

HELPING COMPANIES RUN EFFICIENT AND COMPLIANT FLEETS SINCE 1978

August 31 - September 13 2017 £4.00

EAR ADAP EVOLVE The changing face of fleet management



Headline sponso



Don't miss the most important fleet event of the year

Headline snonsor MANAGEMENT An Intel Company **OCTOBER 3-4, 2017 NEC BIRMINGHAM**

The UK's largest event for the fleet management community

Fleet Management LIVE welcomes fleet and transport professionals with car and van fleets of all sizes, to face future challenges and opportunities together in two full days of learning, sharing and networking

BEST PRACTICE SEMINARS: THE MUST-ATTEND SESSIONS FOR FLEET MANAGERS

How can vehicle rental help my business be more efficient? John Collins, sales director, Enterprise Flex-E-Rent



Discover the cost-effective alternatives to traditional fleet acquisition policies, including: strategies for developing mobility solutions, vehicle hire in the mobility supply chain, asset management, resource utilisation and more!

What legislation do I need to comply with and why?



Review what fleets need to comply with legislation, requirements and the latest standards. Discuss: best practices for auditing and reporting, strategies for effective vehicle checks, the role of data in compliance and tachograph management.

Connected vehicles – new mobility solutions through connected services



Duncan Chumley, managing director, Free2Move Lease
Connected services give fleets an opportunity to REE2 Connected services give needs an opportunit, better manage their vehicles with real-time data on usage and performance. Discuss: the mobility affect on behaviour, opportunities connected vehicles bring E A S E to your fleet and key business considerations.

Telematics – using technology and data to save money while making vehicles and drivers safer

Paul Lomas, head of sales – new business, ALD Automotive



Explore the strategies key to monitoring vehicles, such as: telematics considerations, Automotive the importance of data in managing a fleet, how to develop a culture where drivers

support telematics, delivering return on investment and more.

Van and truck funding – cost-effective solutions

Richard Tilden, head of commercial vehicles, Lex Autolease



Get expert advice on ensuring your fleet is cost-effective in the long-term, including: a review of funding strategies, tax considerations, calculating the cost of capital, sole supply versus multi-supply and more.

Risk management - minimising business risks from drivers and vehicles

David Richards, head of marketing, DriveTech, part of The AA



Gain practical examples of how your DriveTech company can effectively evaluate risks, plan for change and introduce policies

that bring tangible business benefits.

Car funding - cost-effective decision-making

Claire Evans, head of consultancy, Zenith



Explore car funding options considering: tax positions, legislative changes, calculating the cost of capital, how and when to carry out funding reviews and establishing the true running cost of your fleet.

The autonomous vehicle revolution what does it mean for fleets?

Gil Ayalon, Regional Director, Mobileye



Gain the tools you need to understand autonomous vehicles in the short, medium and long term, ensuring you aren't caught out by one of the biggest changes the industry will ever seen.





HELPING COMPANIES RUN EFFICIENT AND COMPLIANT FLEETS SINCE 1978

August 31 - September 13 2017 £4.00



Fleet in focus: Zip Water Graham Short is using his 19 years' fleet experience to transform policy at Zip

Spotlight: Mitsubishi

How the retail and pick-up specialist turned into a fleet eco warrior

First look: Citroën C3 Aircross Compact SUV is a bold statement for the fleet sector



DISCOVERY SPORT

ADVENTURE. IT'S IN OUR DNA.



ABOVE & BEYOND



If your more adventurous side chooses the scenic route, Optional Wade sensing* will help to safely guide you across. Inside, clever 5+2** seating offers room for either more explorers or 1,698 litres of stowage for more provisions. Little wonder Discovery Sport is considered one of the most versatile compact SUVs on the road, or off, if it comes to that.

To find out more, contact the Land Rover Fleet and Business Centre on 0845 600 2214.

landrover.co.uk

Official Fuel Consumption Figures for the Discovery Sport range in mpg (I/100km): Urban 27.7-51.4 (10.2-5.5); Extra Urban 38.7-67.3 (7.3-4.2); Combined 33.6-60.1 (8.4-4.7). CO_2 Emissions 190-123 g/km. Official EU Test Figures. For comparison purposes only. Real world figures may differ. Drive responsibly on and off-road. *Trim level dependent **Engine dependent.

CONTENTS

Subscribe to *Fleet News*: 01635 588495

he text paper used in this publication is 100% recycled produced from post-consumer waste

NEWS

- 4 Demand rises for petrol and hybrid
- 7 Registration error on hybrids
- 8 RAC moves away from manual vans
- 11 EC proposals on car safety
- 12 Air quality solutions under consideration
- 15 High-speed chases not worth risk
- 16 Pothole problem growing worse

REGULARS

- **20** Letters and editor's Big Picture
- 23 Opinion: data protection/EVs
- 48 Awards winner: Citroën C3
- 58 Last word: Adam Walsh

CAR/VAN REVIEWS

- 50 Citroën C3 Aircross
- 52 Nissan X-Trail
- 53 Mini Countryman PHEV
- 54 BMW 530e iPerformance
- 55 Jeep Compass 1.6 Multijet II
- 56 Volkswagen Arteon R-Line
- 57 Long-term reports







Head of corporate sales and field operations Clive Messenger explains how the brand has evolved into a fleet eco warrior



Looking at the year-to-date fuel split for fleet

Zenith, told Fleet News: "Over the next 10 years a combination of hybrid and PHEV will be the primary fuel type as manufacturers incorporate battery technology to improve efficiency and generate less CO2 and NOx emissions.

'Vehicle emissions have created a lot of negative press recently as the Government looks to comply with EU air pollution limits across the UK."

Orders for diesel vehicles have tracked gently down over the past couple of years at Zenith. They accounted for 88% of the fleet mix in 2015 and are running at 73% in the year-to-date.

Over the same period, petrol registrations have grown from 9% to 21% year-to-date, accounting for the majority of the shift.

Hamilton continued: "Petrol hybrid has moved from 2% in 2015 to 3% year-to-date and petrol plug-in from 1% to 3%. These characteristics are shared with the rest of the fleet industry, which is gradually moving away from diesel and into a combination of petrol and petrol hybrid.

"Currently, electric vehicles still do not provide enough choice to be viable alternative to diesel. Improved engines and efficiency alongside a generally lower purchase price are adding to the incentive for people to consider moving into petrol.'

More than half (56%) of UK fleets are already operating at least one alternative fuel to traditional petrol and diesel models or are planning to do so in the next three years - an increase of 6% since 2015. That's according to recent research from Arval's Corporate Vehicle Observatory Barometer (CVOB), which covers 3,847 fleets.

Shaun Sadlier, head of Arval's Corporate Vehicle Observatory in the UK, said: "It is obvious that the twin dominance of petrol and diesel that has characterised the company car and van sector for many, many years is being challenged by credible alternatives.

'Modern fleets are moving towards a portfolio of drivetrain technologies and are rapidly becoming conversant in which choices work most effectively in different types of applications.

'We are seeing both a push and a pull effect. On one hand, plug-in hybrids and pure electric vehicles have become much more usable, wellpriced and appealing products in recent years while, on the other, we have seen pressure on diesel because of concerns over air quality."

However, in the UK there is wide variance in the adoption of alternative fuels between smaller and larger companies. While 78% of larger fleets (more than 50 vehicles) are either using them already or plan to, the penetration drops to 66% of medium fleets (10-49 vehicles) and 44% of smaller fleets (1-9 vehicles).

Sadlier said: "There is undeniably a big difference between small and large fleets and it could be that, as an industry, fleet needs to better educate operators of all businesses on the advantages of these new drivetrains. Otherwise, there is a possibility that smaller businesses could miss out on the benefits they bring."

Current incentives for purchasing ultra-low emission cars in the UK are set until October 2017, and offer up to £4,500 off a zero-emission car, and up to £2,500 off the best-performing plug-in hybrids up to a price ceiling of £60,000.

In July, the Government announced an aspiration to stop the sale of new pure petrol or diesel cars in the UK from 2040 and, although the current programme of incentives for plug-in cars is due to finish within months, the car industry believes they need to continue to ensure Government aspirations are met.

However, German Chancellor Angela Merkel has warned against a swift abandonment of diesel cars after a series of emissions scandals,



Chris Chandler, Lex Autolease

Fleets starting to shift to petrol and hybrid amid clean air fears

Year-to-date figures show a 10% decline for diesel with alternatives on the rise

By Gareth Roberts

he number of company car drivers who expect to have a petrol hybrid as their next car is almost as high as those taking on a diesel, according to a Fleet News poll. Asked what their next company car would be, about a third (35.1%) of respondents said diesel, while 34.2% said they will opt for a petrol hybrid vehicle.

About a sixth (16.9%) said they will choose a petrol-powered car, while almost one in 10 (8%) have set their sights on a pure electric vehicle (EV).

This mirrors the experience of major leasing companies, who report growing take-up of petrol and petrol hybrid vehicles over the past few years.

The latest sales data from the Society of Motor Manufacturers and Traders (SMMT) shows diesel remains the dominant fuel type for fleets, with 448,909 cars registered between January and July this year. However, that is 10% less than the 499,185 units registered over the same period in 2016.

