak with experts from Allstar Business Solutions,

Centrica's Mobility ventures team will also be available to talk with delegates about developments with technology and data around charging infrastructure solutions.

Its ambition is to work with fleet operators including buses, taxis and commercial fleets in depot and return-to-home tech solutions.

Westfield Technology Group will showcase its autonomous Pod vehicle as part of a static demo on both days. Its team will be showing video demos to delegates and will be explaining how the autonomous technology of the Pod vehicle works. They will also be available to answer questions on how autonomous technology will fit into fleet's future.

The Pod's original system has now completed more than three million miles in a live commercial environment serving Heathrow Airport Terminal 5 Pod Parking.

The Pods navigated a two-mile route around the Greenwich Peninsula, using advanced sensors and autonomy software to detect and avoid obstacles as they picked up and dropped off passengers.

Trials have continued with the support of the Department of International Trade and the Centre for Connected Autonomous Vehicles.

The Allstar Business Solutions team will on hand to help fleets unpick the complexities around managing EV charging payments.

The company has put together a white paper called Navigating the Alternatively Fuelled Future and will be discussing key findings at the show.

Stephanie Teasdale, product marketing manager – core fuel, at Allstar parent company Fleetcor, said: "The new card is building on 90% national coverage of fuel stations across the UK by adding compatibility with EV charging networks."

"It means fleets don't have to sign up to multiple charging network memberships, they can just use one card to pay and track data for plug-in vehicles."

## DROP-IN ADVICE CENTRE

The Fleet Live Advice Centre will act as a dedicated zone for delegates to get free tips from peers in the industry on areas like procurement, HR and finance.

Visitors can gain a wealth of expertise from some of the UK's most knowledgeable



and experienced fleet managers, who will answer questions and help find solutions.

The drop-in panel will comprise Fleet Live advisory board members made up of experienced fleet managers from ACFO and leading companies in the UK.



# YOUR GREEN FLEET EXPERTS

We have the UK's  
largest ultra-low emission  
vehicle fleet and are  
one of the earliest adopters  
of plug-in vehicles.



LEX AUTOLEASE

## SPOTLIGHT: MANUFACTURERS

### CAR MANUFACTURERS

#### BMW

BMW Group will be debuting its latest electrified models at Fleet Live, including the new Mini Electric and BMW 330e.

The new BMW 1 Series will also be on display, alongside the 8 Series Gran Coupe halo car.

Delegates will get exclusive access to the Mini Electric, which will have its own stand and an 'immersive pod' to showcase its fleet credentials.

Rob East, BMW Group corporate sales general manager, said that, while 2019 has been a year

of product transition, the company is now gearing up for 2020 with a raft of new models.

BMW has already confirmed that the Mini Electric will be priced at parity with its petrol equivalent. Promising a maximum range of 144 miles (WLTP), the Mini Electric battery pack has 12 modules of lithium-ion cells providing a battery capacity of 32.6 kWh.

East said: "The target demographic of the Mini Hatch customer lines up really nicely for the electric model and getting price parity with petrol is going to further normalise the acceptance of pure EVs."



#### FORD

Ford will share its latest thinking on how commercial fleets can leverage data and technology to continue to operate efficiently in cities of the future at Fleet Live this year.

Dave Phatak, director at Ford Commercial Solutions (FCS) division at Ford Mobility in Europe, will share his views on how fleets should tackle issues around last-mile delivery, clean air zones and how they can leverage connected technology to help improve efficiency.

The brand will also display two key models from its passenger car and commercial vehicle ranges, with members of its dedicated fleet team on hand to discuss fleet sales and financing, insurance and wholelife costs, among other things.

With a fresh focus on electrification, Ford is keen



to highlight its range of hybrid models including the upcoming Kuga plug-in hybrid and existing Mondeo hybrid, as well as the new Transit Custom plug-in hybrid.

#### VOLVO

Volvo Car UK will be showcasing its latest Twin Engine plug-in hybrid models, including the V60 and XC60. The updated XC90 T8 Twin Engine plug-in hybrid will also be present.

Visitors will also be able to see the XC40, the first SUV to be named New Company Car of the Year in the Fleet News Awards. Fleet buyers will be able to place orders for the new T5 Twin Engine petrol-electric hybrid powertrain variant of the XC40, which is the UK's first plug-in hybrid premium compact SUV, available for delivery in spring 2020.

The Volvo Business Sales team will be available to provide expert insight into the advantages of the Volvo range for company car drivers. Plus stand visitors can tap into the brand's Swedish roots with Fika, the Scandinavian tradition of taking time out for coffee, cake and an all-important chat.

Steve Beattie, head of business sales at Volvo Car UK, says: "The future of fleet is very much determined by the advancement of alternatively fuelled vehicles and connected technology and Volvo is leading the way with its bold electrification strategy."

"Our Business Sales team will be at Fleet Live to offer practical advice on how organisations can integrate EVs into their fleets."



#### FCA GROUP



FCA Group will be presenting its key fleet brands at Fleet Live – Alfa Romeo, Jeep, Fiat and Fiat Professional.

Making its show debut is the new Jeep Wrangler, which launched earlier in the year. Designed with a rugged off-road focus, the new model is expected to appeal to both user-choosers who want something that stands out and core fleets that need a robust off-road vehicle.

Alongside the new Wrangler will be the Alfa Romeo Stelvio. With petrol and diesel options to suit a range of requirements, the Stelvio presents a cost-effective alternative to the popular German cars in this segment. This year the Stelvio range is enhanced with a new Ti model. Sitting at the top of the range, it offers a sportier look and high specification.

The Fiat Tipo will also be there alongside the

facelifted Ducato van, highlighting the breadth of the Fiat range from core fleet models to large vans,

"We're looking forward to engaging with the fleet community to share our plans for 2020 which will include the launch of our all electric Ducato plus the PHEV Jeep and Fiat models," said Simon Wheeler, fleet and business marketing manager at FCA.

FCA's fleet sales colleagues will be on stand to talk to fleets about the company's current models and also those that are coming soon, such as the new Jeep Compass plug-in hybrid – the brand's first model with an alternative powertrain.

Matt Niles, national sales manager, and area fleet sales manager Jason Lynch will also be at Fleet Live, together with corporate CV manager Michael Duggan.

#### SEAT AND CUPRA

Seat will showcase its all-new seven-seat Tarraco alongside the popular Arona, while the stand will also feature the all-new Cupra Ateca and the Seat Leon Cupra.

Having recently introduced its Fleet Aftersales Commitment initiative to complement the successful four-day test drive and EasyMove programmes, Seat is planning to further

strengthen its fleet offering; introducing all-new web tools as well as an update to its website.

Offering a more in-depth resource, including a 'Fleet Knowledge Zone' covering many of the key issues for fleets, the update to the fleet website will aim to provide even better support for fleet managers.

Richard Harrison, managing director of Seat UK, said: "Fleet Live is an unmissable opportunity, where we can show off what Seat has to offer, while also getting a real understanding of what we can do to further improve our fleet provision."

"This year's running of the event coincides with a really positive period for the brand. The Seat Fleet programme has never been stronger and continues to grow, and Fleet Live is the ideal place to discuss what we have in the pipeline, and how we can better support fleet managers."

Visitors to the Seat stand will also have the opportunity to enter a prize draw to win an exclusive weekend away to Barcelona and take in a football match at the Camp Nou stadium as well as an exclusive tour of the Seat factory.



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# Fuel and expense cards support all businesses on the road

Choice of fuel and business expense solutions improves efficiency and cuts costs

Various political and economic factors mean that change is coming in the fleet industry, and Government and policymakers are already putting plans in place that will change the way businesses treat the traditional company vehicle.

As experts in fuel, fleet management, and business expenses, Allstar Business Solutions will be leading the discussion from stand D44 at Fleet Live 2019 on how business owners can keep their company moving in the most efficient way amid these external influences.

## Moving businesses in the right direction

Whatever the business, whichever vehicles are run, and wherever in the UK the fleet operates, Allstar Business Solutions is there to support businesses while on the road with a complete package of fuel and business expense solutions, including:

**Allstar One** – one card providing excellent control, along with access to the UK's largest network.

- Accepted at more than 7,700 fuel sites nationwide.
- Save on every litre with Discount Diesel.
- One HMRC-compliant invoice.

**Allstar One Electric** – combines all the benefits of Allstar One with the ability to pay for electric vehicle (EV) charging across a multi-branded charging network.

- All fuel types covered by one card, including access to the UK's largest fuel network.



■ Access to a growing nationwide multi-brand electric charging network.

■ Choice of pricing options for electric charging and discounts on diesel.

**Allstar Plus** – a unique 'all-in-one' business credit and fuel card.

- Accepted at more than 7,700 fuel sites nationwide.
- You can tailor cards to specific spend categories and limits.
- Purchases interest-free for up to 44 days.

**ServicePoint** – a secure online platform to efficiently manage fleet maintenance.

- Online maintenance booking, authorisation and settlement.
- Thousands of approved garages throughout the UK.
- Exclusive, pre-negotiated rates at garages, with average savings of 30%.

Allstar Business Solutions will be presenting its newly launched Allstar One Electric Card at stand TF3 in the Tomorrow's Fleet Zone, a brand-new featured area which showcases the top providers that are helping businesses prepare for the future and are strategically guiding fleets on the key challenges they may be facing.

The card, launched following Allstar Business Solutions' independent research report 'Navigating the Alternately Fuelled Future', uses radio-frequency identification (RFID) chip technology to pay for electricity at charge point terminals. This enables all fuel transactions to be made through one payment card.

Allstar Business Solutions offers cost savings, convenience and control for your fleet. Not only do these services ease the process of managing business expenses for fleet operators, they also serve to significantly reduce company spending.

Through discounts on service, maintenance and repair work, on fuel at the forecourt, and lowering the fuel spend for drivers accessing compatible fuel sites by operating the UK's largest network, Allstar Business Solutions helps lower businesses spending.

By harnessing the latest technologies, businesses can transform expense policies, making owners' lives easier by streamlining administration and controlling employees' spending habits, all while releasing much-needed cash flow into the business.



To find out more, visit: [allstarcards.co.uk](http://allstarcards.co.uk) or call 0345 266 5101

## SPOTLIGHT: FLEET LIVE

## EXHIBITOR PREVIEW

### Allied Autocare Mobile Servicing



Allied Autocare Mobile Servicing provides full garage and accident repair services for commercial and private customers alike. It also offers UK-wide mobile servicing, bringing vehicle maintenance expertise to your door. In addition, it provides vehicle transport services throughout the UK and Europe.

**STAND G24**

### ARI Fleet



As a funding and fleet management specialist, ARI Fleet will be showcasing its innovative new finance lease solution that returns 100% of profits to customers, mitigates any damage and mileage charges, and ensures true portfolio management. The company's head of asset funding, Rory Mackinnon, and his team, will be available to review funding choices and provide advice on how to increase your ROI and your insight.

**STAND P74**

### AssetWorks Fleet Solutions



AssetWorks can provide integrated fleet, fuel and lifecycle management software. It can help your fleet achieve and maintain DVSA Earned Recognition and ULEZ compliance.

**STAND P24**

### Atticus Innovation



Atticus says the show provides a fantastic opportunity to discuss its accident management products and the latest fleet technology. Delegates can meet the company's professional, experienced and friendly staff, who will discuss your fleet accident management requirements with you. There is also a competition to win a bottle of Champagne.

**STAND P40**

### Autoglass®



Autoglass will showcase its new 'Over The Air' calibration offering, which adds to its existing proposition, providing a total calibration solution for ADAS diagnostics, coding and calibration. There will be live calibration demonstrations and the chance to enter a prize draw.

**STAND B20**

### Autoserve



Autoserve will be showcasing its Service card, Fleet card and Guaranteed Maintenance contracts, which, it says, are proving popular with consumers and fleets alike. It will also be introducing its Autoserve Club memberships aimed at grey fleets and HR departments as an employee benefit.

**STAND P60**

### Bluelite Graphics



The Bluelite Graphics team will be giving potential customers exciting news regarding vehicle wraps and reflective markings. It will be showcasing new materials and giving technical advice on application.

**STAND P54**

### Bri-Stor Systems



Bri-Stor Systems will be showcasing a range of van racking and storage solutions. In partnership with Close Brothers Vehicle Hire, it will demonstrate a wide spectrum of services from consultancy and design through to in-house manufacture, livery application and vehicle de-fleet.

**STAND J2**

### DAVIS



An all-new DAVIS app is launching at the event. The new system provides fleet compliance information and access to driver and vehicle risk dashboards via a mobile device. Push notifications will help you keep on top of your tasks and actions, plus discover a brand new way to check driving licences using your phone.

**STAND P70**

### Drive Alive UK



Drive Alive is delighted to have its cloud-based risk tracker, DART, in action. Visitors can sign up for a free one-month trial. It is also giving away a half day driving course of your choice to one lucky recipient each day of the show in a business card draw.

**STAND G19**

### DriveTrust



DriveTrust is a startup that provides driving behaviour evaluation in real-time. Its product has two cameras, one looking on the road, the other inside the cockpit. The video from the cameras is analysed and processed in combination with the sensor data directly on the device. The results of the analysis are uploaded to a cloud dashboard over the mobile network where the company/user can further utilise the data.

**STAND G18**

### Eco Charge Points UK



Fleet decision-makers can learn how to embrace the many benefits of electric vehicles, OLEV grants and how they can help your company go electric for a lot less than you think. Specialists on stand can arrange your free site survey, future-proofing your company and fleet.

**STAND P36**

### eDriving



eDriving's Andy Cuerden, managing director Europe, and Nick List, customer success director Europe, will demo eDriving's multi award-winning driver risk management programme, Mentor by eDriving. Mentor provides everything fleet managers need to achieve and sustain a crash-free culture in a smartphone-based micro learning and behavioural change management system. Stand visitors will be able to see Mentor in action and also enter a prize draw to win an iPad.

**STAND B54**

### EVolve



EVolve will offer unbiased, expert advice on how you can prepare your business and your drivers for EVs. Stand visitors can check out the new Audi e-tron, find out more about home and workplace charging options and discover the long-term flexi-renting solution that can help you bridge the gap as you start your EV journey.

**STAND A54**

### FleetCheck



FleetCheck will be showcasing its multi award-winning fleet management software with inclusive driver app. The system empowers fleet operators to move away from clunky spreadsheets and paper-based systems, save time, money and engage drivers while enjoying complete peace of mind.

**STAND H10**



## EXHIBITOR PREVIEW

## Fleet Partnership Solutions



Fleet Partnership Solutions says that 2019 is a big year for it and it is excited to show what it has to offer. The company will be showcasing FLASH, a new centralised data management portal and will also be demonstrating another new product – AVOS (Automated Vehicle Ordering System).

## STAND P48

## Freight Products (UK) Ltd



Freight Products will launch Seat Guardian, a range of high quality seat covers specifically designed for the fleet industry. Seat Guardian was originally designed for postal service drivers entering and exiting vehicles in excess of 300 times a day. The material has been specifically designed to provide high-wear properties.

## STAND E22

## Joyce Design UK



Joyce Design will be performing live vinyl wrap

demonstrations throughout both days. The company's 3M-authorized vehicle wrapper will showcase the benefit using air-release comply technology allowing for a perfect finish. A 3M representative will be present on Tuesday until noon to talk about PVC-free vinyl and printable reflective (night-vision) vinyl.

## STAND E38

## KORE



KORE will help delegates understand the complexity of the Internet of Things (IoT). Its deep IoT

knowledge and experience, global reach, purpose-built solutions and deployment agility accelerates and materially impacts its customers' business outcomes.

