

# FleetNews

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Stephen Turner, Bott Sales Director commented: "Our primary aim is to understand the operational challenges of our customers and their teams, before delivering compliant, durable vehicle conversion solutions which support operative productivity over the long term."



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The opinion of *Fleet News* readers reflects the kind of feedback we receive from our customers. This year 91% have given us the maximum five-star rating for overall experience.

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"We are delighted Shell has been recognised as a *Fleet News* Reader Recommended Supplier again!" says Sarah Llewelyn, UK sales director, Shell Fleet Solutions.

She adds: "It's great to know our offering continues to resonate with and add tangible value to our customers."

"From the launch of our CO<sub>2</sub> offsetting service and our rewards programme, Shell Go+, to our new online fleet management system, Shell Fleet Hub, we are dedicated to continuously improving our proposition and the customer experience."



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Alphabet is Europe's leading provider of business mobility services. It helps organisations meet their business travel needs and keeps their employees moving.

Innovative mobility products, like Corporate CarSharing and AlphaCity, are changing the way businesses finance, manage and use company cars. AlphaElectric enables them to realise the benefits of low and zero emission vehicles.

Alphabet's mobility services include: corporate and employee car schemes, commercial vehicles, risk management, vehicle rental, accident management and fleet management. It supports brands such as Panasonic, Grundfos Pumps and McDonald's and manages 138,000 vehicles in the UK and more than 700,000 across 30 countries worldwide.



We've had the pleasure of working with *Fleet News* for almost three decades and are proud to be named in its Reader Recommended initiative 2020.

The magazine has been a fundamental partner for Chevin over the years, playing a pivotal role in communicating our brand, products and services to the fleet industry – we look forward to future collaborations.

Our award-winning fleet management software, FleetWave, is designed to manage and consolidate all fleet-related information. Used worldwide to manage in excess of 1.2m vehicles and associated assets, it can be configured to meet the demands of any operation – from any sector – to improve operational efficiency, ensure compliance and reduce costs.



We're a family business established more than 30 years ago and we still lead the way in VCA-type approval. So, it is no wonder Clarks is the country's most trusted producer of welfare vehicle conversions.

Yet that's not all we provide – crew carriers, racking systems and lifestyle vehicles are all part of our extensive range.

We invest heavily in making sure our conversions meet the highest safety standards at UK and European levels.

All our vehicles go through rigorous quality checks before leaving our conversion centre. Support doesn't stop there. We offer nationwide assistance for up to three years on all our conversions as standard.



Jaama, the leading fleet, leasing and hire management software innovator, has been named *Fleet News*' reader recommended software supplier for 2020.

The company's multi-award winning, web-based Key2 system is a totally integrated vehicle, asset and driver management solution covering all aspects of fleet management, from acquisition through in-life management to vehicle disposal, compliance and driver performance.

Martin Evans, managing director, said: "Jaama is the industry's benchmark for quality and innovation and is established as the UK's most recommended software supplier in the fleet, leasing and hire markets by customers. Winning this accolade from *Fleet News* further underpins the company's industry-leading status."



Fleet Logistics is one of the world's largest providers of fleet management services, with around 180,000 vehicles across 39 countries.

Our expert teams work with our clients to establish the optimum fleet strategy, manage their fleet supply chains and help them make the right decisions for both their business and their drivers. We add value by providing sustainable solutions which reduce costs and environmental impact; helping our clients plan for their future mobility needs.

Sue Branston, Country Head, UK and Ireland said: "Our collaborative and service-focused culture of excellence

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Hitachi Capital Vehicle Solutions are more than just a fleet funding and management company; we are the only leasing company who can fund, build and manage any asset type, across any specialism.

HCVS offer fully bespoke solutions for our customers, which saw us win the *Fleet News* Leasing Company of the Year 2019 (more than 20,000 vehicles) and the *Commercial Fleet* Truck Leasing Company of the Year 2019.

HCVS Managing Director, Jon Lawes said: "We are delighted to be recognised as a *Fleet News* Reader Recommended company for our unique ability to innovate, impressive track record and industry experience."



"At BP we believe in building real partnerships with our customers to help their businesses advance," said a spokesperson for the company. "Our teams of experts across BP Fuel Cards and BP Chargemaster are on hand to listen to customers, understand their business and tailor solutions that work for them."

"We are delighted to receive *Fleet News* Reader Recommended supplier status for Fuel Cards and EV Charging for the second year running. Recognising that fleet is ever-changing we are committed to developing our offer to meet the future needs of our customers, while being there to support and save time and money for fleets today."







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# General election means return to uncertainty over the future of BIK tax rates

Required legislation on hold, so published rates will need approval of new Government before they can be utilised

By Gareth Roberts

**T**he fleet industry is hoping the general election does not derail new company car tax tables announced in the summer.

The new benefit-in-kind (BIK) rates were expected to be rubber stamped in the Autumn Budget, ahead of coming into force from April 2020.

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

Matthew Walters, head of consultancy and customer data services at LeasePlan UK, is hopeful that, considering the new rates were a "long time in the making", they will be adopted into law "regardless of the election result".

"We are, however, keeping a close eye on this to ensure our customers are informed and prepared for any potential developments," he said.

The fleet industry had been asked earlier this year to respond to a series of questions around whether vehicle tax changes were required once the new vehicle emissions testing regime – the Worldwide harmonised Light vehicle Test Procedure (WLTP) – is adopted for tax purposes from April 2020.

It is a pressing issue for fleets as manufacturers suggest that more than 50% of cars they make will see an increase from NEDC-correlated emissions values to WLTP of between 10% and 20%. *Fleet News* has seen increases as high as 30%.

For company car drivers and fleet

operators choosing a new car from April 2020, this would result in an increased tax liability, compared with an identical model.

Walters explained: "Since the introduction of WLTP, there has been growing concern among fleet operators around the impact this would have on company car tax rates."

## NEW RATES PUBLISHED

HM Treasury published its response to the review in July, which resulted in the binning of the previous BIK rates for 2020/21 ([fleetnews.co.uk](https://fleetnews.co.uk), July 9).

In their place, it unveiled two new BIK tables for company car drivers; a table for those driving a company car registered after April 6, 2020, and one for those driving a company car registered before the same date.

For cars first registered from April 6, 2020, most company car tax rates were due to be reduced by two percentage points, with a new zero percentage rate for pure electric vehicles (EVs).

The zero percentage rate was also extended to EVs registered prior to April 6, 2020, who were already looking forward to a much reduced rate of 2% for 2020/21.

Publishing BIK tables for the next three years, up to April 2023, HM Treasury said rates thereafter would be realigned.

Sarah Gray, fleet consultant at ALD Automotive, said: "The announcement of the EV BIK rate of 0% was very positively received this summer, so any delay not only sends a negative message but stalls the progress needed to facilitate the Clean Air Strategy and achieve the Government's own Road to Zero targets."

She continued: "Drivers and fleets are already confused about whether EVs are a viable option, and this just adds to that noise."

"With the latest reports on CO<sub>2</sub> showing gains across popular vehicle segments, the argument for increased zero emissions is even more relevant and urgent and should not be delayed."

## SURGE OF INTEREST IN EVs

Many leasing companies, including ALD, reported an increase in requests for quotes on EVs, showing that the policy would help increase adoption rates.

Lex Autolease, the UK's largest leasing company, told *Fleet News* that orders for pure electric cars had increased by 123% in the first two months following publication of the new rates ([fleetnews.co.uk](https://fleetnews.co.uk), September 16).

Zenith reported an even bigger surge in pure EV orders, up 211%, while Alphabet and Total Motion

both reported double digit increases.

That level of interest is understandable when, according to Deloitte, company car drivers who opt for EVs will cut employee total cost of ownership bills by 95%.

It said projected cost reductions were largely due to the new 0% company car tax rate on zero emission vehicles, down from the current rate of 16%.

Deloitte's analysis says a higher-rate taxpayer (40%) receiving a diesel hatchback company car with a list price of £30,000, can currently expect to pay more than £18,000 in tax and fuel costs over a four-year period.

For a comparable EV, the employee total cost of ownership, which includes BIK tax, fuel for business and private mileage less any business mileage reimbursement received, reduces to £916: a saving of 95%.

Following the publication of the new rates in the summer, the Government said it would bring forward legislation to implement these changes from April 2020.

The legislation was due to be introduced in the Finance Bill, which would have followed an Autumn Budget. However, when the Government lost its working majority in the House of Commons and struggled to push through its Brexit withdrawal

**April 2020**

new rates are expected to come into effect – election result permitting



“WE ARE KEEPING A CLOSE EYE ON THIS TO ENSURE THAT OUR CUSTOMERS ARE INFORMED AND PREPARED FOR ANY POTENTIAL DEVELOPMENTS”

MATTHEW WALTERS,  
LEASEPLAN UK



Agreement, it cancelled the planned Budget on November 6 after winning a vote in the House of Commons to hold a general election on December 12.

LEGISLATION REQUIRED

The new Government, once formed, will now have to pass legislation for the new rates to take effect. That said, the legislation could be retrospective, so doesn't necessarily have to be passed before April 2020.

Caroline Sandall, chairman of fleet representative body ACFO, said: "We would hope that at the very least company car benefit-in-kind tax rates from 2020/21 to 2022/23 will be adopted in legislation immediately after the forthcoming election."

Furthermore, given the shelving of the Autumn Budget and the proximity of the new tax year, Sandall is hoping that the next Chancellor of the Exchequer will also announce BIK tax rates for 2023/24 and 2024/25 to enable long-term fleet manager and company car planning.

A new Conservative administration would be expected to adopt the new company car rates as planned, while Labour and the Liberal Democrats have also vowed to incentivise the cleanest vehicles.

Rebecca Long-Bailey, Labour shadow business, energy and industrial strategy secretary, has said she would maintain the existing schedule for company car tax for pure electric vehicles at 2% beyond 2022/23.

She revealed a series of measures to help people and businesses make the switch to alternative fuel vehicles (AFVs) at the party's recent conference (fleetnews.co.uk, September 27).

Billed as Labour's 'Electric Car Revolution', she said a future Labour government would invest £3.6 billion into the roll-out of EV charge points, offer interest-free loans to facilitate buying EVs and introduce a scrap-page scheme.

She also called on car fleets to go 100% electric by 2025 by offering the removal of the £320 Vehicle Excise Duty (VED) surcharge on EVs bought

for fleet use above £40,000; and installing EV charging stations in all workplaces that transition their entire fleet to EVs by 2025.

Long-Bailey says the Labour Party's objective would be to secure "a rapid, but just, transition" from internal combustion engine (ICE) to zero-emission vehicles, with a firm ambition to phase out the sale of ICE vehicles by 2030 (fleetnews.co.uk, October 28).

Furthermore, she said a Labour government would invest £300 million to roll out community car clubs across the UK, with a fleet of 30,000 low carbon electric cars that can be rented through an app.

The Lib Dems have also pledged to reform vehicle taxation in a bid to encourage sales of electric and low-emission vehicles and develop EV charging infrastructure, including universal charging points.

The party wants to ban new registrations of petrol and diesel cars and small vans in the UK by 2030.

In addition, it has called for new ultra-low emission zones and all private hire vehicles and diesel buses, licensed to operate in urban areas, to run on ultra-low emission or zero emission fuels within five years.

BROAD CONSENSUS

Tom Brewer, head of fleet sales and marketing at VWFS Fleet, says the leasing company is "assuming" the new company car tax rates will take effect, given the proposals have broad cross-party consensus.

He continued: "Any specific uncertainty around whether the election may jeopardise the implementation of new BIK tables is not a hot topic for customers; wider concerns on political uncertainty are however, having an impact on business confidence and investment more generally."

The new Government is expected to announce a Budget once it takes office following the general election and the fleet industry will be hoping the new rates will then become law.

■ For more on the general election, see page 9.

Proper incentives and clear thinking needed to encourage uptake of electric vehicles



BY PAUL HOLLICK  
ICFM CHAIRMAN

The next Government must be in the driving seat to encourage the rapid uptake of plug-in vehicles after the previous administration's uncoordinated approach undermined fleet manager and company car driver confidence.

Benefit-in-kind (BIK) tax is just one example. If the newly-elected Government, of whatever political persuasion, truly wants to see the UK car parc move from one based on internal combustion engine (ICE)

vehicles to one where electric vehicles (EVs) are the norm, then there should be incentives across all motoring taxes.

ICFM has previously welcomed the 0% BIK rate set by the outgoing Conservative Government for introduction in April next year and – notwithstanding the general election result – hopes that it will be implemented. However, with increases to 1% and 2% due in 2021/22 and 2022/23 – admittedly tiny increases – an upward trend is in place.

Few, if any voters – and that includes fleet decision-makers – would disagree with the raft of measures already promoted by Labour and the Liberal Democrats if elected to 'green' the UK's car parc. But the billions of pounds such projects would cost do not appear to be underpinned by hard-nosed costings.

What the newly elected Government should immediately do is to declare for 100% electric vehicles, at the very least, a five-year 0% benefit-in-kind tax rate and, over a similar period, a £0 vehicle excise duty rate for cars with CO<sub>2</sub> emissions up to and including 50g/km; and bring capital allowances for contract hire and leasing companies on plug-in vehicles into line with those for outright purchase fleets.

That would at least provide a five-year window of taxation certainty to enable fleet decision-makers and drivers to plan without fear of any policy short-termism.

It should also be acknowledged by the new Government that for many fleets and drivers, EVs are simply not viable and, particularly for high mileage operations, a Euro 6 emission diesel car is the optimum solution. Therefore, politicians should not tax them out of existence.

But it is not just vehicle-related taxation where policies and rates need to be in place for the long-term. Fleet is crying out for joined-up thinking across Whitehall and local authorities and for the new Government to bring those involved together to see sense and deliver:

- A single vehicle charging and payment system and not the confusing multitude there is currently.
- A co-ordinated approach to low emission zone introduction at a local level and not abdicate implementation of a national framework to councils.
- Support for the new breed of low emission 'clean' RDE2/Euro 6 diesel vehicles that makes Bristol City Council's plan to ban all diesel vehicles from April 2021 look extremely aggressive and possibly detrimental to businesses working and operating within the affected area.

Meanwhile, the van sector requires massive help to transition to an EV future and, it seems, mainstream motor manufacturers may be struggling to deliver solutions. It is certainly true that their focus seems to be on increasing the range of plug-in cars available, while zero-emission LCV options appear to have taken a relative back seat in their plans.

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Fuel economy<sup>#</sup> and CO<sub>2</sub>\* 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. \*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 (November 2019). <sup>#</sup>You can obtain 15-80% of the vehicle charge in 30 minutes from a 100kW rapid charging station. Rapid charging stations are widely available across the UK at various locations and their power rating varies, typically from 50kW and sometimes up to 350kW. The charging time may vary according to the type and power of the charging station, the outside temperature at the charging point and the battery temperature.



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NEWS: ELECTION PROMISES

# Timings differ, but all major parties commit to speeding uptake of EVs

All new cars and vans to be electric, but will 2030, 2035 or 2040 be the target date?

By Gareth Roberts

**T**he Labour Party says that cutting emissions will drive its transport policies if it forms the next Government.

Launching its manifesto last week, it pledged to end the sale of petrol and diesel vehicles by 2030 and put the UK at the forefront of the development and manufacture of ultra-low emission vehicles (ULEVs).

It also says it will invest in electric vehicle (EV) charging infrastructure and in electric community car clubs.

Rebecca Long-Bailey, Labour's shadow business, energy and industrial strategy secretary, gave some detail around the policies at the party conference in Brighton (fleetnews.co.uk, October 28).

Billed as Labour's 'Electric Car Revolution', she said a future Labour government would invest £3.6 billion into the roll-out of EV charge points, offer interest-free loans to facilitate buying EVs and introduce a scrap-page scheme.

She also called on car fleets to go 100% electric by 2025 by offering the removal of the £320 vehicle excise duty (VED) surcharge on EVs bought for fleet use costing above £40,000; promising to install EV charging stations in all workplaces that transition their entire fleet to EVs by 2025; and maintaining the existing schedule for company car tax for pure EVs at 2% beyond 2022/23.



Also, she said a Labour Government would invest £300 million to roll out community car clubs across the UK, with a fleet of 30,000 plug-in cars that could be rented through an app.

The Liberal Democrats also want all new cars and vans sold to be electric by 2030 and pledged to accelerate the take-up of EVs by reforming vehicle taxation and cutting VAT on EVs to 5%.

Furthermore, it wants EV charge points installed at a faster rate, including residential, on-street charging and ultra-fast chargers at service stations.

For the Conservatives, Boris Johnson has promised a "clean energy revolution" after Brexit,

saying he wants a charge point within 30 miles of every person in England and Wales.

He said a future Conservative government would invest an extra £500m on a fast-charging network for electric cars and vans.

Further details are expected to be unveiled in its manifesto, which at the time of going to press had not been published.

However, it recently said it was also willing to 'look again' at plans to end the sale of new petrol and diesel cars by 2040 (fleetnews.co.uk, October 2).

It has already committed to end the sale of new 'conventional' diesel- and petrol-powered vehicles by 2040, with cars and vans requiring a zero-emission capability.

But, speaking at the Conservative Party Conference, transport secretary Grant Shapps said he would like to "thoroughly explore" the case for bringing this date forward.

"The Committee on Climate Change has said 2035 is a date for which we should aim," he said.

The British Vehicle Rental and Leasing Association (BVRLA) says whoever forms the next Government needs to back the fleet sector by confirming the long-term status of its plug-in vehicle grants.

The association's manifesto outlines a seven-point plan produced for the next administration's first 100 days in office.

Along with wanting the plug-in grant for pure EVs to be extended

until 2025, it wants the next Government to re-introduce the grant for hybrid vehicles as a short-term measure while supply constraints for pure EVs continue.

Furthermore, it is calling for extra funding for fleets to help with the costs of installing EV charging infrastructure, an adjustment to CO<sub>2</sub>-related taxes to encourage investment in greener company cars and a scrappage scheme to help upgrade vans and trucks operating within clean air zones.

BVRLA chief executive Gerry Keaney said: "The main political parties have provided lots of ambitious targets for reducing transport emissions and congestion but precious little detail on how this rapid transition is going to be achieved."

IAM RoadSmart, meanwhile, is calling on the next Government to prioritise road safety through the Health and Safety Executive.

It wants it to be at the core of good corporate governance and procurement practice in the private and public sector.

Mike Quinton, CEO of IAM RoadSmart, said: "We believe by working together with government and the road safety industry, we can deliver a step-change in road safety and significantly reduce the fatalities and injuries which occur daily."

■ For full analysis and fleet reaction to the general election go to [www.fleetnews.co.uk](http://www.fleetnews.co.uk).



“THE PARTIES HAVE PROVIDED LOTS OF AMBITIOUS TARGETS FOR REDUCING TRANSPORT EMISSIONS BUT PRECIOUS LITTLE DETAIL”

GERRY KEANEY, BVRLA



# Charge point anxiety – not range – is new barrier to EV take-up, say fleets

Network and carmakers criticised for not standardising payment systems and connectors

By Gareth Roberts

**P**roviders and policy-makers are being warned that a fragmented charge point network is slowing the take-up of electric vehicles (EVs). There are currently 28,000-plus charge points in the UK and 15 major network providers, said Zap-Map. Fleet body ACFO said the accessibility of charge points is a concern for drivers, as they consider whether to choose a plug-in company car. ACFO chair Caroline Sandall said: "Electric vehicle 'charge point anxiety' is replacing 'range anxiety' as the big issue for drivers." Carmakers' enhancements to batteries, she says, have improved the range of EVs so significantly that drivers' fears of running out of charge, before reaching their destination, are quickly being eroded. However, she warned: "Range anxiety is now being replaced by charge point anxiety due to a number of concerns, including different vehicles requiring different connectors to enable charging to take place; and no standard payment system across all charge point providers."



The number of charge points is growing at pace, but they need uniformity, says ACFO

The All-Party Parliamentary



THERE NEEDS TO BE COMPLETE UNIFORMITY IN TERMS OF PAYMENT – ONE CARD, ONE SYSTEM

CAROLINE SANDALL, ACFO

Group on Electric Vehicles has urged large public charge point operators to make their units interoperable. In a letter to operators last month, it said the "fragmented" system for charge point transactions, involving multiple cards, apps and accounts, is "putting off" fleet operators from adopting EVs. It says there is now an urgent need for industry-led collaboration to simplify this experience. Even the most evangelical of EV advocates recognises that this is a major stumbling block. Simon King, procurement director at Mitie, which has pledged to convert 20% of its car and small van fleet to EV by the end of 2020, said: "I've got between 10 and 15 apps for different charge point providers on my phone; a driver in a diesel van will have an Allstar card they can use at pretty much any filling station. That's our biggest issue." And Catherine Hutt, innovation lead at Addison Lee, said: "Charging has been an issue for our drivers. The day I had to say 'you are going to have to download about six different apps', my heart sank. We cannot let this carry on – it's not sustainable." A group of charge point providers has signed a roaming agreement to

open up networks for EV drivers in the UK by the end of 2019 (fleetnews.co.uk, September 26). Allego, Charge4Europe, Charge-map, ChargePoint, Engenie, EVBox, Franklin Energy, NewMotion and Travelcard will only require a single subscription to access any of their public charging stations. They have also agreed to share charging station information so EV drivers can see where and if a charge point is available and what a charging session will cost them. Matt Western, chair of the all-party parliamentary group, said: "This announcement from the collaborating parties in e-mobility is absolutely a step in the right direction." The agreement struck between the charge point operators is based on the Open Charge Point Interface, a standardised and open-source protocol commonly used in Europe. The all-party parliamentary group says interoperability agreements in markets such as the Netherlands, France and Germany have helped fuel the switch to EVs. Sytse Zuidema, CEO of NewMotion, says its wider experience in Europe also shows that making charging more "accessible and easy helps encourage EV adoption".

The Government announced in the summer that it wanted all new EV rapid charge points to allow debit or credit card payments by spring 2020 (fleetnews.co.uk, July 15). BP Chargemaster supported the move and said its Polar network will offer contactless bank or credit card payments on all new 50kW and 150kW ultra-fast chargers. It will also retrofit all existing 50kW Ultra-charge units. "Rapid chargers are contactless tap and pay – you turn up and get your bank card out," said Tom Callow, BP director of communication and strategy. Customers have always been able to access the Polar network, which operates 7,000 charge points in the UK, on a pay-as-you-go basis or via a subscription (membership). Polar subscribers pay a monthly fee of £7.85 and, in turn, have cheaper charging rates. Sandall says "total uniformity" is required in terms of payment and type of plug/charging point. "Charge point providers and motor manufacturers need to unite in terms of the type of system and there needs to be complete uniformity in terms of payment – one card, one system," she said.

# FORD HYBRID ALL-NEW KUGA PLUG-IN HYBRID



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Search All-New Ford Kuga PHEV to discover more.

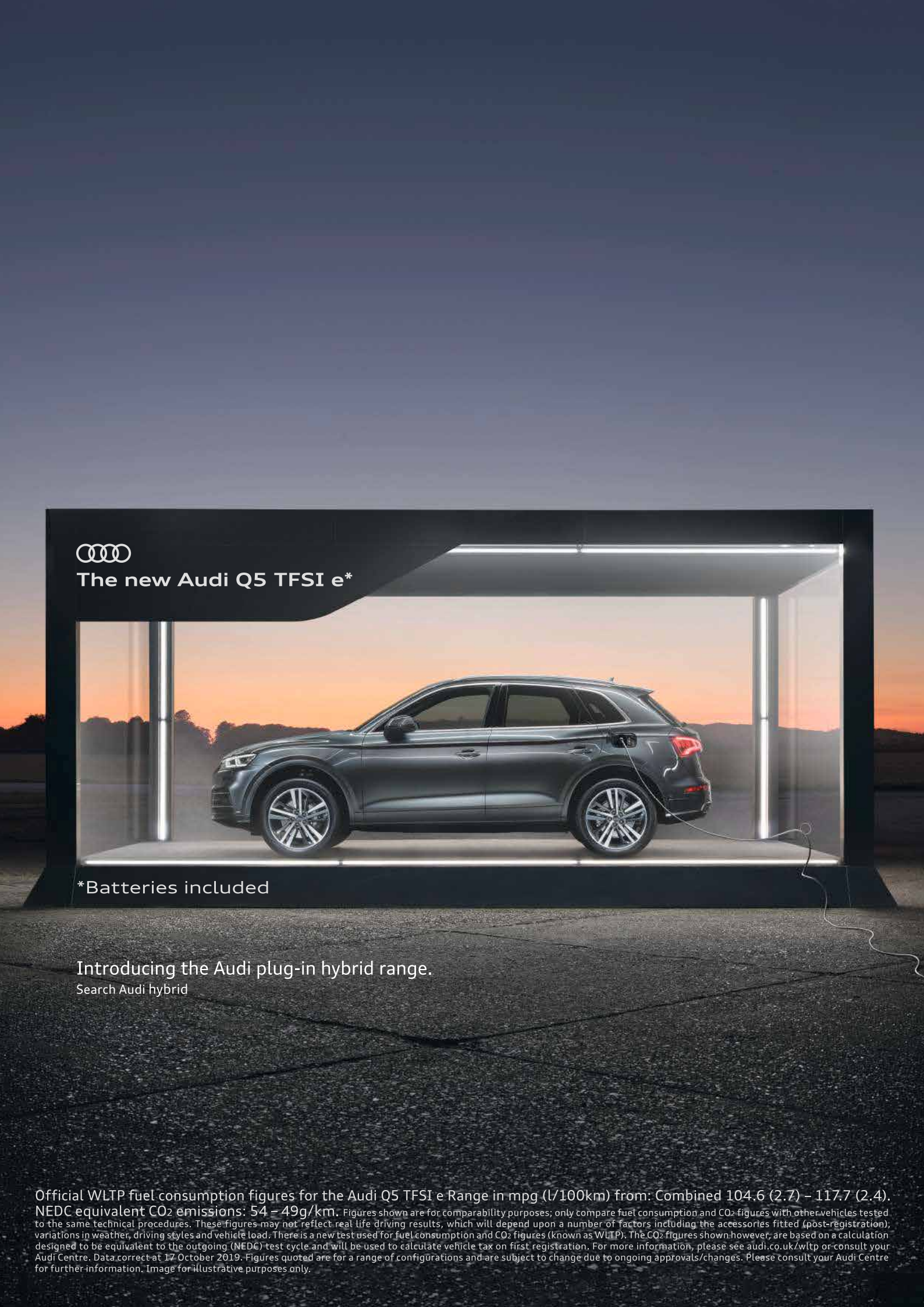
CO2	BIK	COMBINED MPG
26g (NEDC)	£176 to £201 per month for 40%	201.8 MPG *using the electric range



Model shown is an All-New Kuga Plug-in Hybrid ST-Line X, Transmission 2.5 Duratec Petrol with CVT Automatic Transmission. Fuel Economy mpg (l/100km), Combined 201.8. CO2 emissions 26g/km.

Figures shown are for comparability purposes only; they only compare fuel consumption and CO2 figures with other cars tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. \*There is a new test used for fuel consumption and CO2 figures. The CO2 figures shown, however, are based on the outgoing test cycle and will be used to calculate vehicle tax on first registration. BIK/P11D prices are based on published pricing as of 22.10.2019. Pricing is subject to change.