Petrol fleet registrations have increased, with 333,591 units registered year-to-date, compared to 290,176 during the same period last year - a 15% increase.

Mild hybrids have seen the biggest increase, however. Fleet registrations have increased by 47%, up from 15,377 units during the first seven months of 2016 to 22,565 units in 2017.

Meanwhile, the SMMT data shows that plug-in hybrids (PHEVs) recorded a 4% increase over the same period, up to 10,599 units, and there was a 20% hike in registrations of pure electric cars at 2,103 units, compared to 1,750 from January to July last year.

registrations, diesel still holds a majority market share at 54.9%, compared to petrol at 40.8%, mild hybrids 2.8%, PHEVs 1.3% and pure EVs at 0.2%.

Richard Hamilton, head of pricing and risk at



saying the fuel is still needed if climate change targets are to be met, according to Reuters.

Speaking at a pre-election event on RTL television, Merkel called on German carmakers to work to re-establish public trust in diesel.

Diesel has been the powertrain of choice for most fleets after company car taxation rules changed in 2002, thanks to better fuel efficiency and lower CO₂ emissions.

But, with a shift in focus from CO₂ emissions to NOx, businesses are finding it difficult to plan the future make-up of their fleet.

The Government has hinted at tax rises after Chancellor of the Exchequer Philip Hammond promised to look at the tax treatment of diesel vehicles, saying he will announce any changes in the autumn budget later this year.

Chris Chandler, principal consultant at Lex Autolease, said: "Uptake of ultra-low emission vehicles has increased significantly over the past two years, fuelled on one side by tax incentives, grants and potentially significant fuel cost savings, and on the other by the increasing availability of more models from manufacturers. The clear commitment from Government for cutting emissions and a growing desire among businesses for a more environmentally-friendly, cost-effective fleet will see this momentum increase."

Lex Autolease is actively embracing this shift towards alternatively-fuelled vehicles and currently has more than 14,000 on its fleet – including 10,000 plug-in hybrids, extended range electric vehicles and pure electric.

However, Chandler said: "Fleet decisionmakers now need to carefully consider the best vehicle and fuel type for the specific drive cycles and applications of their vehicles.

"While electric ranges are still increasing and improvements are being made to our charging infrastructure, new traditionally fuelled vehicles are often still the most practical option for many high-mileage users."



OPINION POLL

How has your business mileage changed over the past five years?



FleetNews view:

A majority of drivers, some 57.1%, have seen their annual mileage increase or stay the same over the past five years. However, a substantial 42.9% of respondents told *Fleet News* that they had seen a decrease in business mileage. Our poll shows that the company car is still an invaluable tool for UK businesses, while technology such as video conferencing is perhaps reducing the need for travel in some instances.

This week's poll: Do you think UK roads are suited to 'platoons' of autonomous trucks? fleetnews.co.uk/polls

MOST COMMENTED ONLINE

> Thieves target keyless entry cars with 'relay attack'

fleetnews.co.uk/news



Diesel (ppl) 117.23 **↑** Unleaded (ppl) 116.14 **↑**

fleetnews.co.uk/costs/ fuel-cost-calculator



THE NEW VOLVO \$90 WITH REAL TIME TRAFFIC INFORMATION

Finding success in today's business world means navigating an ever-changing landscape. Real Time Traffic Information shows you the bigger picture, setting you free to make the right decisions. From 116 G/KM CO₂ Up to 64.2 MPG (combined) From 25% BIK

CALL THE VOLVO CAR BUSINESS CENTRE ON **0345 600 4027** OR VISIT **VOLVOCARS.CO.UK/BUSINESS**

Fuel consumption and CO₂ figures for the Volvo S90 range in MPG (I/100 km): Urban 49.6 (5.7) – 53.3 (5.3), Extra Urban 65.7 (4.3) – 72.4 (3.9), Combined 58.9 (4.8) – 64.2 (4.4). CO₂ emissions 127 – 116g/km. MPG figures are obtained from laboratory testing intended for comparisons between vehicles and may not reflect real driving results.

Registration error affects hundreds of Mondeo hybrids

Drivers may be paying too little BIK tax and avoiding congestion charges as a result

By Matt de Prez

ore than half of all Ford Mondeo hybrids have been registered incorrectly with the Driver and Vehicle Licensing Agency (DVLA), potentially giving company car drivers incorrect benefit-in-kind (BIK) rates.

A *Fleet News* investigation has uncovered that 474 of the 799 Mondeo Hybrids registered since 2014 have been incorrectly declared as zero emission vehicles, when, in fact, they emit between 92 and 99g/km of CO₂.

The error was highlighted by a *Fleet News* reader who noticed the DVLA-recorded CO₂ figure on one of their vehicle's V5 registration documents differed to the one published by Ford. However, a Freedom of Information of request from *Fleet News* highlighted the scale of the issue. Exactly how many of these are company cars is unknown.

Tax expert John Messore, managing partner at Innovation Professional Services, said: "CO2 data for company vehicles will often be provided to the fleet manager by the leasing company or manufacturer who provided the vehicle. When the client passes the information to us we always corroborate it with the DVLA using its online vehicle checking service.

"As far as we are concerned, DVLA is God when it comes to the accuracy of the data."

Debbie Floyde, fleet and facilities manager at Bauer Media, verified this point. "When notifying HRMC of a new company car we wouldn't crosscheck the emissions data, it usually comes from the leasing company or sometimes the manufacturer and we've no reason to believe it would be incorrect," she explained.

Dependent on which data was provided, HRMC

would define whether a driver was paying the correct BIK charge of around £960 per annum (for a 20% taxpayer) or a more attractive £480 for a vehicle declared as zero emissions.

Floyde said: "A driver is unlikely to report the issue if it is saving them money and it isn't something I would regularly audit."

Furthermore, as these vehicles are registered with the DVLA as fully electric they will be eligible for London Congestion Charge exemption and protected from any future low-emission zone charging. There are also repercussions when remarketing the vehicles as there is a disparity for used-buyers who could be faced with a choice between two vehicles which offer significantly different running costs.

The DVLA said it was investigating the issue but confirmed a number of Mondeos were incorrectly registered as electric when they were, in fact, petrol hybrids.

A DVLA spokesman told *Fleet News* it relies on the information provided by either manufacturer or dealer at the point of registration for the data

"Any third party handling emissions data for a vehicle would assume the DVLA figure is correct"

John Messore, Innovation Professional Services which appears on the registration document and doesn't cross-check it with any other source.

This data is based on the vehicle's Type Approval certificate. Whoever registers the vehicle must provide evidence of type approval. In order to minimise the administrative burden, the registration process is largely carried out using an electronic system which automatically provides all the necessary data.

One Ford dealer told *Fleet News:* "It's likely this is an issue in the Ford system."

He said new car orders are produced on a Ford-specific programme which generates a vehicle order number. The same system is used to register the car when the vehicle is delivered.

"All we enter is the customer's name and address, the rest is automatically filled in according to the spec. We wouldn't check the data was correct," the dealer said. "It's disappointing that the DVLA hasn't picked up this error but we have never heard of this issue from any customers or from Ford."

A spokesman for Ford said: "We are aware of a DVLA mis-registration issue relating to some Ford Mondeo hybrid models. We have briefed affected dealers on the steps required to register these vehicles correctly and will process updated V5 documents for the DVLA to complete as normal."

The DVLA confirmed the records will be amended. The spokesperson said: "Registered keepers of the affected vehicles will shortly receive a letter notifying them of the change and explaining the situation, accompanied by a revised V5 registration document."

HRMC declined to be drawn on how drivers' BIK payments will be affected by the DVLA changes, but did say it is happy to discuss tax issues that arise with employers and employees.

NEWS

Automatic advances prompt RAC to move away from manual vans

Improved fuel efficiency and towing capacity behind change in buying sentiment

By Gareth Roberts

he RAC has decided to switch a guarter of its patrol fleet from manual to automatic, helping to drive a surge in sales. Registrations of automatic models to fleet and business customers have grown significantly during the past couple of years.

Almost 25,000 automatic vans were registered in 2016 - 42% (7,289) more than were registered the previous year, according to figures from the Society of Motor Manufacturers and Traders (SMMT). The number of manual vans fell by about 1% (2,671) year-on-year.

Automatic vans accounted for 5% of fleet and business registrations in 2015, but by the end of last year that had risen to 7%.

RAC national fleet manager Tim Hartles told Fleet News: "Automatic technology has moved on a great deal in the past few years.

"I think you've always compromised your towing capability and your mpg in the past, but the new automatics tend to be fuel efficient and much more capable of doing the job."

The RAC's decision to switch has been helped by more automatics being available.

Hartles said: "There's definitely a lot more choice coming on to the market.'

The RAC is currently operating 320 automatic vans - a mix of Volkswagen and Mercedes-Benz models - whereas this time last year there were just 15 on the 1,600-strong fleet.

By the end of the year, as the patrol vans come to the end of their five-year cycle, it will be operating 400 automatics.

Tom Bishton, who joined the RAC patrol fleet in January, covers about 500 stop-start miles each week in his automatic van and has been



FLEET AND BUSINESS NEW CAR REGISTRATIONS



impressed with the transmission's performance. "The autos are easy to drive," he said. "They're a lot nicer to tow with as well."