## STAND P68

## Licence Bureau



Visitors can take part in Speed Bingo at the licence check stand this year. It's a simple, interactive 16-step quiz in which participants guess the speed limit for four varieties of transport on four different UK

road types. Licence Bureau has highlighted a serious lack of road speed limit knowledge among UK business drivers that could be costing businesses in excess of £50 million annually in lost productivity. It introduced 'Speed Bingo' to raise awareness.

## STAND P34

## Locks 4 Vans Ltd



Delegates can find the very latest in commercial vehicle

security including Hook-bolt Deadlocks and Slamlocks, which are at the core of the L4V product range. New for 2019 is the L4V Statement lock, which is an externally mounted high-security lock designed in conjunction with major fleet operators.

## STAND P18

## Lytx Europe



As a provider of video telematics, safety and productivity solutions for commercial and public sector fleets, Lytx will present its Driver Safety Programme, DriveCam Event Recorder, and proprietary machine vision and artificial intelligence technology.

## STAND H19

## Masternaut



Masternaut, a Michelin Group Company, will be bringing back the exciting Team BRIT

simulator and lap time challenge. Visitors can 'race' around the Brands Hatch track for a chance to win a go-karting experience. It will also be showcasing Masternaut On Time, a new module within the Connect platform that synchronises job information with vehicle position and status to create a seamless jobs workflow.

## STAND E32

## National Accident Repair Group



National Accident Repair Group provides accident repair services to the insurance and fleet sectors and offers a full

accident management solution, which deals with the entire journey of the claim. This year, it will be promoting its digital deployment solutions including its award winning self-serve deployment solution, which allows fleets to deploy repairs direct into its network without the need to call a claims team.

## STAND P58

## NOCO



The NOCO Company will be showcasing its range of premium battery chargers, jump-starters, and portable power

devices, as well as a wide range of related battery products and accessories. NOCO's product lines include its best-selling NOCO Genius® Multi-Purpose Smart Battery Chargers and NOCO Genius® Boost Jump Starters.

## STAND P16

## Ogilvie Fleet



Ogilvie will be showcasing its range of fleet management services including contract hire, daily rental, personal leasing and salary sacrifice. It will have a Scaletrix track and will be running a daily competition for the fastest lap time to win some great prizes.

## STAND D22

## ProtectAVan Solutions



Everyone has heard or knows of someone who has been the victim

of keyless car crime. With the technology now spreading to light commercial vehicles, ProtectAVan invites visitors to come to talk about its solutions and view the other vehicle security and accessories it is exhibiting.

## STAND H17

## Quartix



The Quartix vehicle tracking system helps more than 13,000 customers save fuel and improve driver safety. It

is installed in more than 500,000 vehicles worldwide, with customer industries ranging from construction and utilities to the public sector and landscaping. The Quartix team will be there to talk about how the system can help fleet managers identify their best drivers and make sense of costs.

## STAND H18

## RAM Tracking



RAM Tracking will be demonstrating its range of products including GPS Tracking, RAM Live for business dashcams and its

new product RAM Assist, the latest innovation to the fleet management platform. It will have an array of live demonstrations and exciting virtual reality experiences as well as informed conversations with its award-winning team.

## STAND E44

## RDS Driving Services



RED Fleet Driver Training will be offering prospective new clients a free demonstration code to experience its highly

acclaimed online driver risk assessment and e-learning programme. The company also offers a full range of effective driver risk management and driver training solutions.

## STAND P56

## Fleet Live

## Exhibitor profile

## Smart Fleet Solutions: refurbishment, in-life repair and remarketing experts

As vehicles become more sophisticated, a smarter way of working is required

Every part of the fleet industry is undergoing disruption. The fleet end-of-lease and in-life sectors are no exception, where change is being driven by a combination of new technology, a capacity crunch and economic uncertainty.

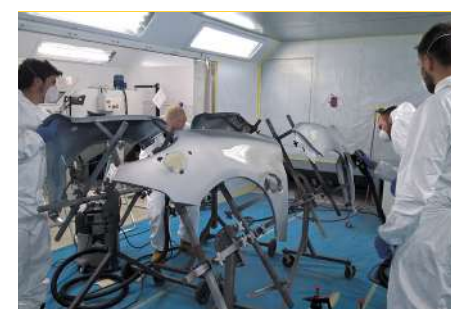
Today refurbishment and repair capacity is at a premium and fleet operators are looking for smarter ways to manage and de-fleet all brands of vehicles.

Smart Fleet Solutions works with some of the largest fleets and vehicle manufacturers in the world and is at the forefront of the refurbishment industry in the UK. It partners with major fleet operators, rental companies and vehicle manufacturers to unlock the value of every vehicle being de-fleeted through a tailored range of end-to-end services:

- Refurbishment
- In-life repair
- Vehicle inspections and imaging
- Integrated remarketing services working in partnership with its clients.

When it comes to new technology, the BVRLA predicts nearly three-quarters (72%) of the total vehicle fleet will have advanced driver assistance solutions (ADAS) fitted by 2030, which is good news for road safety.

However, the complexity of this technology, including electronics and changes in body architecture, will inevitably drive up the costs of parts, refurbishment and repairs



and this is before the growth of electric, hybrid and any other alternatively fuelled vehicles is factored in.

"These positive developments place a great deal of responsibility on the refurbishment and repair industries to ensure that quality and safety standards are maintained," says Theo Kortland, managing director at Smart Fleet Solutions.

"This can be achieved by continually investing in the latest cutting-edge equipment as well as training our people to utilise that equipment so fleets can be maintained to the very highest standards.

"The shortage of skilled technicians and the complexity of the work needed to maintain and de-fleet vehicles is also impacting fleet operators in the form of increased repair costs and longer turnaround times.

"At the same time, fleet operators are facing increasing margin pressures and many are taking the decision to lengthen their fleet lifecycles as a result of the uncertain economic outlook."

To help reduce costs and turnaround times, Smart Fleet Solutions has invested

more than £10 million in equipment and facilities at its four state-of-the-art technical centres across the UK in Nottinghamshire, Wiltshire, Staffordshire and West Lothian over the past four years, ensuring its expert, highly-trained technicians use the very latest tools, techniques and technology.

These include bespoke systems developed to meet specific clients' needs, pioneering new repair techniques and the adoption of the latest paint technology.

In addition, Smart Fleet Solutions has rolled out new initiatives such as its Rapid In-Life Repair services for smaller, non-structural repairs and partners with its clients to deliver integrated remarketing services.

Smart Fleet Solutions is determined to meet the ever-changing needs of its customers and to maximise the benefit of every pound spent on end-of-lease and in-life fleet services with its smart way of working with traditional petrol and diesel cars, new generation hybrid and electric vehicles, wheelchair-accessible cars and vans.

Contact: peter.mellor@smartfleet.co.uk  
www.smartfleetsolutions.com





## EXHIBITOR PREVIEW

## Reflex Vehicle Hire



Reflex Vehicle Hire will demonstrate its wide vehicle range and bespoke elements such as beacons, livery and racking available on flexible terms with no early termination penalties and no contract.

STAND G14

## RingGo Corporate



RingGo provides a cashless parking solution allowing employees to quickly and securely pay for parking. Learn more at the event about its easy-to-use corporate solution that saves businesses time and money with centralised billing. It can eliminate time wasted looking for parking, and sessions can be easily extended, reducing the risk of employees receiving costly parking fines.

STAND P12

## Selsia Vehicle Accident Centres



Selsia centrally manages accident repairs with its national network of car, van and HGV repairers. Working with fleet, leasing, insurance and management companies, Selsia offers standard repair rates, 24/7 assistance, nationwide recovery, repair deployments, accident and end-of-lease repairs, windscreen repair and replacement, ADAS calibration, mobile repairs, progress chasing, central invoicing and online repair management. Selsia focuses on reducing vehicle downtime, controlling costs and the elimination of accident administration for clients.

STAND P62

## Shell Fleet Solutions



Shell will showcase its fuel card offering – a payment solution giving access to fleet data, dedicated account management and fuels innovation. Shell will also showcase an exciting new service, enabling fleet managers to increase visibility of their vehicles and driver performance, to create further efficiencies and provide additional heightened security.

STAND E10

## Sturdy Europe



Sturdy Europe will be at Fleet Live for the first time with its Intelligent Speed Assistance (ISA) product, SpeedIQ. With adaptive speed and acceleration control, it claims to save on fuel costs and CO<sub>2</sub> emissions, and increase driver safety and corporate social responsibility for companies.

STAND E36

## Swinton Business



Does your business have two or more company vehicles? If so, you can help protect them with a fleet insurance policy from Swinton Business. Swinton works with a specially selected and trusted panel of insurers to help fleets get the right policy, whether you have a fleet of vans or other types of vehicles.

STAND P20

## TCH Leasing



TCH Leasing provides a comprehensive range of fleet products and services that offer solutions to all sectors of the market. It can work with large companies seeking to outsource fleet provision, public sector organisations needing to reduce emissions and health and safety exposure, and small business trying to minimise costs and administrative burdens.

STAND F38

## Towergate Insurance – Motor Division



Towergate Insurance – Motor Division invites fleet decision-makers to learn more about its range of risk management tools and services. It provides insurance solutions to fleet operators and self-drive hire businesses dependent on HGVs, cars and vans of any size, type or vehicle mix.

STAND P20

## Trakm8



Trakm8 will display its range of solutions that help fleets to improve efficiency, cut carbon emissions and reduce risk. Trakm8 Optimisation enables organisations to plan vehicle routes and schedules in the most effective manner using the least amount of vehicles and the lowest cumulative mileage.

STAND D4

## Venson Automotive Solutions



A fleet management specialist Venson Automotive Solutions provides a wide range of services – vehicle fit-outs and conversions, vehicle funding and management, SMR, accident management, workshop and bodyshop management. All services are delivered through its own operations with a focus on providing high quality service and tangible business benefits to its clients.

STAND B10

## Volkswagen Financial Services Fleet



The 'fleet monsters' are back and scarier than ever. These new monsters use fleet managers' worries around CV, multi-marque and EV as their chosen tools of terror. Visit VWFS | Fleet to spin the 'wheel of misfortune' for prizes, as well as chat with its sales managers who can offer thoughts on how you can scare these monsters away for good.

STAND B4

## Yorkshire Fleet Management



Yorkshire Fleet Management will be showcasing some exciting new fleet management software. With the help of a mobile driver app, the new system incorporates mileage logging, trip recording, service and MOT reminders and automated driving licence checks all in one place. Attendees will have the opportunity to see the new system in action.

STAND G20

FLEET LIVE

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# A JOURNEY OF DISCOVERY

Seeking a dramatic improvement in your fleet's operational efficiency? A thorough study of journey management may be the answer, says DfBB's *Simon Turner*

**J**ourney management is becoming increasingly important as the business world moves towards managing safe, sustainable mobility rather than simply vehicles and drivers.

Employers are concerned not just with improving safety and compliance through better fleet risk management, but with the productivity and efficiency improvements that can come from having people on the road for less time, together with the environmental and sustainability benefits directly linked to this.

The first question employers are asking, therefore, is whether the journey is actually necessary and whether other solutions such as public transport or video conferencing may be better options – not just in terms of direct benefits as far as risk, productivity and sustainability are concerned, but as part of an overall travel policy that fits with company values.

Increasingly, businesses are trying to demonstrate their environmental credentials to differentiate themselves from the competition.

The approach, therefore, is flipped with the default starting point being that communication is done via tele- or video-conferencing and, if that is

not possible, the next option is to take public transport, then a company vehicle and then a hire car.

The company may not even countenance a grey fleet option due to the added admin involved in controlling the risk, not to mention the likely extra emissions as grey fleet cars tend to be much older.

Of those completing the Driving for Better Business (DfBB) online risk assessment, 61% said they now actively encourage staff to look at alternative methods of transport or telephone/video-conferencing to improve productivity.

A further 18% said they were working towards the same goal leaving just one-in-five employers seemingly content to let their drivers get on with things regardless of whether it had a negative affect on the contribution those people make to the business.

**BUSINESSES FALLING SHORT OF STANDARDS**

Overall, users scored an average across the Journey Management section of 58% when they should be aiming to hit 70-75%. Therefore, a lot of businesses are not reaching the level of journey risk management they really should be achieving.

Some of these risks are becoming much more critical as, with a third of road collisions involving

someone who is driving for work at the time, the police are increasingly realising that it isn't always just the driver at fault.

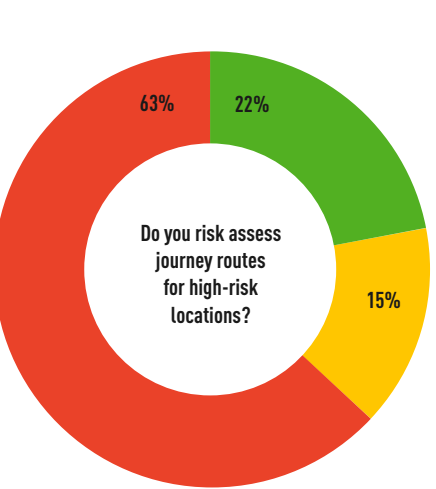
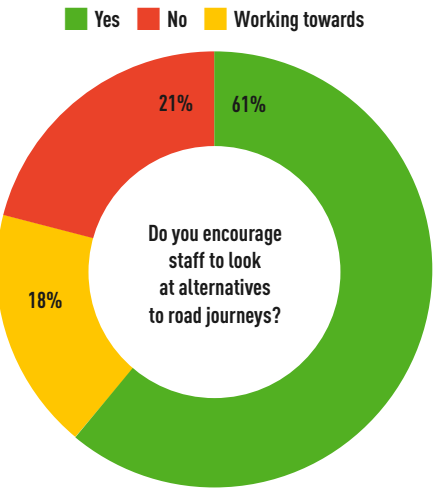
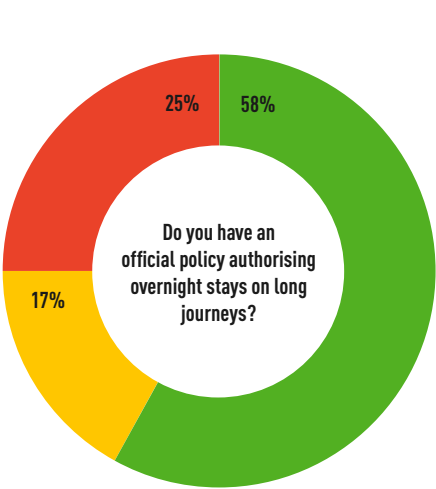
The driver is ultimately responsible for his or her behaviour on the road, as well as the roadworthiness of the vehicle. However, we are hearing more stories from lawyers and members of the judiciary about serious incidents where accepted company practice, poor management and work procedures can be a significant contributory factor – and directors are being called to account.

These contributing factors are often related to journey management. So, employers need to address these challenges urgently.

One of the biggest challenges is ensuring drivers have enough time to complete their work schedule safely without being effectively required to speed or take other unnecessary risks.

The DfBB risk assessment asks two relevant questions: "Are you satisfied that work schedules are realistic and don't give drivers a reason to take risks or exceed speed limits?" And, secondly: "Do you apply adequate limits on the length of drivers' working days including both work time and driving/commuting time?"

In both cases, 60% of businesses answer yes,



they do ensure this is the case, 20% are working towards it and 20% aren't.

One of the key things here is for business leaders and driver managers to be sure their policies are being followed as there can sometimes be a disconnect between what they think is happening and what is actually happening.