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

# Fleets say fuel choice not changed by introduction of clean air zones

More than half of decision-makers expect to run EVs by 2025, but switch will not be dramatic

By Gareth Roberts

**T**he number of fleets operating pure electric vehicles (EVs) is expected to more than double in the next five years, new research suggests.

Zero emission cars or vans are currently operated by around one in four fleets, but more than half expect to be running EVs by 2025.

Diesel vehicles continue to dominate today, however, with 89% reporting the fuel type on their fleets, compared with 87% last year.

The findings are from the Operational Fleet Report 2019/20, jointly commissioned by The AA and Rivas Fleet Solutions and conducted by Populus.

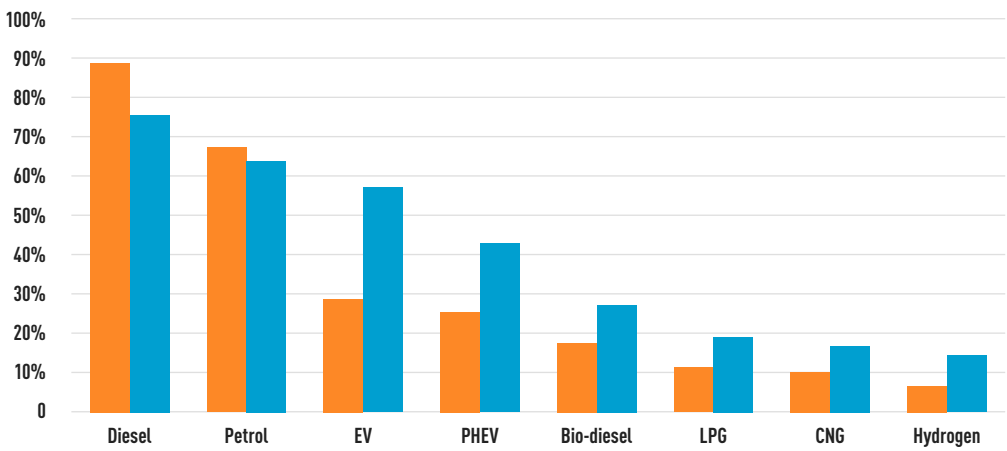
It paints a picture of an industry grappling with balancing the commercial pressures and demands of running their current fleets with planning for changes they know are around the corner.

Henry Brace, chief executive officer at Rivas Fleet Solutions, says that, compared with last year's report, there has been no "significant shift" to alternative fuel vehicles (AFVs).

But, he added: "While diesel remains the main buying choice of fleet operators, increasing numbers are changing their views on the future usage of alternative fuel vehicles.

## FUEL CHOICES – CURRENT AND PROJECTED

Currently using in any capacity Within next five years  
Source: Operational Fleet Report 2019/20



"We're shifting towards a big change in the industry. With 57% of respondents expected to be using EVs in the next five years, we can see the switch from diesel to electric in the not-so-distant future."

A third (33%) of the 500 fleet decision-makers questioned said they think pure EVs will be the most dominant fuel type on fleet in 10 years' time.

In the meantime, however, the report says that a lack of consistency in local policy interventions, such as the London ultra-low emission zone (ULEZ) boundary expansion in 2021, the proposed Bristol City Council diesel ban and delays to clean air zones (CAZs) in Birmingham and Leeds, has pushed some operational fleets to replace diesel vehicles like-for-like rather than invest in new technologies.

Diesel's dominance, according to those surveyed, is down to the fact it remains cheaper than alternatives and, with Euro 6-compliant engines, the latest vehicles meet the requirements of most CAZ legislation announced to date.

In fact, three-quarters (75%) still expect to be using diesel in their fleets in five years' time, suggesting, while change is on the way, it won't necessarily be dramatic.

The report shows that a little less than a quarter (23%) of those surveyed had recently bought new

Euro 6 diesels, while the introduction of clean air zones has prompted one in four to pay the fines (23%) and a similar proportion (25%) to move older, non-compliant vehicles to other parts of the country.

The majority (70%) of fleet decision-makers agreed that lack of consistency between CAZs was introducing further complexity to their operational planning.

Stuart Thomas, director of fleet and SME at The AA, said: "This year's research has emphasised education and clarity are key if fleet decision-makers are to make effective judgements around investing in a clean air future."

"In the absence of clear guidance and a confirmed roadmap towards zero emissions, fleet operators and businesses are sticking to what they know, adding new diesels to their fleets and paying fines for non-compliance rather than investing in new EVs."

Fleet managers do broadly support the Government's clean air targets, however. This is especially the case for large fleets, where 82% support the introduction of CAZs throughout the UK (compared with 72% on average).

The majority of businesses feel fining operators for using non-compliant vehicles is also justified (64%), but fewer commercial-led fleets feel that fines are justified

(63%) versus car-led fleets (72%).

Something that different fleet types agree on is they are actively looking for solutions to help them work within CAZs, such as systems to alert drivers when they are approaching a restricted zone (82% agreed this would be useful).

Thomas said: "While many of those we interviewed don't yet have the confidence to make big steps into an EV future, particularly commercial fleets where the vehicle choice is much more limited, it is promising to see how many of those surveyed expect to have EVs on their fleet over the coming decade."

"The question is, will this be quick enough to meet ambitious zero emission targets."



WE'RE SHIFTING TOWARDS A BIG CHANGE IN THE INDUSTRY

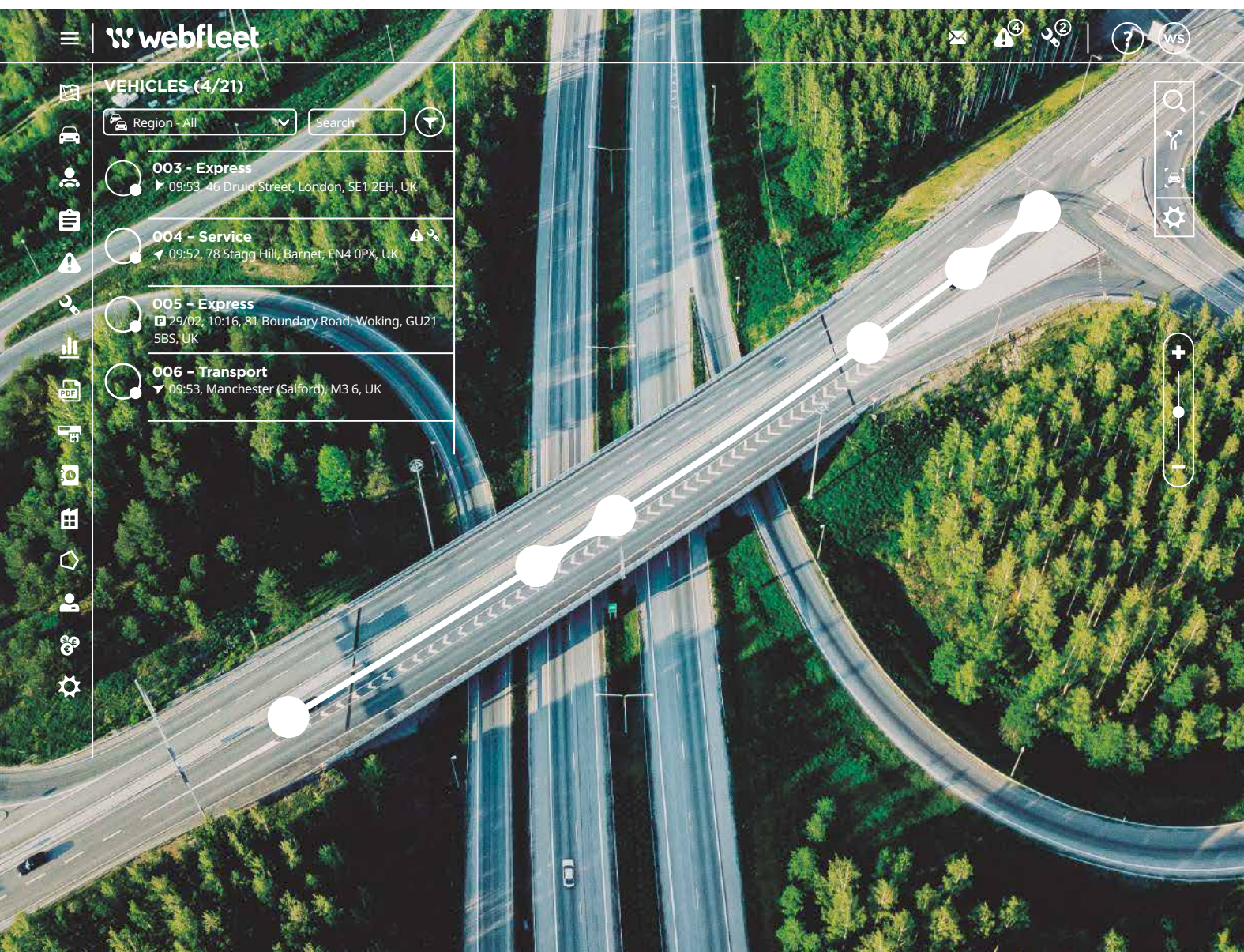
HENRY BRACE, RIVAS FLEET SOLUTIONS





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**Let's drive business. Further.**

## NEWS HIGHLIGHTS

NOV

8

### MOBILE PHONE CONVICTIONS RISE IN YORKSHIRE, NORTH-EAST AND EAST MIDLANDS

In Yorkshire, the number of drivers receiving penalty points for committing a CU80 offence (using mobile phone while driving) jumped by 22.6% between 2017 and 2018, with rises of 8% in the north-east and 5.7% in the East Midlands.

11

### VOLVO OFFERS FLEET CAR DRIVERS ONE YEAR'S FREE ELECTRICITY

Volvo has announced that drivers and buyers of any new Volvo plug-in hybrid model will benefit from a year's free electricity to charge their car. The offer is open to both private and business customers.

12

### MAXXIS TYRES ADDS PEUGEOT 508S TO FLEET

Global tyre manufacturer, Maxxis Tyres, has taken delivery of a fleet of 12 Peugeot 508s for its UK field sales team. The new fleet includes a mix of Allure and GT Line Fastback models.

13

### EUROPCAR IMPROVES VEHICLE DELIVERY AND COLLECTION

In an effort to improve vehicle delivery and collection for business drivers, Europcar has announced the rollout of an enhanced customer service programme called DeliverRight.

### NEW ŠKODA OCTAVIA OFFERS HYBRID VERSIONS

The new Škoda Octavia offers a plug-in hybrid version for the first time, plus mild hybrid, diesel and petrol versions.



14

### BRIGHTON REVEALS LAMP POST CHARGE POINT PLAN

Brighton and Hove City Council has announced that more than 200 new electric vehicle (EV) charge points will be installed across the city over the next few months. Most of the charging points will be installed on lamp posts.

### ENTERPRISE AND LIFTSHARE TO COLLABORATE ON NEW MOBILITY MODEL

Enterprise Car Club and Liftshare say that by working together they will improve access to shared vehicles for both car club members and business users.

### CLEAR CHANNEL UK REDUCES ANNUAL FLEET FINES BY £65,000

Outdoor advertising specialist Clear Channel UK, has prevented annual fleet vehicle fines of £65,000 by re-registering leased vehicles in lessee's name.

IN DETAIL



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

15

### LEASEPLAN ANNOUNCES PROGRESS ON NET-ZERO STRATEGY

LeasePlan has published its first annual Sustainability Report, outlining the company's progress on its overall sustainability strategy, including its ambition to achieve net-zero emissions from its total fleet of 1.9 million vehicles by 2030.

18

### SPECIFICATION AND STYLING UPGRADES FOR 2020 HONDA CIVIC

Honda has given the Civic a mild-refresh for 2020, improving the interior, styling and infotainment system. The Japanese brand says it has enhanced the car's "premium feel", yet retained its dynamic performance.

### NISSAN APPOINTS PETER McDONALD AS FLEET DIRECTOR

Peter McDonald has been appointed as the new fleet director of Nissan, replacing Iker Lazzari who left earlier in the year. The former Seat fleet boss is tasked with pushing the Japanese brand's EVs.



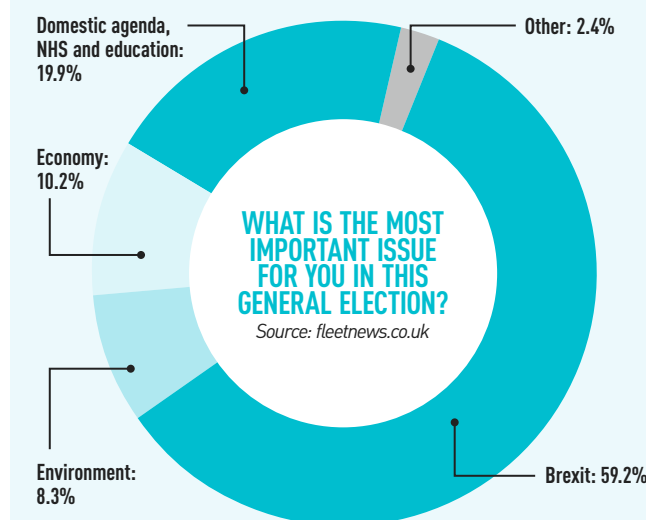
19

### VW ID SPACE VIZZION CONCEPT PREVEWS NEW ELECTRIC ESTATE

Volkswagen has revealed a new electric concept car at the LA Motor Show this week, the ID Space Vizzion. It is a five-door estate car that showcases the upcoming ID5 estate, which is due to launch in 2021.

21

## FLEET NEWS POLL



### FLEET NEWS VIEW:

Our poll shows Brexit is the number one consideration for readers at the general election, with just one-in-five (19.9%) saying that the domestic agenda, such as the NHS and education, is the most important issue. The environment also failed to capture the imagination of voters, despite the efforts of Extinction Rebellion and the impending climate crisis. *Fleet News* hopes, however, that all parties will be keen to incentivise cleaner cars and vans to help fleets to make the switch in the future.

**THIS ISSUE'S POLL:** When did you last have your eyesight tested?



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The official combined fuel consumption figures in mpg (l/100km) for the Renault All-New CLIO R.S. Line and S Edition are: 54.3 (5.2). The official CO<sub>2</sub> emissions are 99 g/km. WLTP figures shown are for comparability purposes; only compare figures with vehicles tested to the same technical procedures. Actual real world driving results may vary depending on factors such as weather conditions, driving styles, vehicle load or any accessories fitted after registration. WLTP is a new test used for fuel consumption and CO<sub>2</sub> figures, however until April 2020 the CO<sub>2</sub> figures are based on the outgoing (NEDC) test cycle which will be used to calculate vehicle tax on first registration. Please visit [renault.co.uk/configure](https://renault.co.uk/configure) for WLTP figures for any selected options. Model shown: All-New CLIO R.S. Line.

\*Renault does not offer tax advice and recommends that all company car drivers consult their own accountant with regards to their particular tax position.



# THE BIG PICTURE

The brevity of the general election period has restricted lobbying time on transport matters – and there's plenty to discuss considering it's becoming an election for radical ideas. So what's on the cards?

Labour is prioritising public transport with rail privatisation and enabling local councils to take public ownership of bus networks. It wants to "achieve the substantial majority" of net zero carbon emissions by 2030 (a watered-down pledge from its September annual conference), with a ban on petrol and diesel cars, loans to help people buy electric cars and investment in the charging infrastructure.

But, it will also invest in roads while adopting a Vision Zero approach to road safety, striving for zero deaths and serious injuries – it's the only party to focus on safety. This supports previous *Fleet News* campaigns for the introduction of safety targets.

The Lib Dems are keen to reduce car use through investment in cycling/walking, price freezes in rail and infrastructure investment in public transport. The party will commit to a net zero emissions target of 2045 and will tax, subsidise and regulate people into ultra-low emission vehicles.

Like, Labour, it has pledged that every new car and small van will be electric by 2030 (VAT on EVs will be cut to 5%). It has also committed to World Health Organisation guidelines on air quality, a central tenet of the *Fleet News*/UK 100 Clean Air Declaration (see page 34).

The Green Party will also bring forward a ban on petrol and diesel to 2030, leaving the Conservatives (at the time of writing) as the only party sticking to the original 2040 deadline.

Noteworthy policies include preventing insurers from offering cover beyond the expiry date of the MOT certificate or the end of the exemption period.

Road charging is firmly on the Greens' agenda – the only party to make a commitment. Initially, this would be in highly congested and polluted areas. However, it wouldn't be deployed in areas where it risks displacing traffic to other roads, especially in built-up areas.

As we went to press, the Conservative Party had not released its manifesto, although there has been plenty of campaign-trail rhetoric about plug-in vehicles.

No one has tried to clarify next year's BIK rates (see page 4), but it is highly unlikely the new Government will start fiddling with company car tax given the short timescales until its introduction.



*Stephen Briers*

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

# HAVE YOUR SAY

EDITOR'S PICK

## FOSSIL FUELS

### Give us a real alternative to diesel

**Glenn Ewen wrote:**

Having read 'Diesel still first choice for fleets' (fleetnews.co.uk, November 15), it's not a lack of clarity, but a lack of vehicles that's the problem.

For example, there are no petrol hybrid van choices (just one van) and no indication of when other manufacturers might join in.

Seems they are continuing with either full electric, which will not work everywhere for a long, long time or diesel, but as clean as they can get it (which is still dirty).

Toyota has made a hydrogen fuel cell car and has opened up the technology to all.

The only reason diesel is still the fuel of choice is because there is very little of anything else on offer.

Lack of consistency by local authorities is the least influential factor if everyone just goes for clean (not cleanest available) vehicles.

All we need is someone to make them, not try to keep cleaning up the dirty offerings, or making stuff that is only good for commuters.



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

**Sage and Onion added:**

Diesel cars are declining at a rapid rate in our car fleet, not so much driven by the CAZs, but more so by BIK where the drivers have a free choice within wholelife cost limits.

The change is mainly towards petrol PHEVs and, while there are plenty of people who will argue that they aren't as economical as they are claimed to be, they do offer other benefits that can easily offset any marginal increase in fuel cost compared with diesel.

Plus, we get ahead of the game in preparing our drivers for full electrification, which is coming whether we like it or not.

## FINES AND CHARGES

Fine payments leave drivers open to abuse



**The Engineer wrote:**

Having read 'Clear Channel UK reduces annual fleet fines by £65,000' (fleetnews.co.uk, November 14), what a brilliant strategy, there's got to be a fleet award in the pipeline for this.

As a driver, I hate the way lease companies pay 'fines' invoices, really making fighting them impossible.

Company car drivers are sitting ducks for private parking agents and overzealous camera operators as they can issue anything they like and the payment is guaranteed; my company docks any charges from my salary, even if I wasn't driving the vehicle when incurred.

## ROAD SAFETY

Bad driving an 'obvious' reason

**Darren wrote:**

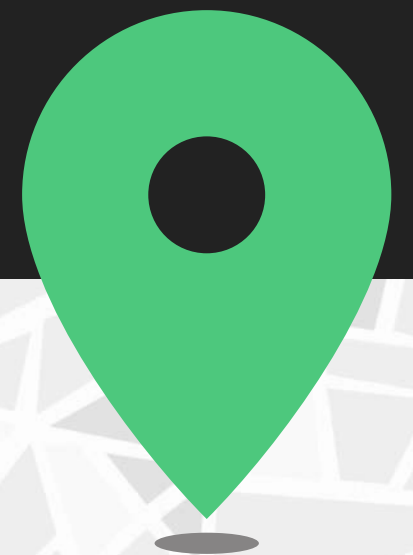
Having read 'Bad drivers biggest reason behind UK road accidents' (fleetnews.co.uk, November 12), did someone pay for research that found that people who drive too fast, don't check mirrors and have zero lane discipline cause accidents?

Ask any driver what they think causes most accidents and I would imagine the answer would be bad driving.

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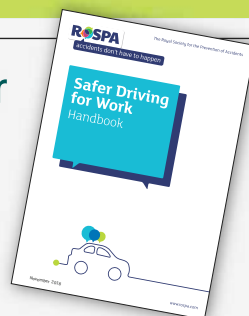
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# HAVE YOUR SAY

## RISK MANAGEMENT

### Is fit-to-drive declaration enough?



**Ean Lewin wrote:**

Having read 'Fit-to-drive declarations becoming more important' (fleetnews.co.uk, November 8), self-declarations simply will not work for the 'not so innocent' employees who do drink to excess on a school night or who do take drugs.

As to whether or not those employees who drive 'fleet' cars are any better or worse because they are within a fleet environment, is a simple supposition.

Unless the company properly screens for both drink and drugs, assuming it is safer remains just a guess.

## ELECTRIC VEHICLES

### Helping drivers make the switch

**Martin K wrote:**

Having read 'Businesses with low-emission fleets "appeal" to consumers' (fleetnews.co.uk, November 14), Ashley Barnett is right when he says that persuading motorists to make the switch to electric vehicles relies on them being educated, encouraged and incentivised to consider a low emission option.

I also have to agree that for lower-mileage users, who mainly drive in urban areas, there's simply no reason to delay moving into an electric vehicle and enjoying the whole-life cost benefits.



## PLUG-IN CARS

### Fuel policy needs to encourage PHEV plug-ins



**David Watts wrote:**

Having read 'Hybrid cars better than plug-ins for CO2 reduction, says Emissions Analytics' (fleetnews.co.uk, September 30), the problem with using a Dutch data set is that fully expensed private fuel is the norm in the Netherlands (due to a very low BIK) so there is clearly no incentive to plug-in.

This will significantly distort these figures and makes them, essentially, irrelevant for comparison purposes.

However, what it does highlight is that if you do not have a car/fuel policy that actively encourages drivers to plug their cars in then the mpg will be poor.

Whereas, the opposite will be true if you have an appropriate fuel policy.

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Email – [fleetnews@bauermedia.co.uk](mailto:fleetnews@bauermedia.co.uk)

**Burning question:**  
What's the oldest item of clothing you still own?

## EDITORIAL

**Editor-in-chief**  
Stephen Briers 01733 468024  
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Bristol Rovers home shirt from 1989-90 season (Division 3 championship winning side)  
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**Deputy editor (interim)**  
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My birthday suit  
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Garth Roberts 01733 468314  
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A brown corduroy jacket from the early 1970s inherited from my father  
**Features editor**  
Andrew Ryan 01733 468308  
[andrew.ryan@bauermedia.co.uk](mailto:andrew.ryan@bauermedia.co.uk)  
I bought a replica Norwich City shirt in 1997 which I still wear to play football in  
**Head of digital**  
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A black coat that was the height of teenage fashion, but then became part of my paintballing uniform  
**Web producer**  
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My Cleveland Cavaliers NBA jersey. I'm not sentimental with anything but these, it seems  
**Staff writer**  
Matt de Prez 01733 468277  
[matt.deprez@bauermedia.co.uk](mailto:matt.deprez@bauermedia.co.uk)  
My school-leaver's hoodie – 2005, if anyone is wondering  
**Photos** Chris Lowndes

## PRODUCTION

**Head of publishing**  
Luke Neal  
A 15-year-old Abercrombie and Fitch jumper that I still regularly wear  
**Production editors**  
David Buckley  
The best part of 30 years ago I bought Nike trainers in San Francisco. They were expensive – the most I have ever spent on footwear – but, given their longevity, worth every penny (cent)  
Finbarr O'Reilly  
My mum still has my brown corduroy Communion suit (from 1982)  
**Senior designer**  
Chris Stringer  
Three full Tottenham Hotspur strips 1997-1999 season – home, away and third kit

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

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**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

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**Event manager**  
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**Senior event planner**  
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**Office manager**  
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**MD Automotive Group**  
Niall Clarkson  
**CEO of Bauer Publishing UK**  
Rob Munro-Hall

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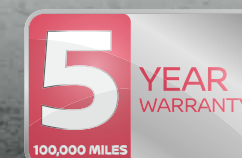
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# High hopes for hydrogen



At the moment there are just 17 publically-accessible refuelling stations to serve vehicles like the Toyota Mirai

Fuel cell vehicles have been overshadowed by battery electric cars in the race to zero emissions. But they shouldn't be overlooked. *Andrew Ryan* reports

**B**attery electric vehicles (BEVs) dominate the landscape of zero emission motoring.

Government, manufacturers and suppliers are spending billions of pounds to develop and introduce the technology, with more BEVs being launched and more charge points being installed on a weekly basis.

However, BEVs aren't the only zero-emission option – and, for some, they aren't even the best option either.

Hydrogen fuel cell electric vehicles (FCEVs) have been sitting in the background for many years. Hyundai brought the first commercially available model – the ix35 – to market in 2013. But the manufacturer has been developing FCEV systems since 1998 when it opened a dedicated R&D centre.

While the technology is lagging far behind BEVs in terms of vehicle availability and infrastructure, analysts such as KPMG believe they have a significant role to play in the future of road transport.

Like BEVs, the technology produces zero tailpipe emissions but also offers much faster refuelling

times: a hydrogen station can deliver around 300 miles of range in five minutes, while it would take a 150kW rapid charger one hour to do the same.

The general opinion among transport industry experts is that FCEV technology works better in larger vehicles, such as lorries and buses, while BEVs will suit the majority of passenger car users.

Current market trends support this. There are just two FCEVs currently available to buy in the UK – the Toyota Mirai and Hyundai Nexo – while the Go Ultra Low campaign says there are 30 BEVs, with this number set to expand rapidly.

Nevertheless, the FCEV's potential has attracted the attention of the Government as it looks to reduce transport emissions: the Office for Low Emission Vehicles has a £23 million fund to accelerate the take-up of hydrogen vehicles and the roll-out of infrastructure.

One beneficiary is the Liverpool City Region combined authority, which was awarded £6.4m earlier this year for a bus project which will see a new hydrogen refuelling station and potentially up to 25 hydrogen buses on the area's roads.

Meanwhile, London has placed an order for 20 FCEV buses due to start work next year.

"The larger the vehicle, the more hydrogen makes sense," says Callum Smith, business development officer at ITM Power, which operates seven hydrogen refuelling stations in the UK, with a further six under construction.

"You can fill up a hydrogen bus in roughly 10 minutes. In a battery electric bus you can use almost half of the battery on the heater alone, while there's no distance compromise with the fuel cell. These will get 250 miles while you are looking at a 100-mile range with the battery electric bus."

While examples such as this show why it is clear hydrogen is suited to larger vehicles, it may be less obvious why the fuel is relevant for passenger cars.

"I think hydrogen will be really important in heavier vehicles and non-automotive applications, such as shipping," says Tom Callow, director of communication and strategy at BP Chargemaster.

"What I can't quite get my head around is how a hydrogen passenger car will end up being a more compelling proposition than a pure EV, other than



**"I THINK, HYDROGEN WILL BE REALLY IMPORTANT IN HEAVIER VEHICLES AND NON-AUTOMOTIVE APPLICATIONS"**

**TOM CALLOW, BP CHARGEMASTER**

as a real niche – a 3% type niche – product. The EV charging infrastructure, battery capacity and everything else is accelerating at such a pace I can't see it stacking up economically."

However, the argument is not that FCEV should replace BEV in all applications, but should complement it, dependent on user requirements.

"For smaller vehicles and lower distances travelled, BEVs are perfect," says Paul Marchment, senior business manager at leasing company Arval, which has carried out a series of hydrogen roadshows to raise awareness of the technology.