Hartles added: "We've had some really positive feedback from drivers on the towing ability of the autos. There's also less work to do from the

driver's point of view." Telematics scores have improved, with fewer incidents of harsh acceleration, and drivers are going through fewer clutches, compared to previous years.

Automatic vans have also been achieving more than 30mpg in urban areas, something which Hartles admits is "a lot more" than they were getting on the manual fleet. "We've been blown away by the fuel economy figures," he said.

Historically, fuel consumption on automatics was much higher, but now, with electronics

FLEET AND BUSINESS NEW LCV REGISTRATIONS



Source: SMMT

"We've been blown away by the fuel economy figures"

Tim Hartles, RAC

monitoring the vehicle's efficiency, and with more gears available, they are frequently more economical than manual versions.

The Mercedes-Benz Vito, for example, has emissions of 161g/km and a claimed combined of 46mpg for the automatic 114CDI, compared to 169g/km and 44mpg for the manual.

Meanwhile, an automatic BMW 320d has emissions of 99g/km and a claimed combined of 74mpg, compared to 102g/km and 72mpg for the manual transmission.

There can be a premium of about £1,000 on an automatic model compared to a manual version, but Hartles says strong residual values have kept monthly rentals low.

He added: "Feedback from drivers suggests we may go down the route of all automatic vehicles, but we haven't made a decision on that yet. And, having a blended approach might be the right one for our drivers."

SMMT figures also show that automatic company cars increased market share in 2016, up from 32% to 37% of all fleet and business registrations last year.

In 2016, close to 550,000 automatic cars were registered to fleet and business – 20% (93,220) more than in 2015. The number of company car manual registrations fell by 3% (31,375) over the same period.



THE DUCATO RANGE. MADE OF TO 1161.

FROM E299 PER MONTH* PLUS INITIAL RENTAL OF £1,374

You don't win Fleet Van of the Year unless you're as tough as Chuck Norris would be, if he was a van. The formidable Ducato's class-leading payload and durability convinced 50 industry experts that it's 'an excellent choice for large and small fleets'. So get motoring, with a choice across the range of Euro 6 engines for power, economy and drivability, the Ducato is good to go.



VISIT FIATPROFESSIONAL.CO.UK TO FIND YOUR NEAREST DEALER

Fuel consumption figures for the Fiat Professional Ducato range in mpg (1/100km): Combined from 33.2 (8.5) – 49.6 (5.7). CO₂ emissions 150g/km – 178g/km. Fuel consumption and CO₂ based on standard EU tests for comparative purposes and may not reflect real driving results. Business Contract Hire. Offers available on the Fiat Professional Ducato Range. Costs will vary depending on version. All rentals excl. VAT & maintenance. Based on a 24 month term and 10,000 miles p.a. Excess mileage charges apply. Vehicles must be ordered & registered between 01/07/17 and 30/09/17. Subject to status. Guarantees may be required. IS&G apply. Leasys, SL1 OWU. LEASYS



NOW IS THE TIME TO TRY SOMETHING NEW. THE SEAT ATECA

WHATCAR? CAR OF THE YEAR 2017 Best small SUV

THE SEAT ATECA SE TECHNOLOGY.

YCN II9

Book a 4-day test drive today

Online: seat.co.uk/Fleet/Ateca Call: 0800 954 8782 / CO₂: 120g/km
/ BIK: 23%
/ P11D: £22,035
/ Whole Life Cost: £447.74 per month*

Official fuel consumption for the SEAT Ateca SE Technology 1.0 TSI Ecomotive 115PS in mpg (litres per 100km): urban 44.8 (6.3); extra-urban 60.1 (4.7); combined 53.3 (5.3). CO₂ emissions 120g/km. Standard EU Test figures for comparative purposes and may not reflect real driving results. Business users only. *Source: CAP, June 2017 data for the SEAT Ateca SE Technology 1.0 TSI Ecomotive 115PS on a 36-month/60,000-mile agreement. Excludes fuel costs and metallic paint. T&Cs apply.



Government urged to support EC proposals on car safety standards

Legislation has been 'lagging behind' developments in technology

By Tom Seymour

he Government is being urged by a coalition of non-governmental organisations to support European Commission (EC) plans to improve vehicle safety standards.

In a joint letter to roads minister Jesse Norman, the coalition, which includes fleet representative body ACFO and road safety charity Brake, wants the Government to apply pressure for the new standards suggested by the EC to be adopted as quickly as possible.

The EC vehicle safety regulations are under review. The General Safety Regulation and the Pedestrian Protection Regulation are expected to be amended before the end of next year.

Vehicle standards were last updated in 2009 and do not take latest safety technology into account.

The safety group has asked for systems like automatic emergency braking (AEB) and voluntary intelligent speed adaptation (ISA) to be made standard on all new vehicles.

ISA is an overridable system for helping drivers to keep to speed limits. The group has also urged updates to crash testing requirements to protect occupants and people outside vehicles.

"Fleet managers can help by talking to manufacturers about safety"

Mary Williams, Brake

The Chartered Institution of Highways and Transportation, European Transport Safety Council, Living Streets, the Parliamentary Advisory Council for Transport Safety and Road-Peace have joined ACFO and Brake to push for new standards.

John Pryor, ACFO chairman, told *Fleet News:* "Road safety is vital to all and we were delighted to add any support we can.

"Nothing has been mentioned on a formal meeting [with the Department for Transport] yet, but we would be willing and able to assist."

Fleet News contacted the DfT for comment, but it did not respond before going to press.

Pryor said fleets lead the way in adopting the latest safety vehicle technology, with some mandating systems before they become standard on new vehicles.

He said: "ACFO has long campaigned that these (safety technology options) should not be included in the benefit-in-kind (BIK) tax as some did not want to pay tax on taking that option."

This recommendation was a central tenet in the 2015 Fleet Manifesto by ACFO, BVRLA and *Fleet News.*

Mary Williams, chief executive of Brake, said: "There is an opportunity right now to toughen laws stipulating minimum standards on new vehicles in the UK and across Europe, and lead the world globally."

Williams believes fleet managers can be influential in driving uptake of safety technology due to the purchasing power they possess.

She said: "Fleet managers can help by talking to manufacturers about safety from their perspective and insisting on and adopting cutting edge safety technology."

Williams praised manufacturers for advancing safety technology, both passive and active. But

legislation has been lagging "disastrously behind" developments in technology and would help to ensure progress in all areas, on all vehicles.

She explained: "We need to pull the legislation up by the bootstraps to match what manufacturers are doing with safety technology."

Williams said Brake is an organisation that is research-led and would not advocate pushing ahead with something before due process has taken place. However, she said the process to adopt new safety standards takes far too long.

Peter Shaw, Thatcham Research chief executive, also believes making AEB standard is now long overdue. "In our experience, and in tests that we've undertaken, technologies need time to evolve before we see evidence that they have positive impact by reducing road casualties," explained Shaw. "This was the case with AEB, where we identified the potential for the technology to reduce accidents in 2011.

"Detailed research was conducted and with the support of insurance claims data our initial findings were validated. AEB was introduced as one of the core Euro NCAP tests in 2016."

However, Shaw is less supportive at this stage of ISA. Brake quoted research from the Institute for Transport Studies, University of Leeds, that predicted ISA would save up to 33% of accidents on urban roads, and reduce CO₂ emissions by up to 5.8% on 70mph roads.

However, Shaw said that, as with lane keeping assist technology, ISA can annoy drivers, who switch them off, negating any benefit.

"In a similar way, many of the current ISA systems also fall into this same category and are not fully robust in operation," he said.

Shaw believes more work needs to be done to prove ISA can have a positive effect on accident frequency or in reducing casualties.

NEWS

Highways England steps up battle to improve motorway air quality

RAC Foundation says some initiatives are 'blue sky thinking at its extreme'

By Gareth Roberts

ollution-absorbing polymer, roads covered in canopies and more smart motorways are being considered by Highways England. The measures, which also include proposals to expand the rapid charging network for electric vehicles, are included in its air quality strategy.

Many motorway service areas have already installed rapid charging points, but Highways England says it will work with operators to ensure this becomes a "comprehensive national network".

It says it is already working to ensure that 95% of the network will have a charging point every 20 miles and, where possible, these will be rapid charge points that can charge an ultra-low emission vehicle (ULEV) in less than 30 minutes.

Furthermore, to ensure it identifies the right measures to improve air quality and deploys them quickly on the network, it is undertaking 10 pilot studies which started in 2015 and are due to end next year.

They include a trial of a barrier incorporating a new polymer material with the potential to absorb nitrogen dioxide (NO₂).

Highways England started trialling an air quality barrier on the M62 in 2015. The 100-metre long barrier was initially four metres high before being raised to six in early 2016, after which the polymer was introduced. If successful, they could be rolled out across the network to pollution hotspots.

However, Highways England says it is also investigating if it can reduce the costs to construct a canopy which would work in combination with the barriers to create a pollution tunnel.

Trials of a similar system have taken place in the Netherlands, where it was concluded the structures could be effective but the costs were considerable, at between €15 million (approximately £13.75m) and €70m (£64.2m) per kilometre of motorway.