DfBB carried out a survey of more than 1,000 business drivers which found that one-in-four had been involved in a driving for work incident while trying to keep up with a busy schedule.

This was specifically a bigger problem with younger drivers where one-in-three (aged 18-34) said they had been involved in an incident, perhaps because they felt less able to challenge the managers they reported to, while just one in 11 of those aged more than 55 said they been involved in a similar incident.

There was also a noticeable spike for those drivers operating in Greater London where almost half said they had been involved in an incident specifically as a result of their busy work schedule – almost twice that of any other region in the UK.

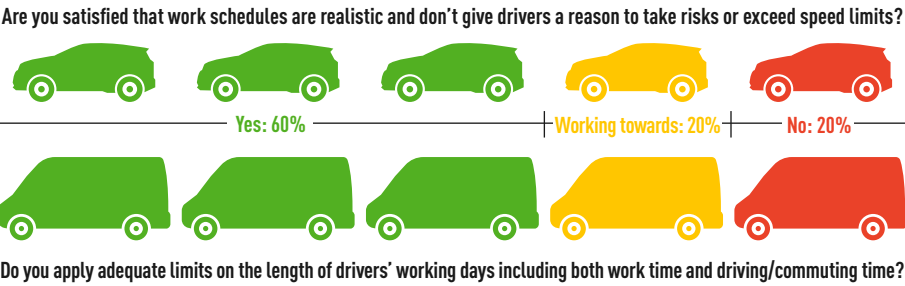
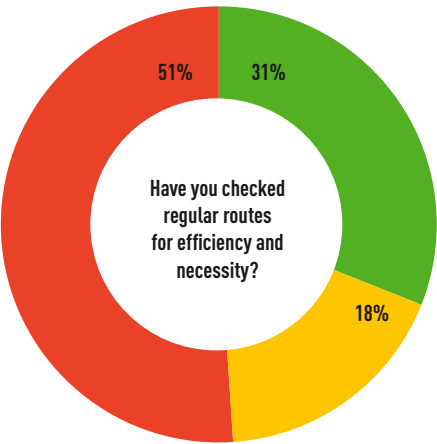
**NO TIME TO REST**

Not giving drivers enough time to complete their rounds and incorporate sufficient break time for rest and refreshment can have a massively detrimental effect on driver wellbeing and safety.

One driver was recently stopped in the south-west while eating his lunch at the wheel, and therefore not being in full control. The subsequent police check also highlighted a number of safety issues relating to the maintenance of his vehicle.

Multi-drop delivery drivers also regularly complain of schedules that are so tight they don't even have time to go the toilet, which means they don't drink enough leading to dehydration and increased fatigue which then impairs concentration and the ability to make sound decisions.

For those making journeys by car, and where an overnight stay might be possible, employers should really be looking to include a specific clause in their driving for work policies so drivers know where they stand. A common solution is to specify a maximum journey distance or travel time, beyond which the company automatically authorises an overnight stay to relieve some of the pres-



sure. More than half (58%) of companies on our risk assessment have such a provision written into their policies. However, one-in-four don't.

Of course, drivers can still flout this if they're keen to get home, so managers need to monitor the situation to ensure drivers aren't regularly on the road for a full day followed by an unreasonable drive home after their last stop.

One of the obvious ways some pressure can be lifted from busy work schedules is the provision of sat-nav systems for drivers. These are proven to have many benefits including getting drivers to their appointments quicker and with fewer unexpected delays. They also help cut the mileage travelled which in turn reduces both fuel costs and emissions for the business and improves wellbeing for the drivers who suffer less stress.

Half of the companies on our risk assessment ensure their drivers have access to sat-nav – either as standard factory-fitted equipment in their vehicle or with the addition of a portable unit – but a third still don't.

While an increasing number of vehicles now come with sat-nav, employers would do well to review the benefits listed above and then review their vehicle acquisition policies to ensure sat-nav is fitted to as many vehicles as possible.

The last risk we're going to look at is the one that employers scored lowest on by a significant margin and that is the journey route itself. Probably more pertinent to van fleets than cars, with their regular delivery routes and client servicing schedules, risk assessing the journey route is important when the same journey is carried out on a regular basis.

**RE-ROUTING TO SAFER ROADS**

Only one in five fleets assess their regular journey routes for known high-risk locations such as schools or incident blackspots. The risk to the business could be significantly reduced by re-routing some of these journeys onto safer

roads. If your van fleet is fitted with telematics, you may be able to create a heat-map that shows where your fleet are most likely to speed or have incidents and then use this data to either coach drivers or re-route to avoid some of these locations.

Assessing journey routes for necessity and utilisation can also be a valuable activity and result in significant reductions in both risk and operating costs. It may sound obvious, yet less than a third of companies say they do this. Even adding this figure to those actively considering it still only amounts to less than half (49%).

**DUPLICATE JOURNEYS**

Any company that grows either organically or through acquisition can quickly find it is duplicating all or part of particular journeys with multiple vehicles. Fleets can also find they are operating more routes than necessary with under-utilised vehicles which might require replanning of the routes or the type/size of vehicles being used.

Lower fuel usage is just one benefit from 'right-sizing'. According to the Department for Transport, the average laden factor of a van is only 38%, and AECOM research showed that 39% of vans carry less than a quarter of their maximum payload.

DfBB is all about raising awareness of the business benefits that come from improved management of work-related road risk. Journey management is just as important as driver competence and vehicle roadworthiness and can have a dramatic impact on operational efficiency.

Construction giant Amey, a DfBB Champion, focused on this issue to gain a greater understanding of how its people were using their vehicles. The results vindicated the approach:

- Fuel efficiency improved by 4% over 12 months (Amey's national fuel bill is £1.6million per month).
- CO2 emissions down by 6% over 12 months.
- Fleet utilisation improved by a whopping 30% over 18 months.



# TAKE STEPS NOW TO INCREASE YOUR *knowledge*

ICFM director *Peter Eldridge* see the traditional role of fleet manager expanding more and more to include all forms of travel. It's time to learn new 'tricks'

**D**uring the course of this year, we have covered a broad spectrum of topics ranging from communication techniques to developing relationships; managing others effectively to managing transformation; preparing for the mobility revolution and so on.

So let's ask the question – what do they all have in common?

Well, the answer is knowledge, with a large helping of skills to add to the mix.

Knowledge is our starter for 10 for this month's article. But, what does it conjure up in your mind?

One popular proverb states that knowledge is power and by definition it means that knowledge is more powerful than physical strength and that no great achievements can be attained without gaining knowledge.

At the ICFM, we endorse this view, largely as a result of the high achievements made by our member/delegates, who undertake our training

programmes. They regularly demonstrate that knowledge is indeed a powerful factor, that has empowered them to achieve great results.

There is no end to knowledge, no limit to what a person can learn and it is by this means alone that fleet-responsible stakeholders will continue to flourish in 2020 and beyond.

The fleet marketplace has seen a significant level of evolution, with traditional boundaries replaced by an internet-driven world, that has delivered incredible advancements in technology, e-commerce and globalisation.

This is set to continue and in the world of 'new age fleet management', transformation of the fleet management role will put increasing demands on creative abilities that will drive innovation and deliver more dynamic and strategic solutions for a wider range of mobility options, not just cars.

All businesses will need to ensure they are 'leaner and cleaner', promote policy decisions

that positively impact on environmental efficiency and at the same time focus on cutting edge operational effectiveness to drive long-term profitability.

There is another adage that says "you are only as good as the people you employ" and at the ICFM we are already witnessing evidence of some businesses engaging in the new age revolution and the corresponding levels of increased interest in promoting employee fleet operational learning development.

Businesses are waking up to the fact that they are competing in an increasingly intensive market, which is challenging their ability to develop and utilise products and services that require knowledge support as one of the key strategic resources in their armoury.

So what should fleet operators do to ensure they are ready for this so-called new age and where should they start?

Well, the first thing to recognise is that learning and career development is an 'inside job' and it can't be done without dedication and support.

Next, fleet responsible employees within any business must be able to demonstrate that they are qualified to do the job and have achieved an accredited level of expertise in their role.

That role is changing and in the new world of Business Mobility as a Service (BMaaS) and semi-autonomous/autonomous vehicles, the range of responsibilities and corresponding knowledge requirements will have to evolve to meet the changing demands of the job.

The traditional job title of fleet manager is morphing into a broader 'mobility manager' role and to quote an abbreviation from the TV series *Star Trek*, "it's life, but not as we know it".

This broader role will still require that the traditional elements associated with conventional business vehicle provision are managed effectively and these include the management of:

- Communications
- Vehicle policy
- Environmental control
- Acquisition and disposal
- Leasing and rental
- Grey fleet
- SMR
- Legal administration
- Data protection
- Health and safety/duty of care
- Financial elements, including budget control, taxation and expenses claims
- Supply chain

However, the real step change is driven by the additional elements that will now become an intrinsic part of a mobility management role and these include:

- Environmental – pursuit of a zero emissions future
- Vehicle rental/train/flight/accommodation bookings
- Car club memberships
- Autonomous vehicle selection and usage
- Travel planning itinerary control
- Electronic travel documentation storage
- Smart mobility management
- Payment management for the chosen mobility selection
- Mobility budget analysis

The new breed of 'mobility managers' will have a completely different perspective and have the

necessary skills and knowledge available to manage the total cost of employee journeys, their chosen method of transportation and the associated telematics data. In their world, fleet and travel will be joined at the hip.

The more traditional fleet managers will of course need to up-skill and extend their knowledge if they are to survive in this new age of fleet management.

But this challenge is not restricted to them alone, it extends to anyone in the fleet service sector who is actively involved in business-to-business consultation or fleet support management and that, of course, specifically means the leasing and fleet management sector.

So, whatever their background, what is the best route ahead for anyone who has fleet responsibility, in order to achieve the required levels of up-skilling that will set them on the right path for the future?

There are essentially three routes available:

1. In-house or a distance learning training, utilising information and tutorials available.
2. Online learning.
3. Participation in a specialist 'Masterclass' style tutor-led training programme.

The chosen method is up to the individual(s) concerned.

But, from the ICFM's perspective, there is a more important message to communicate.

This is one of the most critically important periods that the fleet industry has experienced, driven by the incredible speed of technological advancement.

If ever there was a time to provide fleet-responsible employees with additional support to

develop their mobility management skills, then this is it and our rallying call is for all employers to recognise the benefits it will bring and get behind your teams to make it happen!

In conclusion, here are my top five recommended steps to help you get on the right path to achieve the necessary skills and knowledge required for new age fleet management:

1. Carry out a 'self-audit' on your current levels of skills and knowledge and produce an honest assessment of the areas that you believe require further development.
2. Place specific emphasis on the changes that will be required in your current role to increasingly take account of employee demands for environmentally cleaner vehicles running up to 2040 and zero emission vehicles by 2050.
3. Incorporate the absolute need for business and private travel to be consolidated in all its guises, including those employees who currently receive a cash allowance and reclaim their travel expenses.
4. Investigate the learning and development options that are available in the marketplace to assist your specific needs and objectives (the ICFM can help here).
5. Talk to your employer and outline the development path that you have identified, the changes that are occurring within your current remit and the need for supported knowledge development.

The need for knowledge development in the world of vehicle fleet and travel is now at an unprecedented level. To find out more, there is no better place to start than the ICFM – join today via the website [www.icfm.com](http://www.icfm.com) or contact [administration@icfm.com](mailto:administration@icfm.com) for further information.

## WHO IS PETER ELDRIDGE?



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

Eldridge joined the ICFM steering committee in 1996 and became a full council member in 1997.

He was appointed a director in April 1999 and is regarded as one of the institute's strongest lead tutors. In 2011, he was inducted as an honorary fellow.

Courses include introductory programme, intermediate training, advanced diploma and distance learning. Please mention *Fleet News* if booking.

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





# ELECTRIC VEHICLES GAIN FOOTHOLD WITH FLEETS BUT DRIVERS SHOW LESS INTEREST

*Fleet News'* benchmarking survey outlines key trends in EV uptake and challenges, funding methods and cash allowances, reports *Stephen Briers*

One-third of UK organisations surveyed operate plug-in hybrid (PHEV) or full electric (EV) company cars, although diesel remains by far the most popular fuel type, present on 90% of fleets.

The larger the fleet, the more likely it is to be running alternative-fuel cars, according to the findings of exclusive *Fleet News* research sponsored by Hitachi Capital Vehicle Solutions.

Three-quarters of companies running 501-plus cars have plug-in and full electric cars compared to fewer than 20% of those with up to 25 cars. The big fleets are also the only ones with hydrogen fuel cell cars (15% have them) and liquefied petroleum gas (LPG – run by 10%), revealing the broad spread of fuel options many of them are offering their staff.

With the UK grappling with air quality issues and many cities announcing a climate emergency, interest in electric vehicles is at an all-time high.

Demand among employees is also expected to rise ahead of the new 0% benefit-in-kind (BIK) taxation rate for pure EVs in April 2020.

However, more than half (51%) of companies surveyed say not a single driver has expressed interest in having a full EV as a company car, while 38% say fewer than one-in-five drivers have enquired about EVs.

Staff working for business services companies appear most eager, with half of fleets in this sector reporting that more than 20% of their employees have expressed an interest in electric cars – by far the largest proportion. In comparison, just 16% of public sector fleets say more than 20% of staff have made an enquiry, the second most.

Interestingly, companies using contract hire with maintenance funding are seeing a greater level of interest than those buying outright – perhaps thanks to the positive EV communications

education provided by their leasing partner.

One stumbling block to faster uptake is the lack of supply of EVs, with many manufacturers unable to secure sufficient quantities to meet existing demand. However, there is a clear direction of travel which will be further stimulated by the ultra-low emission – and, in some cases, zero-emission – zones that are spreading across the UK.

Public sector fleets are in the vanguard of the move to electric, with 43% operating pure electric cars and 29% running PHEVs, albeit many on trial. Lagging behind are companies in the transport/distribution sector – just 23% have pure EVs. However, they are showing above average interest in PHEVs, with 38% adding them to choice lists, second only to construction/utility organisations.

It's a completely different picture on vans, with just 10% of fleets operating full electric light commercials and 1% with PHEVs.

There are far fewer models in the market but supply is also an issue here; only recently Centrica head of fleet Steve Winter said the company was having to replace its electric vans with diesel as they come off fleet due to lack of availability.

Like others, Winter is hopeful supply constraints will be lifted next year, as manufacturers start to switch production lines to electric.

Despite the environment rising up the fleet agenda, companies are mindful of the need to justify expenditure on EVs, particularly if they are planning to make a heavy investment.

Consequently, 40% of companies say they have undertaken a cost analysis for internal combustion engines versus full electric vehicles. The largest companies are most likely to have undertaken this work – of those operating 501-plus vehicles, 75% have for cars and 80% for vans, for example – while a slight majority of public sector fleets (58%) have also looked at the finances.

Take Leeds City Council, which operates around 100 electric vans. Terry Pycroft, its head of fleet, said: "It was a business case based on price, mileage, use of fuel – a total cost of ownership (TCO) calculation. We couldn't just sell it on emissions; it had to stack up financially as we are a public body."

**ANTICIPATED SMR COSTS TOO HIGH**

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

There remains a series of hurdles – some real, some perceived – potentially preventing a more rapid acceptance of EVs, according to UK business.

The biggest is the lack of public infrastructure. This is the main sticking point for those operating both cars and vans – despite many of the latter running return-to-base vehicles which could be charged overnight at the depot.

Almost three-quarters (74%) of companies running cars say it is their biggest concern, dipping slightly for van fleets at 70%. Next is insufficient

driving range followed by vehicle purchase or lease cost – although the latter is dismissed by many fleets (note Centrica and Leeds City Council) that have experience in running EVs.