"You plug them in, drive to the office, and as most people only do 20 miles a day, electric cars will suit them. For the occasional longer trip, they might consider a plug-in hybrid.

"When you get to the drive cycles that demand a lot of distance and a lot of time, that's where hydrogen works because it's so easy to fill up.

"I can fill my Toyota Mirai from empty in about four minutes, that 4.5kg of hydrogen gets me about 300 miles and the only emission is water, so what's not to like?"

## SPONSOR'S COMMENT

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



With one in 13 cars in the UK subject to an outstanding recall notice (DVSA figures), the onus is on fleets to ensure defects are dealt with promptly. Around a million vehicles every year are called back for safety checks or repairs, with recalls often relating to components such as airbags, brakes or steering.

While the shift to alternatively-fuelled vehicles may change the vehicle mix, it is unlikely to stop vehicles being recalled. Indeed, modular supply chains and increased deployment of complex electronics, mean an issue with one component is now likely to have wide-reaching impacts.

Research from our AA Populus Driver Poll suggests people want to respond to outstanding recall notices, but more than half of those polled feel it is an inconvenience. Indeed, three-fifths would like to see a delivery and collection service and more than half would be more likely to respond if a technician could come to their home or workplace.

Responding to this need, we are working closely with the DVSA, fleets and businesses to put in place convenient and effective options to minimise downtime and mitigate driver risk. Working alongside manufacturers and their existing dealer networks, we are developing a complementary mobile recalls servicing team to carry out planned recall work.

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TOMORROW'S FLEET: FCEVs

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A hydrogen version of the Renault Master ZE is expected next year

Obvious answers are the current lack of availability and cost of FCEVs and the limited refuelling infrastructure.

However, both scenarios will change in the future, according to Jon Hunt, manager alternative fuel at Toyota.

"By 2025, you will start to see all the main carmakers having a fuel cell in the market," he says. "Between 2025 and 2030 is when you will start to see an acceleration. Again, it won't be commonplace everywhere but in certain areas: California has mandates, but also the desire, to change and so do markets like the UK."

"Post 2030 is when you will start to see that real push, and that will be driven not only by the adoption of new cars, but simply because you won't be able to achieve the average emission requirements with any other solution."

Toyota and Hyundai are leading the development of FCEVs, while Honda also has experience of the technology with its FCX Clarity.

BMW is expected to launch an FCEV in 2022, while Hyundai last year entered a cross-licensing agreement with Audi for fuel cell technology, with the German manufacturer announcing it would intensify its development of hydrogen fuel cell technology by re-establishing its h-tron programme.

It says a limited-volume Audi FCEV could be offered as part of a lease programme by 2021, with volume production of models during the second half of the next decade.



**BY 2025, YOU WILL START TO SEE ALL THE MAIN CAR MAKERS HAVING A FUEL CELL OFFER IN THE MARKET**

JON HUNT, TOYOTA

Audi cited concerns over the sourcing of natural resources for battery production and doubts over electric cars being able to deliver on ever-more-demanding customer expectations to explain why it was investing in hydrogen technology.

Renault will launch FCEV versions of its Kangoo ZE and Master ZE battery electric vans next year, providing up to three times the range of the BEV models while taking a fraction of the time to refuel.

The technology will see the Master ZE's range increase from 75 miles to 218 miles in the Master ZE Hydrogen, with the Kangoo ZE Hydrogen offering 230 miles, a rise of 87 miles.

"These vehicles provide professionals with all the range they require for their long-distance journeys as well as record charging times," says Denis Le Vot, Alliance SVP of the Renault-Nissan LCV Business Unit.

Vehicle costs will also fall. The two FCEVs available in the UK retail at almost £70,000, but it will not be long until the price of hydrogen cars falls more in line with conventional vehicles.

"It's difficult to forecast because it is dependent on volumes, but we pretty clearly indicated that around the mid-2020s, you will have price parity with conventional cars," says Hunt.

This is because the cost of the components are no more than the material cost for a conventional car. FCEVs don't require the same emissions control systems, the amount of platinum in the fuel stack is not much different than in a diesel catalyst, and there are no oils.

"Overall, at scale you could achieve a lower price point – but it's that scale you need," Hunt says.

"We do get a bit too hung up, generally, on the purchase price. In the fleet market, the cost of ownership is more important and the vehicle's residual value (RV) is the biggest part of that."

"The interesting thing with fuel cells is that your operational costs can be low because in the fuel



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## TOMORROW'S FLEET: FCEVs

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Hyundai's Nexo is one of just two FCEVs currently available in the UK



Cell system there is just one maintenance part which is a de-ionising filter like you have at home on your hot water system, which needs replacing every 30,000 miles.

"So, when you look at the maintenance and you consider your RV, the fuel cell system will hold an intrinsic value because the components in the fuel stack itself are designed not to wear out and will still do the same job as it did when made.

"You can put it in another powertrain, you can use it for stationary power, you can recycle 100% of it, so you've got a value in the component which is maintained and that means your RV has a bottom because it always has a market.

"You will dispose of your internal combustion engine car when it becomes too expensive to maintain the engine, transmission or other components; you will do the same with a BEV when the battery degrades to a point when it is not usable.

"This simply won't happen with an FCEV."

While future launches will increase the number of FCEVs in the UK, the number is currently tiny – combined, 150 Mirai, Nexo and Hyundai ix35 hydrogen-powered cars, and a handful of buses.

This creates a chicken and egg situation when it comes to providing and expanding the refuelling infrastructure, says Smith. At the moment there are just 17 publicly-accessible refuelling stations.

Phil Killingley, deputy head of the Office for Low Emission Vehicles, adds: "You can take different approaches to the roll-out of hydrogen refuelling stations. You can scatter the country and hope the vehicles come along, or, given that the vehicle supply is relatively limited, you can seek to achieve

## HOW SAFE ARE FUEL CELL VEHICLES?

"A lot of people say 'hydrogen, it's going to explode' and hydrogen does have a high energy density, but if you manage it safely then it does a good job and is super safe," says Sylvie Childs, senior product manager at Hyundai.

Its Nexo was the first FCEV crash-tested by Euro NCAP and achieved the maximum five-star safety rating.

"Its rating should dispel concerns around how hydrogen fuel cell powered vehicles perform in a crash," says Matthew Avery, director of research at Thatcham Research.

"With the Nexo, Hyundai has successfully demonstrated that alternative fuelled vehicles need not pose a risk to car safety."

Toyota has taken a similarly thorough approach to safety for Mirai: each of the materials chosen for its hydrogen tank has been selected to contain the fuel safely. Its carbon fibre-wrapped polymer-lined tanks absorb five times the crash energy of steel.

In a collision, the hydrogen system shuts off to prevent the gas from travelling to potentially damaged systems outside of the tank.

high utilisation of stations with captive fleets and it is the latter approach we have gone for in the UK."

Hydrogen has the advantage that stations can use renewable energy on site to create hydrogen through electrolysis, meaning that as well as the process being eco-friendly, they do not have to be connected to a wider refuelling network or grid.

However, the infrastructure will never be able to match that of BEVs, with home and work-based charging accounting for a large proportion of its refill requirements.

Alternatively, hydrogen can be created through industrial processes and transported to the stations.

Five of ITM's stations are in the London area and are used by fleets including private hire firm Green Tomato Cars (see case study, page 30), which is operating around 50 Mirai models, and the Metropolitan Police which has 21.

"Our stations are based on who has got a fleet that wants them," says Smith. "For example, there is a gap in the network between Sheffield and Aberdeen and we could easily put a station in there, but if there is not a fleet to use it, then it wouldn't be a project we would go ahead with."

Smith says a great example of how it can roll-out hydrogen refuelling stations is its Birmingham bus project, which will open in Q1 next year to provide fuel for 20 hydrogen buses.

"The reason our project in Birmingham is so key is that it concentrates on that fleet of buses, and we can then say let's put a public refuelling station on it as well," he adds.

"That's how I think the refuelling infrastructure will initially be expanded."



# One million miles – and counting

Hydrogen fuel cell electric vehicles prove ideal for private hire company Green Tomato Cars to reduce its emissions. *Andrew Ryan* reports

**A** trial which has seen Green Tomato Cars rack up more than one million miles in Toyota Mirai hydrogen fuel cell electric vehicles (FCEVs) has shown the technology works effectively with few operational compromises needed, says Cenex, the independent not-for-profit low emission vehicle research and consultancy organisation.

The London-based private hire company took its first two Mirai models in 2015 and increased its fleet of FCEVs to 27 in 2018 under the pan-European Zefer project (see panel right).

It has just added another 25 to its 600-strong low emission fleet under the programme.

Before taking on the latest batch of FCEVs, its 27 Mirai cars had travelled one million miles, carrying 80,000 passengers, with each vehicle saving more than four times its own weight in CO<sub>2</sub>, equivalent to 7.6 tonnes per car.

"So far, the trial has shown that Mirai FCEVs are operating effectively as zero tailpipe emission taxis in London, requiring only very minor operational adjustments," says Peter Speers, principal technical specialist at Cenex, which is a partner in the Zefer initiative.

He says one of the issues with FCEV uptake is that their upfront cost is considerably higher than for a comparable diesel: the Mirai, for example, has a P11D price of £65,945.

However, financial support through the Zefer project and the Office for Low Emission Vehicles (OLEV) has lowered Green Tomato Cars's monthly lease payments to between £300 and £350 over a four-year/100,000-mile replacement cycle. This is comparable to an internal combustion engine (ICE) vehicle, says Speers.

The vehicles are serviced every 10,000 miles and running costs have been similar to those of a Toyota Prius.

Speers says that in return for the financial

support from government bodies, Green Tomato Cars pays for all the fuel and devotes time to promoting the vehicles and overcoming the issues to integrate them into its operations.

"The drivers have been trained to be ambassadors for the vehicles. When people get in a hydrogen taxi, they are often really interested in what it is and why it is different from a conventional or an electric taxi. So, the drivers are able to promote the vehicles as well as drive them as economically as possible.

"In practice, this has worked quite well. In 18 months there have only been four incidents when a vehicle has actually run out of fuel and had to be rescued, so, considering they've driven one million miles, that's not bad."

Green Tomato Cars has had to make only "minimal" adjustments to incorporate the FCEVs into its daily operations.

"Clearly it is best if the vehicle stays within a reasonable reach of the refuelling network," says Speers.

"The majority of refuelling stations are in London and Green Tomato Cars's dispatching software ensures that, effectively, their calls are limited to within 10 miles of the M25. In practice that has not been a big issue, as 96% of the journeys are already within the M25 or just outside."

## LIMITED REFUELLING

The limited refuelling infrastructure – there are five stations in London – and issues such as no hydrogen being available or stations being unavailable through either being upgraded or maintained, has combined with driver unfamiliarity with the technology to cause them to refuel more often than they need to.

"The data shows they can drive 312 miles on a tank of hydrogen, which means they only have to refuel every three days or so, but the average amount refuelled is about 2.2kg," says Speers.

"That's less than half the tank's 5kg capacity and that is lower than we see from other hydrogen vehicle trials.

"Drivers were often refuelling every day because they have got a slight concern about the limited nature of the refuelling network. But, of course, the more the drivers are refuelling, the less time they have to earn money.

"However, there are some things being done in terms of this excessive refuelling. The refuelling station provider (ITM Power) sent out some info packs to drivers and operators to show that where there had been station downtime incidents, they were very short-lived and that the



Theo Ellis, fuel cells implementation manager at Green Tomato Cars, with a Toyota Mirai

**IN 18 MONTHS  
THERE HAVE ONLY  
BEEN FOUR INCIDENTS  
WHEN A VEHICLE HAS  
ACTUALLY RUN OUT  
OF FUEL**

PETER SPEERS, CENEX

other stations in the network were operational and that gave the drivers some reassurance.

"ITM Power has now developed and released an app to the drivers which shows real-time whether the station is working and if it's got hydrogen, and that's had a big influence."

Speers says Green Tomato Cars has also changed the Mirai drivers' conditions of employment from contracted to self-employed to incentivise them to increase hourly productivity and minimise unnecessary trips to refuel.

The changes were introduced in February/early March, and since then there has been a change in the behaviour of the drivers.

"They are refuelling less frequently and so when they do refuel, they add more hydrogen to the tank, meaning that, on average, they are more productive," adds Speers.

Under the trial, Green Tomato Cars is not aiming to make money out of the FCEVs, but is aiming for them to be profit neutral.

"Passengers are charged a small premium if they ask for a zero emission taxi when they call the private hire vehicle company or use its app," adds Speers.

"In practice, 10% of people do that; 90% of people just ask for a taxi and they may get a hydrogen taxi, they may not."

## WHAT IS ZEFER?

The pan-European Zefer project started in September 2017 and will deploy 180 fuel cell electric vehicles (FCEVs) in taxi, private hire companies and police authorities in London, Paris and Brussels.

The public-private partnership aims to show the business case for zero tailpipe emission FCEVs in urban environments and is part-funded by EU initiative FCH JU (Fuel Cell and Hydrogen Joint Undertaking).

Driver attitudes to FCEVs will also be assessed to understand changes in attitudes, lessons learned and the impact of the trial, which runs to September 2022. It also aims to identify any barriers to widespread adoption of the technology.

As well as the 50 Toyota Mirai models on Green Tomato Cars's fleet, Zefer is also contributing towards 10 vehicles for the Metropolitan Police.



# BP Fuel & Charge delivers maximum flexibility to fleet managers

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**T**housands of businesses across the UK utilise fuel cards on a day-to-day basis to cut costs, monitor spending and analyse fleet driver activity.

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With so many cards and brands apparently offering countrywide networks and the cheapest deals, it's vital to find the right fuel partner with a proven, trusted reputation. That's why many more public sector and private organisations are turning to one of the country's best-known brands to provide a simple solution so their fleets can deliver 24/7.

The BP Plus cross-acceptance network allows drivers access to a network of around 3,500 fuel sites around the UK, keeping public sector bodies on the move at all times.

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vehicles of all engine types. And, as commercial fleets are facing more fuel choices than ever before, BP has stepped in to cover all bases with the largest public charging network in the UK.

BP's Fuel & Charge package covers access to Polar – the UK's largest public charging network which consists of more than 7,000 EV charging points.

With one look at the Polar app, drivers can quickly check their closest available EV charging point.

Beside this unprecedented nationwide network, BP offers customers fully integrated support through the installation of home and office charging via BP Chargemaster. With an extensive public charging network – and work and home charging solutions – BP is committed to ensuring EV is a viable option for more and more fleet customers.

With BP Chargemaster also installing ultra-fast charge points on BP forecourts in

the coming months, these chargers demonstrate the company's green credentials.

The new 150kW chargers are able to provide convenient ultra-fast charging to the latest and next generation of EVs.

The easy-to-navigate BP Fuel & Charge card online reporting provides one simple solution and an overview of expenses for individual fuel types and EV charging in one place, allowing precious admin time to be cut to a minimum.

Thanks to BP's innovative new fuel card option, fleet managers can now focus on their business and enjoy a whole host of industry-leading benefits – including competitive pricing, an extensive network, enhanced security and easy control of fleet admin and management information.



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# WEAKEST LINK IN THE SMART REVOLUTION

'The central problem for any "smart" technology is how it deals with me, the dumb user,' says **Philip Gomm**

**T**itles matter. They set expectations. Often very high ones. So it is in the world of travel when people speak gushingly, if still rather optimistically, of things like smart cities, smart ticketing and smart motorways.

I travelled along a stretch of the latter the other day and the five hours that it took me to complete what my journey planner thought should be a 90-minute trip made me wonder just how clever that particular length of road really was. Fuming in the tailbacks, I concluded: "Not very".

For all the computers, sensors, traffic loops and cameras that can be called upon, adjusting motorway speed limits and lane operations often relies on a human operator in a control centre making a judgment and pressing a button so some lights glow on a great big sign beside or above the carriageway.

The central problem for any 'smart' technology is how it deals with me, the dumb user. We humans are invariably the weakest link in the drivetrain.

However smart a motorway might be, it is going to struggle to cope with the driver who breaks down having decided to ignore the fuel warning indicator; or the person who exits junctions by darting at the last moment across four lanes of traffic long after they have passed the last count-down sign.

Closed transport networks – aviation and railways, where planes and trains follow predefined routes – have generous safety margins built in and are controlled by professionals. You have a fighting chance of using technology successfully to keep things on the straight and narrow.

Woe betide the transport manager who thinks he can control the actions of the 38 million or so individuals in the UK who hold a licence to drive.

But, even on these closed networks there are

## ABOUT THE AUTHOR



**Philip Gomm** is head of External Communications for the RAC Foundation, an independent transport research body. Prior to joining the foundation he was a reporter for ITV News.

**“HOW CAN IT BE TRAIN COMPANIES STILL DEFAULT TO A SLIP OF CARD WITH A PRINTED FACE?”**

**PHILIP GOMM, HEAD OF EXTERNAL COMMUNICATIONS, RAC FOUNDATION**

cases where a smart system goes wrong. Smart ticketing was introduced into London in the early years of the millennium.

Sixteen years later and it is still more a talking point than the norm. How can it be that train companies still default to a slip of card with a printed face that rarely makes it through the year?

Another important aspect of smart travel is that through the proliferation and dissemination of real-time data, users can make informed choices

about their journeys including when and how to get from one place to another.

There is one fundamental flaw in this idealised view of the world and that is the assumption that people actually have a choice: in the times and dates that they travel; between different modes of travel; and in whether they actually need to travel at all.

When meteorologists forecast the heatwave last summer, several train companies decided to capitulate even before the mercury started to rise and announced they would be running a severely reduced timetable, and those trains that did run would take longer than normal to complete their journeys, because of speed restrictions over the network. At least one firm urged passengers not to travel at all.

For all those who had the opportunity of working from home, there were tens of thousands of others who weren't afforded that luxury by their employers or who needed to use the railways to try to keep an important – perhaps critical – date: job interview, hospital appointment, holiday flight, etc.

While rail companies have an arguable case for their heatwave policy, the risk is that in the future transport operators will hide poor performance behind improved communications and false choices.

Leaves on the line? "We did tell you autumn was coming." Over-running engineering work? "Didn't you read our Twitter feed?" Staff shortages? "It was there on our website." Flooding? "You saw the weather forecast, didn't you?"

The silver lining to the travel chaos brought on by both the hot and wet weather seen in recent weeks is that any remaining doubt there is that we have to future-proof our networks for climate change has surely melted – or been washed – away.

It is not that technology has failed to improve our travelling lives. In many cases, things are plainly much better than in years past. But looking ahead, experience suggests there are several trip hazards to be aware of:

- A smart network or system is only ever as reliable as its weakest link.
- It is easy to talk up an idea, but often much harder to deliver it.
- The provision of information to the customer about disruption is not a substitute for running a dependable service.

If transport thinkers – be they evolutionists or revolutionists – can keep these things in mind, then they're smart indeed.





# Fleet News/UK100 air quality declaration gets green light from mayors and council bosses



Summit sees authorities agree how to approach next Government. *Stephen Briers reports*

**B**usinesses have called for greater clarity, consistency and support at a national Clean Air Summit as local councils across the country create detailed air quality plans, some including clean air zones (CAZs).

*Fleet News* and UK100, the network of local government leaders who have pledged to shift to 100% clean energy by 2050, held an air quality debate in Birmingham, attended by fleets and local councillors, to agree a Clean Air Declaration that demands urgent action to be taken as a national priority to eliminate air pollution.

The initiative, sponsored by ALD, Enterprise Group and Geotab, had three objectives:

- To form a consensus between local authorities and business for the need to take urgent action on clean air.

- To identify the priorities the Government needs to put in place to help local authorities and business.

- To advocate and communicate action plans to a wider audience.

Those views formed the framework of the Clean Air Declaration, which was subsequently ratified by metropolitan mayors, city chiefs and business leaders at the Clean Air Summit, hosted at City Hall by Mayor of London Sadiq Khan on October 23 as part of a four-day International Air Quality event.

To date, 16 local authorities have signed the declaration (see panel on page 40), which has four main actions including a legally binding commitment to adopt World Health Organisation (WHO) air quality standards as a minimum.

The declaration calls on the next Government to enshrine this into the Environment Bill, although this is looking increasingly unlikely under a Conservative Government after its bill underwent a second reading last month with only a promise to announce unspecified targets before 2022.

Local authorities also want the right powers and resources and greater partnership with national government to ensure their ambitious objectives are successfully achieved.

"We can't do it alone; it has to be in partnership," said Andy Burnham, Mayor of Greater Manchester.

He urged the Government to provide adequate support, including localised scrappage schemes to help people and business to switch cars, taxis and vans to electric; greater control over the roads, such as the ability to issue fines for idling or blocking box junctions; and the involvement of Highways England, which manages some of the worst polluting roads.

"For them to be outside the discussion is wrong," Burnham said.

Delegates agreed that focusing on the health message was the best way to engage everyone on air quality and climate change – "climate emergency is a health emergency", said Simon Stevens,

chief executive at NHS England – while a commitment to meet WHO standards on air quality, including NOx and particulate matter, is a central tenet of the Clean Air Declaration.

Currently, 98% of cities do not meet the targets, according to WHO director-general Tedros Adhanom.

"It has to be joint action, with national government, local cities and businesses working together," he said. "You wouldn't drink dirty water if asked, but you do breathe dirty air."

The health issues worsen considerably on high pollution days, according to new research from King's College, which found that the number of hospitalisations in London due to cardiac arrest, stroke and asthma increased significantly.

Air quality has certainly been elevated up the national agenda, thanks in part to Client Earth law suits and the actions of Extension Rebellion, with George Freeman, then minister for the future of

## THE CLEAN AIR DECLARATION IN DETAIL

Urgent action to eliminate air pollution must be a national priority and we, as local leaders and business leaders, are committed to prioritising action to protect people's health and to tackle Climate Change. Inadequate investment, a lack of national frameworks and consistent approaches, and the absence of necessary powers are stifling our ability to act.

Together we can eliminate air pollution by working in partnership and if action is taken forward across Government to:

- Require, and provide necessary resources for, the meeting of world-leading World Health Organisation air pollution standards, as a minimum, in the Environment Bill that will eliminate pollution from controllable sources.

- Establish a programme that provides financial support for the poorest in society and for small businesses to switch to cleaner vehicles and active travel including via a £1.5bn Fleet Renewal Programme and also to stimulate the market to deliver cleaner vehicles, including heavy freight, municipal vehicles and for retrofit solutions.

- Grant local authorities the powers and funding they need to deliver zero emission transport networks, encourage and enable behaviour change and tackle non-road transport sources of pollution including: public transport, infrastructure, construction, planning and enforcement.

- Create certainty for business and local government by setting out an ambitious roadmap to 2030 as part of a strengthened UK Government Clean Air Strategy that empowers business, local authorities and public bodies to collaborate with confidence and put in place the necessary actions needed for clean air.

To sign the pledge, go to <https://www.uk100.org/pledge-signup/>

## NEXT STEPS

- A letter to the Prime Minister from the summit – pending election result.

- A letter to MPs ahead of the Environment Bill beginning its passage through Parliament highlighting the shared priorities of local leaders – pending election result.

- A programme of work re: Environment Bill – that enables UK100 and Fleet News to convene local authorities and business to inform the development of Clean Air legislation and associated policy.

- A joint submission between local leaders to the next UK Government budget and future Comprehensive Spending Review.

- A programme of work that agrees how the voices of local leaders will feature prominently in the COP26 meeting in Glasgow, December 2020 and places eliminating air pollution at the heart of efforts to tackle the Climate Emergency.



Need genuine financial help to switch 9vehicles; we have to create the right incentives so everyone can move quickly on this agenda.”

Greater Manchester has signed up to the Clean Air Declaration because it recognises the health and economic benefits of the framework, but it also wants national government to play its part.

“Our message to Government is ‘we are doing our bit but we need more active involvement from you,’” said Burnham.

“Business has its own part to play but also needs help from the Government.

“We have heavily engaged them in our plans through the Chamber of Commerce. We don’t want to see a job or business lost as a result of cleaning the air.”

Centrica is one of the businesses investing heavily in electric vehicles, but is challenged by the fact each local authority is developing its own air quality action plan.

Steve Winter, head of fleet at Centrica, said: “Businesses just want an opportunity to throw some ideas around and engage with local authorities because there is so much uncertainty. But I’m not sure anyone has the answers yet.”

Paul Gatti, Royal Mail fleet director, raised concerns about the cost of investing in electric vehicles, suggesting a need for greater financial support or incentives from Government.

Payback on a single purchase could be as soon as six years, he said, making it financially viable, but the investment return on 100 vehicles “could be as long as 10 years because of all the additional infrastructure costs [to charge that volume of vehicles]”.

However, Oxford City Council is trialling a ‘super energy hub’ with £41 million of funding that will help to provide the necessary electricity supply for local charging points.

Council leader Susan Brown told *Fleet News*: “If everyone wants to charge and we have the existing network, we would run out of energy. Our battery is an important potential solution that is about

“We believe that both the private and public sector need to come together to accelerate the adoption of connected transportation initiatives. The routing of people and goods through our communities by leveraging big data, electric and alternative fuel vehicles will reduce NOx, particulate matter and GHG while providing health and socio-economic benefits to our communities. The Clean Air Declaration, which Geotab wholly supports, is a crucial step in engaging business and policymakers to build a cleaner future for all of us.”

**Ed Kulperger, vice-president Europe, Geotab**

storing and re-using energy. It could be rolled out nationally.”

Meanwhile, Marvin Rees, Mayor of Bristol, which is consulting on its own CAZ, said the air quality challenge was “real and immediate” and welcomed the declaration debate as it “brings cities together behind a common vision, which is important”.

He added: “Cities have to play a leadership role to shape national and international policy. But, if we approach this through Westminster and Whitehall with single runs of money within a central vision, we won’t win.”

Nevertheless, support and structure from central government was also a vital element.

“We have to get a bankable commitment from the Government as to what point we are at – what’s the future on transport connectivity, clean air,” Rees asked. He also stressed the need for councils



London mayor, Sadiq Khan (front, centre), hosted a Clean Air Summit



UK100's Polly Billington signs the declaration

**PUBLIC SECTOR SIGNATORIES**

Sadiq Khan, Mayor of London; Andy Burnham, Mayor of Greater Manchester; Cllr Dine Romero, leader Bath and North East Somerset; Marvin Rees, Mayor of Bristol; Dan Jarvis, mayor of Sheffield City Region; Cllr Wassem Zaffar, cabinet member for Transport & Environment, Birmingham City Council; Cllr Rosy Moore, executive councillor for Climate Change, Environment and City Centre, Cambridge City Council; Cllr Judith Blake, leader, Leeds City Council; Cllr Adam Clarke, deputy mayor, Leicester City Council; Joe Anderson, Mayor Liverpool City Council; Steve Rotherham, Mayor Liverpool City Region; Cllr Richard Leese, leader, Manchester City Council; Cllr Nick Forbes, leader, Newcastle City Council; Cllr Sally Longford, deputy leader, Nottingham City Council; Cllr Susan Brown, leader, Oxford City Council; Cllr Chris Hammond, Southampton City Council.

to work with local businesses to encourage “shared ownership and commitments to make meaningful change”.