The pie chart illustrates how HGVs, diesel cars and vans together contribute to 77% of the NO₂ close to the motorway network. *Source: Highways England*

Steve Gooding, director of the RAC Foundation, told *Fleet News:* "Clever engineers at Highways England are straining every sinew to improve air quality but this appears to be 'blue sky thinking' at its extreme."

However, he said: "The idea of having a canopy appears to be more about containing the problem rather than solving it.

"What we need to see is accelerated 'greening' of the fleet, starting with the trucks where retrofitting is an option and moving rapidly to vans where we need to see alternatives to the tradi-



tional diesel coming to market."

The pilot studies being launched by Highways England also include the use of incentives to speed up the modernisation of the heavy goods vehicle (HGV) fleet and an electric van demonstrator project seeking to find ways to accelerate the uptake of the cleanest vehicles.

Details will be announced in due course.

Although emissions standards have tightened over time, there is still a significant number of older, more polluting vehicles.

For example, HGVs remain on the road for around seven years before they are replaced with cleaner vehicles while cars typically have a 15-year shelf life.

The Highways England strategy recognises replacing these vehicles is important given it is expanding the strategic road network with predictions that the volume of traffic is expected to rise by up to 55% between 2010 and 2040.

As such, it says it will assess the feasibility of introducing ULEVs for its traffic officers and explore opportunities to promote the use of low emission vehicles by its supply chain.

Looking further ahead, it says it also wants to explore methods to dynamically manage traffic, especially when air quality is poor and examine the use of technology to switch ULEVs to zero emission mode in areas of poor air quality.

A trial of the same technology, which is being coordinated by intelligent mobility experts at the Transport Systems Catapult, gets underway in Leeds later this year (*Fleet News*, August 17).

Furthermore, Government cash is helping Highways England to deliver 50 continuous monitoring stations across the network to give real-time air quality information.

The first new monitoring stations were installed on the M1 through South Yorkshire and have been operating since summer 2015.

It says that man y more stations are now operating across the network and it is hoping to complete their installation by spring 2018.

"The idea of having a canopy appears



to be more about containing the problem rather than solving it"

Steve Gooding, RAC Foundation

AURIS HYBRID BUSINESS EDITION

The business leader you can rely on.

Because no two work days are ever the same, you can rely on the certainty and reliability of the value-packed Auris Hybrid Business Edition – now and for years to come. With no need to plug in and CO_2 emissions of 91g/km, you can keep driving your business forward with confidence.

Book a test drive today at toyota.co.uk/business













Auris Hybrid Business Edition 5 door 1.8 VVT-i Auto. Official Fuel Consumption Figures in mpg (I/100km): Urban 72.4 (3.9), Extra Urban 72.4 (3.9), Combined 72.4 (3.9), CO₂ Emissions 91g/km. All mpg and CO₂ figures quoted are sourced from official EU regulated laboratory test results. These are provided to allow comparisons between vehicles and may not reflect your actual driving experience. Model shown is Auris Hybrid Business Edition 1.8 VVT-i Auto at £23,285. Price excludes metallic paint at £545. Prices correct at time of going to print. 5 year/100,000 mile manufacturer warranty subject to terms and conditions.



ADD ELECTRICITY. THE NEW MINI COUNTRYMAN PLUG-IN HYBRID.

The new MINI Cooper S E Countryman ALL4 is our most fleet-focussed model yet, combining the efficiency of a hybrid with the practicality of a crossover. Its 26-mile pure-electric range opens the possibility of fuel-free commuting, while five seats and bags of space in the back means your drivers can pack in more than they may think.

To find out more, visit mini.co.uk/countrymanphev

WHO'S IN?







Official fuel economy figures for the new MINI Cooper S E Countryman ALL4: Combined 122.8-134.5 mpg (2.3-2.1 l/100km). CO₂ emissions 52-49 g/km. *Figures are obtained in a standardised test cycle using a combination of battery power and petrol fuel after the battery had been fully charged. They are intended for comparisons between vehicles and may not be representative of what a user achieves under usual driving conditions. The new MINI Cooper S E Countryman ALL4 is a plug-in hybrid electric vehicle that requires mains electricity for charging.

NEWS

High-speed chases not worth risk, federation warns police officers

Number of motorists killed who were involved in a police pursuit has risen 50%

By John Maslen

P

olice officers have been warned they must drive bluelight vehicles as though they were private cars to ensure they are not prosecuted for careless or dangerous driving.

The Police Federation of England and Wales has issued the advice amid concerns over the lack of protection the law currently gives them.

It says legislation leaves police drivers vulnerable and it is, effectively, illegal to engage in pursuit or response drives.

Under existing law, emergency service workers are only permitted to ignore traffic signs and speed limits, something the federation believes offers insufficient safeguards during emergency call-outs.

The traffic sign ruling is void if there is any element of risk to the public, and the speed limit safeguard does not stop charges of careless driving being brought.

The federation says it has been highlighting the issue to politicians for years to no avail and has now written to forces with a warning about on-road risk management.

Federation board member Tim Rogers said in a letter that legal advice shows that police response and pursuit drives are, in most circumstances, highly likely to fall within the definitions of careless or dangerous driving.

There are no exemptions to the offences of careless or dangerous driving to allow emergency driving and experts believe drivers are highly likely to fall outside the law as it is drafted.

Rogers said: "Driving involving contravention of traffic signs and speed limits is likely to fall within the definition of careless or dangerous driving.

"Officers are required by law to drive to the standard of the careful and competent driver. Not the careful and competent police driver, the careful and competent (non-police) driver. This is the standard police drivers will be held to.

'There are no legal exemptions from the



"There are no legal exemptions from the of careless or

offences of careless or dangerous driving"

Tim Rogers, Police Federation





offences of careless or dangerous driving. Any such drives are therefore likely to be unlawful, placing the driver at risk of prosecution."

The federation is warning officers to "drive in a way which is lawful and does not contravene the laws of dangerous or careless driving".

Rogers added: "Officers are advised not to undertake any manoeuvre which may well fall outside the standard of the careful and competent non-police driver."

The advice follows the Independent Police Complaints Commission (IPCC) recently directing a force to bring proceedings against an officer for gross misconduct for careless driving. Another example from 2012 involved a patrol officer who was charged with dangerous driving after pursuing a stolen van.

The charges by the Crown Prosecution Service (CPS) came following a review by the Hampshire Constabulary. No complaints were made about his driving and no members of the public were injured in the pursuit. The case made it to trial, where a jury cleared the PC within two hours.

Both the CPS and the force received criticism from the local police federation, saying the officer had been through "12 months of hell" after being prosecuted for "just doing his job".

Police fleet managers have an important role in ensuring officers are provided with vehicles that are procured, allocated and maintained to be fit for purpose, according to John Gorton, head of transport for Kent and Essex Police.

"The officers who drive under response conditions are highly trained; this includes the ability to dynamically risk assess the circumstances of anything they may need to deal with," he added.

The debate about bluelight driving comes as the IPCC published new figures showing there were 32 road fatalities during or following police contact in England and Wales for 2016/17, a rise of 11 year-on-year.

Jason Wakeford, spokesman for road safety charity Brake, said: "The sharp increase in pursuit-related deaths is deeply worrying and underlines the fact that police chases, often at excessive speed, are incredibly dangerous."

Although the IPCC is a key factor behind police drivers being assessed as responsible for careless or dangerous driving, the issue is relevant to drivers of ambulances and fire engines, too.

Rogers added: "The fire service, through the Fire Brigades Union, is aware of the issues and has this campaign on its priority agenda for 2017-2018. The ambulance service, being represented by a number of unions, has yet to take this forward."

NEWS

Going to pot – RAC call-out figures show road surfaces getting worse

Recent improvements go into reverse despite the Government's £70m pledge

"We should

have expected

the numbers

for the second

By Gareth Roberts

leets face further pothole misery with the quality of the UK's roads worsening, according to newly released figures. Data from the RAC's Pothole Index shows there was a 31% increase in pothole-related faults attended by its patrols in the second quarter of 2017, compared to the same period last year.

Patrols saw 3,565 motorists whose vehicles had suffered broken suspension springs, damaged shock absorbers or distorted wheels – issues that could be largely attributable to poor road surfaces. That compares to 2,725 similar breakdowns in the same three months of 2016.

The increase also comes after a relatively mild, dry winter, which RAC chief engineer David Bizley says should be of particular concern.

"This year's weather has been so much milder and drier than in the equivalent six months last

The All-New Crafter.

David Bizley, RAC year, and for this reason we should have expected the numbers for the second guarter to

quarter to be lower"

be lower," he warned. "A short-term reversal in the fragile improvement in surface quality of the UK's roads may not seem much to be concerned about, but we fear it would only take a spell of very cold or wet weather for the improvements of the past year or two to evaporate, and for the nation to find itself in a situation when we would once again be seeking emergency funding from Government to address the worst affected roads."

Results for the first three months of 2017, also showed an increase in vehicles being damaged. RAC's patrols attended 63% more potholerelated breakdowns than they did over the same period in 2016 (Fleet News, June 8).