These three hurdles are a long way ahead of other perceived issues, which are seen as far more minor in scale, including home charging point installation, charging times and convincing drivers to choose them (barely registering with just 2% of companies ticking that box).

There is some variation among different types of fleets, most noticeably business services organisations which believe the two biggest issues are insufficient driving range and purchase cost/lease. For these businesses, public charging infrastructure is much less of a concern.

Companies in all sectors are beginning to resolve issues around charging by installing their own points at offices and depots across the UK.

So far, 54% have installed charging points, with a further 19% having plans to do so. However, a quarter of companies have no current plans to go down this route – perhaps a short-sighted approach.

Every business operating 501-plus cars has already installed charging points, while more than half (55%) of those with 251-500 cars have also made the investment. Companies with smaller car fleets are less likely to have done so, but are more likely to have set out plans to install. The situation is similar among those operating vans.

More public sector fleets have installed charging points than any other business sector, at 62%, with 19% due to invest shortly. Many of them also offer public access for charging.

The reasoning is encapsulated by Gateshead Council, which has been investing in EVs for the past decade.

"Taxpayers and local businesses want to see that their money is being spent wisely and it is through the operation of environmentally-friendly vehicles that we can show costs are being reduced," explains Gateshead Council fleet manager and 2019 Hall of Fame inductee Graham Telfer.

"Gateshead Council is committed to the challenge of achieving a cleaner environment with the belief that it is essential to work with the public in both an advisory and partnership role."

## SPONSOR'S COMMENT

By Jon Lawes, managing director, Hitachi Capital Vehicle Solutions



It is clear that fleets are beginning to place environmental considerations at the heart of their strategies, with more than half of car

fleets and a fifth of van fleets now including CO<sub>2</sub> levels within their policies.

The 0% BIK tax for electric vehicles (EVs) and increased model choice within the market present exciting opportunities for fleet managers which should accelerate EV uptake in 2020.

Infrastructure remains the main barrier to EV deployment. However, the Government's new £400 million investment is a welcome development.

Through our involvement with Optimise Prime, the world's largest EV trial, HCVS is testing and implementing solutions which will overcome the charging concerns which exist.

This research indicates many fleets are simply unaware of the cost advantages of an electric fleet, and this is why a cost analysis between internal combustion engines (ICEs) and EVs is vital.

When compared with finance leasing, the research also indicates that outright purchase is the most common funding option for fleets, proving especially popular with those that operate fewer than 100 vehicles. For larger fleets, finance or operating leases with maintenance tend to be the most popular option. Smaller businesses should also be aware of the advantages of financing and maintenance options available, which can enable them to spread the cost over a larger timeframe, without having to manage SMR themselves.

Unsurprisingly, the frequency of cash allowances in lieu of a company car were higher among perk drivers. While cash allowances are a popular employee benefit, it is also important for managers to consider any third-party legal costs for employees running their own vehicle, in addition to the duty of care they owe to their employees.

As a business, we are working with clients to navigate this landscape and implement solutions which identify any journeys that can be undertaken using electricity, whether it be fully or partially.

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WHAT ARE THE KEY CHALLENGES TO INTRODUCING OR INCREASING THE NUMBER OF FULL EVS ON YOUR FLEET? (SELECT TOP 3)						
CAR	Total	1-25	26-100	101-250	250-500	501+
Lack of public charging infrastructure	74%	85%	67%	85%	91%	50%
Insufficient driving range	63%	81%	67%	46%	55%	60%
Vehicle purchase/lease cost	56%	50%	57%	62%	64%	60%
Drivers not being able to install charging points at home	22%	12%	24%	38%	27%	20%
Charging time	18%	15%	29%	0%	9%	30%
Cost of installing electric charge points	15%	23%	10%	15%	9%	15%
Convincing drivers to choose them	2%	4%	5%	0%	0%	0%
VAN	Total	1-25	26-100	101-250	250-500	501+
Lack of public charging infrastructure	70%	65%	65%	93%	70%	63%
Insufficient driving range	67%	74%	69%	71%	40%	68%
Vehicle purchase/lease cost	47%	43%	42%	43%	60%	53%
Drivers not being able to install charging points at home	27%	13%	31%	36%	40%	26%
Charging time	18%	22%	12%	7%	20%	32%
Cost of installing electric charge points	14%	13%	12%	7%	20%	21%
Convincing drivers to choose them	2%	4%	0%	0%	0%	5%





# Why CO<sub>2</sub> matters to fleet managers

The Government made a bold statement to the fleet industry when publishing its new company car tax bands in July with a fiscal policy that clearly favours vehicles with zero CO<sub>2</sub> emissions.

Driving down emissions is key to its Road to Zero strategy and electric cars will play a big part in the mission to decarbonise not only fleets, but the UK as a whole, by 2050.

In 2020/21 tax year company car drivers choosing a zero emission car will pay no benefit-in-kind (BIK) tax and companies will not have to pay national insurance contributions (NICs) for providing the car as a benefit.

While the biggest financial advantages are reserved for zero emissions cars, those emitting less than 50g/km of CO<sub>2</sub> also benefit by a substantial margin, dependent on how far they can travel on electric power alone.

Aaron Cardoso, SEAT Fleet Business Development Manager, said: "We expect to see a lot of customers looking at electric vehicles (EVs) now. SEAT is investing heavily in electric and will be positioned as the affordable EV brand within the VW Group.

"As we carry on seeing changes to BIK tables over time, we expect people to move away from the punitive company car tax rates and into electric cars."

The traditional company car parc has long been driven by CO<sub>2</sub> emissions. BIK rates influence drivers' choices and the

## SEAT will be positioned as the affordable EV brand within the VW Group

choice lists themselves are often constructed with CO<sub>2</sub> 'caps', enabling the business to benefit from writing down allowances (WDA) or avoid the lease rental restriction.

Currently, 110g/km is often used as a cap as, above this figure, WDA reduces from 18% to 6%. For a large business with a big fleet, this can save it substantial sums.

But, CO<sub>2</sub> emission values for many cars are set to increase further due to the way they are measured.

A new test, known as WLTP (Worldwide harmonised Light vehicle Test Procedure), was introduced to provide more accurate fuel consumption and emissions data.

From April 2020, all new cars will have their taxation based on the true WLTP figure, which can be as much as 20% higher than today's NEDC-correlated figures.

While this has been partly recognised by the Government's July announcement on tax bands, they have made no announcement on WDAs or LRRs. This means that for many fleets, finding conventional petrol or diesel cars that emit no more than 110g/km is going to be difficult

and drivers will be disappointed to see the cars they regularly pick will no longer be available.

This will drive demand for plug-in, hybrid and electric cars as both drivers and businesses look to capitalise on the incentives for opting for a low or zero-emission car.

Cardoso added: "We behave in a way that is consultative with our customers. Assessing what proportion of their fleet can move to electric, to help them as well as their drivers is a key role for our Area Fleet Managers.

"In addition, we also make life easier for fleet managers through our Easymove proposition, which makes it simpler to understand CO<sub>2</sub> emissions when selecting vehicles for their fleet."



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

# FLEETS MATCH CASH ALLOWANCE VALUE TO CAR BENEFIT VALUE

No open chequebook for employees opting for cash, but few companies restrict choice, reports *Stephen Briers*

Following the Government's clarification of OpRA (Optional Remuneration Arrangements) rules on cash benefits and salary-sacrifice cars, industry experts predicted companies would look to scale back cash schemes, reduce the amount offered or restrict them to perk drivers and higher earners.

OpRA states that, should an employee be offered the choice of cash or car and they go for the car, the tax they pay will be based on the higher of the car benefit or the cash alternative. For some, that has meant drivers paying more tax on their company car than they would have previously.

While this benchmarking survey cannot track changes in policy caused by the OpRA rules, it does reveal that of those companies with a cash scheme, very few offer a package that is more generous than the car.



DO YOU IMPOSE ANY OF THE FOLLOWING RESTRICTIONS ON YOUR CASH ALLOWANCE DRIVERS?		
	Essential use drivers	Perk drivers
CO <sub>2</sub> Limit	13%	11%
Fuel type	13%	11%
Body style/shape	18%	15%
Age	18%	19%
No restrictions imposed	68%	74%

Fewer companies (45%) offer their essential users a cash allowance in lieu of a company car than those offering one to their perk drivers (61%).

The averages are fairly consistent across fleet size, apart from the very smallest fleets (operating 1-25 vehicles), which are far less likely to offer cash. Just 30% do for essentials, while only 17% do for perk drivers.

There are more distinct variations when considering industry sector. Companies in the business services sector are most likely to offer cash (89%

for essentials, 100% for perk), while those in the public sector are, unsurprisingly, least likely (5% for essentials and 20% for perk).

Construction/utilities fleets are also above average, with 55% offering cars to their essential users and 75% to their perk car drivers.

Cash is often a way for companies with restricted

company car schemes to offer their employees more choice, particularly if they are in a highly competitive industry for staff recruitment.

However, employees opting for cash should not expect an open chequebook. The vast majority of companies offer their staff an allowance at the same level as the company car benefit, which means they will pay company car tax based on the car benefit.

This is the case for 70% of companies offering cash to essential users and for 67% of those offering cash to perk drivers.

In contrast, just 13% of companies offer their essential users a more generous scheme (18% give them a lower amount, no doubt to persuade them to take a company car), while the figure is 11% for perk drivers (22% offer a lower amount).

All companies in business services and the public sector offer the same amount. Companies in the transport/retail/communications sector are most generous, with 25% offering a higher amount to essentials and 20% to perk drivers, while most miserly are those in construction/utilities at 6% and 8% respectively.

## SOLUS FUNDING METHOD IS THE PREFERRED OPTION FOR FLEETS

Companies increasingly see value in employing a solus funding method across their fleets, with 79% using just one option on their cars and 82% on their vans. The rest use a range of funding options for both.

Overall, the mix is more even for cars where 46% outright purchase, 41% use finance lease and 37% use contract hire with maintenance. A further 9% lease cars without maintenance.

Vans are a little more polarised. Outright purchase is used by 61% of companies, with 30% using finance lease and 28% leasing with maintenance. Just 7% lease without maintenance.

Companies have traditionally preferred to

own their vans outright, believing they are unfairly hit by leasing companies with end-of-contract damage charges.

The proportion is highest in public sector/bluelight, with 75% buying outright, and lowest in business services (33%) and construction/utilities (50%).

Also, 40% of fleets allow staff to contribute financially to upgrade their company car, but only 34% allow them to trade down and receive the balance in salary.

The largest fleets (250-plus cars) are by far the most likely to offer this degree of flexibility, as are companies in the business services sector; least likely are budget-constrained public sector/bluelight fleets.

The latter do stand the best chance of ensuring potential cash takers choose company cars, which are generally seen as easier to manage from a fleet perspective.

Few companies impose any kind of restriction on the type of cars cash takers can buy, which is in complete contrast to their company schemes, where more than half had strict controls, most commonly on body style and CO<sub>2</sub> emissions.

Almost three-quarters (74%) have no restrictions for perk car drivers taking cash, with 68% applying no limits for essential users.

Of those that have implemented some controls, the most common is age (19% for perk and 18% for essentials), followed by body shape/style (15% for perk and 18% for essentials). Other restrictions include CO<sub>2</sub> limits and fuel types.

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# HYUNDAI IONIQ

Refreshed Ioniq re-establishes its credentials in intensely competitive electric vehicles sector



By Andrew Ryan

When the Hyundai Ioniq was launched in 2016, it was the first car planned from the outset to offer three electrified drivetrains – hybrid, plug-in hybrid and pure electric. The rapidly evolving electric vehicle (EV) industry has moved on a long way since. The Ioniq Electric – in particular – led the pack then, being named best plug-in car (0g/km) in the 2017 Fleet News Awards. However, newer rivals have caught up and, in some instances, overtaken it. The 2019 refresh has seen the Ioniq range re-establish its position towards the top of the class. It continues to be available with all three powertrains. The plug-in hybrid and hybrid retain the electrified 1.6 GDi petrol engines from the previous models, but now feature driver-controlled, regenerative braking. The PHEV's 8.9kWh battery will now recharge from empty to 100% within two hours and 15 minutes, and offers an electric-only range of up to 39 miles (unchanged from the old model). The hybrid has CO<sub>2</sub> emissions starting at 84g/

km and official WLTP combined fuel economy of 62.8mpg; the PHEV offers 26g/km and 256.8mpg. P11D prices begin at £22,640 and £29,895 (before the Government's plug-in grant) respectively. However, the star of the show – and the one we drove at a launch event – is the Ioniq Electric. Now with a P11D price from £32,895 (up from £30,695), its battery is upgraded to 28kWh to 38.3kWh, increasing range by 20 miles to 194. The motor delivers a maximum power of 136PS and the car is fitted with a 7.2kW on-board charger – increased from its predecessor's 6.6kW – for Type 2 AC charging. Using a 100kW fast charging station, the battery can reach 80% in 54 minutes. Exterior changes to Ioniq Electric include an updated front bumper and grille, while the LED daytime running lights and newly-available LED head and taillights have been redesigned. The spacious cabin has also had a makeover, with a redesigned dashboard featuring upgraded materials, updated instrument cluster and a new 10.25-inch widescreen infotainment screen. These changes significantly freshen up the car's appearance, with the new touchscreen, in

particular, adding an upmarket feel. This is reflected on the road, because – as you may expect – the Ioniq Electric offers an impressively quiet and refined drive, while the suspension comfortably soaked up any bumps we came across. Ioniq is also the first car to feature the Hyundai Bluelink connected car service, which allows drivers to remotely control a range of functions such as air conditioning. The app also allows Ioniq Electric owners to remotely control and schedule charging. Android Auto and Apple CarPlay are standard, while all Ioniq models are equipped with the Hyundai Smartsense technology package, which includes front collision warning and avoidance assist with pedestrian detection, as well as a new cyclist detection ability and driver attention warning. Overall, it's an impressive package. At the launch, Hyundai Motor UK managing director Ashley Andrew told *Fleet News* steps had been taken to ensure that there would be no repeat of the supply issues which have beset the Kona EV. If this pans out, then Ioniq Electric has all the qualities to be a major hit with UK fleets.