Bringing people and business on the air quality journey would ultimately determine the success of

“We see how major towns and cities are impacted by severe air quality and congestion issues where no single mode of transport is the silver bullet. We are working with local authorities to provide a multi-modal solution for business and private by running proof of concept trials to show them that there are solutions that are viable through digital options (Mobility as a Solution) rather than infrastructure.”

**Ben Lawson, vice-president – strategy UK and Ireland, Enterprise Holdings**

national and local government policy. Engagement was crucial, according to Susan Brown.

“If we give them the arguments and the education, then we can take them with us,” she said. “The declaration is a good way to challenge the way we live our lives and make some real changes.”

Car ownership in Oxford is declining as the city invests in alternatives options, prioritising walking, cycling and public transport “in that order”, and then electric vehicles.

The council recently closed a consultation on restricting traffic in certain areas and hours to push travellers towards public transport, but Brown recognises that the solutions for business aren’t necessarily the same as for the public.

“We want to work with them to understand their challenges and how we might overcome them,” she said.

One reason why Oxford is pushing ahead with plans to introduce a zero emission zone (ZEZ) is to identify the type of issues it might cause and establish how they might be solved.

Michael Lunn, head of public affairs at the Environmental Industries Commission, which works to ensure that businesses in the environmental sector can operate effectively to improve

“Collaboration is not understood as well as it should be by local authorities but they have to engage with the private sector. They talk about it, and they really want to achieve it, but they don’t have a historic relationship with business so we have to break down those barriers. This (the declaration) is a start and there is momentum that we can’t afford to lose.”

**Matt Dale, head of consultancy, ALD Automotive**

the environment, pointed to the widespread uncertainty on CAZs.

He urged Government to provides resources so that “businesses aren’t footing all the bill upfront” when it comes to investing in the latest fuels or retrofitting buses and trucks.

“It needs a balance of political will and financial resources,” Lunn added.



# Time to clear the air – and ALD can help steer fleets in right direction

ALD Automotive partners with university to research Bristol's CAZs

For the past few years, fleets have faced faster, bigger changes than at almost any other time in recent memory. Some of these changes have been technological, such as the rise of alternatively fuelled vehicles. Some have been legislative, such as the introduction of a new company car tax regimes. But there's one thread that runs through almost all of them – they are designed to encourage cleaner travel.

This is certainly true of one of the most significant changes facing British motorists in the years ahead, clean air zones (CAZs).

These have been a while in the making. Back in 2017, the Government's Air Quality Plan identified almost 30 local authorities where urgent action was required to bring harmful air pollution – particularly nitrogen dioxide (NO<sub>2</sub>) – back within legal limits.

Many more local authorities have subsequently been added to the list. They have all been ordered to devise air improvement action plans in which a CAZ could play a part.

So what is a CAZ? In short, it's a designated area where special action is taken to reduce air pollution. There are two main types of CAZ for local authorities to consider.

The first is a charging CAZ, which imposes fees on dirtier vehicles that travel through it; much like London's new Ultra-Low Emission Zone (ULEZ).

The second is a non-charging CAZ, where there are no fees for motorists but, instead, a range of other green schemes, such as improved road layouts or extra charging points.

For the past couple of years, local authorities have been drawing up their clean air action plans – and deciding whether they will include CAZs and of what type.

In 2020, we'll start to see some of those decisions being implemented. For example,



Leeds is set to introduce a CAZ that imposes charges on all HGVs, buses, coaches, taxis and private hire vehicles that do not meet emission standards. Bath is expected to do similar, although its charging CAZ will also encompass vans. Beyond 2020, cities including Bristol, Coventry, Manchester and Birmingham are expected to introduce CAZs.

This shouldn't be a moment of panic for companies, fleets and motorists. Where charging CAZs are introduced, the emission standards are likely to be the same as in London's ULEZ – which means petrol cars and vans will avoid fees if they meet Euro 4 standards; diesel cars and vans if they meet Euro 6; and HGVs if they meet Euro VI. Many vehicles satisfy these standards already, so won't face any charges.

However, it's time to be prepared. This starts with knowledge. What CAZs are planned for the areas in which you operate? Are they charging or non-charging CAZs? If they are charging CAZs, will your vehicles be affected? With these basic questions and others answered, you can then proceed to make decisions that match your situation.

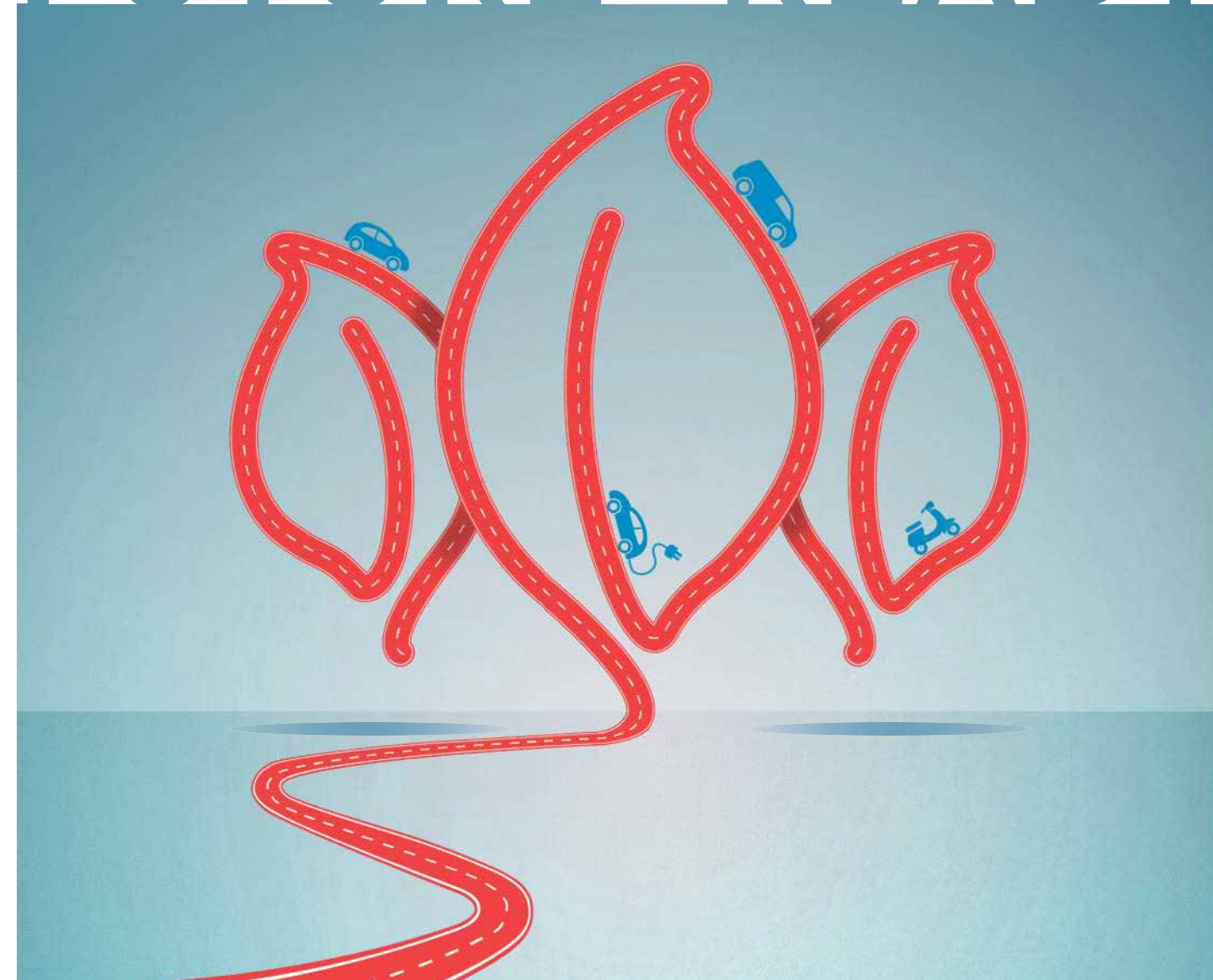


With the introduction of CAZs, as well as of other policies such as 0% company car tax for zero-emission vehicles, it may even be the time to consider going electric.

Happily, ALD Automotive is here to help with this process. In conjunction with the University of the West of England, we have already produced a research report on Bristol's proposed CAZs – and the effect they would have on fleets. Others will be published for other cities in the weeks and months ahead.

What's more, our award-winning interactive Mobility Experience has prepared numerous fleets for the automotive challenges of the future, as has our team of expert consultants. Please get in touch with us today to plan your route through the coming CAZs.

# TIME TO GET YOUR FLEET POLICY FUTURE READY



## THE FLEET LANDSCAPE IS CHANGING

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FUTURE  
READY**





# Shared mobility is part of the route to a cleaner environment

Enterprise strategy is to have car club vehicles in the right place

Last month's Clean Air Summit saw Enterprise and many other organisations contribute to a declaration delivered to local authorities and mayors around the UK. It set out a number of recommendations to central and local government on ways to reduce, and even eliminate, air pollution.

Cleaner vehicles and shared travel were, unsurprisingly, a key element. Cars remain a vital part of the transport mix.

This is reinforced by the recent CREDS Report on shared mobility, which said there needs to be a higher concentration of newer, lower-emission cars on the road and that they should be used more intensively.

It's an intriguing debate, and there's a reason that car clubs feature so heavily in these discussions. They encourage people to drive fewer miles in lower emission vehicles – and that improves air quality and reduces congestion.

For example, Enterprise's car club vehicles are located within 500 metres of more than 180 railway stations, helping to create mobility hubs.

In fact, two-thirds of Enterprise Car Club members say they've travelled by train and then used a car club vehicle on the last leg of their trip. This means they drive around 70 fewer miles per trip as a result of combining rail and car.

Shared mobility means shared access: having the right vehicle at the right place when people need to make a trip. When a car is the best option, rental companies can offer low-emission, hybrid and plug-in electric vehicles.

That said, cars have to be available where drivers need them most. Enterprise has invested in around 2,200 car club vehicles in 170 communities across the country – many in smaller towns rather than just major cities. This includes car club vehicles at 100 of our branches across the country, the vast majority of which are

accessible to the public 24/7/365.

It's a national network designed to promote greater usage of low-emission vehicles, by making them available to all.

The business case for using these vehicles is even clearer. The Highland Council estimates it cut annual business travel by more than 800,000 miles and saved more than 350 tonnes of CO<sub>2</sub> in the year since introducing an Enterprise Car Club employee programme.

But we need to encourage more organisations to share vehicles. That means focusing on new ways to make that viable: car-sharing programmes for business trips and the daily commute or

creating 'virtual' pool cars for employees to share instead of driving their own, often older and more polluting vehicles.

We could also encourage councils to focus their procurement on opening up car club availability to drive consumer usage: cars that are available to employees on weekdays during normal office hours and to the public outside those hours.

This isn't a pipe dream – we can achieve it today. However, the wealth of shared mobility options offered by car clubs, although on the increase, is still not really considered part of the mainstream.

The good news is that with every success story, it's getting closer.

**"Enterprise has invested in around 2,200 car club vehicles in 170 communities across the country"**

**– Ben Lawson, Enterprise Holdings vice-president of Strategy and Project Development for the UK & Ireland**



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UK fleets have to consider alternative fuels as government and local authorities tighten the grip on tackling air quality in major cities across the country. Our Electric Vehicle Suitability Assessment (EVSA) provides a fast, customisable, and robust assessment on which vehicles can move to electric.

Due to air quality concerns, national and local authorities have taken action to clean up the transport ecosystem, targeting vehicles. CAZs, already active in London and Glasgow, are set to be introduced in other major cities over the next two years. Vehicles that do not meet emission standards within the restricted zone will face a daily fine.

fuel and maintenance costs. However, upfront costs and range anxiety remain considerable barriers.

Building the business case for EVs requires significant investment, time and labour resources, this is why successful EV adoption requires telematics.

to address some of the critical concerns experienced by fleets going electric.

The assessment leverages current vehicle (petrol, diesel, or hybrid) data to access which vehicles in the fleet are best suited for EV replacement based on range capability and total cost of ownership evaluations.

EV battery range is vital for fleet operators considering whether the vehicles can meet the daily driving demands.

The assessment errs on the side of caution, assuming a below-average battery energy efficiency, and taking the longest single distance covered by each fleet vehicle.



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# ‘Welfare is very big on our agenda’

NGN is determined to turn vans into better environments for its mobile workforce. *Andrew Ryan* reports

**D**river safety has long been a cornerstone of a successful fleet, with employee well-being also rising up the agenda for many organisations.

This is no different at Northern Gas Networks (NGN). However, what sets it apart from many fleets is its focus on the welfare of its mobile workforce.

“It’s nice for those of us who work in offices or depots to have a lovely environment with nice kitchens, toilets and showers, and then we thought ‘why we don’t we do this for our engineers?’,” says Sarah Cooper-Birkenhead, fleet and plant manager at the organisation.

“They are in their vans for seven, eight, 10 hours a day if they get called out on an emergency, but if they’re on call they could be sat in that van all night monitoring a gas escape.

“That vehicle is their office for the day: they drive it, do their job in it, have their break in it. They probably speak to their wives and kids from it.

“That’s why probably the biggest thing for me at the moment is making that environment for those guys as nice as our offices are. Welfare is very big on our agenda.”

This focus has seen NGN, which is responsible for distributing gas to homes and businesses across the north of England, review the specifications of its commercial vehicle fleet, with its 3.5-tonne Ford Transits the first to benefit from the initiative.

Under the new specifications, introduced in 2016, Transits are fitted with a microwave, hot water supply, handwashing facilities and anti-slip grip mats.

“We’ve added air-conditioning to our future specs, which is something a lot of fleets don’t really tend to do because it is an additional cost, but I don’t think you can put a price on staff welfare,” adds Cooper-Birkenhead.

NGN currently runs just more than 300 Transits, which also feature an on-board compressor needed by the engineers to power the tools required to dig up roads and carry out emergency repairs. This reduces risk as the compressor would otherwise need to be towed.

Next in line for the welfare improvements are the Ford Transit Connect vans used by the organisation’s first call operatives – the engineers who respond immediately to emergency calls to establish the source of any suspected gas leak. NGN has 334 of these.

“They just have a basic handwash facility, so last year we looked into this and said ‘why don’t we start looking to introduce some of the improvements we’re making in the larger van fleet into the smaller van fleet such as hot water and handwash?’”

Sarah Cooper-Birkenhead has been with NGN for close to three years, but only stepped up to fleet and plant manager in August



“IF YOU DON'T TRY TO DO SOMETHING DIFFERENT, YOU ARE NEVER GOING TO CHANGE AND YOU ARE NEVER GOING TO LEARN EITHER”

SARAH COOPER-BIRKENHEAD

Expansion of the hydrogen fuelling infrastructure is encouraging Sarah Cooper-Birkenhead to take more fuel cell cars

“So we decided that yes, that is the way forward.”

“We are currently working with a couple of our operational guys looking at that spec and reviewing it to see where we can add the welfare facilities in there.”

“We’re going to increase the size of the van as well so we can house the welfare facilities and we’re going to change the layout of the racking so they can safely store every bit of equipment.”

“Sometimes you get big cumbersome items that are right at the back of the load area, so the engineer is having to lean in to get it.”

“Then you might get them pulling their back lifting a big bit of kit out, so we look at how the guys work to make it easier for them as well as reducing lifting injuries.”

NGN outright purchases its commercial vehicles and has a replacement cycle of six years. Its entire operational fleet of around

700 vehicles – which also includes seven HGVs, 31 car-derived vans used by customer care officers, 22 Toyota Rav4 hybrids used by the network maintenance team, a Toyota Mirai hydrogen fuel cell car, and 139 items of plant and equipment – covering more than 10 million miles a year.

“With our replacement cycle, hopefully in the next six or seven years our van fleet will have that standard spec and you will be able to jump from one van to another and be able to find the same welfare facilities in each,” says Cooper-Birkenhead.

This fleet focus on employee welfare reflects the organisation’s overall approach to staff health, safety and well-being.

NGN has been carrying out a major refurbishment programme of its offices and depots, and this has included converting a number of meeting rooms into ‘soft’ rooms.

These feature sofas, televisions and carpeted floors to provide a comfortable

setting to help employees feel at ease talking about any issues.

NGN has also signed up to the Time to Change employee pledge, led by mental health charity Mind and Rethink Mental Illness, which includes having mental health champions around the business – of which Cooper-Birkenhead is one – who have been trained in well-being, managing stress and depression, and how to identify it in other members of staff.

The organisation takes a robust – and traditional – approach to driver safety. When engineers are appointed, they undergo a comprehensive driver induction, which includes a classroom-based session involving video and slide presentations, as well as a one-hour on-road assessment.

Ongoing driver performance is monitored through a telematics system, with employees having access to their scores through an app.

“It’s a really good system to have,” says

Cooper-Birkenhead, who was appointed as NGN’s fleet and plant manager in August, succeeding Mark Squires who left to become operations support director at St John Ambulance.

She had previously worked at the organisation since January 2017 as its fleet and facilities compliance officer, having joined from the fleet team at Yorkshire Ambulance Service NHS Trust.

“A lot of what we are doing is based on the foundation that Mark set when he started with NGN. The vision he had for our fleet is the same as mine, so it’s nice I can continue with it,” adds Cooper-Birkenhead.

Other than safety and welfare, her other major focus is on improving the environmental credentials of NGN’s fleet. At the moment, 96% of its operational fleet vehicles are diesel, with the exceptions being the petrol-electric Toyota Rav4 hybrids, the hydrogen fuel cell Mirai and three CNG-powered dropside vans.

“I’d have a full fleet of electric, CNG and hydrogen vehicles now, but there are barriers and challenges with the infrastructure and the availability of the vehicles,” says Cooper-Birkenhead.

One of the driving forces behind NGN’s desire to run a cleaner fleet is the organisation’s involvement in what it describes as “the world’s largest clean energy project” – H21 – which could prevent 12.5 million tonnes of CO<sub>2</sub> being emitted into the atmosphere each year.

Three years ago, a feasibility study carried out by the company concluded it was technically possible and economically viable to decarbonise the UK’s gas distribution networks by converting them from natural gas to 100% hydrogen.

Following on from this, NGN is now part of a £9 million project looking at the issue: its *H21 North of England* report sets out detailed plans on how hydrogen could be used to deliver clean energy to nearly four

**ORGANISATION:** Northern Gas Networks  
**FLEET AND PLANT MANAGER:** Sarah Cooper-Birkenhead  
**TIME IN ROLE:** Four months  
**OPERATIONAL FLEET SIZE:** 740  
**COMPANY CAR FLEET SIZE:** 114  
**FUNDING METHODS:** operational fleet – outright purchase; company car fleet – lease

million homes and 40,000 businesses and industries in the north of England by 2034.

The project also proposes a six-phase UK rollout which could see a further 12 million homes across the rest of the country converted to hydrogen by 2050. Currently, more than 30% of UK carbon emissions come from domestic heating and cooking.

“It’s our vision in the future that we will be transporting hydrogen in our network instead of natural gas, so it makes sense for us to promote that in transport as well as for heat and power,” says Cooper-Birkenhead.

The Mirai is the first step in this. Since NGN took delivery of it in 2017, it has covered 10,000 miles and is used mainly by the organisation’s innovation team to attend events. NGN is planning to add a second hydrogen-fuelled car – a Hyundai Nexo – to fleet.

“The Mirai’s great, the concept is great, the actual filling station is great,” says Cooper-Birkenhead. “Then it goes a bit downhill because this car is based in Leeds, but the filling station is outside our network area in Rotherham, 37 miles away.”

“So, as great as it is, and it is completely emission-free, we’ve got to drive there and back to get it filled up.”

This situation should be improved, she says, with plans for two hydrogen stations in Tees Valley, while the Liverpool City Region Hydrogen Bus Project, which received £6.4m from the Office for Low Emission Vehicles earlier this year, also including a station.

“That will be a really nice opportunity for a

bit of a hydrogen triangle and there are opportunities for Hull and Leeds to join that, so the infrastructure can start to form along the main trunk roads of Britain,” adds Cooper-Birkenhead.

NGN, which has won industry awards for its green fleet initiatives, is also exploring other alternative fuel options. It took on its first CNG-powered van in 2016 following a trial carried out in conjunction with Cenex, and has since added two more.

“To date, we’ve done 148,000 miles in these vehicles. They are not zero emission, but they have reduced NO<sub>x</sub> emissions by 37% and particulate matter by about 50% compared with diesel vans,” says Cooper-Birkenhead.

NGN, which is also on a national CNG working group, has also trialled electric vans. It ran three Peugeot Partner Electric vans in 2017/18, but their 70-mile range was not sufficient to meet operational needs.

However, new technologies should make EVs more suitable for NGN’s requirements in the future, says Cooper-Birkenhead, and the company is looking to rollout an EV charging infrastructure across its offices and depots in preparation for this.

“We know that it’s not going to be a case of one size fits all for fuel,” she adds. “Who knows what is going to be on a fleet in the next 10 to 15 years?”

“There will probably be small amounts of petrol vehicles, very small amounts of diesel, electric for cars, while for larger vehicles it could be CNG or hydrogen.”

“We need to explore what might work and what might not. And, you know what, mistakes will be made, we’ll probably buy something that won’t work – we’ve all bought a mini disc.”

“But the thing is, if you don’t do it, if you don’t trial it, if you don’t try to do something different, you are never going to change and you are never going to learn either.”

“And learning about what is on the horizon and what you can do is a big part of fleet, especially now.”

## COOPER-BIRKENHEAD ON...

### Company cars...

Northern Gas Networks has a fleet of 114 company cars, and the organisation is considering the introduction of a CO<sub>2</sub> cap of 95g/km.

Currently, the vehicles, which are leased through ALD Automotive, have average CO<sub>2</sub> emissions of 111g/km and Sarah Cooper-Birkenhead says the new cap would reflect the 95g/km target for new cars set by the EU under its CAFE (Clean Air for Europe) regulations for 2021.

“We are looking to install our own electric charging infrastructure at our offices and depots across the network, so this will enable our company car fleet to be electrified,” she says.

### Outsourcing...

NGN outsources the majority of the day-to-day running of its operational fleet, such as downtime, service and maintenance, accident reporting and fuel card administration to VLS, the fleet management company jointly owned by Northumbrian Water Group and Northern Powergrid.

“They manage a lot of projects as well so where I would have looked after a racking modification or upgrade, they do that for us now,” says Cooper-Birkenhead. “VLS has a dedicated team for NGN, and I manage them through daily phone conversations and regular meetings at their headquarters and workshops. They are a great set of guys, very supportive, and really understand what we need them to do.”



# APC projects to save 156m tonnes of CO<sub>2</sub>

Government/industry-funded body looks to bring great ideas to production – but don't expect EVs that can travel 300-plus miles any time soon, reports *Stephen Briers*

**T**he UK is a hotbed of innovative ideas but too many fail to get beyond early-stage testing. The Advanced Propulsion Centre (APC) was set up in 2013 to change this.

APC takes projects looking at future energy and fuel solutions from mid-stage mock-up to large-scale testing, enabling developers to make business cases and bring their products to market.

"The UK was good at early-to-mid R&D (research and development) investment, but not late-stage," says APC chief executive officer Ian Constance. "We had good ideas, but they couldn't be scaled for testing because of a lack of investment."

He cites lithium-ion battery technology. It was conceived in Oxford in the 1980s, he says, but sold to Sony which industrialised it.

Now six years into its 10-year programme, APC is working through an investment pot of £1 billion, a 50-50 mix of Government and industry funding. "Things," says Constance, "are starting to take off. We have committed 85% of the money but have spent less than half so far."

Any candidate hoping to secure funds must be able to show a route to market for their product – for example, interest shown by a vehicle manufacturer. Ideally, the project will involve collaboration with an SME, a tier one supplier and academia.

"We can put people together or they can come to us with a fully formed plan," Constance adds. "We are looking for sticky technologies – areas where the UK has some capability and where there's future growth potential."

APC – a team of 30 mainly ex-industry people (Constance is ex-Ford global chief engineer for large cars) – is measured on the economic benefits created by the launch of the product, as well as the potential carbon savings.

It has 35 live projects, with another 15 concluded. Each tends to run for three-to-four years.

Based on the £886 million pledged so far, APC is forecasting a CO<sub>2</sub> saving of 156 million tonnes, far exceeding its original target of 50 million tonnes. That's the equivalent of taking 8.8 million vehicles off the road, almost a quarter of the entire UK vehicle parc – an impressive achievement.

Its commitment to Government was to create or safeguard 30,000 jobs; it has currently secured almost 36,000.

Projects fall into one of four categories:

- Energy storage e.g. batteries
- Electrified drives and electronics
- Lightweighting systems
- Thermal propulsion, primarily for internal combustion engine and hydrogen

"Electric vehicles (EVs) are very important and they will be the solution for light duty, short distance trips," says Constance.

"For heavy duty and long distance, we need other solutions which is where thermal propulsion comes in for fuel cell projects – an area that needs serious development."

He can point to several successes, including Ashwoods industrial drives, which are now in production, and its £5m support of Ford's plug-in hybrid Transit Connect trials. "Until then, all EV programmes were handled by (Ford global HQ) Detroit, but our grant attracted the programme to Dunton (Ford's technical centre in Essex)."

APC has also supported an £11m Jaguar Land Rover-led project on high volume e-machine manufacturing supply, investigating new methods for making electric transition motors, and D-Displace, a digital displacement pump for digger hydraulics which only pumps when required, saving significant CO<sub>2</sub>.

ADM, meanwhile, has created a smart battery cell with a chip, enabling each cell to be managed separately for more efficient charging and easy replacement if they start performing poorly.

"It means more control, more life and better performance," says Constance.

In conjunction with Loughborough University, APC also supported a trial of hydrogen fuel cell technology by Metropolitan Police.

APC's extensive experience makes it ideally placed to provide insight about the real opportunities offered by alternative fuels and battery technology – and it has some surprising views.

For example, it does not believe manufacturers will be launching mainstream vehicles with 300-plus mile ranges any time soon.

"We could produce batteries with this range, but we don't think that's where it's going to go," says Constance. "Most people need 30-40 miles a day so 200-250 miles is no problem for most people, most of the time."

"Otherwise, it means a lot of extra weight and cost for something that won't get used."

"A 300-plus range is what people expect today and getting them to change their habits is a challenge. That's why manufacturers talk about longer ranges, but rational behaviour will overtake."

The more immediate priority is to get cost down. He predicts price crossover in the mid-2020s for a 200-mile range battery EV versus internal combustion engine (ICE) alternatives.

Charging times will improve and batteries will get lighter, cheaper and have greater density, but better planning needs to go into the infrastructure

“HALF THE STORY (ON EV EMISSIONS) IS LIFECYCLE ANALYSIS WHICH TAKES INTO ACCOUNT PRODUCTION, CHARGING AND END OF LIFE”

IAN CONSTANCE, APC

APC has pledged 85% of its funding pot to projects, but has spent less than half so far, says Ian Constance

TIME IN ROLE: four years  
FUNDING POT: £1 billion  
ON-GOING PROJECTS: 35  
CONCLUDED PROJECTS: 15  
FUNDS ALLOCATED TO DATE: £886m  
CO<sub>2</sub> SAVED: 156m tonnes

requirements – with a network designed for that 200-250-mile target range.