The Government announced that £70 million would be shared across local highway authorities in England, outside of London, earlier this year (fleetnews.co.uk, January 13).

The investment was in addition to a £50m pothole repair fund which was announced in the 2016 spring budget.

However, the Annual Local Authority Road

It's so safety conscious it even protects your bottom line.

You asked for a more safety conscious vehicle, suitable for driving in congested city streets. Well, the all-new Crafter Trendline certainly delivers. We've worked with you to introduce many driver assistance systems, like Side Protection and Front Assist. In fact, all Volkswagen vans now come with City Emergency Braking as standard. These systems help avoid potential vehicle downtime caused by an accident. So not only does this protect the contents of the van, it can also reduce insurance costs. Search 'New Crafter' or visit your local Van Centre to experience this game-changing van for yourself. Volkswagen Commercial Vehicles. Working with you. Maintenance (ALARM) survey, published by the Asphalt Industry Alliance (AIA), has previously revealed that local authorities need more than £12 billion to bring the network up to scratch.

Furthermore, nine out of 10 respondents to a *Fleet News* poll said they had not seen any improvement in the state of roads in the UK despite more funding being allocated to pothole repairs.

Bizley said: "While there is now long-term investment in place to maintain and improve our major roads, local roads still play a vital part in enabling the economy and remain motorists' number one transport investment priority for central Government.

"They must not be neglected and this is why we are still calling on the Government to recognise their national significance and to mirror their approach to major roads and ring-fence a dedicated fund for this purpose."

The RAC Pothole Index, which is a 12-month rolling average of pothole-related breakdowns corrected to remove unrelated longer term effects of weather and improving vehicle reliability, also indicates a worsening picture after five successive quarters of improvement.

As of the second quarter of 2017, the index stands at 2.2, having begun at a base of 1.0 in 2006. This is an increase on the first quarter of the year when it stood at 2.08 – the lowest figure recorded since Q4 2008 – and the first increase seen since the beginning of 2016.

Nevertheless, it should be pointed out that



overall road conditions are still vastly better than the high index point of 3.5 in January to March 2010.

The customary decline in the number of pothole-related faults from the first three months of the year to the second was also greater in 2017 than usual.

There was a 46% fall (6,559 in Q1 to 3,565 in Q2) this year compared to a 32% decrease in 2016 (4,026 Q1 to 2,725 in Q2).

When considered in the context of all RAC breakdowns the share of pothole-related callouts in the second quarter of 2017, equates to 1.6% of all RAC jobs which is the fourth highest Q2 figure seen over the 11 years since 2006, which is the start date for the RAC's analysis.

The share of pothole-related call-outs in Q1 2017 equated to 2.7% of all RAC jobs – this was the largest quarterly figure seen since the RAC's pothole analysis began in 2006.

cswagen-vans.co.uk/craftedbyyou





NEW CITROËN C3 AIR

CITROËN prefers TOTAL Official Government Fuel Consumption Figures (litres per 100km/MPG) and CO₂ Emissions (g/km). Highest: New C3 Aircross Aircross BlueHDi 100 with 16" and 17" wheels: Urban 4.5/62.8, Extra Urban 3.7/76.3, Combined 4.0/70.6, 104 CO₂. MPG figures are achieved *Features available on selected versions. **Calls are free of charge from all consumer landlines and mobile phones. If you are calling from a business phone, you should check with your provider whether there will be a SUV Flair PureTech 82 manual.







More Space, More Versatility

#EndlessPossibilities

12 driving aids* 85 colour combinations* Citroën Advanced Comfort®* Wireless smartphone charging* Opening panoramic glass roof* Grip Control with Hill Descent Assist* Versatile twin sliding rear seats with up to 520 litre boot space*

Find out more at citroen.co.uk or call Citroën Fleet line on 0800 285 1705**

BIK: FROM 22%[^] MPG: UP TO 70.6[^] CO₂: FROM 104 g/km[^]

CROSS COMPACT SUV



PureTech 110 S&S EAT6 auto with 16" and 17" wheels: Urban 6.9/40.9, Extra Urban 4.8/58.9, Combined, 5.6/50.4 126 CO₂. Lowest: New C3 under official EU test, conditions intended as a guide for comparative purposes only, and may not reflect actual on-the-road driving conditions. charge for calling an 0800 number. ^BIK, MPG and CO₂ figures quoted apply to New C3 Aircross Compact SUV Feel BlueHDi 100 manual, for 2017-2018 tax year. Model shown is New Citroën C3 Aircross Compact

THE BIG PICTURE

Stephen Briers, editor-in-chief, Fleet News



A recent holiday in northern France brought back into sharp focus the reasons why the Fleet Manifesto of 2015, published by *Fleet News* with ACFO and BVRLA, called for Government to

commit to a feasibility study into road pricing.

Seven days of blissful driving on potholefree toll roads, motorways and main roads with not a traffic jam in sight. Back to the UK and straight into queues on the M2, M25 and M11. A three-hour journey turned into a fivehour one, on roads littered with potholes.

Successive Governments have failed to find a solution. Expanding the road infrastructure provides short-term fixes, but congestion still builds at peak times.

Road pricing influences driving patterns and also pays for maintenance – something our road network is in desperate need of.

"Road pricing influences driving patterns and also pays for maintenance"

It targets congestion by imposing higher charges for popular stretches of road at the busiest times, giving some road users (e.g. leisure trips) the opportunity to amend the times of their driving according to a balance of necessity and cost.

Variable pricing works elsewhere, such as electricity, telephones and train journeys.

And it could force companies to reconsider video conferencing and home working, removing some vehicles from the road altogether.

Charging rates could vary according to emissions, potentially including no charges for electric vehicles in urban areas, maintaining the 'polluter pays' principle and incentivising lower emission vehicles.

This system, utilising existing black-box technology, would have to replace existing taxation but could offset the drop in fuel duty revenue as vehicles become greener.

And, for fleets, admin costs would fall as they would have to deal with only one tax system, replicated for cars, vans and HGVs – including foreign vehicles which often escape tolls, such as the Dartford Crossing.

YOUR LETTERS

PARKING PENALTIES





Patriot wrote:

Having read 'Company car and van drivers rack up £2m in parking penalties' (fleetnews.co.uk, August 21), fleet managers need to be aware they cannot disclose the name of the driver without permission.

The British Vehicle Rental and Leasing Association (BVRLA) standard terms and conditions stipulate the customer is responsible for all road traffic and parking offences and charges.

Customers incurring charges or offences would be in breach of the rental or lease agreement and, as

such, the BVRLA member would be able to release the customer's details to 'any relevant organisation'.

Note that your customer may not be necessarily the driver of the vehicle. It is therefore necessary to ensure that the driver has also given their consent, under a signed data protection clause, for their details to be passed to third parties, including private parking operators.

This can either be your own clause or one their employer, as your consumer, has asked them to sign. Fleet managers ignore these guidelines at their peril.

■ The editor's pick in each issue wins a £20 John Lewis voucher.

AIR QUALITY

What happens when you run out?

Wayne Burnett wrote:

Having read 'Poor air quality could make cars switch to EV mode automatically' (fleetnews.co.uk, August 21), if you have a hybrid vehicle that can run off the battery pack why would you not be doing so anyway without the need for it to be remotely switched? Most hybrids will also do no more than 30 miles in zero EV mode at best. If you find yourself at the end of that range but not yet out of an emissions zone what happens if your vehicle is remotely switched to a power source that you do not have?

ELECTRIC VEHICLES

How are you going to charge them?

Peter wrote:

Having read 'Go Ultra Low hits the 100 companies mark' (fleetnews.co.uk, August 18), before we give the impression that everyone is rushing towards electric vehicles and hybrids, perhaps the lack of infrastructure should be given more prominence.

Fundamentally, the issue of how domestic buyers are going to charge these vehicles has yet to be tackled - the vast majority of the population cannot charge these vehicles at home.

I suspect we will end up with nominally hybrid vehicles with the majority of both fleet and private mileage still using fossil fuel.

John4870 added:

Peter, it gets even worse than that; the people who will benefit most from plug-in vehicles, those in towns and cities, are often the ones with no charging facilities to permit using them.

We also need to educate drivers to really understand them fully. Prius 'normal' hybrids have been in the UK for more than 10 years (I'm on my fourth and fifth Prius currently) yet so many drivers have no idea what

it does. Even the sales staff still don't fully appreciate them.

MOTORWAY DRIVING

Many more drivers need lessons

Andy P wrote:

Having read 'Motorway lessons for learner drivers welcomed' (fleetnews.co.uk, August 14), motorway driving is becoming seriously scary. Speeding and lane hogging are rife everywhere causing dangerous overtaking to happen regularly. Drivers need to be encouraged to keep left. Use the overhead message boards to remind people while they drive.

AUTONOMOUS CARS

It's just 'pie in the sky'

Colin Birch wrote:

Having read 'UK public still open minded over fully autonomous vehicles' (fleetnews.co.uk, August 14), I can't be the only one who thinks that all the attention and time placed on self-driving cars is just emperor's new clothes.

I'm prepared to stick my neck out and say that there will never be fully autonomous cars, i.e. level 5, in any worthwhile number on UK roads.