FLEET PICK IONIQ ELECTRIC PREMIUM SE	
SPECIFICATIONS	
P11D price	£34,895
BIK (20%)	16%/£93
Class 1A NIC	£770
Annual VED	£0
RV (4yr/80k)	£9,000/26%
Fuel cost (ppm)	3.29
AFR (ppm)	4
Running cost (4yr/80k)	37.68ppm
CO <sub>2</sub> emissions (g/km)	0
Range (miles)	194



The new touchscreen adds an upmarket feel

# JAGUAR XE

Competitive running costs and enjoyable handling help make the XE a great company car



By Matt de Prez

Jaguar clearly has its eye on the fleet market with its updated XE which has an RDE2-compliant diesel engine ahead of rival models from BMW, Audi and Mercedes-Benz. The facelifted car has been given a refresh to make it battle-ready for the new 3 Series. Revisions include new bumpers, LED headlights and slicker taillights, plus a boost in interior quality – with higher-grade materials ensuring the baby Jag feels every bit as special as its XF big brother. The twin touchscreen setup that debuted in the I-Pace is now available on the XE, providing a pair of high-resolution displays in place of regular dashboard controls. Drivers can also spec the Clearsight rear-view mirror, an innovation that first appeared on the Range Rover Evoque. The mirror can display a video feed from the rear-mounted camera that provides a wider field of vision. The XE range is now much simpler with just one diesel and two petrol engines. Three trims are offered: S, SE or HSE. All are

FLEET PICK MODEL XE D180 SE	
SPECIFICATIONS	
P11D price	£35,800
Class 1A NIC	£1,482
Annual VED	£210 then £145
RV (4yr/80k)	£9,750/27.2%
Fuel cost (ppm)	11.6
AFR (ppm)	11
CO <sub>2</sub> (g/km)	130
Running cost (4yr/80k)	49.6ppm
Combined fuel economy	50.7mpg
Monthly BIK (20%)	30%/£179



All models feature a 10-inch connected infotainment display

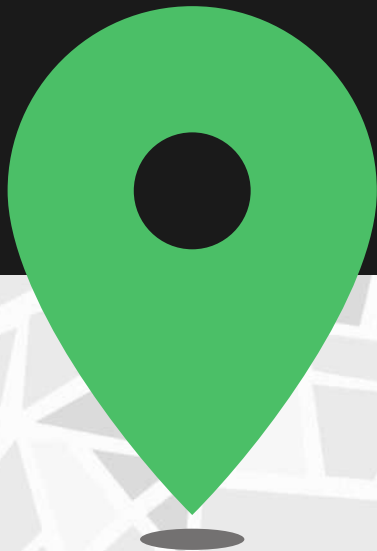
well equipped with leather upholstery, front and rear parking sensors, a 10-inch connected infotainment display and LED headlights. SE models Add keyless entry, electric folding door mirrors and digital instruments. Range-topping HSE gets the twin-screen setup, known as Touch Pro Duo, plus an upgraded Meridian sound system and adaptive cruise control. Each version is available as an R-Dynamic, which gets larger alloy wheels, sports seats and different bumpers. The 180PS diesel engine (D180) has CO<sub>2</sub> emissions of 130g/km, making it the most efficient in the range. Despite being RDE2-compliant, it still lags behind rivals such as the BMW 320d SE Auto, which emits 110g/km. The Jag, however, is the only one that is RDE2-compliant and therefore avoids the 4% diesel surcharge, bringing company car tax down to a competitive £185 per month. Petrol models favour power over efficiency. The 2.0-litre turbocharged unit is offered in P250 and

P300 flavours – offering, you guessed it, 250PS or 300PS respectively. CO<sub>2</sub> emissions range from 159-170g/km. The more powerful petrol comes with all-wheel drive as standard and it can be added to the diesel, although it will lose the RDE2 compliance. A massive part of the XE appeal was the way it drove and, thankfully, Jaguar has managed to keep that element. The ride is firm, but not harsh, allowing it to absorb the worst of the UK's roads while maintaining composure in the bends. We've only driven the diesel so far, as we expect it will account for the majority of fleet sales. On paper it looks a strong performer with 430Nm of torque, yet the car feels a little lethargic and doesn't have the immediate pick-up expected. Road noise is also a little more intrusive than we would like at motorway speeds and rear legroom is still at a premium. But, overall, the new XE makes a great company car with competitive running costs, enjoyable handling and desirable badge kudos.



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IGNITION: FIRST DRIVE



VAUXHALL ASTRA

'Bespoke' engines offer better fuel consumption and lower CO2 output

By Matt de Prez

You would be forgiven for thinking Vauxhall has been a bit lazy in facelifting the Astra as, at first glance, it looks to have barely changed at all.

That's because Vauxhall's customers said they liked the way the Astra looked and therefore the manufacturer employed a "if it ain't broke don't fix it" mentality.

Looks are neither here-nor-there when it comes to the Astra's fleet credentials, though. What does matter is the improvement in aerodynamics that leads to better fuel consumption and lower CO2 emissions.

As a vehicle that sees 80% of registrations heading to the fleet sector, Vauxhall was wise to focus its updates on running costs.

You see, the new Astra is actually markedly different from the one that went before. Surely, that's because of the PSA Group influence?

As it happens, no. The Astra's development started way before PSA got involved in Vauxhall.

FLEET PICK MODEL  
ASTRA 1.5 TURBO D 122  
BUSINESS EDITION

SPECIFICATIONS	
P11D price	£20,845
Class 1A NIC	£633
Annual VED	£110 then £145
RV (4yr/80k)	£4,725
Fuel cost	9.39ppm
AFR	10ppm
CO2 (g/km)	90
Running cost (4yr/80k)	32.33ppm
Combined fuel economy	62.8mpg
Monthly BIK (20%)	22%/£76



The interior is largely unchanged compared with the previous Astra

Such was the extent of General Motors's existing work, PSA decided it would be too expensive to re-engineer the car to use its powertrains and stuck with the ones already on the drawing board. The result is quite remarkable and sees a whole new family of engines joining the Astra range that are unlikely to ever be seen again in another Vauxhall.

These 'bespoke' units are what give the Astra a real fighting chance to redeem itself in the fleet sector against the blight of crossovers and SUVs.

All the powertrains are efficiency focused. There's a 1.2-litre turbocharged petrol and a 1.5-litre diesel, which will make up the bulk of the range, plus a 1.4-litre petrol with a CVT.

All the engines are three-cylinder units – yes, even the diesel – and have significantly lower CO2 outputs than previously.

The 1.2-litre is available in three power outputs: 110PS, 130PS and 145PS. It should account for the bulk of sales.

There is also a 1.4-litre petrol that has a 145PS

output but only comes with a CVT. Confused? When we asked Vauxhall why it didn't simply attach the CVT to the 1.2, bosses said it came down to a "marketing decision" and that they "didn't think people would buy a 1.2 auto".

Either way, it's the sweet-spot of the range and the best CVT we've driven.

But, the eco-champion is the diesel. Offered in 105PS and 122PS outputs it has CO2 emissions from just 90g/km and is also RDE2-compliant, meaning it will fall into the 21% BIK band from April with no 4% supplement.

Drivers should expect average real-world fuel consumption in excess of 60mpg. During our test we got almost 70mpg.

Performance from the engine line-up is good, and, combined with tweaks to the steering and suspension, make the Astra fun to drive.

Prices for the new model are almost unchanged, starting at less than £20,000, and there's a Business Edition trim that comes with most of the equipment drivers will need.



# KIA XCEED

XCeed goes to new dimensions to span the hatchback, crossover and SUV sectors

By Tom Sharpe

**K**ia expects its relentless sales volume growth to continue in 2020 with the help of the new XCeed crossover, which fills the gap left by the discontinued Venga.

Said to span the hatchback, crossover and SUV sectors, the XCeed is forecast to account for 50% of all Ceed sales next year.

The brand claims the new model blends a sporty drive and coupé-like styling with the added interior space and commanding view down the road sought by SUV customers.

Courtesy of longer overhangs, the XCeed is 85mm longer than the Ceed hatchback (at 4,395mm), while 26mm has been added to the standard car's width and 48mm to its height in its tallest, 18-inch wheel-equipped, guise.

Occupants sit around 44mm higher than in the hatchback, thanks to a ride height of 184mm, but the XCeed still sits 150mm lower than the Sportage.

FLEET PICK MODEL XCEED 2 1.6 CRDI 116	
SPECIFICATIONS	
P11D price	£21,820
Class 1A NIC	£873
Annual VED	£170 then £145
RV (4yr/80k)	£TBC
Fuel cost (ppm)	11.4
AFR (ppm)	10
CO <sub>2</sub> (g/km)	109
Running cost (4yr/80k)	TBC
Combined fuel economy	52.3mpg
Monthly BIK (20%)	29%/£105



New infotainment and telematics technology help separate XCeed from the Ceed

Its 426-litre boot is 31 litres more than the hatchback and 73 litres down on the Sportage.

The engine line-up consists of a 120PS turbocharged 1.0-litre three-cylinder petrol and a 140PS 1.4-litre turbocharged petrol engine, which is the only one available with Kia's seven-speed dual clutch transmission (DCT).

There are also 115PS and 136PS versions of a 1.6 CRDi turbodiesel, which Kia is confident will still appeal to fleets.

CO<sub>2</sub> emissions of 109g/km and 57.4mpg combined fuel economy are to credit for this assumption, though the 1.0 T-GDi currently offers the lowest benefit-in-kind (BIK) rate at 28%.

A plug-in hybrid version of the XCeed, twinning a 1.6-litre petrol engine with an electric motor and 8.9kWh battery, will arrive early next year promising a zero-emission range of around 37 miles which will put it in the 10% BIK tax bracket from April.

While the DCT gearbox fitted to the XCeed can be a little hesitant at manoeuvring speeds, it is a good match for the XCeed, which benefits from a

quieter cabin and slightly smoother ride than the Ceed hatchback.

New hydraulic bump stops at the front could be credited with helping to smooth out the ride a little.

Key differentiators between the XCeed and the Ceed hatchback come in the form of new infotainment and telematics technology.

Kia hands a debut to a new 12.3-inch fully-digitised instrument binnacle and a UVO Connect system, which is standard on 3 and First Edition trims and comes coupled to a new 10.3-inch touchscreen.

The UVO system delivers access to a range of connected features, including live weather, parking information and nearby restaurants as well as giving customers access to vehicle usage and maintenance data through a connected app.

Drivers can also send a destination to their sat-nav via the app prior to entering their XCeed.

It's a segment seen as desirable among retail buyers and, when the plug-in version arrives, we expect fleets and user-choosers to be drawn to Kia's latest sales champion, too.

# No need to develop in-house systems, simply turn to Key2

Software has the answers for contract hire and leasing companies of all sizes

**K**ey2 Contract Hire and Leasing from Jaama, is the operating system of choice for many small, medium and large contract hire and leasing companies.

The system is so technically advanced and configurable, it enables leasing companies to negate spending vast amounts of time and resource developing in-house systems.

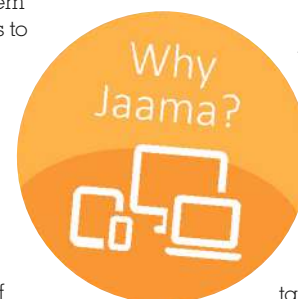
Jaama invests some £2.6 million per year in continuous product enhancements – resulting in Key2 remaining at the cutting edge of fleet solutions.

Critically, many of the system developments focus on ways to reduce manual intervention and take contract hire and leasing companies further along the road to their vision of a paperless office while simultaneously improving their customers' experience.

Seven Asset Management, the Suffolk-based provider of commercial vehicle contract hire and fleet management services to operators, has been using Key2 Contract Hire and Leasing for more than seven years.

Operating a fleet of more than 2,000 commercial vehicles, Key2 provides cradle-to-grave vehicle management of the company's leased assets, online ordering, customer billing and short-term hire management.

There are no future costly upgrade fees – regular legislative and functional enhancements ensure we are always on



the latest version of the system.

Steve Cole, deputy managing director, said: "We would not want to buy a system and then have to buy subsequent upgrade packages. Seven Asset Management is an expansion-focused company and our targeted growth means we required a fleet management

software system with the capability to grow with us. Key2 has that capacity so our system investment is beneficial in terms of helping to manage our cost base and cope with our business growth."

A division of the extensive Seven Group of companies, Seven Asset Management in conjunction with Jaama, developed an interface to move data between Key2 and its existing accounts system seamlessly.

Further automation involving development includes a document management tool. Seven Asset

Management stores all vehicle-related legislative documents against the asset record to provide a comprehensive audit trail to help satisfy Operator Licence requirements.

Cole said: "Our previous system had become outdated and could no longer support our business objectives. We manage the day-to-day business using information available from the latest technology systems available.

"That allows us to ensure we are delivering the highest standards of service to our customer base at the lowest overall cost."

The database-style of Key2 enables the company to 'slice 'n' dice' management information, predict vehicle maintenance costs and auto generate greatly improved fleet activity reports for customers.

Data captured by Seven Asset Management on every aspect of a vehicle's in-life operation enables the company to obtain absolute visibility of all issues linked to mileage and service, maintenance and repair (SMR) to ensure clients' fleets function at maximum efficiency and meet all regulatory requirements.

Cole added: "Visibility of information makes the system very easy to use and that is essential in terms of our customer care operators and for us analysing information and compiling reports."

He concluded: "We operate in a dynamic business sector so the greater the visibility to the levels of information, then the better our decision-making processes. We continue to work closely with Jaama to further develop our system and maximise automation."



All the sevens ... Seven Asset Management has been operating Key2 for more than seven years

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email [enquiries@jaama.co.uk](mailto:enquiries@jaama.co.uk) or call 0844 8484 333







By Trevor Gehlcken

It isn't that long ago that you were lucky to get 40mpg from a commercial vehicle.

Technology has marched on to such an extent that our long-term test Vauxhall Combo has a figure on the combined cycle of 64.2mpg – and from our fag-packet calculations so far, this van isn't far off that figure, a fact that pleases me immensely as I have to pay for my own fuel.

Usually with test vehicles, I manage around 10% less than the official figure if I'm lucky.

The engine is question is a brand new 1.5-litre unit pumping out 132PS, which does seem rather a lot for fleet purposes. There's still the older

1.6-litre unit available for fleet managers who want less power – 73PS or 101PS versions are on offer – and later this year there will be a 1.2-litre petrol engine for those who believe diesel is the devil's own method of propulsion.

However, those who pick petrol believing they are helping save the planet must bear in mind that, while petrol pumps out fewer harmful sooty emissions than diesel, it has increased levels of CO<sub>2</sub>. Damned if you do, damned if you don't.

Our engine is certainly a slick performer. On the motorway, it thrums along at 2,000rpm at 70mph and with a full bulkhead behind, my wife and I can converse in our usual voices.



By Luke Neal

As fuel economy and running cost are high on a fleet manager's agenda, mpg figures will have been reported and analysed on all of our long term test vehicles at some point during their test cycles and the T-Roc is no exception.

According to data from the *Fleet News* running cost calculator ([www.fleetnews.co.uk/car-running-costs-calculator](http://www.fleetnews.co.uk/car-running-costs-calculator)) our 1.6TDi SE T-Roc has a WLTP fuel efficiency figure of 50.4mpg with a running cost per mile figure of 35.73ppm for a four year/80,000 mile cycle.

Compare that with the VAG stablemates of Škoda Karoq (49.6mpg, 34.89ppm) and the Seat Ateca (54.3mpg, 35.57ppm). Then there are rivals

such as the Nissan Juke (49.6mpg, 35.35ppm) Mazda CX-3 (54.3mpg, 34.20ppm) and Vauxhall Crossland X (61.4mpg, 35.77ppm). It's clear the T-Roc is competing in a crowded and competitive market. However, fleet drivers are likely to look deeper than the headline figures and the real world running cost could be quite different.

The WLTP figure of 50.4mpg is quite accurate – my daily average is 49.6mpg, but I don't make many long journeys or motorway miles.

However, a recent return journey from Peterborough to Birmingham saw an amazing 70.4mpg on the onboard computer. A regular high mileage or long distance driver could benefit from this impressive fuel efficiency.



## BMW 320D M SPORT SALOON

By Stephen Briers

A BMW 3 Series was the first long-term test car I had when I joined *Fleet News* a decade ago. I kept it for a few weeks then swapped for the Škoda Superb. The 3's cabin was dull and unwelcoming, bereft of any decent equipment; in contrast, the Superb was packed full of technology, had tactile materials and much greater appeal.

What it lost in driving thrills, it made up for in ambience and driver (and passenger) experience.

So why have I just swapped out of our excellent long-term Peugeot 508? Well, the 3 Series has been through two model changes since then and the difference between 2009 and 2019 couldn't be more pronounced.