"Demand will be driven by price, running cost and 'can I use it effectively'," says Constance. "We need an infrastructure with an array of charging posts, not just three per site."

He is confident charging times can be halved, from 30 minutes to just 15, but points to two issues: how to get sufficient energy from the grid and how quickly the battery can adopt the energy.

Make that three: "The real issue is 'charge rage' (the EV equivalent of road rage) where a range extender is plugged in so a pure EV can't be!"

Constance believes plug-in hybrids are "good as a transition technology", helping manufacturers to absorb investment cost by continuing to use engines from their primary drivetrains in the range

extenders while also introducing nervous newcomers to alternative technology.

APC is involved in a number of projects about which Constance is particularly excited. One is an electric drive unit with Jaguar Land Rover, another is a displacement turbine project by Fetu, which acts as a cost-effective fluid displacement system.

Constance calls it "compelling" and a "great opportunity" for carbon savings.

APC is also supporting an EV with "leading-edge technology" being developed by Lotus and Yasa Motors, and a McLaren/BMW joint venture on battery and hybrid technology.

The opportunity on EVs is as great on light commercial vehicles as it is on cars.

"A lot of vans and light-duty trucks don't run near to their payloads, especially if they run in congested

cities – there's a load of applications where electric is okay," Constance says.

"The challenge for heavy duty trucks is hydrogen and e-fuels/synthetic fuels where we need to have more research into their impact on emissions."

At APC's conception in 2013, the project bias was on the development of thermal solutions for ICE because the potential impact on emissions at that time was greater than the tiny volume of EVs in the market. That's not the case anymore.

"We are measured on tailpipe emissions so if we can knock them out altogether, then we have more leverage (to secure future funding)," Constance says. "Most investment is now going into electric vehicle technology."

However, he recognises that tailpipe emissions are only one part of the picture: "Half the story is

the lifecycle impact. This takes into consideration production, charging (renewable source or carbon resource?) and end of life.

"Battery re-use is growing, such as the stadium in Amsterdam, but recycling is a big problem."

The European Commission is developing methodology for lifecycle analysis. It intends to deliver a universal standard by 2025 that will allow direct comparison across all propulsion types.

"The question is how far do they go back?" asks Constance. "Is it extraction methods and materials all the way to the recycling at end of life?"

He adds: "We could pilot (the new standard) in our projects. Our role is to also add value beyond the projects, including technology roadmaps we produce for the Automotive Council which are used globally."



## WINNER: ENTERPRISE RENT-A-CAR

UK HEADQUARTERS: EGHAM, SURREY  
FOUNDED: 1957  
NUMBER OF BRANCHES: 470  
FLEET SIZE: 100,000+ VEHICLES  
AVERAGE VEHICLE AGE: 11 MONTHS



Adrian Bewley (second from left) joins other members of the Enterprise team after receiving the award for the third time in a row

# Mobility changes the rules at award-winning Enterprise

Access and convenience are key to keeping services as Enterprise looks to 'complement other modes of transport rather than try to compete', reports *Gareth Roberts*

**A** relentless drive to keep its products and services relevant is helping Enterprise Rent-A-Car meet the changing demands of the market.

One of the UK's largest fleet operators, with 100,000-plus vehicles, the business has adapted its offering, giving customers a 24/7 service and access to technology to make 'mobility' choices.

Mobility as a Service (MaaS) – the integration of various forms of transport services into a single mobility service accessible on demand – has forced a rewriting of the rules, effectively consigning the traditional vehicle rental model to the history books.

"The market has changed dramatically over the past 18 months; in terms of access and convenience, as well as the time increment and types of vehicles you would look to locate," says Adrian Bewley, director of Business Mobility,

UK and Ireland at Enterprise Rent-A-Car.

"It is about giving the end user the increment of time and choice for all your products and services. "Ultimately, 24/7 access is what the business renter wants and they want it in the most convenient places as part of an ecosystem."

In terms of daily rental, Enterprise Rent-A-Car offers a service for private and business use as well as replacement vehicles for the insurance sector from more than 470 locations.

It also operates one of the UK's largest car clubs – Enterprise Car Club – giving members 24/7 access by the hour or more.

The range includes vans, electric cars and hybrids, which can be accessed from almost 100 branches and more than 1,300 on-street locations in 170-plus cities and communities throughout the UK.

Meanwhile, Enterprise Flex-E-Rent supplies a range of cars, light commercial vehicles and heavy

goods vehicles (HGVs), including refrigerated vehicles and accessible transport, under short- and long-term agreements, from 24 locations in the UK.

The company has also developed a web-based platform – Enterprise Travel Direct (ETD) – a journey assessment and booking tool.

It enables customers to compare transport options in real-time, such as daily rental and car clubs, and make a selection according to the lowest rate or most sustainable choice, dependent on the company's travel policy.

"Business mobility now means we complement other modes of transport rather than try to compete," says Bewley.

"An individual will decide how they will travel, it's just how you can make yourself relevant when people are choosing the different modes of transport that are most convenient to them."

**branches offering 24/7 access growing and how will you decide where they are located?**

**AB:** Yes, we do and it will be determined by demand in those areas, but our short-term objective is to get to around 50%.

Ultimately, who knows though because we've got complementary strategies where we can compete as standalone car clubs in some cities.

**FN:** In an effort to help people make mobility choices, you launched Enterprise Travel Direct (ETD) last year. How does that work?

**AB:** It's about tackling unmanaged travel that, at best, has a spreadsheet or an expense after that travel has happened.

Grey fleet has historically been unmanaged because nobody has been able to enforce the (travel policy) rules prior to a decision being taken. That's why ETD has been so successful.

**FN:** Where have you seen the greatest take-up of ETD among fleets?

**AB:** Primarily in the public sector, with more than 100 organisations signed up and 33,000 individual users.

**FN:** Do you see the services you offer as a move away from ownership to usage or complementing some form of ownership?

**AB:** It's a little bit of both. However, who will decide this is the end user. There are enough people, much younger than me, who have decided they don't want to own things, not just cars, and there are enough examples where usership is the right way, not ownership.

We need to be nimble enough to adjust to the circumstances, but there is still a relevance for ownership and funding for the foreseeable future.

**FN:** How did the acquisition of SHB Hire in March fit with the future strategy of the business?

**AB:** We want to have availability for every increment of time and product offering.

We're at the early stages of integration, but it's going really well. It's a fantastic business, with tremendous knowledge and experience in the commercial vehicle world.

They have some areas of specialism that are fascinating and they will make us better, there's no doubt about that. But bringing it all together will take time as we're mindful of what created such a wonderful business and we recognise the importance of retaining those qualities.

**FN:** What new services are you offering to fleets?

**AB:** We are the largest accident management company in the UK that nobody has ever heard of. We repair 200,000 vehicles annually.

We have been dealing with insurance companies



### JUDGES' COMMENTS:

Enterprise Rent-A-Car is working with Mobility-as-a-Service providers and train operators, has integrated its car club offering, and has launched a new booking platform, enabling businesses to compare travel costs. It's a holistic, well thought out service offering.

for 25 years-plus and are very relevant in the personal lines insurance business, but we've now launched our fleet and business-to-business accident management programme.

Essentially, we've taken what we're really good at in personal lines insurance, looked at the requirements for a company car driver and utilised all the technology at our disposal for the corporate market.

**E**nterprise Rent-A-Car's approach to developing services helped it secure the 'Best Rental Company of the Year' title at this year's Fleet News Awards for the third consecutive year.

Key to its success with many fleet customers has been its ability to identify and control grey fleet.

It works with public and private sector fleets to introduce car clubs and/or daily rental.

Most recently, it has helped the Highland Council reduce its annual business mileage by more than 825,000 miles, with subsequent cost savings in excess of £400,000 in the first 12 months after introducing Enterprise Car Club.

The cash saving represented a 15% reduction in overall business travel costs, while the council's grey fleet mileage has fallen by nearly a quarter (22%) and its overall business mileage has dropped by 13%.

Bewley says: "The role for us is to bring everything together, but it feels like there's much more to come."

"It only feels like part of the evolution and that there will be further opportunities to develop our business further."

"It's really very exciting ensuring that you stay relevant for your customers."

**Fleet News:** How do you make yourself relevant?

**Adrian Bewley:** The facts are, if you make it as simple as possible and available, people will use it. It's one of the reasons we have almost 100 (Enterprise) branches with 24/7 car clubs. That's the clearest illustration of how we see mobility.

We've realised you need to give people more choice, and access and convenience are the things driving what people want.

**FN:** Does having a large network help?

**AB:** What may have been seen by others as a problem in having a huge network that's owned and operated has actually become a huge benefit. It has become one of our biggest strengths.

We own and operate our own vehicles, and we decide where the access points are. We have 470 branches where we can offer those access points and that gives you a tremendous advantage when enabling different services.

**FN:** Do you envisage that network of Enterprise

“IT'S JUST HOW YOU CAN MAKE YOURSELF RELEVANT WHEN PEOPLE ARE CHOOSING THE DIFFERENT MODES OF TRANSPORT THAT ARE MOST CONVENIENT”

ADRIAN BEWLEY, ENTERPRISE RENT-A-CAR





# Should using telematics data form the basis for incentivising drivers?

Roundtable is baffled by the prospect of rewarding drivers for doing what they should do

By Andrew Ryan

**T**elematics technology continues to have a major impact on the effective and efficient operation of a fleet.

Organisations can use it to improve driver behaviour, track vehicles or improve vehicle utilisation, offering the potential to make significant savings.

The technology and how it can be used was among the topics debated at a recent *Fleet News* roundtable, sponsored by Verizon, which took place at the Majestic Hotel in Harrogate.

**Fleet News: How has telematics technology impacted on the operation of your fleet?**

**Matt Hammond, fleet manager at Altrad Services:** Introducing telematics is the best thing we've done for our fleet. I absolutely swear by it. It's

saved us an unbelievable amount of money.

We had it in cars to capture business mileage and the amount we saved on dodgy expense claims was astounding. We then started using it in our van fleet for driver analysis and to improve fuel economy and found we were saving £1 million-plus a year through efficiencies, damage reduction and reduced wear and tear.

We were identifying vehicles that were travelling seven miles a day so we were able to remove unnecessary vehicles from the fleet.

**Stephen Jackson, head of plant and transport at O'Connor Utilities:** We've got telemetry in all our cars, vans, trucks and plant. We've recently been looking at camera systems. About 40 or 50 of our trucks have got five-camera systems installed where we can remotely review and download

footage, so we can see any incidents, drivers not wearing seatbelt, drivers smoking, drivers doing this or drivers doing that.

We have recently been looking at two-camera systems which have forward-facing and driver-facing cameras because you can tell an awful lot from the build up to an incident through the driver's expressions and reactions.

It can also pick up whether the driver spends too long looking out of the offside window and things like that. It records by exception because we don't want to sit there all day looking at 'x' number of vehicles. A lot of our vans are hired and another good thing about the two-camera system is that they can be installed in an hour. I think the future may be telemetry combined with cameras.

**Tracy Barker, fleet manager at Nobia UK:** We don't use telematics. We've always had a lot of resistance

from HR because the bulk of our fleet are benefit cars and they don't feel the need to put telematics on.

**Chris Woodcock, fleet manager – Europe, Africa & Middle East, Cummins:** We have a similar challenge. Across our fleet we've probably got telematics in all our UK commercial vehicles and cars.

We used the telematics in our cars as a stolen tracker type of thing, we didn't do anything more with it.

The agreement with the drivers was that the technology would be in but we wouldn't be monitoring anything. We've got three levels of cars: perk, the tool of the job and pool cars. We are going through each of those and looking at how we treat them. Pool cars should absolutely have telematics in, the tool of the job cars probably should, but we need to have a debate about perk cars and decide whether or not that's what we want to do as well.



## ATTENDEES

- 1 Stephen Jackson, head of plant and transport, O'Connor Utilities
- 2 Andrew Baxter, deputy editor (interim), *Fleet News*
- 3 Matt Hammond, fleet manager, Altrad Services
- 4 Brian Mart, transport manager, Yorkshire Water
- 5 Steve Lucas, transport manager, Novus Solutions
- 6 Tracy Barker, fleet manager, Nobia UK
- 7 Steve Openshaw, group fleet and transport manager, Eric Wright Group
- 8 Rachel McLaughlan, fleet manager, Emis Group
- 9 Stewart Wright, product manager, Verizon
- 10 Nathan Priestley, senior account manager, Verizon
- 11 Chris Woodcock, fleet manager – Europe, Africa & Middle East, Cummins

**FN: Do you use the data from the telematics system to incentivise improved driver behaviour?**

**Chris Woodcock:** Gamification is something we've talked about for 2021.

**Matt Hammond:** I've strongly resisted this. Why do you want to incentivise somebody to do what they should be doing? It baffles me, this incentivising somebody to drive a company vehicle how they should be driving a company vehicle.

**Brian Mart, transport manager at Yorkshire Water:** I've worked with telematics for probably the best part of 12 years on some fairly big fleets like Sainsbury's.

What it did, rather cutely, was to celebrate champions – those that were the exceptionally good drivers, rather than chastise the worst.

What it tended to do was put together a package of different measures, such as harsh acceleration, harsh braking and idling, and use that to create a driving style.

Ultimately that driving style improves performance and economy and is used as a measure.

It would then compare sites against one another, so there was a bit of competition. They were not incentivising people in terms of pound notes, they might occasionally put the

coffee machines on free vend or something for a day, but it allowed drivers to get used to the technology. You would occasionally get guys that were silly, and once that starts going round the whole fleet, it doesn't half make people focus.

The thing about telematics is that, once in place, people are switched on to it.

They understand they are being monitored. They can't drive like an idiot, they've got to take ownership, they've got to take control and basically pay attention when they are at the wheel. If you don't have it, I think you are missing out.

**FN: What challenges are you facing at the moment?**

**Chris Woodcock:** One of the challenges we are experiencing is the

reallocation of existing vehicles. We are finding new starters, or people being promoted into a car grade, are pushing back on the vehicles that we would have normally have been able to give them because they are far more aware than they used to be of what's going on with things like benefit-in-kind tax.

People are almost refusing to take a certain car because it's in a certain BIK band and we are having some real HR challenges with that.

People are asking 'why can't I order a new car because I need to take advantage of this, or I'm not prepared to pay that BIK'.

We are getting into a cycle of deciding what we do with existing company cars when people leave or as we get tax changes. Are we early terminating cars because we need

to take advantage of better BIK rates? That's probably the biggest challenge for us at the moment.

About 12 to 18 months ago people would have accepted a spare car on the proviso that they could order a car shortly afterwards, but we are seeing a lot more noise now about people saying it's not fair to put them in a car that's going to cost them £500 a month where their grade can order one that costs £150.

**Tracy Barker:** We've had something similar, especially with new starters who have had a wider option of vehicles in their previous employment. A number of people who we have tried to allocate an existing car to have opted out of the company car scheme for their probationary period thinking that after that period we will then give them a list of vehicles to choose from, which won't necessarily be the case.

**Steve Lucas, transport manager at Novus Solutions:** It's a difficult time. There are so many changes on the way with things like clean air zones coming in, so we have shortened our perspective on how far ahead we are looking. Instead of looking four or five years ahead we are looking at two and are trying to build some flexibility to change within that as well.



# 10 LESSONS IN FLEET MANAGEMENT SAFETY

Let's recap on fleet safety benchmarks covered since the start of 2019, says DfBB's *Simon Turner*

**A**t the outset of this year, I began writing this series of articles in *Fleet News* looking at different aspects of benchmarking fleet safety. Using the data from the Driving for Better Business (DfBB) online risk assessment, together with survey data we've collected through the year, we were able to identify various activities that fleets get right, and some key activities they do less well – or not at all!

The graphs, hopefully, allowed managers and decision-makers to see how they compared with other fleets and identify areas where they could look to improve. Having completed 10 articles, it seems like a good time to review the key lessons from each topic.

## 1 FLEET RISK ASSESSMENT

Whether this all comes directly under the fleet manager, or the responsibility is spread across other roles such as HR, finance, etc., companies with staff who drive for work need to manage organisational practices along with drivers, vehicles and journeys.

The area where the gaps seem most common is at an organisational level where the average user score of 64% was well short of what was required with many businesses failing to keep adequate records of fleet activity and monitoring driver performance. Lack of appropriate records means a lack of awareness of what is going on and a lack of accountability for poor performance.

Another surprising, but linked, finding was that more than one in three respondents claimed their directors and senior management team were not fully aware of their legal responsibilities and so it was difficult to get leadership backing to put the required procedures in place.

## 2 ACCIDENT OR COLLISION FREQUENCY RATES

Accident frequency rates are basic metrics all employers should be aware of. Yet it follows that if directors don't understand their responsibilities for managing fleet risk, then nothing gets meas-



# 1 in 3

**Directors don't understand their legal responsibilities for fleet safety**

ured and monitored, and it doesn't get effectively managed.

People and vehicles are often the two most expensive assets in the business yet only 56% of the companies taking our risk assessment had a proper system of recording accident data and sharing it with senior managers. If you're struggling to get directors to pay attention then focus on the business impact – less than half our directors were fully aware of the true cost of collisions.

## 3 DRIVING FOR WORK POLICIES

A staggering 41% of companies had no Driving for Work policy yet this is a basic requirement setting out the procedures to ensure drivers behave safely and your vehicles are roadworthy.

Of the 59% that did have a policy, unbelievably, some had not included awareness of the policy in the staff induction process for drivers, and only two-thirds of them had created a driver handbook to help communicate those standards.

A Driving for Work policy is an absolute must for any business and a driver handbook, either printed or electronic, is a great way of communicating the required standards to your drivers.

## 4 DRIVER MANAGEMENT

It sounds a simple task yet 29% of companies couldn't say exactly how many drivers they had. The reason this question is so important is that if you aren't certain how many employees are driving on business, you can't possibly have a robust audit trail to demonstrate that they are being managed effectively and you can't know that all of them have seen your Driving at Work policy or had their driving licences checked.

We've already touched on the need to monitor accident frequency rates yet only half of businesses have a process to address poor driving once it has been identified.

## 5 VEHICLE MANAGEMENT

This was the area where employers performed best in our risk assessment with around four in five confirming they ensured all vehicles were serviced in line with manufacturer guidelines and promoted regular vehicle checks.

However, while many operators focus on vehicle fuel efficiency and emissions, especially on commercial vehicles, only one in three insisted on cars that had achieved a EuroNCAP five-star safety rating – something which could help protect both drivers and vehicles by reducing unnecessary vehicle damage with significant associated savings in third-party claims. According to a studies by EuroNCAP and Thatcham Research, fitment of Autonomous Emergency Braking (AEB) systems leads to a 38% reduction in rear-end crashes and a 45% reduction in third party injury claims.

## 6 LEADERSHIP

Whether you're running the fleet department or the whole company, a believable commitment to ensuring the safety and wellbeing of your staff is essential. Just 57% could demonstrate a clear top-level commitment to work-related road safety within the business. Demonstrating leadership in occupational driving is one of the key elements in operating a fleet compliantly because it demands accountability.

Accountability ensures things get done as they are supposed to and that failures in compliance get highlighted and dealt with quickly. Dealing with things quickly ensures drivers see you mean what



# 9 out of 10

**Drivers use their own cars for work. One third don't have business insurance**

you say, strengthening your safety culture. Incidents and trends need to be discussed regularly at board level so problems or negative trends can be identified quickly and dealt with before they pose a more serious threat to the business – 42% of businesses said they rarely, or never, did this.

## 7 GREY FLEET

In the summer, Driving for Better Business commissioned a survey that questioned more than 250 executive directors and 1,000+ employees who drove for work. While our survey covered a number of topics, the answers around grey fleet were some of the most concerning.

Most directors are still extremely ill-informed about grey fleet – 60% of the directors surveyed did not know how many, if any, of their staff used their own vehicles for work journeys. Over half (53%) of the directors surveyed did not believe a grey fleet driver was the company's responsibility.

This was concerning enough yet some companies could have a massive and completely unrecognised risk with uninsured grey fleet drivers. When we spoke to the drivers, 90% classed themselves as grey fleet and a third of them admitted they weren't insured for business use.

## 8 MOBILE PHONE DISTRACTION

One of the key challenges for drivers who don't wish to use their phone while driving can be the feeling that managers expect them to be available at all times, including while driving. This is backed up by DfBB research which showed that nearly a half of business leaders (49%) expect their employees to answer their phone at any time, including the times when the employee is at the wheel during a business journey.

And that distraction appears to have real consequences – from both a staff safety and wellbeing perspective, as well as increased business costs. 45% of employees say they experience stress when they receive a call from their boss. They also



# 1 in 3

**Companies insist on EuroNCAP five-star cars**

consider the distraction to be a contributing factor to causing incidents while driving, jeopardising their safety – one in six drivers claim to have been involved in an incident due to taking a call from a colleague while driving for work.

There is a common belief that banning phone use will harm a business and reduce productivity, yet many companies, including some of our DfBB Business Champions, have proved this incorrect.

Our data shows a significant momentum behind zero-tolerance of mobile phone calls while driving with the possibility that we have already reached a tipping point. A little less than half (46%) of businesses have already banned mobile phone use while driving and an additional 15% were actively working towards a ban.

## 9 JOURNEY MANAGEMENT

Journey management is becoming increasingly important as the business world moves towards managing safe, sustainable mobility rather than simply vehicles and drivers. Employers are evermore concerned, not just with improving safety and compliance, but with the productivity and efficiency improvements that can come from having people on the road for less time, as well as the reduction in environmental impact from reducing road travel altogether.

With car drivers, employers are increasingly asking whether the journey is actually necessary in the first place, and almost two-thirds (61%) say they now actively encourage staff to look at alter-

native methods of transport, or fast-improving telephone/video conferencing technology, specifically to improve productivity. A further 18% said they were working towards the same goal leaving just one in five employers failing to make improvements in this area.

## 10 DRIVER COMPETENCY

Only 38% of firms formally evaluate driver competency before allowing them to drive on business. This would be a shocking figure if it related to staff operating machinery in a factory or working in a hazardous industry, so why should it be any different when asking staff to drive for work?

Improving driver knowledge and competency will reduce incidents related to lack of understanding or skillset, but the drivers' ability is only a piece in a much more complex puzzle – the most important aspect of all journeys is its context.

A context that involves an unrealistic delivery schedule and tricky manoeuvring at the customer address, creates pressure for the driver that may lead them to making the manoeuvre in the quickest, rather than the safest, way. Not because they don't know the safest way, but because they are trying to make up time.

If these shortcuts are a response to the company's work practices, and management is known to turn a blind eye in a misguided pursuit of productivity, any positive benefit from training will disappear quickly, with the training investment wasted, as drivers revert to unaccepted behaviours.

If you're going to invest in driver training, make sure you:

- Risk-assess the driver's role to identify the pressures and dangers. Work with your training provider to build a bespoke course to specifically address these risks.

- Remove operational pressures where possible to enable drivers to put into practice what they have learnt in training.

- Continually engage with drivers to confirm safety is the priority and learn from them if there are any additional or new risks that need to be addressed.

Next time, we'll be looking at what sort of data companies monitor and discuss at board level.



# 2 in 5

**Companies have no Driving at Work policy**



# 1 in 6

**Drivers claim to have been involved in an incident as a result of phone call from a work colleague**



# Overcoming THE CHALLENGES OF MANAGING A 'GREY FLEET'

ICFM director *Peter Eldridge* performs a little crystal ball gazing and suggests that several alternatives to 'grey fleet' may offer better solutions

**I** will start this month's article by asking a simple question – why is 'grey fleet' back on our radar?

Well, the answer, of course, is that the challenges currently faced by fleet operators are a direct result of the increasing migration of traditional company car users to the grey fleet alternative – privately-owned vehicles driven on company business.

So what is driving businesses to consider grey fleet as a policy change from the traditional company car fleet option? The answer is, essentially, continuing fleet uncertainty in a particularly challenging global marketplace.

Recent industry estimates suggest there are more than 14 million grey fleet cars on the UK's roads and that figure is growing annually. Meanwhile, benefit-in-kind (BIK) tax returns to HMRC show that the number of company cars on the UK's roads has declined annually over the past decade or more – and continue to do so, fuelled by growth in the number of employees opting for a cash allowance in lieu of a company car.

But, whether grey fleet drivers are long-established, or the 'new generation' that have taken the cash allowance and opted to fund a car via a Personal Contract Hire (PCH) or a Personal Contract Purchase (PCP) agreement, or buy a vehicle outright, they must be tightly managed by their employers.

The issues regarding the effective management of grey fleet vehicles are not new and as mentioned in a previous article, the ICFM has been covering the topic in its fleet training and education syllabus since its inception more than 25 years ago.

Those who have attended ICFM courses should be congratulated for embracing the essential legal, environmental and operational requirements for the effective management of a grey

fleet, but for other fleet-responsible stakeholders, the issues are becoming something of a 'smoking gun'.

Many employers are taking the view that the company car regime is now too burdensome – particularly with the advent of optional remuneration arrangement (OpRA) rules – and employees believe BIK tax bills are too expensive and so are opting into the grey fleet arena with little or no knowledge of the implications.

Let's be clear about this, the view that many employers are taking – that 'grey fleet' cars are 'out of sight and therefore out of mind' is not only flawed, but also leaving them wide open in respect of their risk exposure.

It is only a matter of time until we witness a serious situation involving such a vehicle being involved in a crash, or a driver being prosecuted for a motoring offence that could also implicate businesses under 'cause and permit' regulations.

Health and safety legislation clearly states that employers have the same duty of care for grey fleet drivers as they do for company car drivers and there are no escapes from this position.

From a cost-control perspective, the manage-

ment of grey fleet is equally important and employee reimbursement for business mileage should be tightly controlled. The tax and National Insurance-free AMAP rate is 45p for the first 10,000 miles and 25p thereafter, but some employers are paying more, particularly in the public sector.

The final element in the grey fleet conundrum is the environmental position and this area, for many businesses, appears something of a dichotomy.

All businesses are under the environmental and corporate social responsibility microscope, with most expressing a genuine desire to reduce their environmental impact and improve their carbon footprint.

However, industry evidence suggests that employees' own cars have CO<sub>2</sub> emissions significantly higher than company cars, so unless grey fleet vehicle selection is controlled, there is a real risk that their carbon footprint will be going in the wrong direction.

It should also be remembered that under the Energy Saving Opportunity Scheme (ESOS), every organisation (public sector employers do

not usually need to comply) with more than 250 staff or a turnover above €50 million (approximately £43m) must assess and report to the Environment Agency its overall energy usage and that includes grey fleet as well as company-provided vehicles.

So if we look into the fleet crystal ball, what is in store?

Well, let's start by looking at the fleet pictorial year to date – the combination of battery electric/hybrid electric/plug-in hybrid/mild hybrid vehicle registrations, still only represents a total new car market share of 8.8%, with conventional petrol and diesel vehicles taking the lion's share at 91.2%. Petrol is now the predominant player at 65.4%

How does that impact on grey fleet? Well, the simple fact is that the zero emission and ultra-low emissions options still remain a niche product and for the most part, what availability there is will not meet grey fleet car driver requirements.

Moreover, with petrol engine options being the likely vehicle of choice for the grey fleet driver, controls will need to be in place to promote the most CO<sub>2</sub>-efficient options, particularly since the reality is that many drivers are using their cash to buy 'cheaper' (older) vehicles that suit their personal needs, rather than promote an improved environmental position.