Changing behaviour key to reducing accidents

Newemail wrote:

ROAD SAFETY

Having read 'Urgent action on vehicle safety standards needed' (fleetnews.co.uk, August 15), car safety standards have improved immensely since 2009, but, in contrast, drivers are paying less attention to driving than ever.

Despite Bluetooth and voice recognition few drivers use either, preferring to hold their phone, or put it on speaker.

Looking at texts, Facebook, Twitter, Snapchat and

other apps while driving is all but ubiquitous for most under 40s. Changing that behaviour is key to reducing accidents and deaths.

It's oft guoted but based on psychological facts, that if there was a steel spike sticking out of the steering wheel boss there would be fewer collisions, because the personal consequences of having a collision would be greater and drivers would take more care.

The biggest safety issue on the road is, as they say, the nut behind the wheel.

HAVE YOUR SAY Email: fleetnews@bauermedia.co.uk Comment online: fleetnews.co.uk LinkedIn: UK fleet managers group Twitter: twitter.com/_FleetNews

Fleet News is published 26 times a year by Bauer Consumer Media Ltd, registered address Media House, Peterborough Business Park, Lynch Wood, Peterborough, PE2 6EA. Registered number 01176085. Registered number 01176085. No part of the magazine may be reproduced in any form in whole or in part, without prior permission of the publisher. All material published remains the copyright of Bauer Consumer Media Ltd. We reserve the right to edit letters,

copy or images submitted to the magazine without further consent. The submission of material to Bauer Media whether unsolicited or requested, is taken as permission to publish in the magazine, including any licensed editions throughout the world. Any fees paid in the UK include remuneration for any use in any other licensed editions. We cannot accept any responsibility for unsolicited manuscriptic impage or for unsolicited manuscripts, images or materials lost or damaged in the post Whilst every reasonable care is taken

to ensure accuracy, the publisher is not responsible for any errors or omissions nor do we accept any liability for any loss or damage howsoever caused, resulting from the use of the magazine

ISSN 0953-8526. Printing: PCP, Telford



Complaints: Bauer Consumer Media Limited is a member of the Independent Press Standards Organisation (www.ipso co.uk) and endeavours to respond to and coup and endeavous to respond to and resolve your concerns quickly. Our Editorial Complaints Policy (including full details of how to contact us about editorial complaints and IPSO's contact details) can be found at www.bauermediacomplaints. couk. Our email address for editorial complaints covered by the Editorial

Complaints Policy is complaints@

bauermedia.co.uk

Contact us

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

Burning question: What is your favourite type of cake?

Editorial

Editor-in-chief Stephen Briers 01733 468024 stephen.briers@bauermedia.co.uk My mum's fruit cake

Deputy editor Sarah Tooze 01733 468901 sarah.tooze@bauermedia.co.uk Has to be chocolate cake News editor Gareth Roberts 01733 468314

gareth.roberts@bauermedia.co.uk Victoria sponge Features edite

Andrew Ryan 01733 468308 andrew.rvan@bauermedia.co.ul

My favourite cake is a nice, sticky ginger cake Head of digital

Jeremy Bennett 01733 468655 jeremy.bennett@bauermedia.co.uk Guinness cake

Web producer Elizabeth Howlett 01733 468655

elizabeth howlett@bauermedia.co.uk Jaffa cakes are the best Staff writer

Staff writer Matt de Prez 01733 468277 matt.deprez@bauermedia.co.uk Cherry Bakewells and the cakes my colleague Andrew makes and brings into the office when I'm not there Photos Chris Lowndes

Production

Head of publishing Luke Neal 01733 468262 Chocolate fudge cake Production enditors David Buckley 01733 468310 Coffee and walnut – can't stand fruit cake even had a sponge one made as part of two-tier wedding cake Finbarr O Reilly 01733 468267 Out of office Out of office Senior designer Erika Small 01733 468312 Lemon drizzle cake

Advertising Commercial director Sarah Crown 01733 366466 B2B commercial manager Sheryl Graham 01733 366467 Account directors Sean Hamill 01733 366472 Lisa Turner 01733 366471 Stuart Wakeling 01733 366470 Account managers Liam Sancaster 01733 363219 Karl Houghton 01733 366309 Lucy Herbert 01733 363218 Telesales/recruitment 01733 468275/01733 468328

Head of project management Leanne Patterson 01733 468332

Project managers Lucy Peacock 01733 468327 Kerry Unwin 01733 468578 Chelsie Tate 01733 46838

Events Event director

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

Publishing

Managing director Tim Lucas 01733 468340 Group marketing manager Bev Mason 01733 468295 Office manager Jane Hill 01733 468319 Group managing director Rob Munro-Hall Chief executive officer Paul Keenan

Subscribe to Fleet News

01635 588495 subscriptions@email.fleetnews.co.uk Subscription rates: £85 UK (two years £145, three years £195), £135 Europe and Eire (two years £230, three years £315)





WHAT'S IN STORE FOR THE **UK AUTOMOTIVE INDUSTRY?**

Co-sponsor GOOD YEAR

A top level event for senior automotive industry executives

KEY INDUSTRY SPEAKERS

BOOK YOUR PLACE NOW AT: automotiveoutlook.co.uk



Intelligent Mobility a consumer's perspective Steve Yianni, ex-chief executive, Transport Systems Catapult



The impact of transport devolution on the automotive industry Stephen Joseph, chief executive, Campaign for Better Transport



The impact of Brexit on business Darren Jukes, leader of industry, industrial products & services partner, PricewaterhouseCoopers

A half day conference before the November 7, 2017. Park Plaza Westminster Bridge

For more information visit: automotiveoutlook.co.uk or call: 01733 468146

Brought to you by

FleetNews **Commercial**Fleet





FLEET OPINION

DATA PROTECTION

Time to get your data in order

By Gary Banks

General Data Protection Regulation (GDPR) is on its way, and like it or not, it's going to have a real impact on the way the sector operates.

Put simply – GDPR will prevent fleet operators from using anyone's data without their permission. By anyone they mean *anyone*, including customers, drivers and suppliers.

If you get caught using data without express permission, then you're liable for a significant fine (up to €20 million – £18.5m – or 4% of turnover). GDPR includes all the data being collected through telematics.

If the challenges that GDPR pose are (relatively) clear, the route to solving them is less so. No one in the sector wants to face the fine, but few understand where to start.

The logical place to begin is having complete knowledge of what data you hold. Only once you understand this will you know whether what you're doing with that data falls within the regulatory guidelines.

What complicates matters further is that each customer will have many different types of data, from the information driver telematics collects to the bank details you process to do business. All of which falls within GDPR.

So what can you do? For those of us that work in data collection and insight, we have a term for what you need to create to have a clear picture of your customer's data – a single customer view (SCV).

An SCV enables you to have all the data you have on a single customer readily accessible in one place. It's that simple. Having an SCV will enable you to respond to customer requests for access and deletion of their personal information as well as being able to document what information is held and how sensitive it is for regulatory reporting. An SCV will help you stay in control when GDPR arrives in May 2018.

The business case for organising your data into an SCV is clear if it prevents you being fined 4% of turnover, but it also enables you to better understand your customers, which will lead to you being better able to meet their needs and, ultimately, doing more business with them.

Avoiding the pitfalls of GDPR starts with getting your data in order.

"The logical place to begin is having complete knowledge of what data you hold"



By Gary Banks, senior consultant, GI Insight



Scott Miller, vice-president of sales Europe, ChargePoint

ELECTRIC VEHICLES

Infrastructure spend will be smart move

By Scott Miller

According to Bloomberg, 67% of vehicles worldwide will be electric by 2040. In the UK, the Government plans to be in the vanguard of the transition to electric vehicles (EVs), recently setting an ambitious target to rid Britain of petrol- and diesel-only cars by 2040. While by 2020, 90,000 electric vehicles are expected to be on UK roads.

In the short term, the Government has sought to incentivise drivers by offering subsidies to help make EVs more attractive to consumers and fleets. While the price of EVs continues to drop, some models carry a price premium over their petrol or diesel alternatives. Until prices are in alignment, this is a step in the right direction.

While research suggests that range and perceived availability of places to charge are obstacles to EV adoption, fleets are starting to see the benefits of going electric. As demand grows, Government and private investment in infrastructure will be key to helping increase adoption and support the behavioural shift in fuelling.

Driving an EV requires that we rethink the concept of fuelling. For fleets, this flexibility helps to make refuelling easier while also enabling a reduction in costs.

To support this shift to electric, a variety of charging options should be available and designed to make refuelling accessible, convenient and easy.

On-the-road rapid charging will be important to support long distance travel but won't be a primary fuel. Mediumand fast-charging at fleet depots, car parks or around town will provide the majority of the power for EV fleets, allowing drivers to top up between trips on fast chargers or while they are parked for longer durations utilising medium speed charging.

What role can businesses play? Private businesses can provide a critical and significant part of charging infrastructure as fleets, retailers, employers and other businesses have the biggest opportunity to improve the availability of EV charging.

Additionally, by replacing fleet vehicles with EVs, they can also help familiarise drivers with electric motoring and benefits that come with it.