The light tan soft leather seats are excellent, with good lumbar and side bolster support; the switches and controls are high quality and beautifully laid out around a well-designed yet functional dashboard; the 12.3-inch multimedia screen offers both touch function and iDrive operation with logical commands; even the voice control understands simple instructions.

We also have a head-up screen which can be configured to include speed, restriction warnings and sat-nav instructions (worth noting that it's better to follow these than the on-screen route which is hard to distinguish from the road markings).

Despite these extensive plaudits, it hasn't been an auspicious start to my time with the car. Just prior to the driver change, a stray stone rebounded under a tractor's wheel and careered into the top left corner of the windscreen.

It left a sizeable bullseye chip with a star break of a couple of inches in each direction.

The replacement requires expert recalibration to protect the integrity of the advanced driver assistance systems (ADAS).

Initially, because this model was launched earlier this year, the dealer couldn't say when the windscreen would arrive.

I was assured by the windscreen replacement company, National Windscreens, that the car was fine to drive, as the multi-layered laminate would provide sufficient protection. It might crack a little more, but it wouldn't break and, as the chip was not in my line of vision, I had the green light to continue (with BMW's blessing).

However, I then received a call to say the windscreen would arrive in a couple of weeks.

The new screen has now been fitted with minimum fuss, and with full ADAS calibration carried out by National Windscreens.

Hopefully, our final three months with the 3 Series will be less eventful.



By Sarah Tooze

"Caution! Road with restricted access." That warning has been coming out of the Qashqai's speakers far too frequently. It has been telling me each time I turn into my estate or enter the office car park or shop at a certain supermarket.

At first, there was no apparent way to silence it – even with the sat-nav and infotainment system turned off. But, thankfully, I have now found an option buried in the guidance settings which does the trick.

The sat-nav is otherwise reliable and its predicted times of arrival has proved spot on thanks to TomTom Premium Traffic, which is a

feature of the new NissanConnect system.

Despite the upgraded system, the interface looks dated, especially compared with rival models from the Volkswagen Group.

The Qashqai has a wealth of standard technology that includes two safety packs: safety shield plus (Acenta grade and above), which gives intelligent driver alert (detects driver fatigue), blind spot warning, rear cross traffic alert and moving object detection; and smart vision (N-Connecta grade and above), which includes anti-dazzle rear view mirror, traffic sign recognition, high beam assist, lane departure warning, intelligent emergency braking with pedestrian recognition and front and rear parking sensors.



By Gareth Roberts

There is a lot to like about the second-generation Peugeot 508, especially the fact it bears no resemblance to its unadventurous predecessor.

This latest iteration is unmistakably French, with eye-catching design features making it stand out from the crowd.

The 508 has also now adopted hatchback bodystyle, which is another welcome change.

Inside, Peugeot's desire to be different is reflected in piano-like chrome buttons below the infotainment system and a cropped steering wheel, which add to the appeal.

Rear leg- and head-room is adequate, but you will find roomier examples in this class, while

the front seats are also not the most comfortable on those longer journeys.

What has been impressive, however, is the performance of the 1.5 diesel engine, with emissions of 101g/km, which powers our test car.

Ok, it isn't going to push you back into your seat as you accelerate away, but its 130PS gives enough power on motorway driving.

There are three diesel engines, starting with the 1.5-litre BlueHdi unit offering 130PS, and two petrol engines. A plug-in hybrid is due soon.

The 1.5-litre BlueHdi unit is the only diesel engine available with a choice of six-speed manual or eight-speed EAT8 automatic gearboxes. All the others come with an automatic gearbox as standard.



## THINKING CAP

By Martin Ward, Cap HPI manufacturer relationships manager

This month I've...

Been on a day trip to Seat's HQ in Martorell, Spain

We went for a catch-up on the company's ambitious plans to launch its first two pure-electric cars. The first, the Mii electric, is due early next year and will have a range of up to 161 miles. The second is the el Born, named after a district in Barcelona to continue Seat's long history of naming cars after Spanish places though I think the Mii is the odd one out.

The el Born has futuristic looks. It was shown as a concept earlier this year at the Geneva motor show, and I guess the real thing won't be too dissimilar to the show car design. The el Born pure EV will no doubt be highly specced and priced right. It and will have a range of between 205 and 260 miles, dependent on the model.

Both cars will hit the BIK sweet spot.

... driven a brace of JLR's finest

I've had both Range Rover Evoque, and a Velar on test, back-to-back. I was really looking forward to driving the smaller one. It was good and I loved every minute of driving it. I wasn't that bothered about the Velar. I had seen it on the road and wasn't sure. But, the Velar was superb in every department. It surprised me, and after driving it for a week, I really now understand what Land Rover was thinking when it brought the car to market.

... been pondering bus lanes

Bus lanes have been in existence for many years, but is it time to see if they really work? There is nothing more frustrating than to be sat in a line of traffic in just one lane, when alongside there is a vast piece of tarmac with nothing on it. You sit there waiting for a bus to go past you, but nothing, you hardly see one. There are, of course, many places that need bus lanes, but there are also many that don't. While you are sat there, with the engine idling, then set off for a short distance, you are causing more pollution than if you were moving freely.

Liverpool Council removed most bus lanes years ago and this, apparently, has not caused any issues. There has to be a better way to move traffic around towns and cities than the old-fashioned bus lane.

# cap hpi



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Stephen Briers, Editor-in-Chief, Fleet News

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- Connected and autonomous vehicles. *Iain Forbes, CCAV*
- Solutions for urban mobility challenges. *Rafael Cuesta, TfGM*
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# Commercial Fleet



## Advance of the range-extender trucks

UPS adds 15 Tevvas to fleet after year-long trial

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# UPS puts 15 Tevva range-extender trucks on fleet after 12-month trial

Geofenced 7.5-tonners use electric in city and diesel on the motorway for maximum efficiency

By Stephen Briers

**L**ogistics and transportation business UPS has taken another step towards an electric fleet with the introduction of 15 Tevva range-extender 7.5-tonne trucks.

The company, which already operates 100 electric vehicles in the UK, typically in the 3.5-to-7.5-tonne range, has been working with Tevva on prototypes for several years, according to Luke Wake, UPS International's director of automotive engineering & advanced technology. "We developed a proof of concept three years ago to prove that the technology can work," Wake said. "We operated it for six-to-12 months and saw areas where the product could be improved, refined and re-engineered. Tevva has been refining it and now it has led to the deployment of 15 vehicles, 10 at our Tamworth depot and five in Southampton."

The vehicles were part-funded by the Office for Low Emission Vehicles

(OLEV) and Innovate UK. They feature new hybrid electric vehicle technology, which increases route range while maintaining the cargo capacity (23m³) of traditional diesel vehicles of the same weight class.

They are equipped with a 150kW electric motor (providing 2,000Nm of torque) supported by a lithium-ion 74kWh battery that provides an EV range exceeding 60 miles.

"Previously, this weight class has been restricted to 75km (approx 47 miles)," said Wake. "But we need year-round range and there is a concern in winter when more energy is used."

"There are also areas where we cover range on motorways, for example 25km (approx 16 miles) each way to get to the route, and that uses a higher amount of energy. But with a range extender, we arrive in the city with a full battery so we can operate all day in a zero-emission capacity."

The Tevvas use geofencing technology to automatically switch to

pure electric mode when reaching a predetermined boundary, such as entering an urban environment or clean air zone. It can then switch back to the small diesel engine for return journeys or between neighbouring towns. In total, the trucks can travel up to 400km (250 miles).

"Also, when we look at pure electric, we have to consider not running the charge too low so we can get back to base," Wake adds. "On the range extender, we can push the battery to the limits because we have the diesel to get back – there's no range anxiety."

The 15 Tevvas form part of a pilot fleet, with UPS gathering data on operating cycles, energy consumption and how more trucks can be integrated into its business.

UPS began deploying electric vehicles in London back in 2008, but was thwarted by the lack of product from manufacturers. Consequently, it "tried to stimulate the market" by working with innovators that could convert diesel trucks into hybrids.



Tevva trucks form part of UPS's mid-term strategy to reduce its greenhouse emissions

The trucks typically had 47 miles of range, which was fine for restricted urban use – around 80 operate from its Camden depot.

Wake believes electric vehicles are ideally suited to the logistics industry with its back-to-base vehicles and predictable routes, but he has been left frustrated by the lack of progress by manufacturers.

"They have failed to offer solutions so we have taken a leadership

approach to prove that this technology exists, it can work and there is demand for it," he says. "There are societal and environmental challenges and we want to be part of the solution."

The Tevva trucks form part of UPS's mid-term global strategy to reduce its greenhouse emissions 12% by 2025. From next year, it has committed to a quarter of all new vehicle purchases to be alternative fuel or advanced technology solutions. Added to that is an aspiration to source more electricity from renewable sources.

UPS currently has 10,000 alternative fuel vehicles as part of its 120,000 global fleet, assessing various hybrid options for the best utilisation.

Trials include full-electric, hybrid electric, hydraulic hybrid, ethanol, compressed natural gas, liquefied natural gas and propane, but Wake believes there is no single solution.

"There isn't a silver bullet – we have to look at different solutions for different environments, getting best use for best value," he adds.

"There is a lot of disruption so having this broad perspective means we can bring the best solutions from around the world – it's a holistic approach."

UPS is exploring long-haul solutions in the USA where it has pre-

**THERE ISN'T A SILVER BULLET – WE HAVE TO LOOK AT DIFFERENT SOLUTIONS FOR DIFFERENT ENVIRONMENTS**

**LUKE WAKE  
UPS INTERNATIONAL**

ordered 125 Tesla Semi tractors. It is working with Tesla to bring the electric trucks into operation, assessing the charging infrastructure and how they can be used for different routes and different purposes.

"There's a lot of work going on in the background," Wake said.

Trials extend from the biggest transport options to the smallest, with electric-assist bikes used in a number of European cities. They are also being considered for the UK.

"We take the volume into a

consolidation area and then use cargo bikes to deliver to the immediate vicinity. This is a combined solution for air quality and congestion," explained Wake.

"The challenge is to get the volume into the city. It's a matter of space – in London it's about having somewhere on the street where we can park – so we are working to find solutions. But city regulators have to work with us."

In the UK, where it has 2,500 3.5-7.5-tonne trucks and 350 tractor/trailers, UPS is targeting 100% electric vehicle coverage in London. Wake is encouraged by manufacturers finally coming to market with new electric vans and trucks.

"We are seeing a rapid change from the manufacturers offering solutions," he said. "There wasn't enough progress to bring solutions that we can scale, but as we move to having hundreds or thousands of electric vehicles, that's where we need partnerships."

UPS is working with Arrival to develop purpose-built trucks for its package delivery vehicles.

"It's all about moving the industry forward and showing the manufacturers that we want the vehicles," Wake said. "There is no lack of appetite from the customers; it's a lack of availability."



## CHARGING CHALLENGES

**As UPS deploys more electric vehicles, it faces challenges on localised charging infrastructure with availability restricted by substation capacity.**

**In London, it deployed a new charging solution as part of a consortium including UK Power Networks and Cross River Partnership, with funding from the Office for Low Emission Vehicles.**

**Dubbed the 'Smart Electric Urban Logistics (SEUL)' project, it overcomes the challenge of recharging an entire fleet of electric vehicles without the need for the expensive upgrade to the power supply grid.**

**"It's a smart grid (monitoring charging levels) approach that combines a network upgrade overlaid with an algorithm," said Luke Wake.**

**UPS has an 11-hour window of charge, from 7pm to 6am, and the system uses a central server connected to each EV post as well as the grid power supply and on-site energy storage to spread the charging among the vehicles to ensure they are all fully charged by morning.**

**The SEUL is complemented by an on-site battery storage system, which Wake calls a "buffer for peak capacity".**

**He explained: "This means we can manage it to retain the operation while charging vehicles."**



**In our regular column, an experienced fleet manager gives his take on the issues facing the public sector. This month: Safety – a look at the past and a glimpse of the future.**

Historically, safety systems were not used by manufacturers to sell product. Trim levels and additional equipment were the must-have accessories. How times have changed...

The advent of the CLOCS (Construction Logistics and Community Safety), Van Excellence, Brake and Driving for Better Business, have all advocated, and helped advance, safer driving and vehicle safety assist systems.

The next step forward in truck safety has been introduced by Mercedes-Benz.

The new Actros features an array of safety features including Active Drive Assist, Sideguard Assist and MirrorCam.

It is the first series production truck in the world to be equipped with the new MirrorCam. Instead of the usual main and wide-angle mirrors, the system works with digital cameras and displays. The cameras are secured on the right and left on the roof frame. The images are transmitted directly to two displays which are mounted on the cab's A-pillars.

The cameras not only eliminate blind spots but also alert the driver to cyclists, they have the added benefit of reduced fuel consumption and with the removal of conventional mirrors, the danger of cyclists or pedestrians being hit by them is also eliminated.

My own trial of it has found it a very easy transition from looking outside the cab to monitoring the digital displays.

From a fleet management perspective, I endorse anything which improves safety, increases efficiency, and has the added bonus of reducing the cost of replacing damaged wing mirrors, which can be in excess of £400.

I have seen the future and I like what I see.



# NEW TRANSIT

# Ford

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SEARCH: NEW TRANSIT

COMMERCIAL FLEET: NEWS

## Levy change sought following £1m support for training new drivers

Road to Logistics will address driver shortage while helping the disadvantaged to find work

By Gareth Roberts

**T**he commercial fleet industry is hoping to secure changes to the apprenticeship levy after securing Government cash to tackle the driver shortage.

The Government has pledged a grant of £1 million to support Road to Logistics – a not-for-profit scheme founded by the Road Haulage Association (RHA) in association with telematics company Microlise.

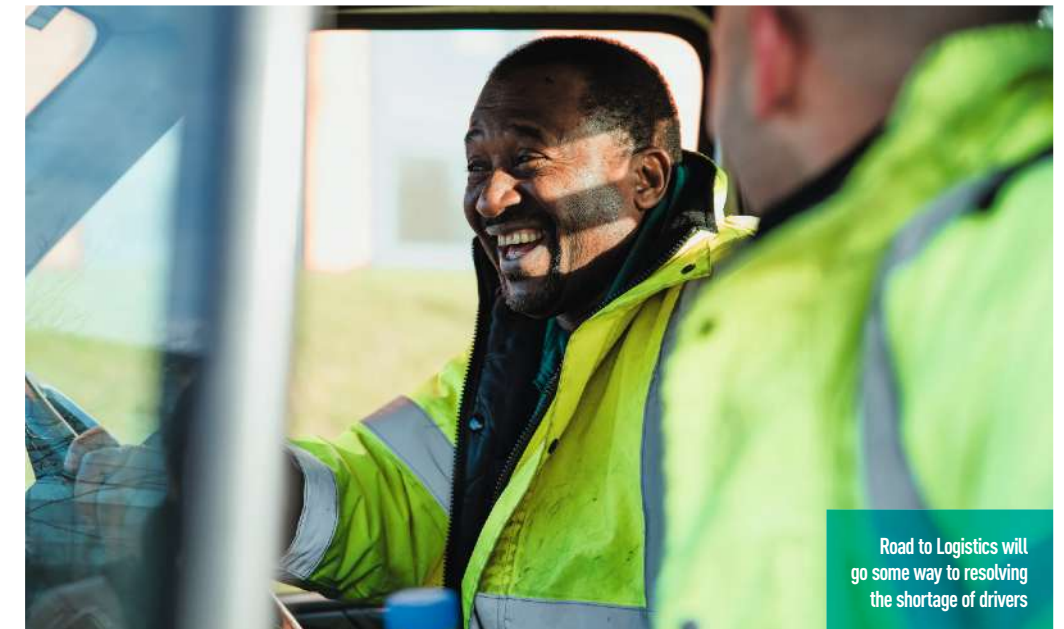
The Road to Logistics programme aims to support those who may find it difficult to get permanent jobs, such as services veterans, ex-offenders and the long-term unemployed, by putting them on a path to a career in transport.