The position is likely to change over the next two or three years as more energy efficient models from mainstream manufacturers become available. But, currently, fleet operators are in a Catch-22 situation of having to deal with an increasing migration of employees out of traditional company cars and their business environmental targets being pulled in the wrong direction.

So the message is clear – a grey fleet operation needs to be managed in exactly the same way as

company-owned or leased vehicles and bearing in mind my earlier comment that 'grey fleets' have been on the fleet agenda for more than 25 years, by now all fleet responsible stakeholders should be well aware of the core elements involved in the safe and complaint management of those vehicles.

These include:

- Driver licence checks to ensure validity and fitness to drive.
- MOT status, including advisory remedial actions.
- RFL (road fund licence) status.
- SMR (service, maintenance and repair) scheduling.
- Tyres, including condition and legal tread depth.
- Insurance – does the vehicle have business-use insurance?

All of these elements need to be managed effectively and monitored closely. But, in real terms, they are essentially only the 'hygiene' factor and, as we approach 2020, the ICFM recommends that a more strategic approach needs to be taken, with the main objective being to reduce or even remove grey fleet as a considered fleet policy option.

There are a broad range of alternatives available that tick the box in respect of providing an effective alternative to grey fleet, all of which represent a reduced level of duty of care risk.

These include car clubs that provide 24/7 access to vehicles in a driver's or a business's location on an hourly or daily rental basis via an app-based facility; daily and 'mini lease' daily vehicle rental vehicles; PCH, a common form of private car leasing; salary sacrifice and employee car ownership schemes. They are all in the mix.

The main benefits of these schemes is that they

promote the selection of more efficient vehicles that for the most part support environmental change, stand more chance of achieving a better SMR outcome and at the same time make the task of managing duty of care a more straightforward process.

So, to conclude, here are six 'top tips' for fleet operators to consider before promoting/endorsing a grey fleet solution.

- 1 First and foremost, establish what is the driving factor for making such a change. Is it the business or the drivers that are the instigators?
- 2 Will a grey fleet option be suitable for work purposes? This should include an analysis on each vehicle's age, condition, capability for the specific business journey requirements etc.
- 3 Carry out a detailed risk analysis regarding the implementation of a grey fleet solution?
- 4 Establish if there is sufficient skill, knowledge and resource available to effectively manage a grey fleet solution in-house or should a specialist external partner be employed to do the job?
- 5 Have all other options been considered, either singularly or as a blended solution – car club; rental, PCH etc?
- 6 Finally, and most importantly, carry out a detailed cost comparison analysis for all options available.

■ If you would like to find out more, the best place to start is by taking a look at the ICFM training and education programmes. More details are available on the website [www.icfm.com](http://www.icfm.com) or you can contact 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)





# As businesses move away from ownership, rental delivers flexibility

**A**vis is building on its successful offering within the commercial vehicle market, as more and more businesses look for flexible options.

Louisa Bell – General Manager, Avis UK, said that the company launched its van rental business in 2015 due to the sheer level of demand from existing corporate clients and from the wider fleet market.

According to the latest BVRLA market report, there are five million van rentals in the UK each year and the vast majority are from corporate customers (81%).

Unlike the new car market which has been under pressure, new van sales continue to grow in the UK with continued demand for small-, medium- and large-sized vans this year.

Bell said: “We’ve been growing organically at a steady pace, but we’ve also expanded our operations with the acquisition of ACL Hire in late 2017.

“That has boosted our presence in Scotland and the team there has more than 30 years of experience with van rentals so we have taken their professional expertise in the van fleet and public sector market and permeated that through the rest of the business.

“We have also been drawing on the ACL Hire team’s experience when launching corporate van rental stores such as our new Castleford van hub.”

In turn, ACL Hire has gained access to Avis Budget Group’s global network and system which spans more than 11,000 locations around the world.

In October, Avis announced the launch of its first commercial vehicle supersite in Castleford, Yorkshire.

The new hub will be a centre of excellence for Avis and Budget UK commercial rental operations, further improving the service and focusing on the specific needs of customers.

Avis has access to a broad range of standard small, medium and large vans from brands like Ford, Volkswagen, Peugeot, Citroën and Renault ready to step in to help businesses in the UK.

Avis can also facilitate specific requirements for larger corporate customers, including vinyl wraps or specialist equipment like beacons, as well as more specialist vehicles like Luton vans, mini-buses, tippers and crew cabs.

Bell said she is expecting further growth from fleet volumes this year with a split between a core of small- to medium-sized

businesses (SMEs), larger corporate fleets and owner drivers.

This will, in part, be driven by the level of uncertainty in the UK’s political landscape that is making it more difficult for businesses to plan ahead in the medium and long term.

She said: “We understand that business mobility needs change all the time and that flexibility is key in helping business owners adapt.

“The challenge for us is making sure we’re able to predict the demand for vans and be ready for that.”

Avis offers a range of flexible rental solutions for its customers, from daily rental options to mid- and long-term rental plans.

Bell said businesses can turn to rental to scale up the number of vehicles available for a project, or to have a solution in place to manage downtime to replace vehicles that might be in the garage for maintenance.

Bell added: “We’ve got a really broad range of vehicles and we’re always adapting to demand to make sure we have the kinds of vehicles customers are going to want.

“Rental fits with that broader trend of people looking to pay monthly for services, whether that’s your mobile phone or van hire. We’re seeing businesses move away from ownership across both cars and vans.”

## INNOVATIVE VAN RENTAL

Avis is continuing to invest in digital solutions and has a ‘mobile first’ approach to



Avis has announced the launch of a supersite for commercial vehicles at Castleford in Yorkshire

how customers interact with its services.

This includes what has been a contentious issue for some fleets around end of rental damage charges, which saw Avis implement an innovative solution to the issue by digitising the damage reporting process.

Avis’ Maintenance & Damage Management System (MDMS) offers digital imagery of vehicles before and after every rental, making it much quicker and easier to manage maintenance and damage.

Bell said: “It’s a huge step on from having pieces of paper with circles identifying the damage.

“Having that digital record of the condition of the van before rental and afterwards helps to improve the transparency of our service and any damage.”

Large corporate customers can also manage their bookings digitally using the Avis Rental Tool (ART). It gives customers full visibility of their van hire spend, with the ability to manage multi-levels of policy compliance.

Smaller businesses can also book and manage their rental through the Avis App. Just as with cars, van customers can book, confirm, change or cancel reservations,



**RENTAL FITS WITH THAT BROADER TREND OF PEOPLE LOOKING TO PAY MONTHLY FOR SERVICES**

**LOUISA BELL, GENERAL MANAGER, AVIS UK**

extend rentals and return the van, all through the App.

Rental agreements can be signed with electronic signature technology to help keep the process paperless.

## ULEZ-COMPLIANT

Businesses that choose Avis for vans will be able to operate in the capital without attracting the Ultra-Low Emission Zone (ULEZ) daily charge.

By regularly refreshing the van fleet, the company is able to keep CO<sub>2</sub> emissions of the UK commercial vehicle fleet to an average of 166g/km.

Bell believes these low emission vans are

still what the majority of businesses are looking for, rather than electric commercial vehicles right now, but Avis is due to be supplying electric charging points at its new Castleford hub in 2020 to plan for the future.

She concluded: “We’re having a lot of discussions around EVs with customers. However, the vast majority still want an internal combustion engine solution simply because there’s still the challenge of public charging infrastructure.

“There are more electric vans coming to market and we will be closely monitoring how demand develops to make sure we can be agile and flexible for our customers.”

Avis keeps CO<sub>2</sub> emissions of its UK commercial fleet to an average of 166g/km

For more information visit [www.avis.co.uk/vans](http://www.avis.co.uk/vans), call 0808 284 0284 or email [Avisbusiness@avis.co.uk](mailto:Avisbusiness@avis.co.uk)

**AVIS** | VANS



# FLEET

## 2019 REVIEW

HEADLINE SPONSOR: **GEOTAB**  
management by measurement

**V**isitor figures for this year's Fleet Live event at the NEC in Birmingham were almost identical to 2018's record-breaking numbers, with 2,065 delegates.

The free-to-attend event, headline sponsored by Geotab, was buzzing with debate, discussion, networking and, in numerous instances, negotiations. Fleet Live 2019 was a place to learn and to do business.

More than 110 exhibitors shared exper-

tise and experiences and made contacts. Mobility, safety and driver well-being were key topics for the delegates, with the seminar sessions packed over the course of the two days.

The most popular? That was the presentations on electric vehicles. The sessions were standing room-only as fleets clamoured to find out the best ways to introduce EV strategies into their operations.

This year saw the introduction of a new

Tomorrow's Fleet Zone which featured a purpose-built street of the future, 'Electric Avenue'. The exhibit took visitors into the world of the autonomous vehicle, innovative electric vehicle charging solutions, mobility apps, e-cargo bikes and other future products and services.

More than 40 speakers guaranteed that the five theatres were always busy.

Over the next six pages we look at some of the subjects they covered...

## Clean air zones require joined up approach from local authorities

### SPEAKER

**Jason Torrance**, clean air cities director at UK100 Cities

By Matt De Prez

**A** Fleet News and UK100 initiative with business and local authority policy-makers is seeking to secure national and local support for the delivery of clean air zones (CAZs) – see page 34.

Jason Torrance, clean air cities director at UK100, said it is "vital to gain consensus from all stakeholders on the challenges and opportunities, together with commitments to action from local authorities, business and transport operators".

Forty-three UK cities are required to introduce a CAZ with

only seven of them currently achieving legal levels of air quality, Torrance told delegates.

Meanwhile, pollution caused by surface transport continues to rise while other industries have made significant reductions.

Torrance said: "By the Government's reckoning, clean air zones are the most effective way of reducing pollution from road transport.

"Fleets are frustrated at the disparity between cities with different levels of charging and restrictions from place-to-place."

There is a whole variety of different approaches taken around the country. London's ULEZ, for example, is not covered by the Government framework and Oxford is also developing a different framework for its zero-emission zone.

"We've ended up with a whole hotchpotch of different zones and different solutions, with potentially different charging regimes," added Torrance.

"Concern about the lack of consistency is growing. This is something that needs to be tackled going forward. Many companies have incredibly powerful solutions, but what is happening in Southampton may not be known in Newcastle."

He believes the UK can achieve greater consistency.

"Working in partnership with business is both a challenge and an opportunity for local leaders," he said. "There is a responsibility for Government to provide a framework and resources and for local authorities to show ambition and political priority for things that are on the ground."



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## Efficient movement of people and goods

### SPEAKERS

**Karla Jakeman**, connected transport innovation lead, Innovate UK

**Peter Leavy**, Vodafone IoT portfolio manager, Connected Car Services

By Tom Seymour

**M**illions of pounds of investment from the Government and the private sector is being poured into multiple projects to transform the way people and goods are moved in the UK over the next decade.

That was the message from Karla Jakeman, Innovate UK connected transport innovation lead and Peter Leavy, Vodafone Internet of Things (IoT) portfolio manager, Connected Car Services.

Jakeman's session looked at the importance of collaboration, current funding opportunities and the latest projects and technologies that are emerging as part of the development of the strategic road network (SRN).

She said: "It's so important to encourage collaboration and the opportunities that are available for funding new projects."

Jakeman said money from the Government's Industrial Strategy Challenge Fund is concentrated on eight key areas to help transform the UK's transport infrastructure.

This includes £65 million for the Office of Low Emission Vehicles (OLEV), £60m for the Centre for Connected & Autonomous Vehicles (CCAV), £65m for the Department for

Business, Energy and Industrial Strategy's Advanced Propulsion Centre UK (see p48), £23m for the Faraday Battery Challenge, £20m for Highways England, £10m for the Department for Transport and £2m for the Niche Vehicle Network (brands like Aston Martin and Morgan).

Jakeman said the funding will invest in a "world-leading research base and highly-innovative businesses to address the biggest industrial and societal challenges".

These include improving battery technology to develop high-performance next-gen technology for electric vehicles (EVs) that are effective, durable, lower in weight and recyclable.

Leading the world in EV production is also a key goal with the target of building £5 billion-worth of new products by 2025.

OLEV's ambition is to get at least 50% and as many as 70% of new car sales and up to 40% of new van sales as ultra low emissions vehicles by 2030.

The Road to Zero programme has already awarded £24.5m on energy storage and management, lightweight powertrain and disruptive zero emission technologies.

A competition also recently closed to fund up to five projects to investigate new methods for developing the cyber security of connected and autonomous vehicles (CAVs).

The projects will last three months and will start on January 1, 2020.

Next year will be a key milestone for autonomous vehicles with advanced trials due to commence. The first commercial deployment is expected as early as 2021, which will lead to a nationwide licensing approach for connected and automated mobility (CAM) by 2024.

Peter Leavy indicated the next generation of 5G communication connectivity will also have big implications on transport evolution.

He said: "There will be an increasing demand for 5G connectivity in the road

network and in areas for transport, alongside investment for where people are using their smart technology. There will be big impacts for fleets on areas like safety, telematics and efficiency."

While the UK is 5G ready, the big leaps forward are likely to come next year as the technology is rolled out on a wider basis.

Leavy said bringing 5G to vehicles and transport infrastructure will up the total density of devices that can be connected in a square kilometre from 100,000 to one million.

Future connected vehicles will be able to prioritise what systems need to access 5G connectivity, with car safety and control gaining highest priority, followed by vehicle-to-vehicle communication and then video streaming.

**50%**  
is OLEV's minimum  
ambition for ULEVs  
by 2030



## Flexible benefits are no longer flexible

### SPEAKER

**Jack Curzon**, consulting director, Thomsons Online Benefits

By Andrew Baxter

**F**lexible benefits are dead, was the attention-grabbing opening remark of Jack Curzon, consulting director, Thomsons Online Benefits, speaking at the HR: Implementing a flexible benefits strategy session.

"[It] means different things to different people... but the inherent problem with flex, is that it's just not flexible," he explained.

"Choosing benefits from a list once a year, or even monthly, is not flexible. You wouldn't expect that experience if you were doing online shopping – to buy something and then potentially get it a month later."

Thomsons Online Benefits is a global

benefits management and employee engagement software company that also provides consultancy services related to reward, workplace pensions and employee benefit programmes.

It operates in 102 countries and works with six of the 10 largest companies in the world.

Half of its UK customers operate a car scheme of some kind. Of those, 22% have a fleet arrangement, while 44% have an allowance model – with an average annual allowance of £5,400. However, just 16% of clients offer both options.

"The fact about car allowances is that they aren't used for cars... they're just a form of remuneration. You could argue as the employer that the money is going towards a car, but from a strategic view point, you're not physically making them take a car," said Curzon.

In a recent client employee survey

on the implementation of mobility credits as an alternative to fleet vehicles or cash allowances, the main desires identified by respondents was the freedom to travel; cheaper train fares; personal use vehicles; quick, simple, direct travel; and affordable alternatives.

According to Curzon, the solution to tackling emissions and overcrowding problems is not "giving people cash to get rid of their car, it's to give them a different option".

Regarding EVs, the feedback was that there is still not enough choice and range continues to be a concern among those surveyed and "one of the leading bits of insight is that people want affordable alternatives", which is to say price parity with ICE vehicles, along with a mature used-EV market.

Tellingly, none of the "hundreds of clients" Curzon works with currently operates a mobility credits scheme.



**22%**  
of Thomsons' car schemes have a fleet arrangement

## Driver recruitment and retention in commercial fleets

### SPEAKER

**Martin Colloff**, head of client and network distribution, Hermes UK

By Jeremy Bennett

**T**he UK's second largest parcel delivery and courier business is addressing a shortage of drivers with a recruitment and apprenticeship programme.

Hermes UK, second only in size to the Royal Mail, delivers 1.2 million parcels per day with a fleet of 650 articulated vehicles and 1,500 trailers.

But it is facing a challenge on a number of fronts: the average age of its 400 drivers is 50, there is a national shortage of qualified drivers,

the number of EU workers to call on is decreasing due to Brexit, the impact of IR35 and the lack of women drivers.

There is a national shortage of around 40,000 professional drivers, presenting competition for resource. Of the 350,000 qualified drivers in the UK, 65,000 (19%) are from the EU.

Brexit could reduce the number of EU employees the company can call upon. And just 2% of its drivers are women. All drivers are from agencies and 80% are 'off payroll' or they are limited company employees. They will, therefore, be impacted by

IR35 HMRC legislation\*, increasing income tax and National Insurance payments, and reducing pay for drivers as they move from off-payroll to PAYE (also see page 62).

Martin Colloff has introduced the 'road to logistics' programme to tackle these issues with the first delegates six months into the 14-month scheme.

"We're focusing on attracting school leavers, those in further education, apprenticeships and encouraging more women into

logistics," he said, finding them through roadshows, social media and traditional recruitment avenues.

Hermes draws on the Apprenticeship Levy. It means the Class 2 licence training given is a return on investment of the 0.5% payroll contribution to the levy.

Delegates completing the scheme will achieve a LGV apprenticeship standard, with the focus on knowledge, skills and behaviours and attitudes.

"As well as creating a resource pipeline, we expect to see reduced vehicle damage, better fuel efficiency through improved driving styles, plus greater employee loyalty, flexibility and great customer service," Colloff said. "We want them to be ambassadors for our business."

**50**  
is the average age of Royal Mail's 400 drivers

## Optimise Prime: EV trials

### SPEAKER

**Duncan Webb**, commercial director, Royal Mail

By Tom Seymour

**S**ecuring a steady supply of electric vehicles (EVs) and managing energy to charge them were highlighted as some of the biggest challenges so far experienced by Optimise Prime, the world's largest trial of commercial plug-in vehicles.

The three-year project started in January and stakeholders Royal

Mail, Centrica, Uber, Hitachi Capital, SSE and UK Power Networks are all working together to share data and best practice from the 3,000 vehicles taking part.

Royal Mail is the test case for charging at the depot, Centrica for charging at home with its British Gas vans and Uber is the test for public charging infrastructure.

Royal Mail's Duncan Webb said: "The fleet industry is not currently blessed with enough choice of electric vans in the market."

"For the models that are available the supply isn't flowing in, so, while we're really keen to bring the

volume on, it's actually hard because we can't get the supply and demand dynamics working how they need to be. Hopefully that will rectify itself."

UK Power Networks is looking to incentivise businesses that intelligently manage their charging times to reduce strain on the grid.

Spreading charging times at off-peak periods will mean the grid will be able to cater for a greater number of vehicles without some fleets having to invest in upgrading their power supply.

However, for much larger fleets, like Royal Mail, it is necessary to understand the amount of power required for hundreds of vehicles, what kind of strain this puts on the

grid and how costs can be reduced by charging intelligently.

Webb also said in future the role of the fleet manager will have to expand to energy management as the early findings from the trial have seen Royal Mail having to make investments to upgrade its access to electricity to serve a greater volume of EVs at its depots.

He said: "It became clear that, if you wanted to go for higher volumes of EVs you start to breach your contracted capacity for electricity supply from the local grid."

For those companies that are in a bad area of coverage, this could trigger investment requirements from the fleet operating the EVs to make upgrades.

## Mobility as a Service: adapt or die

### SPEAKERS

**Sandra Witzel**, head of marketing at Skedgo

**Tony Douglas**, head of brand at BMW Group Mobility Services

By Matt De Prez

**F**leet managers must "adapt or die" as Mobility as a Service (MaaS) is expected to change fleets forever, according to Sandra Witzel from mobility services provider Skedgo.

She said fleet managers must embrace a user-centric mindset by

taking their focus off the vehicle and putting it on the proposition.

"Stop thinking about ownership and start thinking about an integrated mobility mindset," she told delegates.

But taking away cars isn't exactly straightforward as the systems to make MaaS as seamless as driving don't exist yet.

Witzel believes there is still development work that needs to be completed to enable trip chains – a combination of travel services – to be booked through one provider and in one transaction.

The insurance industry also needs

to adapt to provide a single insurance solution for an entire journey, which could include trains, buses, taxis and short-term hire vehicles.

Tony Douglas, BMW Mobility Service's head of brand, outlined how the Munich car manufacturer has struck a deal with its biggest rival Daimler.

Working together, BMW's DriveNow and Daimler's Car2Go mobility services will take on the likes of Uber and Google to avoid the motor giants being left behind by the tech-giants of Silicon Valley.

While BMW and Daimler's Mercedes brand will very much still

be competing as rivals in the automotive manufacturing space, both partners have decided that when it comes to mobility services, they are "stronger together than separately".

Douglas told Fleet Live delegates that the mobility space is accelerating rapidly, with the prospect of being larger than the IT industry.

With the younger generation expecting on-demand services and roads becoming increasingly congested, BMW is predicting a shift in the future of car ownership and is therefore investing in mobility solutions now to stay ahead of the change.

## Smart Urban Transport Strategies: balancing the needs of business and clean air

### SPEAKERS

**Chris Lane**, head of transport innovation, TfWM

**Tom Hayes**, cabinet member for Zero Carbon Oxford

By Gareth Roberts

**C**ities across the country are looking at different ways of cutting congestion and improving air quality, with fleets having to adapt fast.

London's ultra-low emission zone (ULEZ) went live in April, while other clean air zones (CAZs), employing a range of restrictions, are set to launch next year.

They are key parts of the 'smart urban transport strategies' being developed by local authorities and city transport planners, such as Oxford City Council and Transport for the West Midlands (TfWM).

Birmingham will introduce a CAZ from 2020, with all but the cleanest cars and vans paying £8 per day to enter the zone, while HGVs and

buses will be charged £50.

Chris Lane, head of transport innovation at TfWM, says congestion has steadily got worse, with overall speeds falling 10% on routes into the city over the past year.

In an effort to alleviate both congestion and its impact on air quality, he says the city is considering a range of options to cut emissions and congestion, in addition to the CAZ, but it was important to recognise any potential impact on business.

He told delegates at Fleet Live: "We don't want to limit productivity, we want to see the economy of the West Midlands really grow; we want to shift people into sustainable transport modes and we want to create a healthier, happier population."

It was a similar message from Tom Hayes of Oxford City Council, who stressed the need to tackle the "climate emergency".

However, he said: "We can't just put regulations in place, we also have to incentivise and work with all of the different vehicle types and their owners in the city."

He told delegates how Oxford is planning to launch the country's first zero emission zone. From 2020, under the proposals, all non-zero emission vehicles could be banned during certain hours from parking and loading on roads in an inner zone, while in a larger zone the requirement will be Euro 6 for buses. Citywide taxi emissions standards will apply from 2020, with increasingly improving standards to 2025.

To register your interest in Fleet Live 2020 visit: [www.fleet-live.co.uk](http://www.fleet-live.co.uk)



## Mobility strategies for van and truck operators

### SPEAKER

**Dave Phatak**, director of Ford Commercial Solutions division at Ford Mobility Europe

By Andrew Baxter

**D**ave Phatak presented Ford's insight on last mile delivery and how businesses will operate in the future within cities looking to reduce emissions, improve air quality and leverage connected technology.

According to Phatak, 50% of the world's population lives in cities. This is set to rise to 70%, of a rapidly growing world population, living in cities by the middle of the century.

Combine this with an always-connected society and the 'now-economy', with increasing consumer demand for the immediate delivery of goods and services, and it's little surprise Phatak's assessment is that "the current model will lead to gridlock".

Speaking at a TED talk eight years ago,

Bill Ford, chairman, Ford Motor Company and the great grandson of Henry Ford, said: "It's clear that the mobility model we have today simply will not work tomorrow."

"We are going to build smart cars, but we also need to build smart roads, smart parking, smart public transportation systems and more."

Ford's assertion was that we need new infrastructure and a new assessment of how vehicles operate within their own environment – in short, he concluded that we need smart vehicles to operate in a smart world. This will be enabled through connectivity, electrification, shared mobility and ultimately, through to autonomous vehicles (AVs).

Strategically, Ford looks at time horizons in terms of 'now', 'near' and 'far'. Phatak explained: "For us 'far' means autonomous and fully shared; 'near' means electrified and maybe partially shared; but right here and now, connectivity is the enabler that allows us to take those first steps on that journey."

The Ford Mobility City Data Report "started with a few hypotheses and then we set out to run trials and experiments

to see if our theories would stand up to the test of a practical pilot."

Phatak said: "One of these was the hypothesis that you could take data from many, many connected vehicles and correlate it with other known data points about a city and how it operates."

"This data could help create a model, or an algorithm or a recommendation, that could be used to better improve road safety, journey timings and congestion to support fleets in their decisions about what powertrains were needed to optimise their overall footprint and, ultimately, help a city manage traffic flows."

During the subsequent 12-month trial in London, 160 connected LCVs collectively drove one million kilometres, amassed 15,000 days of vehicle operation and 500 million data records, equating to 10 years' worth of data collection.

The trial shows how taking a large number of connected vehicles and treating them as a distributed sensor system allows Ford "to reach the broader aspiration of not only making our customers' businesses better but to help broader society, too", Phatak added.



## How to implement an electric vehicle strategy

### SPEAKERS

**Gary McRae**, former corporate fleet manager at Dundee City Council

**Fraser Crichton**, corporate fleet manager at Dundee City Council

**Simon King**, procurement director at Mitie

By Matt De Prez

**O**perating electric vehicles (EVs) is no longer a nicety and will soon become a necessity.

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,

explained how the city became a pioneer with plug-in vehicles.

He told delegates the key was to focus on three elements of change: getting EVs on the road, providing charging infrastructure and convincing people to make the switch.

He was joined on stage by Fraser Crichton, the council's new corporate fleet operations manager.

Together they outlined the importance of a strong support network to accompany any desire to go electric. The council invested heavily in charging infrastructure, not only supporting its own fleet but also encouraging other businesses and private individuals to get electric vehicles.

The council also provides free parking for EV drivers.

Simon King, Mitie procurement director, presented a case study on Mitie's journey to switch a large

proportion of its car and van fleet to EV.

The company has committed to moving 20% of its small van and car fleet to electric by the end of 2020 and, as members of EV100, aims to transition its entire fleet of 5,300 vehicles to electric by 2030.

For King, the transition is a "no-brainer" with EVs offering lower whole-life costs, reducing BLK for drivers and contributing to the company's green agenda.

"Employees love them as a company car," he said. "They save people money – that makes them happy."

His advice to other fleet managers is simple: start early.

However, with manufacturers struggling to fulfil demand already, King said manufacturers are simply not interested in supporting large fleet orders and you must be prepared to play the waiting game to get hold of stock.

## Protecting vulnerable road users

### SPEAKER

**Ross Moorlock**, chief operating officer, Brake

By Andrew Baxter

**P**rotecting vulnerable road users and minimising the chance that a company's drivers will be involved in a crash, are two of the most important steps fleet managers can take towards raising road safety standards.

However, according to road safety charity Brake, just 52% of organisations currently have driver handbooks that include guidance on vulnerable road users.

Ross Moorlock, chief operating officer, Brake, presented a session on the responsibilities fleet managers should be aware of and what they can do in their organisation to raise awareness of the issues among their staff.

Pedestrians, cyclists and motorcyclists are classed as the most vulnerable road users. In 2018 alone, 354 motorcyclists, 99 cyclists and 456 pedestrians were killed on the UK's roads.