"A variety of charging options should be available and designed to make refuelling accessible"



opinion from the industry, visit fleetnews.co.uk/ opinion

All-New Renault KOLEOS Crossover by Renault

Leather upholstery with front heated seats* Rear parking camera with front and rear sensors 8.7" integrated touchscreen navigation

To book your test drive, call the Renault Business Hub on 0800 731 7066

The official fuel consumption figures in mpg (l/100km) for the All-New Renault Koleos The official CO₂ emissions are 128g/km. Figures are obtained for comparative purposes

*Part leather, synthetic leather on the sides.



KOLEOS

Signature Nav dCi 130 are: Urban 52.3 (5.4); Extra Urban 62.8 (4.5); Combined 74.3 (3.8). in accordance with EU Legislation and may not reflect real life driving results.

'THE RIGHT CAR IN THE RIGHT **APPLICATION'**

Graham Short is using his 19 years' experience in fleet to transform Zip Water's car and van policy, saving money as the fleet expands. *Sarah Tooze* reports



he first thing Graham Short did when he was appointed fleet manager at Zip Water was to cancel an order for two Mitsubishi Outlander PHEVs.

There was nothing wrong with the vehicles – in fact Zip Water has three others on its fleet – but Short identified that "they were not going to be used in the right way".

The drivers had chosen them simply for the benefit-in-kind (BIK) tax savings and had not considered the fact they would be driving 30,000 miles a year, mostly on motorways, so the vehicles would mainly be running on petrol, negating the benefit of having a plug-in hybrid vehicle and potentially costing the business a fortune in fuel.

So how did the drivers take the news?

"Clearly they were disappointed they were not going to have the tax break they thought they were going to have but I explained my reasons for doing it and I was supported from the top," Short says.

In both instances the drivers went into economical, low CO₂ diesel cars instead of the Outlander PHEVs.

However, where appropriate, Short does encourage the use of electric and hybrid vehicles.

Earlier this year he persuaded a company car driver who travels into London most days to swap his diesel Audi A4 for a Volkswagen Golf GTE, which means the company no longer has to pay the congestion charge.

"Ideally he would use public transport, but he needs to carry sales brochures and samples in it every day," Short says. "It's the right car in the right application."

Zip Water has four plug-in cars on its fleet of 53 cars and 69 vans, earning it Go Ultra Low company status (the Government-led campaign which recognises UK businesses that are embracing electric vehicles).

It has fitted home charging units to support the use of electric vehicles and Short is now considering installing a charging point at the company's Dereham office in Norfolk, where he is based, and adding an electric pool car to the fleet.

Leasing broker Fleetdrive Electric will also assist Short with a driver survey to identify individual mileages and whether a driver's job need would suit an electric vehicle.

However, introducing electric vans is not currently feasible as public charging infrastructure is not adequate in Short's opinion.

"We've trialled the Nissan e-NV200 in four different applications because we're heavily involved in the London area – about a third of our fleet goes into London on a daily basis – but we've struggled with infrastructure," Short says. "The first electric van we trialled we ended up letting down some of our customers because the driver had got to the fourth charging point before he found one that was working."

Short acknowledges this was about a year ago and the infrastructure may be better now but he doesn't yet have the confidence to add an electric van to the fleet.

"The challenge we have is all of our engineers are based from home and if we could install a charging point in an engineer's home then we would. But they tend to live in tower blocks so it's not feasible to do that," he says.

It is also not possible to install a charging point at the company's Farringdon office in London as there are no parking facilities.

With the current congestion charge, the introduction of the £10 emissions surcharge (T charge) is particular and an this

(T-charge) in central London this October and the forthcoming Ultra-Low Emission Zone (ULEZ), Short understands the



Graham Short is waiting for a better charging infrastructure to allow him to put more EVs on fleet

TH

FLEET IN FOCUS: ZIP WATER

FACTFILE

Company Zip Water Fleet manager Graham Short Fleet size 53 cars, 69 vans Funding method contract hire Replacement cycle cars – three years/90,000 miles; vans – four years/120,000-miles Brands on fleet cars – Audi, BMW, Volkswagen, and Volvo, vans – Volkswagen



financial, as well as the environmental, need to run low emitting vehicles.

He already has 21 Euro 6 vans on the fleet with a further five due to be added in September.

"We're doing our best to operate the cleanest vans we can," he says.

"So many fleets like mine would like to do so much more but we have to try and get manufacturers and councils to meet us halfway and support us with some infrastructure."

As an alternative, Zip Water encourages public transport use, where possible.

"We've currently got an engineer on foot because it's more practical to do that. So we can have parts delivered to a site and the engineer will travel there using public transport," Short says.

Although the use of electric vans is an on-going challenge, there are many other changes which Short has successfully made since joining Zip Water in December 2015.

Previously the fleet was run by the technical training manager but due to the business and fleet growing, Zip Water decided to recruit an experienced fleet manager.

Short saw it as an opportunity to be involved with a fleet that "almost had a blank canvas".

He inherited a "very mixed fleet" as the company car policy had no restrictions on manufacturer or CO₂ emissions, despite the majority of cars being job-need rather than perk as they are used by business development managers.

"We've streamlined it and we just have a choice of Audi, Volkswagen, BMW or Volvo," Short says.

He also introduced a CO₂ cap of 120g/km, which he is in the process of reviewing with a view to lowering it.

The van fleet is all Volkswagen, mirroring the policy of Zip Water's parent company in Australia.

"We've got a very good relationship with VW," Short says. "I look upon our supplying dealer, the Cordwallis Group, as a partner rather than a supplier because they work very well with us to move vehicles when we have new vans coming in and old vans going out.

"They also have mobile workshops so because we have a large number of vans in and around the London area, which is where they are based, they can support us with outof-hours servicing and running repairs so that reduces our downtime.

"The general lead time for booking in any sort of work in a workshop can be a week to two weeks, whereas the mobile workshops can quite often tend to us the next day if we have a running repair, a broken mirror or something that needs to be done. We even get the workshop mobile mechanics to meet our drivers on a site if it's appropriate."

The vans are all leased on fouryear/120,000-mile contracts, while cars are leased for three years/90,000 miles.

"The main reason we lease is because it's more cost-effective," Short says. "We've gone through a process of comparing outright purchase with contract hire and there is a time value of money involved which swings us towards contract hire.

"But also it's very uncertain times so I don't think we would want to invest a great deal of money in a specific vehicle not knowing what it was going to be worth in two or three years, whether that be a diesel engine vehicle or an electric one.

"Leasing doesn't give us that risk and it gives us flexibility so we can tailor our contracts. If we want to only lease the vehicle for a year or two we have the flexibility to do that."

LeasePlan is Zip Water's main funding provider but Short recently began using Marshall Leasing too due to its flexibility and to benchmark contract hire quotes.

Currently, just under a fifth of the fleet (23 vehicles) is leased from Marshall.

Short acknowledges that for administrative purposes it would be easier to manage one provider but the process is made simpler by using fleet management soft-

"I don't think we would want to invest a great deal of money in a specific vehicle not knowing what it is going to be worth in two or three years"

Graham Short, Zip Water



ware from FleetCheck – something which Short introduced not long after joining Zip Water as the fleet was previously run on a spreadsheet.

Fleet management software is also essential because Short's time is split between fleet, health and safety and facilities.

He advises any fleet manager juggling two or three roles to take advantage of any help that is on offer from suppliers, too.

"A lot of the admin burden can be taken up by a leasing provider, for example," he says. Choosing the right supplier is not simply about price for Short.

Last year he changed from Keyfuels to Shell because Shell offered the best overall package.

"It works really well for us because the locations are good, the pricing is consistent, the reports are very good, security is good and it integrates with our fleet management software," he says.

Zip Water also allows drivers to use the fuel cards at the Shell station car washes.

"We do try to emphasise that they need to keep their vehicles clean, particularly the vans, because they are an advert for us," Short says. "Your vans are either your best or your worst advert." RX67 MYU

All of Zip Water's vans are now speed limited to 70mph and the entire fleet uses TomTom telematics, with car drivers making use of the app to submit mileage claims (see page 37).

Drivers previously had 'free' private fuel but Short was able to demonstrate that in a lot of cases they were better off without it.

"Once you communicate it in the right way and explain that they are probably being taxed £2,000 for £1,000 worth of fuel, for example, it's quite easy to get them to buy into that," he says.

Telematics had just been installed when Short joined Zip but the system wasn't being fully utilised.

"I'm using it to give drivers feedback on their driving performance," he says.

"Each driver gets a report at the start of every month for his or her driving performance for the previous month and as part of the employee's performance review, and our emphasis on health and safety, driving performance becomes part of an employee's overall performance.

"There is a financial objective attached to it so it's in the driver's interest to improve on the previous month, it's up to them to selfmanage and pretty much, without exception, they do. If you treat them like adults and give them a responsibility they'll respond in the right way."

Short has also raised awareness of the 'true' cost of an accident through a joint presentation with his insurer at the company's service engineer conference.

"Everyone has bought into it and understands and we've seen our at-fault accidents more than halve (from 54 in 2014/15 to 22 this year)," says Short.

Last year Zip Water secured a 15% reduction in its insurance premium and Short is hopeful of a further reduction at renewal in September, based on the fleet's performance over the past 12 months.