The investment, from the Department for Transport (DfT), will enable logistics companies to run essential skills training for these groups, including within the prison system, and help the industry to solve a nationwide shortage of drivers.

Transport secretary Grant Shapps said that, considering the role the transport sector plays in transporting more than 1.4 billion tonnes of goods across the country every year, Government needed to ensure it is “fit for the future”.

“Not only will this new programme help make this industry stronger, but it will help pave the way for those who may be struggling to secure a permanent job and turn their lives around,” he said.

Following a successful trial with HM Prison Sudbury and other jails across the UK, Road to Logistics



Road to Logistics will go some way to resolving the shortage of drivers

aims to train up to 300 drivers in the first year.

The scheme will link potential drivers with employers, mentor them and put them through the necessary training, including taking their HGV driving test.

Estimates suggest a shortfall of more than 60,000 qualified drivers in the UK, with the number of unfilled vacancies increasing by 50 each day.

Age is a major factor, with a quarter of the workforce due to retire in the next 10 years, thanks to the average UK driver age being in the 50s.

However, the cost of getting a HGV licence – around £3,000 – remains a barrier for young people entering the

profession, and poor parking facilities do nothing to improve their perception of the industry.

RHA chief executive Richard Burnett said: “The future of the UK road transport industry depends on its drivers and right now we’re facing a shortage of approximately 60,000.

“Road to Logistics will go some way to resolving this while at the same time supporting ex-offenders, the long-term unemployed and individuals from other disadvantaged backgrounds.”

Microlise executive director, Bob Harbey, added: “The shortage of HGV drivers is a massive threat to the economy. Without them, the wheels of the UK road transport industry will, quite literally, grind to a halt.

“The next stage is to focus on unlocking the apprenticeship levy for our sector.”

The International Road Transport Union (IRU) and the Freight Transport Association (FTA) say the high cost of training can put people off entering the profession. They also believe changes to the apprenticeship levy could help deliver a boost in driver numbers.

Employers, with an annual salary bill of more than £3m must pay the levy, which in the current tax year is

set at 0.5% of their total pay.

However, the training tax has been criticised for failing to deliver, including for the commercial fleet industry. In total, there were 375,800 apprenticeship starts in the 2017/18 financial year, down 26% on 2016/17.

A recent report from the Public Accounts Committee, which highlighted the scheme’s failings, blamed the Government’s focus on higher-level apprenticeships. It wants the scheme overhauled so more benefit.

The FTA says its members are only claiming back a small proportion of the money they contribute under the levy, because the apprenticeships are not suited to their training needs.

FTA head of UK policy Christopher Snelling wants to see the apprenticeship levy turned into a training levy, so the commercial fleet industry can use funds to “deal with the skills shortage we face”.

■ For more on how the industry is trying to tackle driver recruitment crisis, come to Fleet Live on October 8-9 at the NEC in Birmingham, where Hermes UK head of client and network distribution Martin Colloff and Driver Require chief executive Kieren Smith will be putting forward possible solutions.



“THE NEXT STAGE IS TO  
FOCUS ON UNLOCKING THE  
APPRENTICESHIP LEVY”

BOB HARBEY, MICROLISE



# FTA ADVICE

By Ray Marshall, senior transport advisor, FTA

**Q** A technician has recently been stopped driving an 18-tonner with a Moffett on the rear. He has been told the Moffett is classed as a load/burden. Is this correct?

**A** Confirmation from the DVSA states that anything that is not

permanently fixed to the vehicle is classified as goods or burden. So, in this case, if the technician drives a vehicle which has a Moffett or similar equipment attached, they would fall into scope of the EU Drivers' Hours regulation.

**Q** We have a driver who still has the old paper licence; he has completed his Driver CPC (Certificate of Professional Competence) training but has not been issued a DQC (Driver Qualification Card). Why is this?

**A** DQCs will only be issued to holders of photocard licences on completion of their 35 hours of training. Holders of paper licences will need to exchange them for photo cards. Once the photocard has been issued, the DQC will also be issued.



**Q** I am based in Northern Ireland and I completed my CPC modules some time ago and have still not received my new driver CPC card. I understood it would arrive soon as the old one expires very soon. Should I be chasing it, and if so, is it issued by the local licensing office?

**A** Drivers who complete their 35 hours of periodic training prior to the fifth year of the training year will have the DQC issued within the fifth year on the anniversary of the completion of the periodic training.

Our advice would be to chase it up before your old card expires. As you are in Northern Ireland, you will need to chase this up with the Driver Vehicle Agency (DVA).

## Know your fuel

All filling stations are to roll out new labels this month; these will help motorists pick the right fuel, while informing them of the biofuel content of both petrol and diesel.

Uniform EU-wide labels will also help prevent drivers from filling up with the wrong fuel when abroad.

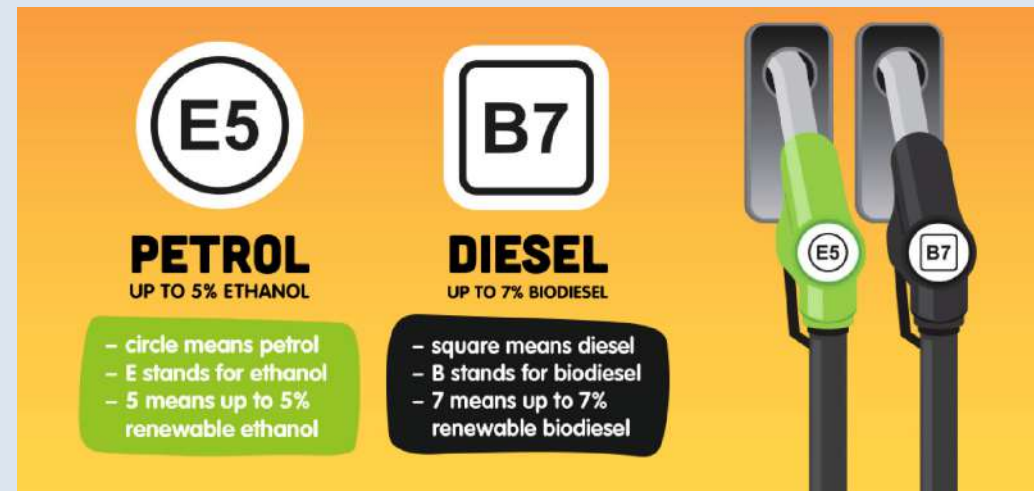
Although petrol and diesel pumps will have new labels at filling station pumps, there's no need to worry or change what you do – the fuel is exactly the same, the labels are simply another way to help you choose the right fuel.

■ Petrol is now labelled E5.

■ Diesel is labelled B7.

Retailers are likely to still continue to call these fuels "petrol" (or "unleaded") and "diesel".

**What the labels mean:**



The new labels will use symbols for petrol or diesel, plus a letter and number to tell you:  
■ The type of renewable fuel.

■ The maximum percentage of the relevant renewable fuel it contains.  
**Where you will see the new labels:**  
The labels will be on fuel

dispensers and nozzles at all petrol stations, and on new vehicles, you can match the label on the pump with a label near the fuel cap.

## The confined spaces regulations 1997



Under domestic law, employers are responsible for ensuring the safety of their employees and others.

This responsibility is reinforced the Confined Spaces Regulations 1997 which apply where the assessment identifies risks of serious injury from work in confined spaces.

**These regulations contain the following key duties:**

■ Avoid entry to confined spaces, e.g. by doing the work from the outside.

■ If entry to a confined space is unavoidable, follow a safe system of work.

■ Put in place adequate emergency arrangements before the work starts.

The Management of Health and Safety at Work Regulations 1999 require employers and self-employed people to carry out a suitable and sufficient assessment of the risks for all work activities for the purpose of deciding what measures are necessary for safety.

For work in confined spaces, this means identifying the hazards present, assessing the risks and determining what precautions to take.

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Minutes later, you receive a new order from one of your most important customers. It needs to be delivered quickly, so you call up the location of all of your vans on your screen to see which ones are currently being driven – thankfully one of them is parked up. You call up the delivery location and in a few clicks, you've sent the navigation data to the nearest free driver. At the same moment, the destination appears in the driver's MBUX navigation unit and you see the van is now driving. Another situation efficiently handled.

### An extra layer of security

That evening, at home, you receive an alert on your mobile that one of your newest vans had left the geofence you'd set for it. You quickly call up the GPS location: a local merchants. A call reveals one of your drivers made a late trip, searching the local stores to collect parts for the morning. All good.

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\*Subject to availability. †All functions listed in article free for three years.



# FACTORS THAT INFLUENCE CURRENT RVs

Powertrains are important as is the condition of a vehicle, but consider how cool it is to spec an air-con, reports *Matt de Prez*



“THERE WILL STILL BE DEMAND FOR NEW DIESEL VEHICLES FOR THE FORESEEABLE FUTURE”

JON LAWES, HITACHI CAPITAL VEHICLE SOLUTIONS

**W**hether you buy, lease or rent your commercial vehicles (CVs), you can't escape the importance of residual values (RVs) when it comes to calculating the fleet's financial impact on your business.

Different funding methods carry varied levels of risk. But having a good handle on costs from day one should pay dividends at de-fleet time.

Luckily, there is robust industry that helps to manage the residual values of vehicles, which works in harmony with remarketers.

Fleet operators are crucial to keeping this ecosystem working, as many of the vans and trucks that pass through auction houses each week come from businesses with large fleets.

Used vehicle prices are affected by a multitude of factors including supply, condition, mileage, specification and external issues such as seasonal demand and political uncertainty.

A strong market performance can always allow for more competitive lease rates to be offered, giving confidence that vehicles are going to achieve or exceed their residual value.

However, RVs can be difficult to determine and are often the biggest cost to fleets over time. Dependent on the vehicle and overall market, depreciation can take place at varying levels and is difficult to predict. Some look to eliminate this risk by working with a leasing partner.

"Outsourcing means the calculations are made by experts in the field, spreading the risk across a larger portfolio and helping to make executive decisions, leaving fleet managers to focus on running their business," says Hitachi Capital Vehicle Solutions managing director Jon Lawes.

In 2016, a record number of new vans were sold and experts predicted a large number of them would saturate the resale market this year,

pushing down prices of low mileage, good condition examples.

But many fleets decided to hold on to their vehicles for longer, meaning the used stock coming to auction was higher mileage 2015 models in poorer condition.

Such vehicles achieve lower prices, but increase demand for newer, lower mileage vehicles and, therefore, push up prices for the more desirable ones.

Steve Botfield, commercial vehicle editor at Cap HPI, says: "Eventually we will see these 2016 models coming to market and things will level out. September is usually a quiet month. But, once we get past October, it's likely there will be ample choice in the market. More choice means prices won't be where they were last year."

While demand for Euro 6 diesel vans increased following the announcement that some cities

would seek to ban older vehicles, or charge them a daily fee, the knock-on effect on residuals for Euro 5 vehicles was not as significant as feared.

"There are plenty of areas where Euro 5 diesel vehicles, and even older ones, can still operate without restrictions. All that happens in towns and cities with a clean air zone is the older vehicles are pushed out to those less restricted areas," explains Botfield.

Overall, the average price of used vans rose by 11.3% in the 12 months to the end of June 2019 to £4,616, according to the market insights report from auction firm Aston Barclay.

That equates to a £469 average price rise for used vans from Q2 2018 to Q2 2019. Year-on-year (YOY) average used van mileages rose from 89,113 miles in Q2 2018 to 91,591 in Q2 2019, while average age fell from 76.9 months to 65.4 months over the same period.

The YOY trend continued into 2019 where used van prices rose in Q2 versus Q1 by £83 to £4,616. However, mileage fell from 96,706 miles to 91,591 miles, and average age also fell from 68.2 months to 65.4 months.

"We have seen a change in the profile of stock coming into the auction over recent months," says Geoff Flood, Aston Barclay's commercial vehicle sales manager.

"Used vans are generally younger and with fewer miles on the clock which may signal a change in fleet replacement cycles as well as vehicles travelling fewer miles," he adds.

Like the current LCV and car markets, the HGV and Plant market is susceptible to seasonal fluctuations, volume, condition and the various legal policy implementations pertinent to the sector.

"As often happens in the HGV market, we've seen a lot of duplicate stock from a particular fleet

vendor, so mileage and condition have come into play more than they may otherwise have done," says Chris Mynott, national HGV manager at Manheim.

He says you can't always rely on valuation guides for HGV and Plant, because they don't always fit the product.

"We prefer to use market intelligence, past results and our own market knowledge and expertise to put values to stock, and many of the HGV vendors are on board with this and willing to listen to our advice," Mynott adds.

Late 7.5-tonne tippers continue to be the most sought-after product at auction and there remains few of them around.

Buyers are paying top money for them, even for examples dating back to 2012/13, according to Mynott.

The remarketing company has also seen ➔





€uro 6-compliant trucks continue to make strong money. However, Mynott adds that high mileage vehicles are struggling to find a new home, even if they're Euro 6, or sold at what might seem a very good price.

"Spec is everything and even if 9/10 things are right, it's the important final factor that can make all the difference," says Mynott.

#### ONLINE AUCTIONS PROVIDE SHORTER TURNAROUNDS

Leasing giant Zenith has agreed a new remarketing deal with Manheim that will see all its defleeted vans sold using a digital-first approach, illustrating the increasing tendency for vehicles to be remarketed online.

As well as avoiding unnecessary movement costs, Manheim says this solution ensures the largest possible active buyer audience, highest sale values and optimum speed of sale.

This benefits fleets that have shared profit arrangements on residual values, but could also result in lower leasing prices if the improved resell values are sustained.

As part of the deal, Manheim will collect the vans and take them to a dedicated CV auction centre. Within 24 hours of arrival, the vans will have branding removed, be valeted, inspected and photographed using 360-degree turntables to ensure that online buyers get a full and accurate overview of vehicle condition.

Supporting the online sales programme, will be auctions where both physical and online buyers will have the opportunity to bid for Zenith stock.

Mercedes-Benz Vans is also investigating the use of digital auctions after achieving strong sale values in its first e-Auction, staged by BCA.

The auction sold more than 90% of the available stock and achieve 103% of reserve, as buyers competed strongly online.

The digital sale was part of a broader end-to-

**UPLIFT IN VALUE APPEARS TO COMPARE FAVOURABLY WITH THE FRONT-END COST OF SPECIFYING THIS (AIR-CON) OPTION**

**JOHN GILBERT, BCA**

end partnership with BCA that spans collection, de-fleet and remarketing from its operation in Doncaster.

#### SHIFTING FROM DIESEL TO ELECTRIC

The transition to full-electrification is moving at a fast pace, but is still likely to take several years. So, the industry is expecting RVs to remain strong across all fuel types.

"There will still be demand for new diesel vehicles for the foreseeable future. The latest Euro 6 standard diesels are far cleaner than previous models and they are typically not penalised for entering clean air zones," says Lawes.

Currently, around 96% of vans on the UK's roads are diesel-powered. That has substantially grown from 56% in 1995. While registrations of electric vans are beginning to gain traction, Botfield believes there will continue to be strong demand for used diesel vans in the foreseeable future.

He says: "Electric vans don't enable people to do their job in the same way as a diesel. There are some urban cases where it can work, but, for many, once you load a van up with racking

and tools the weight penalty is going to affect the already limited range.