In the same year, Brake conducted an online survey of 107 fleet managers collectively responsible for more than a million vehicles.

More than a third (38%) of respondents believed fleet as a whole is doing enough to look after cyclists and motorcyclists.

Three-quarters (74%) of respondents believed their organisation had the right policies in place to protect cyclists, motorcyclists and pedestrians, however, one-in-four organisations (27%) admitted to prioritising the meeting of delivery targets over road safety.

Although 52% of organisations reported having driver handbooks that include guidance on protecting vulnerable road users, just 20% of respondents had specific policies on vulnerable road users.

Almost four-in-five respondents (79%) believed their organisation could do more to raise awareness among their workforce of the dangers that cyclists and motorcyclists face.

However, 12% of respondents are unaware of whether their organisation's driver handbook included guidance about protecting vulnerable road users.

So how can organisations raise awareness of the issue?

More than half of respondents (52%) include guidance about protecting cyclists and motorcyclists in their driver education or awareness programmes.

Training is, of course, a key method of improving awareness of

and attitudes towards vulnerable road users. Almost a third (31%) of respondents said they would consider running cycling awareness sessions for drivers of large vehicles; while 37% of respondents said they would consider giving staff the opportunity to take part in 'changing places' initiatives. These can include cyclists being driven in HGV cabs and

commercial vehicle drivers riding bicycles on busy roads.

Brake's advice to fleet decision-makers to help protect vulnerable road users, includes raising awareness of the issues among staff; the addition of guidance and procedures in driver handbooks; the planning of routes to avoid vulnerable road users; making use of the latest technology; offering training opportunities for drivers; and monitoring driver health.

**52%**  
have handbooks  
with guidance on  
vulnerable road  
users



## Driver retention and recruitment in commercial fleets

### SPEAKER

**Kieran Smith**, chief executive, Driver Require

By Jeremy Bennett

**A**'perfect storm' is threatening haulage companies in 2020, and Brexit is only one of the problems.

"If you don't start looking at the issues now you're in for one hell of a surprise and, if you're not prepared, you will be left wondering why your competitors ran off with your business," warns agency Driver Require chief executive Kieran Smith.

The triple threat for LGV fleet operators comes from Brexit, IR35 and a driver shortage.

The UK is suffering from a shortage of 50,000 to 60,000 drivers. Currently, close to a fifth of drivers working here are from the EU. "How does the industry keep those [drivers] in the market? If we lose them through a hostile Brexit or IR35, the industry will have a problem," Smith said.

The shortage can be solved with approximately 42,000 newly qualified

drivers entering the market compared with 10,000 leaving annually but the next six-to-12 months are critical.

And IR35 represents an immediate threat to UK competitiveness in the European jobs market.

The Government has confirmed its intention to continue rolling out the legislation to the private sector in April 2020. It will end an effective subsidy of agency labour costs of around 20% by allowing agency workers to define themselves as limited companies so they can minimise their tax by around 15-20% (some even get a tax rebate) by putting their expenses against their wages, paying themselves dividends or minimum wage, for example.

Under IR35, they should be PAYE workers. And it is up to the contractor/end user to define the driver status and the agencies to pay the driver's tax.

To date, savings have led to the larger hauliers replacing full-time staff with agency workers. Agencies have been able to drop their margins by up to 10%, further reducing the labour cost, per worker, to the end client.

The migration of agency drivers from limited company status to PAYE,

together with agency worker regulations, will mean their net pay may drop to an "unacceptable level" – £6,000 less than a permanent driver per year, if agency rates remain unaltered. No sane driver, Smith said, would accept this.

"The introduction of IR35 to the private sector is going to turn the current system on its head, effectively raising agency labour costs by up to 25%, which will raise the cost to the end client by around 20% – and this money goes to HMRC."

The preparatory measures Smith recommends LGV operators take and complete by the end of February, are:

1. Find out if your company qualifies as small and, therefore, is exempt from IR35 (two of the following: turnover of £10.2 million or less, £5.1m or less on the balance sheet or 50 employees or fewer).

2. Agree parity pay rates with your agencies and agree a fee structure.
3. Work with your agency to bring your standard operations labour needs back in-house, while balancing the cost of agency drivers to account for variable demands.





# LAND ROVER DISCOVERY SPORT

On the face of it, little has changed, but the upgraded interior makes this a good Sport

**By Matt de Prez**

It doesn't appear that Land Rover has done much to the "new" Discovery Sport, but don't let those familiar looks deceive you. The car has had quite an overhaul.

The visual appeal of Land Rover's family-friendly SUV has never been called into question. Therefore the big changes have been applied under the skin with the existing body remaining largely unchanged.

A new platform, shared with the Evoque, increases stiffness by 10% while also making way for new 48v mild hybrid technology.

The interior has also been given an upgrade, gaining higher-quality materials and improved controls and instruments.



The new dashboard takes the car closer to its bigger brother

For fleets there's an entry-level front-wheel drive version with an RDE2-compliant diesel engine called the D150. It is the most frugal, emitting 140g/km, with a manual gearbox.

Next year, a plug-in hybrid model with a three-cylinder petrol engine will join the line-up with more power and better efficiency but, until then, we'll have to make do with the petrol and diesel offering.

The D180 packs more punch and comes with four-wheel drive and an eight-speed automatic. It's not RDE2-compliant though, but manages 147g/km thanks to that mild-hybrid system.

Rounding off the diesel offering is the D240. It does a much better job of hauling the Discovery Sport's weight, but high CO2 emissions of 163g/km make it an uneconomical fleet choice.

It's the same story with the P200 and P250 petrols. While they are smooth and quiet, the company car tax proposition is poor. The plug-in hybrid couldn't come soon enough, it seems.

Unlike most SUVs, the Discovery Sport is a proper off-roader. It can climb, wade and negotiate obstacles that most SUVs in this segment could only dream of.

The car's off-road capability does hamper its efficiency though, even with a clever four-wheel drive system able to detach the rear axle when extra traction isn't needed to minimise fuel burn.

DISCOVERY SPORT 2.0D 150 FWD S	
SPECIFICATIONS	
P11D Price	£34,160
Monthly BIK (20%)	32%/£182
Class 1A NIC	£1,509
Annual VED	£530 then £145
RV (4yr/80k)	£11,025/32.3%
Fuel cost	12.77ppm
AFR	11ppm
Running cost (4yr/80k)	46.62
CO2	140g/km
Fuel efficiency	47.8mpg

While most drivers are unlikely to ever put these abilities to the test, the car has a feeling of robustness that other vehicles cannot offer.

The improvements are immediately noticeable from behind the wheel.

Not only does the new dashboard take the car a step closer to its bigger brother, the Disco Sport is now quieter, smoother and more agile thanks to its new underpinnings.

Prices start at a reasonable £31,310, although climb rapidly north of £40k if you want decent spec, an automatic, four-wheel drive or more power.

S models (from £34,160) get heated leather, sat-nav and LED headlights. There are also SE and HSE trims that provide more equipment. R-Dynamic models (from £41,500) have a sportier look, but are only available with all-wheel drive.

The Discovery Sport has always been a popular model among user-choosers and this round of updates only elevate its desirability. Its high CO2 emissions – while not outrageous for the segment – might hamper its chances of appearing on choice lists though, at least until the PHEV arrives.

# SEAT MII ELECTRIC

Seat's city car jumps on the electric bandwagon with great success

**By CJ Hubbard**

Converting the cheap and cheerful Seat Mii city car range into one that only runs on electricity might seem a curious decision initially – but with a P11D value of £22,745, 0% BIK for 2020/21 and a claimed 161-mile driving range, it certainly has the potential to raise eyebrows among company car users.

To be clear, once the Mii Electric reaches UK dealers in early 2020, there will be no more petrol-powered versions. It will be the same for the closely-related Škoda Citigo – which becomes the Citigo-E – though Mii's other platform-mate, the Volkswagen Up, will continue with both petrol and electric power options.

Unsurprisingly, the electric versions all use the same combination of 83PS electric motor and 36.8kWh lithium-ion battery pack, which is an evolution of the drivetrain already deployed by the existing VW e-Up – the main difference being an increase in battery capacity, dramatically extending the distance you can drive between plug sockets.



The Mii is 'comfortably conventional' – there's not even a large touchscreen

Mii Electric	
SPECIFICATIONS	
P11D Price	£22,745
Monthly BIK (20%)	16%/£61
Class 1A NIC	£502
Annual VED	£0
RV (4yr/80k)	£5,000/22%
Fuel cost	0.35ppm
AFR	4ppm
Running cost (4yr/80k)	24.65ppm
CO2	0g/km
Range	161 miles

Charging time is 13-16 hours on a regular three-pin supply, or a more reasonable four hours on a typical 7kW home charger or wallbox.

A 40kW rapid charger on the public charging network will give you an 80% top-up in 40 minutes. Still not as practical as filling the tank at a petrol station, but potentially manageable – though perhaps still only really suitable for drivers who are able to plug in the Mii Electric overnight or during the day at work.

What's particularly appealing about Seat's take on this electrification process, however, is just how normal it's made the whole thing seem. The Mii has a few subtle electric badges on the outside, but otherwise looks like a regular city car – and a smartly specified one at that, given the standard 16-inch alloy wheels. There are no funny grilles or other outlandish details here.

This normality transfers successfully to the driving experience, too. While some rivals have gone for a futuristic feel inside the cabin, the Mii is comfortably conventional, with a trio of clear and easy to understand analogue dials and the kind of

carefully metered and attractive build quality that makes the driver feel appreciated without being profligate.

The motor's 212Nm of torque delivers effortless progress – in fact, around town it's really very nippy, as the accelerator response is instant.

It's less startlingly quick at motorway speeds, yet copes with short slip roads better than any petrol Mii ever has and delivers its performance in the near silence that blesses all electric cars. Only a little wind noise disturbs the calm.

Ride comfort is great for something so small, while the steering is swift and direct, ideal for threading your way through urban traffic.

There's no big central touchscreen, Seat relying on a smartphone interface and a pair of apps to deliver a broader multimedia experience in the Mii Electric. But safety kit is boosted with new lane-keeping assist and traffic sign recognition, and the single trim level comes generously equipped.

Looking for a small electric car that makes the transition from petrol or diesel as painless as possible? The Mii Electric is an excellent contender.





# TOYOTA C-HR

'If it isn't broken, don't fix it' approach means the facelifted C-HR offers few surprises

**By Phil Huff**

According to Toyota research, most C-HR drivers end up in the car thanks to its styling, so in facelifting the latest model, its Japanese designers haven't spent too much time changing what's clearly a winning formula.

The front has some new LED headlights and a modified bumper, while the rear now sports a black bar that connects the light clusters that looks a little like a spoiler and accentuates the width of the car. And that's about it.

Significant changes to the cabin are also noticeable by their absence, although it is now clad in more expensive feeling materials that are softer to the touch than previously.

The infotainment touchscreen still juts out of the top of the dashboard, but now there are columns of physical buttons on each side of it to quickly

access the relevant areas of the system. The system itself has been updated, but it still lags behind the best in class by some margin; it's now bearable rather than frustrating.

Happily, Android Auto and Apple CarPlay have finally been added to the specification list, meaning you can ignore Toyota's system entirely and mirror your smartphone to the screen. There's only one USB socket in the entire car though, so two occupants will not be able to charge a device at the same time.

What's not changed at all is the rather compact cabin. The front is fine, if not quite as capacious as you might like, but the rear is tight and, thanks to that stylish C-pillar and a rising waistline that leaves tiny windows, very dark.

The boot will take 377-litres of whatever you might want to put in, which is fine for a hatchback (it's just three litres smaller than that in a

Volkswagen Golf) but a little small for a crossover. The paucity of storage continues in the cabin, where there's a limited number of places for a phone, keys or wallet.

Not much has changed then, apart from one significant item – the 1.2-litre petrol engine has been dropped, along with the all-wheel drive option, and there's now a range-topping 2.0-litre petrol hybrid.

The existing 1.8-litre hybrid remains, still producing 120PS and emitting just 86g/km of CO<sub>2</sub>. The new, larger option is lifted straight from the Corolla and Camry, and delivers a healthier 182PS, while emissions rise modestly to 92g/km.

The 50% increase in power makes a world of difference to performance, with the C-HR now moving away from traffic lights with a zestiness previously missing. The CVT gearbox lets the engine revs rise to hit the peak power point,



A bar connects the rear light clusters to look like a spoiler



Android auto and Apple CarPlay have been added to the spec, but the infotainment system still lags behind

	FLEET PICK Design 2.0 Hybrid	ENTRY LEVEL Icon 1.8 Hybrid	RANGE TOPPER Excel 2.0 hybrid
SPECIFICATIONS			
P11D Price	£29,470	£25,470	£31,575
CO <sub>2</sub> emissions (g/km)	92	86	92
Monthly BIK tax (20%)	22%/£108	22%/£93	22%/£115
Fuel efficiency (mpg)	49.6	54.3	49.6
Fuel cost (ppm)	10.91	9.88	10.91
Annual VED	£120 then £135	£100 then £135	£120 then £135
Class 1A NIC	£895	£773	£959
RV	£10,075/34.2%	£8,800/34.5%	£10,475/33.2%
AFR (ppm)	14	14	14
Running cost (ppm)	38.95	34.46	41.09

## RIVALS



RIVAL 1  
Mini Countryman Cooper S PHEV Classic Comfort



RIVAL 2  
Hyundai Kona 1.6h-GDI Premium



RIVAL 3  
Škoda Karoq 2.0TDI SE L

SPECIFICATIONS			
P11D Price	£32,725	£24,120	£27,275
CO <sub>2</sub> emissions (g/km)	43	99	123
Monthly BIK tax (20%)	16%/£87	23%/£92.50	32%/£127
Fuel efficiency (mpg)	97.4	52.3	50.4
Fuel cost (ppm)	8.79	11.12	14.22
Annual VED	£0 then £135	£120 then £135	£170 then £145
Class 1A NIC	£723	£766	£1,054
RV	£10,425/31.8%	£7,775/32.2%	£9,475/34.7%
AFR (ppm)	14	14	10
Running cost (ppm)	41.41	35.99	41.11

where it stays while the throttle is pressed down; the effect is a continuous drone from the engine, but a surprisingly sprightly turn of pace. It's quicker than it feels, as the lack of gear changes means there's no occasional kick in the back, but 0-62mph in 8.2 seconds confirms its credentials.

The C-HR has always been a fine car to drive, being just stiff enough to avoid rolling around in corners, but soft enough to smooth over all but the worst road surfaces. The turn into a corner is sharp, the steering is consistent and the car is neutrally balanced.

The extra performance hits economy a little, with the official WLTP figure of 49.6mpg being a little short of the 54.3mpg promised by the 1.8 option. However, the hybrid system allows you to achieve those figures without much effort, as the small electric motor and battery pack take up a surprising amount of the work.

A lengthy drive across country roads, motorways and urban areas resulted in a figure of 48.2mpg, which is little more than a rounding error away from the official figures, while the onboard computer showed that 58% of the time behind the wheel had been spent with the engine switched off.

Motorway runs will see that proportion reduced, while urban drivers will see the most benefit, but

“THE PAUCITY OF STORAGE CONTINUES IN THE CABIN, WHERE THERE'S A LIMITED NUMBER OF PLACES FOR A PHONE, KEYS OR WALLET”

the bottom line is that the system works. The low CO<sub>2</sub> figures and petrol engine keep it in the 22% bracket for benefit-in-kind, keeping tax bills in check for drivers, while depreciation is low enough to cover the rather robust list price.

The Škoda Karoq is by far the more practical choice, but can't hold a candle to the style of the C-HR. If you can ignore the C-HR's shortcoming, or can live without the practicality or flexibility offered by its more conventional rivals, then the Toyota has always made sense. The updates have improved matters further, with the added punch being a welcome addition.



## THINKING CAP

By Martin Ward, Cap HPI manufacturer relationships manager

**This month I...**

...drove the all-new VW Passat at a press event near Banbury. I had driven it before a few months ago in Frankfurt, but this time had the chance to drive the GTE plug-in model. It is powered by a 1.4-litre petrol engine and, on a full charge, will go 34 miles on pure electric. VW says around 25% of Passat sales will be GTE. It costs, on average, £2,300 less than the outgoing model and gets more miles on electric – a win-win.

**Volvo had...**

...a 'Re-Charge' event for both the press and fleet companies in the Cotswolds. Here it had all of its 'plug-in' models to test. Every model now in the Volvo range has some form of electrification, except the popular XC40, which gets full-EV next year.

**Nice and local...**

...for the first UK drive of the Mazda3 fitted with the Skyactiv-X petrol engine. This new, super-efficient engine combines all the benefits of petrol and diesel engines. It has regeneration, so every last drop of energy is saved and, again, driven using its mild-hybrid system. Clever technology without the use of plug-in.

**I have been...**

...using a plug-in car for just over a week. I have a new house with a charging box in my garage but, due to having an old classic car in there, it would mean moving it to charge the PHEV, due to the length of the lead. I have to charge it through the front door, which cannot shut because of the lead, so it can't be charged overnight.

**I drove it to...**

...an event where I knew there were three charging points. In one was a Tesla, unplugged, the second an Astra, and the third was a car with blue badges displayed. None of the owners could be found. Fortunately, I had petrol in it to get back home. As I say, nobody should be allowed to talk about or give advice on pure EVs or plug-ins until they have lived with one for at least a week... it should be made law!

cap hpi





FINAL TEST  
**PEUGEOT 508**  
ALLURE BLUEHDI 130

**By Gareth Roberts**

There is something a little bit different about the Peugeot 508 that will be missed as it leaves the *Fleet News* long-term test fleet.

Eye-catching design features, both inside and out, highlight its French credentials.

The front tusk-like LED lights and fastback styling give it that kerbside appeal, while the small, cropped steering wheel and piano key-style controls maintain that attention to detail inside.

Design-conscious company car drivers could be

easily swayed when comparing it with rivals such as the Audi A5 and Volkswagen Arteon, especially when its appeal is not just skin deep.

The 508 has clocked up hundreds of miles on a mix of roads on test, culminating in a round trip from Peterborough to Powys as it was put through its final paces.

The 1.5-litre BlueHDI unit on our test car travelled effortlessly along the West Midlands motorways, while the light steering made it feel equally at home on the winding country roads in the mid-Wales valleys.

Our 1.5-litre BlueHDI engine is one of three diesel options available and the most efficient, with CO<sub>2</sub> emissions of 93g/km.

The 508 has sold well in its first full year, with 1,465 fleet registrations to the end of October.

Interestingly, just under 1,000 are diesel (68% of the total), with almost 500 company car drivers opting for one of the two 1.6-litre petrol options, most like the 114g/km PureTech 180 rather than the 122g/km Puretech 225.

Registrations will get a further fillip next year with the addition of a plug-in hybrid version.

The vast majority of registrations – 1,788 of the total 2,212 sold (fleet and private) – are automatic. Our six-speed manual test car is very much in the minority, although it is a pleasant enough gearbox.

Overall, there's a lot to like in the 508, both in terms of design and performance.

My only quibble, visibility out the rear is a little restricted and thick front pillars make forward and side visibility a little difficult as well.



FINAL TEST  
**MERCEDES-BENZ** E 300 DE

**By Matt de Prez**

After six faultless months with the Mercedes E 300 de I have to ask myself, have I been a responsible plug-in hybrid driver?

I'd like to think so.

I've been charging the car as often as I can, including at home, but only where it doesn't inconvenience me too much – so not midway through a journey.

If you don't plug it in, the car intelligently chooses when to charge itself on the move and, of course, captures waste energy when braking – so the battery is never completely flat. It always keeps

enough charge to operate like a normal hybrid, boosting acceleration and running on electric in stop-start traffic.

A full charge registers an available range of 22 miles, but I have been delving into figures assembled over the past six months and these indicate a rather more impressive performance from the battery.

In 7,500 miles of driving, the car achieved 2,900 zero-emission miles – that's more than a third.

In a four-year cycle that could be 24,000 miles!

Looking at operating hours, the diesel engine was switched off for 60% of all the time I spent in

the car – suggesting a significant reduction in tailpipe emissions.

Overall, I averaged 63mpg, which may not seem mind-blowing at first, but this is not an economy-focused car.

It weighs more than two tonnes, is packed with technology and will put most hot hatchbacks to shame.

I'm not the most efficient driver either, making full use of the available power where safe (and legal) to do so.

With a more eco-minded pilot, I'm confident the car would average at least 70mpg.

It's not uncommon to see economy figures way into the 80s on long journeys, where the diesel engine has a major advantage over its petrol rivals.

Combine that with its effortless drive, cheap BIK and high kerb appeal and I can't see what more a company car driver could want. I know I'm going to miss it terribly.



# Commercial Fleet



## Uptime management or downturn on profits?

Given the wealth of technology available, the choice should be simple

PLUS: SAFETY SYSTEMS TO BE MANDATORY FROM NEXT YEAR • FTA ADVICE • TEST: RENAULT TRUCKS MASTER



# Safety systems mandatory in all new CVs from 2020

Subject, of course, to the new UK Government confirming that it will continue to mirror European road safety rules

By Gareth Roberts

All new vans and trucks will have to be equipped with certain advanced driver safety systems by 2022 under new European-wide rules approved this month.

Policymakers hope the measures will significantly reduce the number of fatalities and severe injuries on the roads.

Under the regulations, all vehicles (including trucks, buses, vans and cars) will have to be equipped with speed limiters and the wiring for in-built breathalysers.

It is yet to be confirmed if the UK will implement the regulations after Brexit, although the Government has previously said the UK will mirror European road safety rules.

All this is, of course, subject to the outcome of the general election.

Vehicle manufacturers will also have to fit driver distraction warning systems, reversing detectors, accident data recorders and tyre pressure monitoring devices.

Vans and cars have the additional requirement of being fitted with autonomous emergency braking (AEB) and lane-keeping systems, as well as enlarged head impact protection zones capable of mitigating injuries in collisions with vulnerable road users, such as pedestrians and cyclists.

The European Council rubber-stamped the plans for the safety measures after the European Parliament had given its approval in March (fleetnews.co.uk, March 27).

Timo Harakka of the European Council, said: "The new rules will help us to reduce significantly the number of fatalities and severe injuries."

Road safety organisation the European Transport Safety Council (ETSC) estimates the measures could cut collisions by 30% and save 25,000 lives across Europe over the next 15 years.

The new rules also say trucks and buses must be designed and manufactured in such a way that the blind spots around the vehicle are significantly reduced. Furthermore, they will have to be equipped with advanced systems capable of detecting pedestrians and cyclists located in proximity to the vehicle.

The measures reflect the Direct Vision Standard (DVS) being introduced in London from October 26, next year.

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

DVS requires HGVs operating within the Greater London boundary to meet a minimum 'one-star' rating or for operators to fit 'Safe System' measures to improve vehicle safety.

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

Commercial fleets operating within the M25 are being urged to apply now for a HGV safety permit so they can

continue to use their vehicles in London (www.commercialfleet.org/DirectVisionPermit).

As part of the process for the new EU vehicle safety rules, researchers from TRL – the UK-based Transport Research Laboratory – conducted a cost-benefit evaluation of the next generation of vehicle safety standards.

Richard Cuerden, head of TRL's Academy, told *Commercial Fleet*: "Intelligent speed assistance and drowsiness and distraction recognition will support drivers in their ongoing tasks. AEB and emergency lane-keeping will intervene in the most critical situations to avoid a crash, and improved crash tests will ensure injuries of occupants as well as pedestrians and cyclists are minimised in the remaining collisions."

Intelligent speed assistance uses traffic sign recognition and/or GPS location data to determine local speed limits. It then caps engine power to prevent the car accelerating above that limit.

The system can be overridden by the driver pressing hard on the accelerator and the ETSC has suggested that there should initially be an on/off control to completely deactivate it.

Details of how the breathalyser system will work are yet to be revealed, but it is thought they will be aimed at tackling repeat offenders.

Systems in use in countries such as Australia and the United States use breathalyser technology similar to police and home testing kits.

They require drivers to provide a clear breath sample via a built-in unit before allowing the engine to start.

They can then require additional samples at random intervals to stop drink-drivers from getting a sober friend to provide a sample.

Joshua Harris, director of campaigns at the road safety charity Brake, said: "Drink-driving and speeding are a scourge on our roads and the cause of devastating crashes every day."

"It's fantastic to hear that alcohol interlock compatibility and speed

“THESE NEW RULES WILL HELP US TO REDUCE SIGNIFICANTLY THE NUMBER OF FATALITIES AND SEVERE INJURIES”

TIMO HARAKKA, EUROPEAN COUNCIL

limiting technology will soon be mandatory."

New vehicles will also be required to be fitted with electronic data recorders that store data on the car's status in the moments immediately before a collision. Such information is vital to understanding why crashes occur and for preventing future collisions.

Volkswagen Commercial Vehicles,

which has AEB as a standard fit across its van range, says that fitting the safety system on all vans in the UK has the potential to stop almost 2,500 crashes per year.

Analysis of Department for Transport van accident statistics reveals 2,496 incidents involving vans weighing up to 3.5 tonnes could have been avoided if AEB had been fitted – preventing 348 deaths and serious injuries.

AEB systems also have the potential to cut third party insurance claims by 45%, meaning lower costs and less time off the road for van drivers and fleet operators.

Vehicles fitted with AEB also benefit from an average insurance premium saving of 10% compared with those without.

Matthew Avery, director of research at Thatcham Research, said: "With the number of accidents involving vans increasing year on year, AEB's proven ability to avoid and mitigate collisions should not be overlooked."



In our regular column, an experienced fleet manager gives his take on the issues facing the public sector. This month: winter maintenance

Gritting fleet preparation is well under way, with the re-appearance of 18-30-tonne yellow trucks on the roads from November to March – and beyond, if necessary.

While Highways England is responsible for the motorway network, highways authorities (county, unitary, metropolitan and London borough councils) are responsible for nine out of every 10 miles of road – about 225,000 miles throughout the UK.

England and Wales has 174 highways authorities and they grit, on average, 41% of their roads.

Local authorities are bound by an Act of Parliament which says, "a highway authority is under a duty to ensure, so far as is reasonably practicable, that safe passage along a highway is not endangered by snow or ice".

As a result, our drivers work an 11-hour duty covering a 24-hour period throughout this time.

To achieve this, local authority support staff have a suite of technologies to ensure compliance.

The tools at our disposal include detailed weather forecasts on an hourly basis. The level of detail includes altitude, road temperature, air temperature within specific area, humidity, frost risk and advice on whether to treat roads, or not.

In addition, on-board route optimisation technology is used along with the ability to control salt spread (nearsides or offside), the spread pattern and the size of salt grade, all determined prior to the driver setting out.

This level of detail is recorded and required by law in the event of a claim ending in court.

One last thing. The staff also have to get to work, so spare a thought for our gritting fleet colleagues next time you see them keeping our roads moving.