"When these vehicles do get offered in the used market, due to the cost, range, infrastructure, performance and the choice available, these will limit the audience that is prepared to dip its toe into this alternative power source."

#### AIR-CON BENEFITS MORE THAN JUST THE DRIVER

Data from BCA reveals that LCVs fitted with air-con outperform those without the option by a considerable margin in values achieved, performance against guide values and conversion rates.

While air-con for cars is commonplace, it remains an option for LCVs and is not widely fitted across the UK's van parc.

Used LCVs with air-con are therefore very desirable at remarketing time and values typically outstrip standard vehicles by a considerable distance – well in excess of £1,000 on average.

Jon Gilbert, BCA business development director, LCVs, says: "While it is to be expected that air conditioning will add value in the used LCV market, the real uplift in value now appears to compare very favourably with the front-end cost of specifying this option (typically £600-£900).

"LCVs with air conditioning are highly valued by professional buyers because these are the vehicles their retail customers want to buy. For vans doing longer distance delivery work, or in a tradesman's vehicle that doubles as the family transport at the weekend, air-con is exceptionally appealing."

The sales conversion uplift for large panel vans with air-con was a substantial 15.5%.

"Up-specing commercial vehicles at acquisition time can deliver real benefits to van operators. A better specification will make a van more desirable and saleable, and higher-spec vehicles will often sell the first time they are offered, improving cash-flow for the seller," adds Gilbert.



# Mission Critical

**Stuart Russell, Commercial Vehicles Sales Director, Europcar Mobility Group UK, focuses on the mission critical role of vans for today's businesses**

In the past 12 months Europcar Mobility Group UK has seen rental duration for its vans increase, on average, by a third, underlining the changing role rental is playing in the UK economy.

Businesses that rely on commercial vehicles (CVs) for their operations are exploiting the benefits of long-term rental as a genuine alternative to leasing or outright acquisition.

Flexible solutions such as those offered by Europcar AdVANtage, with vehicles fitted to a company's specific requirements, are ideal in the current uncertain economic environment.

As van rental moves into this new 'mission critical' role, the focus on service, maintenance and repair (SMR) increases.

Indeed, research commissioned by Europcar Mobility Group UK earlier this year among businesses that rely on vans for their operations cited vehicle condition (42%) and vehicle downtime (39%) as two of their key concerns.

It is inevitable that vans doing more mileage will require more maintenance and support. But this can't impact on the productivity of an organisation. Europcar

**"Europcar AdVANtage gives businesses certainty of vehicle supply and reliability"**

**Stuart Russell, Commercial Vehicles Sales Director, Europcar Mobility Group UK**

Mobility Group UK has, therefore, chosen BT Fleet Solutions to provide a tailor-made SMR service, giving businesses access to an extensive UK network of garages and mobile technicians for the vehicles they have on long-term rental.

#### Fast-response technical expertise

Capitalising on the experience and expertise BT Fleet Solutions has in the LCV sector, with more than 65 own garages and 500 partner garages across the UK, supported by 840 in-house experts, Europcar AdVANtage users can rely on 24-hour assistance to ensure their CVs stay on the road. And BT Fleet Solutions' 52 mobile units provide a further level of support to reduce vehicle downtime.

#### A specialist fit

Another important factor in the choice of BT Fleet Solutions as a key partner is the increasing proportion of Europcar van customers requiring specialist vehicles, often fitted with bespoke equipment – from shelving or beacons to additional tooling.

Importantly, BT Fleet Solutions not only has the network of garages and service centres, but access to specialist replacement vehicles for when Europcar Vans customers' vehicles are off the road for repairs or servicing.

And the locations of the BT Fleet Solutions garages and service centres provide well placed expertise working alongside the Europcar Van Supersite network.

The turbulent state of the UK economy has influenced the types of vehicles businesses require – and the length of time they want to use them.

This change in demand reflects the fact that many businesses simply don't want to commit to vehicle lease or acquisition – they want more flexibility.

Europcar AdVANtage provides new vehicles that can be liveried for a company's brand as well as fitted with all the right equipment. And working in partnership with BT Fleet Solutions, businesses can have the confidence that their operations will keep on motoring.

**For further information contact the Europcar sales team on 0871 384 0201  
businesssupport@europcar.com www.europcar.co.uk/business/van-hire**





# VW TRANSPORTER T6.1

Modest makeover concentrates on offering safety devices

**By John Lewis**

Volkswagen has given its Transporter T6 a modest makeover under the T6.1 banner, with a restyled front bumper, radiator grille and dashboard, a new electro-mechanical steering system and a major emphasis on standard and optional onboard safety devices.

Crosswind Assist is now standard as is Driver Steering Recommendation. It makes gentle adjustments to maximise the vehicle's stability and counteract over-steer.

Front Assist with City Emergency Braking is standard yet again, and has been upgraded so it detects the presence of pedestrians and cyclists as well as vehicles.

A larger support frame has been fitted to reduce vibration in the front radar control unit and improve the accuracy of the Adaptive Cruise Control.

Likely to be on the options list in the UK is Park Assist, which can automatically manoeuvre T6.1 into and out of parallel parking spaces.

It includes Side Protection. A dozen ultrasonic sensors monitor the vehicle's sides and use

FLEET PICK	
T6.1 HIGHLINE T28 SWB MANUAL	
<b>SPECIFICATIONS</b>	
CV OTR price	TBA
Power/torque	150PS/340Nm
Payload (kg)	822 (est)
Gross vehicle weight (kg)	n/a
Load volume (cu m)	5.8
Fuel cost (ppm)	n/a
SMR (ppm)	n/a
Running cost (ppm)	n/a
Combined fuel economy	n/a



Three infotainment packages are available

audible and visual alerts to warn the driver if the Transporter is getting too close to walls, pillars or passing pedestrians.

Opt for satellite navigation and you get Traffic Sign Recognition too.

Three infotainment packages are listed and all models feature an integrated SIM card which opens up a range of online-based functions through We Connect. App-Connect is also standard, allowing screen mirroring of mobile phones.

As with the previous model, the T6.1 relies on the 2.0-litre TDI diesel. This time around the power outputs are 90PS/220Nm, 110PS/250Nm, 150PS/340Nm and 199PS/450Nm.

At one stage VW valiantly extolled the virtues of petrol Transporters. Poor sales mean that initiative has been quietly ditched.

A five- or six-speed manual gearbox is offered dependent on the power output, a seven-speed DSG auto box is listed as an option and Transporter remains available with 4Motion four-wheel drive.

Gross weights range from 2.6 to 3.2 tonnes and customers can pick either a short or a long wheel-

base. The latter can be specified with a high roof and T6.1 will also be sold as a chassis cab and as a passenger-carrying Kombi.

An electric e-Transporter produced in conjunction with specialist engineering group ABT looks set to appear early next year.

We took to the highways around Amsterdam in a short-wheelbase T6.1 with the 150PS engine and a six-speed gearbox. It rode and handled well – the new steering system provides ample feedback – delivered a smooth, slick gear-change and was not short on performance even with a half-tonne test load in the back.

Build quality was, of course, exemplary and in-cab noise levels were kept well under control.

UK order books will open in November with the first vans scheduled to be in customers' hands by next March.

Full pricing details and vehicle data will not be released until November. In the meantime, VW predicts that prices will start at £21,635 (T26 Startline 90PS SWB) rising to £36,915 (T32 Highline 199PS LWB with DSG and 4Motion).

# DAF LF

Moving up the scale? That's where this 12-tonner comes into its own

**By Tim Campbell**

If there's an area of the UK truck market that has seen a major change over the past few years (other than the multi-wheelers), it has to be the lower end of the two-axle rigids.

For years, we have been talking about the migration of 7.5-tonne operators into either the light commercial vehicle sector or moving up into the heavier 4x2 rigid market.

Perhaps what has passed many people by has been the way in which the 7.5-tonne sector has itself morphed into ways of keeping its customer base happy. By that I mean there are now two types of 7.5-tonne vehicles, the European-based ones offering a more traditional approach to driver comfort and payload and the Asian-based products where being lightweight is key.

It could be argued this latter approach has kept many 7.5-tonne users with this solution as it offers more payload while staying within the same gross vehicle weight (gvw), and without this many would have fled the sector going up the gvw scale long ago.

But with the driver licence changes taking place

many years back the move away from 7.5-tonne is only just coming to fruition and thus many are looking to move up the scale – and that's where the DAF LF 12-tonner makes its case.

DAF offers the Paccar-built Euro 6 five-litre PX-5 with power ratings of 187PS and 216PS and torque outputs of 750Nm @ 1,100-1,600rpm and 850 Nm @ 1,200-1,500 rpm respectively. Also available is the larger seven litre PX-7 with power ratings of 237PS and 268PS and torque outputs of 900Nm @ 1,000-1,700rpm and 1,000Nm @ 1,000-17,00rpm respectively.

Providing the transmission to the rear axle is a choice of a manual six-speed gearbox with an overdrive sixth gear or an AsTronic six-speed automated gearbox, with a five-speed automatic also available for special operations.

In day cab form, DAF offers the 12-tonne LF in 12 wheelbases ranging from the tipper style 3.05m to a distribution-friendly 6.7m. There are two fewer available on the sleeper cab which unexpectedly misses out the shorter wheelbases.

These wheelbases equate to the ability to carry a body length of between 4,520mm and 10,880mm on the day cabs and 4,800mm to 10,630mm on the sleeper cab versions.

The front axle has a plated weight of 4,480kgs and the rear 8,480kgs both on parabolic springs with air suspension an option, this means at 12,000kg gvw there's a load latitude of just less than a tonne.

Of course, the real numbers matter when it comes to the chassis kerbweight and payload, and this is where a 12-tonne truck comes into its own compared with a 7.5-tonner with the same requirement for driver licence and also very similar total cost of ownership.

At its best, meaning the shortest wheelbase day cab, the body and payload potential is 8,319kgs, and even in its worse case with the



longest wheelbase and a sleeper cab you are almost at eight tonnes, 7,932kgs.

Reflecting the latest technology advances, the LF has lane departure warning as standard as well as vehicle stability control, with adaptive cruise control including forward collision Alert is an option. Braking is firstly provided by a single stage exhaust brake and then the service brakes featuring disc brakes all round.

In most cases, the 12-tonne LF will feature a 2,130mm wide day cab, with a steel bumper, halogen lights and a lower window in the offside cab door. Inside there's a mechanically adjustable steering column, electric windows and mirrors with an air suspended driver seat and fixed co-driver seat as standard.

There's a plethora of options available including air conditioning, a lower bunk, auxiliary cab heater as well as a roof hatch with either manual or electric control to name but a few.

For our road test, we had the mid-range Paccar PX-5 engine rated at 216PS (LF210) matched to the non-cost option AsTronic six-speed automated gearbox and a 6.1m Paccar Aerobody-built GRP box van body complete with wind deflector kit.

Approaching the 12-tonner, you become aware that this vehicle looks almost identical to its 7.5-tonne cousin. It's the same footprint, and, just as importantly for an urban distribution truck, it has virtually identical in cab entry height.

This means getting into the cab is just a case of opening the door and climbing one low step and you're sitting on the drivers standard air suspended seat.

Perhaps one small trade off for this low cab entry is the fact that inside the cab there is an engine tunnel, which in some operations may be a 'deal breaker' although it isn't as pronounced as some others I have seen.



# THE LAST WORD

## ANDREW JAGO

GENERAL MANAGER, FLEET & BUSINESS, JAGUAR LAND ROVER UK

The old adage 'travel broadens the mind' has resonance with Jago. To date, he has worked in three continents and he met his wife while on assignment with Toyota in Tokyo

**My first memory associated with a car was a family outing in a Land Rover 110 County. My father wanted to show his off-road skills by driving the length of the old unpaved Fosse Way. The mud got thicker, the ruts became deeper and we eventually became completely stuck. My father's scouting abilities came to the fore as a shovel miraculously appeared and he dug us out in the pouring rain while my three sisters and I peered out of the mud-splattered windows.**

**The advice I would give to my 18-year-old self is to travel the world and live in a foreign country for an extended period. Exposure to other cultures is fascinating and makes you more self-aware and open-minded.**

**A book I would recommend others to read is *East West Street* by Philippe Sands.**

**The song I would have on my driving playlist is *Unfinished Symphony* by Massive Attack.**

**My ultimate garage would have a Range Rover Sport, a Jaguar I-Pace, a BMW K1300S motorcycle and a 911 in it.**

**My hobbies and interests are skiing, motorcycling and travelling with my family.**

**If I were made transport minister for the day, I would mandate a roadmap towards a fully integrated national transport network.**

**My pet hate is inefficiency.**



### Why fleet?

I've recently returned to the UK following an international sales assignment at Jaguar Land Rover Europe in Frankfurt. The opportunity to lead the Fleet & Business organisation in our home region at a time of major change in the market is highly motivating.

### How I got here

The automotive industry offers endless opportunities for career development. I've enjoyed a broad and varied career at Toyota and Jaguar Land Rover, which has enabled me to work in three continents to date.

### Latest products, developments and achievements

We're never short of exciting new vehicle developments and introductions across both Jaguar and Land Rover ranges. Jaguar I-Pace is establishing a strong position within the fleet market, with demand running ahead of planned volumes. New Land Rover Defender stole the show at Frankfurt IAA and the initial response from our customers is pointing to a strong order bank before deliveries commence next year.

### My company in three words

Transforming, innovating, passionate

### Career influence

My father ran several retailers, which sparked my interest in pursuing an automotive career. I joined Toyota GB in 1997, and Andy Goss (then sales director) offered invaluable advice. My wife Ioana, who I met while with Toyota in Tokyo, has also been a constant source of inspiration.

### Advice to fleet newcomers

Listen to your customers, learn from your peers, stay informed of market influences and developments and adapt your proposition to stay relevant.

### If I wasn't in fleet

I'd be leading a Jaguar Land Rover sales team in Europe or further afield.



## HYBRID PERFORMANCE

The BMW 330e responds with an energy that's electric and a dynamic driving experience that's unmistakably 3, yet with lower emissions. With Intelligent Personal Assistant technology it doesn't just respond to your touch, but also to your voice. The BMW 330e, responsive in every sense.

To find out more about the Plug-In Hybrid range visit [bmw.co.uk](http://bmw.co.uk)

BMW Fleet & Business Sales



The Ultimate Driving Machine

Next issue: Steve Beattie - Volvo Car UK head of business sales

Fuel economy and CO<sub>2</sub> results for the new BMW 330e range mpg (l/100 km) (weighted combined): 176.6 (1.6) to 201.8 (1.4). CO<sub>2</sub> emissions (weighted): 36 g/km. Equivalent all-electric range: 34–37 miles. Electric energy consumption per 62 miles/100km (weighted combined): 15.4–14.8 kWh. Figures are for comparison purposes and may not reflect real life driving results which depend on a number of factors including the starting charge of the battery, accessories fitted (post registration), variations in weather, driving styles and vehicle load. They were obtained using a combination of battery power and fuel. The BMW 330e is a plug-in hybrid vehicle requiring mains electricity for charging. All figures were determined according to a new test (WLTP). The CO<sub>2</sub> figures were translated back to the outgoing test (NEDC) and will be used to calculate vehicle tax on first registration. Only compare fuel consumption, CO<sub>2</sub> and electric range figures with other cars tested to the same technical procedure. Model shown: BMW 330e Sport.





# THE 3

PLUG-IN HYBRID

BMW Fleet & Business Sales



The Ultimate  
Driving Machine