NEW RANGER

Ford

FORD COMMERCIAL VEHICLES  
BACKBONE OF BRITAIN



LET NOTHING STAND IN THE WAY OF YOUR BUSINESS

Make your business unstoppable with the New Ford Ranger, featuring a Bi-Turbo EcoBlue Diesel engine and up to 3.5 tonnes of pulling power. Available with an embedded modem, SYNC 3 Connectivity and interior space for 5, you'll be ready for anything work throws at you. Discover more at [ford.co.uk](http://ford.co.uk)



Go Further

## COMMERCIAL FLEET: COMPLIANCE

# FTA ADVICE

By Ray Marshall, senior transport advisor, FTA

**Q** I am investigating gaining FORS recognition and wondered if you hold an example of a 'Counter-Terrorism Policy'?

**A** While FTA does not have any counter terrorism policies, there was a counter terrorism specialist at our Transport Manager 2019 series who said members/ companies can contact their local Counter-Terrorism Security Adviser (CTSA) for more information. This free service is a government-funded scheme and enables a local specialist to visit your company to advise on security policies specific to the company's requirements.

**Q** We have a driver starting soon and I need to check his licence. The driver is from the EU and DVLA does not hold any information. What can we do?

**A** Unfortunately, the DVLA (Driver and Vehicle Licensing Agency) does not hold that information. However, you could contact the licensing authority of the country of origin and ascertain the validity of the licence. Or, alternatively, the EU has issued a driving licence handbook for the EU and EEA which lists all issued and valid driver licences for each member state.

**Q** We have a mixed fleet and often carry small parcels in the cab. What is the position when carrying goods in the cab of a vehicle? Are we at risk of any action from DVSA enforcement?

**A** When carrying goods, we need to look at Road Vehicles (Construction and Use) Regulations 1986, Regulation 100(2) which says: "The load carried by a motor vehicle or trailer shall at all times be so secured, if necessary by physical restraint other than its own weight, and be in such a position, that neither danger nor nuisance is likely to be caused to any person or property by reason of the load or any part thereof falling or being blown from the vehicle or by reason of any other movement of the load or any part thereof in relation to the vehicle."

As per the regulations, any goods carried in a vehicle should be secure and carried in the load/ cargo area. You should avoid carrying goods in the cab wherever possible as this can pose a danger to the driver should the goods move



during heavy braking, or if the vehicle were to be involved in an accident. DVSA enforcement could act if any goods are not secured in a suitable manner, which could result in a fixed penalty for the driver and possible prosecution for the operator.

If any items are carried in the cab they should be suitably secured and not impede the driver in any way, as even small items could roll under the pedals of a vehicle and obstruct the control of the vehicle.

## New Fit2Drive website

Glasgow City Council – in partnership with Healthy Working Lives (NHS), Police Scotland and RoSPA (ScORSA) – has launched a new website ([www.fit2drive.scot](http://www.fit2drive.scot)) to aid organisations with managing their drivers' fitness to drive. The website provides advice and information on a range of topics including: driver health and the company; company policy and procedures; documentation and licensing as well as the prevention of ill health, plus videos for training.

There is a misconception among many employers who believe a driver's fitness to carry out their job, and to drive safely, is the driver's responsibility. As a result, it is not often considered as part of occupational health and safety management.

However, ensuring your drivers are fit to drive applies to all occupational drivers (sales staff, managers driving to meetings etc.) and not just professional large goods vehicle (LGV) and passenger-carrying vehicle (PCV) drivers.

### Why manage fitness to drive?

Collisions cause immeasurable pain, grief and suffering to casualties, their relatives and friends.

Financial costs can include:

adverse publicity; lost economic output; damage to vehicles; insurance claims and potential legal costs. However, there are also more hidden costs to the UK's economy such as use of emergency response teams and NHS resources.

Both the Road Traffic Act and the Health and Safety at Work Act apply to work-related road safety. Employers have a duty to assess risks in the workplace, including driving activities. If an employee is involved in a motoring incident there can be serious consequences for not only the employee, but the employer also. The police may investigate under the Road Traffic Act and work with Health & Safety Executive (HSE) to determine whether the employer's actions – or lack of actions – contributed to the incident. Following the investigation, and dependent on the findings, prosecution may follow.

### The Health and Safety at Work etc Act 1974 (HSW Act)

Employers have duties under health and safety law for on-the-road work activities. The HSW Act states you must ensure, so far as reasonably practicable, the health and safety of all employees while at work. You must also ensure that others are



not put at risk by your work-related driving activities. Individuals who are self-employed have similar responsibilities.

'So far as reasonably practicable' means balancing the level of risk against the measures needed to control the real risk in terms of money, time or trouble. However, you do not need to take action if it would be grossly disproportionate to the level of risk.

You also have duties under road traffic law, e.g. the Road Traffic Act and the Road Vehicles (Construction and Use) Regulations, which are enforced by the police and other agencies such as the

Driver and Vehicle Standards Agency (DVSA). In most cases, the police will take the lead on investigating road traffic incidents on public roads. HSE will usually only take enforcement action where the police identify that serious management failures have been a significant contributory factor.

If one of your employees is killed, for example, while driving for work, and there is evidence that serious management failures resulted in a 'gross breach of a relevant duty of care', your company or organisation could be at risk of being prosecuted under the Corporate Manslaughter and Corporate Homicide Act 2007.



# KEEPING YOUR VEHICLES ON THE ROAD FOR LONGER

Given the technology available, there is little excuse for excessive downtime, says *Matt de Prez*

**T**he days of simply checking the oil and kicking the tyres of your vehicles in order to keep them on the road are long gone. But even the more modern methods of uptime management are being eclipsed by rapid technology advancements.

Telematics systems are becoming more intertwined with the electrics of a vehicle and, as fleets gather more and more data, the subsequent analysis is delivering valuable insights into how vehicles can be kept running for longer.

Where a fleet manager would once have relied on daily checks or regular servicing to highlight any issues, the modern truck or van is on the cusp of telling you that it is about to break down.

"In our industry, data has been around for a long time. It just hasn't been talked about much," says Dirk Schilim, EVP at global telematics provider Geotab. "Today's fleets already run on data and data is the new oxygen, we believe. You cannot run your business, you cannot innovate and you cannot compete without data."

As vehicles become more intelligent and analytics advance, the depth of what can be understood from a vehicle is increasing rapidly.

Mercedes-Benz is investing heavily in connectivity. Its parent company, Daimler AG, describes connectivity as the "third industrial revolution".

## CONNECTING EVERYONE

Dr Wolfgang Bernhard, member of the board of management of Daimler AG with responsibility for Daimler Trucks & Buses, says: "We are connecting the truck with the internet – making (it) the mobile data centre of the logistics network. It connects all involved in goods: drivers, schedulers, fleet operators, workshops, manufacturers and insurance companies or authorities."

"They receive information in real time which was previously unavailable: about the condition of the tractor unit and semitrailer, traffic and weather conditions, the parking availability at motorway service stations, rest areas and much more."

"All those involved in the logistical process can use this real-time data for their needs. With flash updates over the air or automated transfer of inbound time for trucks heading to the service point, maintenance time can be reduced significantly."

Daimler already has 365,000 connected commercial vehicles, either as Mercedes-Benz trucks, buses or smaller Fuso trucks.

"Access to better data is instrumental in helping fleet operators get the most out of vehicles. By optimising their fleet utilisation through data-driven insights, companies can make their vehicles work longer, harder and smarter, leading to improved safety across the fleet and significant cost savings in the long term," says Chris Black, commercial director at LeasePlan UK.

He adds: "Key to this is real-time health checks for each vehicle, which allow for proactive servicing. Defects that have the potential to cause significant problems are identified at an earlier stage, often instantaneously, reducing the likeli-

hood of them becoming bigger problems and causing vehicles to be off the road for longer."

According to LeasePlan, the industry average for downtime is approximately four days per year for light commercial vehicles (LCVs). That equates to around £800 per vehicle per day, although the actual cost can be upwards of £1,000.

However, for fleets using data-generated intelligence this figure can be significantly lower. For example, downtime for LCVs using LeasePlan's Uptime Live averaged a little more than one day per year over the past 12 months – resulting in around £2,400 in efficiency-related savings.

A programme to increase vehicle utilisation and minimise downtime has seen Metropolitan Housing reduce rental costs by more than £7,000 a month, average vehicle off road time by more than three days and reduced average repair time by 23%. This has been achieved in just four months since the programme's introduction.

Joe Masters, housing transport manager for Metropolitan Housing, says his programme



“ACCESS TO BETTER DATA IS INSTRUMENTAL IN HELPING FLEET OPERATORS GET THE MOST OUT OF VEHICLES”

CHRIS BLACK, LEASEPLAN

## SPONSOR'S COMMENT

By **Neil McCrossan**, sales & marketing director, Northgate plc



Meeting customer commitments is key to business success. And for fleet managers and operators, keeping your fleet of commercial vehicles on the road is essential.

Planned downtime such as servicing and regular maintenance, and unplanned downtime such as mechanical breakdowns or accidents all need to be managed in the most effective way possible.

While downtime can be managed on an individual vehicle or driver basis, this can result in extensive and often unnecessary administration time and cost for any size of fleet.

To maximise vehicle uptime, there are a number of fleet solutions across the industry whether you choose to hire, lease or own your vehicles.

It pays to be aware of all the options and consider them, not only at the point of vehicle acquisition, but further down the line as your fleet grows and develops.

Options may range from all-encompassing fleet management packages, through to solutions such as breakdown cover, replacement vehicles, accident management, driver inspections, telematics or risk management.

For fleet managers and operators, the value will be in understanding how these can contribute to managing uptime, reducing costs, adding efficiencies and helping you to meet legal and duty of care obligations.

For more information on Northgate's hire and fleet solutions, visit [www.northgatevehiclehire.co.uk](http://www.northgatevehiclehire.co.uk)

**NORTHGATE**  
for all vankind



# KEEP YOUR BUSINESS DRIVING FORWARDS. THAT'S VANONOMICS.



**The importance of keeping your vehicles on the road:**  
Businesses risk losing £800 per day due to van downtime.

**UK businesses are collectively losing up to £2.4 billion per year on van downtime. Recent research\* revealed that Light Commercial Vehicle (LCV) operators estimate that each of their vans spend on average four days a year in the garage. Each day off the road costs a business £800, meaning an average £3,200 of lost revenue per year.**

With stakes as high as these, LCV downtime can become a major source of stress and concern. Aside from the cost implication, vans off the road can present a reputational threat to a business. In fact, almost two-thirds (63%) of van operators admit their business would find it problematic to uphold promises to customers if their vans were out of service for a week.

Businesses of all sizes are under pressure to be agile and react quickly in today's volatile economic and political climate. However, their fleet often fails to reflect the current reality as it continues to be a significant burden on resources. Northgate Vehicle Hire's core objective is to keep customers on the road, allowing them to focus on what's at the heart of their business.

As the economic importance of vans grow, it is crucial that businesses understand the implications that van downtime can have on drivers' productivity and on the fleet budget. With over a third (36%) of businesses having to rent a van on a short-term basis in the past year, the cost of vehicle downtime has been pushed even higher.

With this in mind, Northgate's bespoke packages can be tailored for customers looking for minimum term contracts, to ensure they have stability with their hired vehicles. These terms can run from 12 to 48 months – giving customers the assurance that their future van rental requirements are taken care of. Northgate also understands that such commitment is not required by every business and as a result offers total flexibility, allowing organisations to rent for as long as they need to do so as part of the flexible hire package. Northgate can also purchase, for fair market value, the existing van fleets of its customers, giving clients an immediate cash injection into their business whilst also providing them with new, economical, fit-for-purpose vans.

With 47% of businesses incurring fines or penalties when their vans are out of action for a week, Northgate understands how downtime can become mission-critical. In order to keep UK businesses on the move, its vehicles are fully maintained and serviced, with road tax taken care of and 24/7 breakdown cover included as a standard. Using the Northgate Vehicle Inspection App, drivers can complete inspections in a matter of minutes and submit results in real-time, enabling issues to be dealt with quickly and effectively. Minimising downtime, whether it is caused by mechanical problems, incident damage or scheduled maintenance, will deliver greater productivity and free up the company's financial resources for strategic investment.

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

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Find out how Northgate can help your business visit [northgatevehiclehire.co.uk](http://northgatevehiclehire.co.uk) or call 0330 042 0903

\*IFF Research August 2018 on behalf of Northgate plc

“WE SOLVE A LITTLE PROBLEM BEFORE IT BECOMES A BIG ONE”

LAUREN STONE,  
FAREHAM CAR & VAN HIRE



was introduced to measure the visible and hidden costs of its 200 vans being off the road.

“We didn't know the impact on the business, both from a monetary viewpoint and the time spent chasing repairs, office staff planning work and the negative impact on morale on the driver under pressure to complete jobs, and our company's reputation,” he explains.

The average cost of downtime at Metropolitan Housing added up to between £750 and £1,000 per vehicle per day.

The company uses LeasePlan's Uptime vehicle utilisation programme, providing live vehicle location telematics, liaison with repair garages, real-time visibility on repair progress, place of work servicing and advanced planning of servicing.

Drivers also carry out daily vehicle checks, via an app, which is aimed at reducing MOT failure rates. In 2017-2018, 44% of 3.0-3.5-tonne vehicles on Masters's fleet failed their first test.

#### COMPLAINTS RECEIVED

Driver training has also been introduced, from induction to on-going refresher courses, based on risk ratings including number of complaints received, telematics data, vehicle inspections,

collisions reported and penalty points.

Masters has now introduced training on the importance of managing utilisation from director to supervisor level. And at least once a year all responsible staff will be trained.

This has now put him in a position to look at introducing Freight Transport Association (FTA) Van Excellence accreditation.

“We've put the consequence of neglect in language drivers understand,” Masters says.

“If it's evident in the cause of vehicle damage there will be disciplinary action and, ultimately, there won't be end-of-year bonuses, Christmas hampers etc. because all the money has been spent on insurance policies and repairs.”

Sometimes, simply investing in your people can help to reduce potential downtime issues.

Wren Kitchens attracts the best drivers by offering a salary higher than the average wage in each area where it has depots. It treats Class 1 and Class 2 drivers the same, investing heavily in training including pre-user checks that gauge their knowledge of the vehicle.

“It's key to be legal and compliant,” says transport manager Lee Halls, but it also helps to pick up any potential issues.

“We have an app which takes a photo of any defect so we can get the part ordered, which reduces downtime,” Halls adds.

Fareham Car & Van Hire installed Trakm8 Prime devices across its hire fleet to reduce breakdowns.

The Gosport-based company says it chose Trakm8 Prime for its additional standard features, including real-time vehicle battery status and diagnostic trouble code alerts, as well as driver behaviour scoring.

Lauren Stone, executive support officer at Fareham Car & Van Hire, says: “The vehicle health features of Trakm8 Prime are really helpful to us as a hire company. It means we can sort out problems before they cause a breakdown.”

“We have quite a lot of vehicles on long-term hire and they all undergo monthly checks to make sure they are in the best possible condition. With Trakm8 Prime, we can immediately see if something needs sorting out on a vehicle, rather than finding out weeks later. We solve a little problem before it becomes a big one.”

Fareham is also making good use of the driver behaviour scoring system within Trakm8



**Prime.** This monitors key bad driving habits such as heavy acceleration, over-revving, harsh braking and sharp cornering.

"The driver behaviour feature has become really useful, as we can see how customers are treating our vehicles," adds Stone.

At Speedy Hire telematics are used, predominantly, for driver behaviour.

Head of transport Mark Woodworth explains: "We work closely with a telematics provider to pull data once a month on the top 100 harsh breakers, posted to each driver's home. If they're on it regularly, it means they're not paying enough attention to the road or they're speeding.

"Our letter is an appeal for them to stop. We're trying to look after you. It will come with tips on how to drive defensively."

A vehicle that is regularly driven hard is not only more likely to suffer mechanical failure but will also need more downtime to replace components such as tyres and brakes.

The tool equipment hire company has also implemented a range of other measures to minimise vehicle off-road time. To mitigate parts replacement delays it buys total loss vehicles back from its insurance company and has created a store of reusable parts.

"It gets vehicles back on the road much quicker than if we had to wait for parts delivery," Woodworth says.

In London, where high numbers of short journeys can clog the diesel particulate filters on Euro 6-engined vehicles, the company has worked with sole vehicle supplier Ford to install manual DPF regeneration and train drivers to carry it out.

Woodworth is a "massive advocate" of mobile servicing and its impact on downtime. It led to 13 vans in one depot having the work required in a recall performed in two mornings as they were being loaded, causing zero downtime.



## UPTIME MANAGEMENT: DON'T FORGET THE BASICS

### REGULAR MAINTENANCE

Servicing your vehicles in line with the manufacturer's recommendations is the most straightforward way of preventing unwanted issues. Some fleets choose to go one step beyond and include preventative maintenance throughout the year. Don't forget, however, that more time in the workshop is more time the vehicle can't be utilised, so think carefully about when routine maintenance takes place. Many dealerships now offer 24-hour opening and some brands have started providing mobile servicing that can work on your vehicle while it is working for you.

### DAILY VEHICLE CHECKS

While telematics systems are becoming more advanced at predicting faults, drivers should still be fully aware of their vehicle's condition before setting off each day. Issues such as tyre wear, windscreen chips and minor faults should be reported immediately so maintenance can be scheduled

accordingly without affecting day-to-day operation. Taking action on warning lights as soon as they appear can avoid lengthy repairs further down the line.

### BE PREPARED

Sometimes things will go wrong no matter how hard you try to prevent it and a vehicle will suffer mechanical failure, a collision or even a simple puncture. Having a robust policy in place to deal with these issues will mean a driver will spend less time standing at the side of the road and more time working. Spot hire is one way to ensure that your business keeps moving, with most rental companies able to supply vehicles within the hour. You should also have a robust agreement with a breakdown assistance provider, ensuring they adhere to strict SLAs on attendance and recovery time.

### DRIVER TRAINING

A vehicle is only as good as its driver. Efficient and safe driving techniques will

prolong the service life of a vehicle and reduce wear on consumables such as tyres and brake pads. Telematics is already widely used to monitor driver behaviour, with many systems able to highlight things such as over-revving and heavy braking. Reducing distraction will also minimise the chances of hitting potholes or other vehicles.

### USING THE RIGHT VEHICLE FOR THE RIGHT JOB

Vehicle choice can be crucial when it comes to uptime management. Using large cumbersome vehicles in small city streets is likely to result in regular bouts of damage that require repair. Overworking small vehicles will also cause unnecessary strain on components such as suspension, brakes and clutches, leading to more breakdowns and more downtime. Work with your manufacturers and suppliers to ensure the vehicles you are choosing are suited to your needs. Remember, conversions and the fitment of third-party equipment may alter the service requirements of the vehicle too.

# KEEPING YOUR BUSINESS MOVING

**At Zenith we take a holistic approach to managing uptime. We know that keeping your business-critical fleet on the road is vital and every second of downtime can impact your bottom line and your reputation, so we're here to get it back up and running quickly.**



No two fleets are the same, which is why we work closely with our customers to calculate the cost of downtime using our flexible Whole Life Cost model. This means that every customer can have their own methodology built around the areas that are most important to them, from loss of rental and driver wages to the penalties for non-delivery and missed deadlines.

Our approach to vehicle management reduces maintenance costs, increases efficiency and ensures our customers can deliver great service to their customers.

**Our customers have seen significant increases in vehicle availability enabling tangible financial and operational efficiency benefits.**

### UPTIME STARTS WITH PREVENTION

Maximising uptime starts with preventative maintenance. From driver training to minimising wear and tear, to daily checks, regular servicing and compliance monitoring, we take a granular view of each vehicle and its operational requirements.

When a vehicle needs to be off-the-road we avoid peak periods by supporting out-of-hours maintenance, including overnight servicing, to minimise the impact. Every customer has a dedicated vehicle-off-road (VOR) management team, process and system with expertise across the board, including any ancillary equipment.

**Our in-house team are fully operational 24/7/365, from liaising with workshops to out-of-hours cost authorisations.**

Our aim is to make the process of getting vehicles serviced or repaired as straightforward and efficient as possible.

We take a proactive approach to the scheduling of routine maintenance and PMI inspections and target on-time inspections and a first-time MOT pass. Customers benefit from the ability to digitally submit defects and date stamp their own vehicles.

Our dedicated and technically skilled first-response team manage roadside breakdowns, unscheduled maintenance requirements and vehicle defects. This ensures that once we know about a problem it's dealt with as quickly as it can be.

**Our skilled mechanical engineers provide expertise and knowledge of our customers' vehicles and ensure repair costs are minimised.**

### LEADERS IN INNOVATION

Our customer-first approach means we are service-led and technology-enabled.

We stay one step ahead by analysing telematics mileage data and monitoring compliance and electronic defect reporting to suggest and schedule maintenance requirements. To further maximise uptime, location data allows us to book a vehicle into a local repair agent.

Our intensive VOR methodology and process is underpinned by highly experienced industry experts and a market leading approach to technology and innovation.

**CVLive provides unparalleled visibility, giving our customers the ability to make informed decisions on an individual vehicle basis.**

With real-time VOR updates on all vehicles and accompanying regular electronic updates, CVLive's full transparency empowers you to effortlessly manage your entire fleet. Another of our core technology solutions, CVLink, is embedded across our supply chain and enables us and our customers to authorise maintenance work, helping to ensure accuracy and consistency of pricing.

### FIERCELY INDEPENDENT

Our independence means customers benefit from an impartial view on everything from vehicle choice to finance and fleet management.

### No distractions, just fleet.

We offer a nationwide network of around 3,000 repair agents and have accounts with all major manufacturer dealer groups and all major national independent networks, in addition to mobile on-site repairs and daily defect clinic facilities. So wherever you are, we have the supplier coverage and expertise to help.

**To maximise uptime and reduce costs, get in touch today.**

Call us **0344 848 9311**  
email **oneteam@zenith.co.uk**  
or go to **zenith.co.uk**







COMMERCIAL FLEET: FIRST DRIVE

# RENAULT TRUCKS MASTER

Special launch edition has high level of specification

By John Lewis

**R**enault's car and van network is not the only one to sell the recently-revised Master. It is available through the Renault Trucks network, too, and the truck maker is determined to keep carving itself a useful slice of the 3.5-tonne market with the latest model.

The new Master comes with a revamped front-end with a raised bonnet line and a prominent, aggressive-looking grille. Changes have been made to the dashboard and a whole host of safety devices are either fitted as standard or offered as options.

They include a camera that provides continuous (unless you switch it off) vision rearwards using a display on the upper part of the windscreen. Master's 2.3-litre dCi diesel has been refreshed, with a new cooling system and offering more power than was available previously.

Renault Trucks is one of the few light commercial suppliers to highlight the impact of the Worldwide harmonised Light vehicle Test Procedure (WLTP).

While the 137PS/360Nm, 152PS/385Nm and 182PS/400Nm versions of the twin-turbo 2.3-litre

have been homologated under the Light Duty Euro 6 d-temp regulations, the 132PS/330Nm, 147PS/360Nm and 167PS/380Nm variants have been homologated under the Heavy Duty Euro VI D rules. As a consequence, they are exempt from WLTP, says the company.

Masters with light duty engines are restricted in terms of the size and weight of conversion they can accept. Those with heavy duty engines are not so tightly constrained.

Masters are built in van, chassis cab and platform cab guise and can be ordered with front- or rear-wheel-drive. A 4x4 is also available.

A six-speed manual gearbox is standard with an automated six-speeder on offer with the 152PS and 182PS engines.

Mention should also be made of the electric 3.1-tonne Master ZE. In May, it will be joined by a 3.5-tonner able to carry an extra 350kg.

Renault Trucks has one or two aces up its sleeve in the van market, not least the fact that many of its network's 68 workshops open 24/7 and can offer out-of-hours servicing.

It has particular expertise in special conversions, many of which are offered under its Ready for Business programme.

While mainstream Masters gross at up to 4.5 tonnes, it uniquely offers a six-tonne 6x2 Master converted by Nefra in the Netherlands. Payload capacity is three tonnes.

Other conversions it has been instrumental in developing include a 3.5-tonne OptiTipper with a pod to hold tools produced in association with Market Drayton-based PD Stevens. The bodybuilder also offers the Master-based OptiTraffic traffic management vehicle.

Renault Trucks is hoping to spark interest in the Masters it sells with a special launch edition. Powered by either the 147PS (heavy duty) or 152PS (light duty) diesel, Red Edition models have a high level of specification including air-conditioning, side-wind assist and cruise control with a speed-



limiter. They are distinguished by Red Edition logos and are marketed with three option packs: Comfort, Delivery and Safety. The last-named includes advanced emergency braking system and lane-departure warning.

We took to the highways of Warwickshire in a 147PS L3H2 3.5-tonne Red Edition rear-wheel-drive van and were agreeably impressed by its sharp handling and overall feeling of stability.

With no weight in the back, performance was not an issue, and the van's unladen ride was smoother than expected. In-cab noise levels were suppressed.

On the downside, the gear change could have been slicker and Renault might want to consider upgrading the quality of some of the plastic trim it uses. The cab is roomy, comfortable and well-equipped though, with ample storage space for all the items drivers end up carting around with them.

Fuel economy? We averaged 29.4mpg over a 127-mile route.

# THE LAST WORD

## NICK CHADAWAY

MANAGING DIRECTOR, DMN

A lover of cycling, if Chadaway had his way, there would be more cycle paths and routes across the UK. If not in fleet, he would like to be a professional adventure cyclist

The advice I would give to my 18-year-old self is everyone is learning as they go and they don't know it all, even though they may try to make it appear that they do. Listen to everyone around you, but, most importantly, be confident in your own ability.

My favourite movie quote is: 'There's no place like home' from *The Wizard of Oz*.

If I were made transport minister for the day I would mandate a plan for more cycle paths and routes across the UK, along with bike hire schemes in every major conurbation. Hopefully then, not every journey would have to be made by car.

My hobbies and interests are time with the family, cycling and running.

The song I would have on my driving playlist is *Song 2* by Blur.

My pet hate is over-promising and under-delivering.

A book I would recommend others read is *The Chimp Paradox* by Steve Peters.

If money was no object I would develop an alternative sustainable power solution and work on providing free Internet for all.



Next issue: Mark Dickens, fleet director at Groupe Renault

### Why fleet and how I got here?

I left university with a degree in manufacturing engineering. My first job was in paint can manufacturing which, I can assure you, was more boring than watching the actual paint dry. However, I soon found myself being drawn to the part of the operation that shipped the goods which led me into logistics and, ultimately, ended up in fleet.

### Latest products, developments and achievements

We are a business driven by people and supported by technology which means we have a firm focus on both. We recently held our first of workplace wellbeing programme in partnership with The Inspire Group, designed to inspire, engage and empower our workforce. Our latest technological developments include the addition of our inspection services via Inspect & Collect – a seamless vehicle inspection and collection solution, as well as MiVIS our real-time vehicle collection, inspection and delivery app.

### My company in three

Happy, fast-paced and hard working.

### Career influence

I've been lucky enough to meet a huge range of people that have all added value to my career. But, most importantly, my wife has been the greatest influence due to her ability to know when to ask about work and when not to.

### What makes a good MD?

Building a great team around you; knowing what is going on around them; and breaking down any barriers they and the team may face. Plus, the more obvious of striving to innovate and always be at the forefront of the industry.

### Advice to fleet newcomers

Consider electric vehicles (EVs) for your fleet ASAP. The more demand we make, the faster innovation and supply will accelerate, but also know that hydrogen is the future... well, in my opinion anyway.

### If I wasn't in fleet...

A professional adventure cyclist.



# It's time to be involved...

An evening dedicated to acknowledging exemplary performance

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