"I've been able to identify a couple of drivers who were repeat offenders in terms of crashes and we've implemented a driver education programme for them," he says.

We have a trainer, who is recommended by our insurer, and he spends an appropriate amount of time understanding why the driver is crashing and then taking steps to put that right.

"It's only been small numbers but we have seen the driving events recorded by the telematics system go in the right direction as a result."

The fleet's latest Transporters have autonomous emergency braking (AEB) as standard and Short is also planning to fit cameras as and when vans are due for replacement.

The van will have an interior mirror fitted but the interior mirror becomes a screen for when the driver selects reverse so he can see what's going on behind him but it's also forward-facing with recording facilities," he savs.

If it's successful, Short will look to fit a similar device to the car fleet.

The fleet has grown 10% since Short was appointed and he envisages further growth as the company is recruiting additional service engineers and business development managers.

Whether they will be in electric vehicles remains to be seen.

"I will try to add more electric vehicles when the time is right," Short says. "That's my big desire."



A BUSINESS SENSE OF ADVENTURE.

Jeep. Range CO2 FROM MPG UP TO BIK FROM 2 115g/km MPG 64.2

Grand Cherokee

For more information and to book a test drive call our Business Centre free on 0808 168 4670 jeep.co.uk/fleet

Cherokee

OFFICIAL FUEL CONSUMPTION FIGURES FOR JEEP® RANGE MPG (L/100KM): EXTRA URBAN 29.4 (9.6) – 70.6 (4.0), URBAN 13.9 (20.3) – 55.4 (5.1), COMBINED 20.9 (13.5) – 64.2 (4.4), CO₂ EMISSIONS: style, weather and road conditions may also have a significant effect on fuel consumption. Jeep® is a registered trademark of FCA US LLC.

or email us at jeep-fleet@fcagroup.com

日本の

315 TO 115 G/KM. Fuel consumption and CO2 figures are obtained for comparative purposes in accordance with EC directives/regulations and may not be representative of real-life driving conditions. Factors such as driving

Renegade

4



Jeep

0

Wrangler

6

Manada

HOW MITSUBISHI EVOLVED INTO A FLEET ECO WARRIOR

Until four years ago, Mitsubishi was retail and pick-up focused but Outlander PHEV tapped into the eco trend, opening the door to fleet. *Matt de Prez* reports



itsubishi has gone through an image change in the past few years. It was once synonymous with the L200 pick-up truck, but now the company is

firmly focused on the SUV market and developing its plug-in hybrid powertrains.

Six years ago, two-thirds of all Mitsubishi fleet sales were pick-up trucks with fleet sales totalling around 3,600 units – just 21% of the company's total registrations.

However, all this changed in 2013 when the Outlander PHEV was launched.

"Traditionally we were a retail-oriented franchise," says Clive Messenger, Mitsubishi head of corporate sales.

"Much of our fleet business was with specialist users. We did a lot of work with operators like Highways England and the Environment Agency, basically people who needed a vehicle to do a job. It was small volume but high profile and involved quite a lot of intricate builds."

Specialist conversions were propped up by the standard pick-up truck that was of interest to small businesses. As the pick-up market grew, Messenger says the SME demand went hand-in-hand.

"We had a product for which there was a demand through fleet. The rest of our product line-up at the time didn't really lend itself to traditional types of fleet," he explains.

Outlander PHEV gave the business an opportunity to rethink that strategy. But it meant the company needed to make substantial changes because the main focus had been on retail and not on fleet.

The first thing Messenger did was invest in more people; at the time, Mitsubishi's fleet sales team consisted of just three people. It has now grown to seven.

"Interestingly, while Outlander PHEV gave us the chance to embark on that growth it isn't responsible for all of our growth in fleet," Messenger says.

It became a halo car, raising the profile of Mitsubishi with fleet operators and retail customers alike. The model now accounts for 35% of total sales in the UK.

Messenger says: "Outlander PHEV has

significantly increased our volume but it's not the be-all and end-all. It's just allowed us to grow our awareness and grow our volumes all over.

"It's a halo product. It gives us the opportunity to talk to people who may not have wanted to talk about models like the Outlander diesel or ASX before."

Since 2013, ASX fleet sales have grown by 87%, Outlander diesel by 12% and Shogun by 75%. "Even the L200 is 30% up on what we were doing before and that was the mainstay of our volume," adds Messenger.

Fleet now accounts for 41% of Mitsubishi's sales, and the company expects this proportion to remain stable moving forward.

Messenger says: "I would expect that now we've achieved that more ordinary mix, it is the type of mix that we will continue with.

"While we have grown in fleet and it has become much more important to the business, there is still an acceptance and appreciation that retail is the most significant part of our business. We won't do anything to switch to say all of a sudden that everything is done via fleet. Our dealer network is very important to us and we will always work to protect that."

But registration growth is expected to continue. In 2016, the company sold 27,000 cars and Messenger believes this number could reach 40,000 by 2020.

Part of this volume is likely to come from the new Mitsubishi Eclipse Cross which launches early next year and gives the brand a chance to compete in the lucrative crossover market.

In October 2016, Mitsubishi Motor Corporation was acquired by the Renault-Nissan alliance.

Messenger is confident the Renault-Nissan deal will have a positive effect on the business in the UK, which is owned and operated by private firm, The Colt Car Company.

"We probably won't see any impact in terms of products for two or three years but what we have started to see already is things like decision-making speed up and improve."

With Carlos Ghosn at the helm, the Renault-Nissan Alliance has become a world leader in electrified powertrains. Messenger hopes the synergy with Mitsubishi's plug-in experience will lead to a suite of new, alternative fuel cars across the brands.

"We now have access to a whole plethora of drivetrains and platforms. We bring the plug-in technology and they bring the electric technology," says Messenger.

He sees a lot of opportunity for alternative fuel cars from the recent focus on air quality concerns and NOx emissions.

"The challenge has been persuading some of those holding more traditional views to convert and get away from that 'diesel is





king' mind-set, which is why we've got a real opportunity right now.

"We've had success with PHEV for the past three years but actually we've got another opportunity now. The plug-in market grew 47% last year, so it's still growing.

"Plug-in technology has real potential in the city," he says.

"We started to do Outlander PHEV as a commercial vehicle. It's ideal for small business in London doing less than 30 miles a day in start-stop traffic.

"Electric cars are the future, but in the interim the infrastructure isn't there and the technology in the cars isn't there yet. People haven't got confidence in it."

Messenger thinks plug-in hybrids are a good transitional vehicle because they get people used to plugging their car in before switching to a fully electric vehicle.

When Mitsubishi launched Outlander PHEV, the diesel version was the same price when taking the Government's ultra-low electric vehicle (ULEV) grant into account.

But the Government reduced the eligibility criteria for the grant in 2016. For the Outlander

"It just proves that if you don't charge people a penalty for being green, they will be"

Clive Messenger, Mitsubishi

it halved from £5,000 to £2,500. Recent VED changes have also impacted on the car, adding a £310 supplement to the annual tax, due its list price exceeding £40,000.

"In the first year, we sold 10,000 Outlander PHEVs. In 10 months, we effectively took the UK plug-in market from 191 vehicles to 10,000. It just proves that if you don't charge people a penalty for being green, they will be," Messenger says.

Despite this he believes the bigger challenge for the corporate side of the business is guaranteeing residual values so fleets have the confidence to invest.

Messenger says: "We kind of created the plug-in market for new cars three years ago. Over the past 12 months we've embarked on a programme to create a used market for plug-in vehicles.

"It's all well and good selling the first car but then what happens to all the fleet and leasing companies that have bought all of those cars? What if they take them to market and there is no market for them?"

A nearly-new market already exists for plug-in vehicles but the next step is to create the three-year market.

Mitsubishi initially bought back a large proportion of the cars, but it recognies that now it needs to establish a true used market.

"Our dealer network will be integral; we are working on a programme creating local markets for three-year-old Outlander PHEVs," says Messenger.

"What that will then do, in turn, is make sure there is a demand for buying these cars when they come off lease or off fleet which will then give those operators confidence that this is the right car in the first instance."



100 %

ERERSON OCCOS The rapid growth in smartphone ownership means more fleet management apps are means more neer management apps are available than ever before. Andrew Ryan reports

Slide to Unlock

12:34

NAPP

R
n 2009, Apple trademarked the slogan 'There's an app for that' and, with 100,000 available in its App Store at that time, that statement probably seemed in little doubt. However, roll forward to the current day

and this number has soared: more than 2.2 million are now for sale for Apple devices alone, with a further 2.8m on Android.

This rise has mirrored the increasing adoption of smartphones, with Deloitte's Mobile Consumer 2016 research reporting that 81% of adults in the UK have one – equivalent to 37 million people.

While the majority of apps are for entertainment and social media, many are available with fleet management functions, such as business mileage capture, driver behaviour, rental bookings and vehicle checks.

"Hardly a week goes by without somebody bringing an app out for something," says Ian Hill, managing director of leasing company Activa Contracts, which itself has apps for damage charges on vehicles, mileage capture and a company vehicle tax guide.

"A lot of them do roughly the same thing and some of them – from leasing companies anyway – are a kind of conglomeration of services that have got everything in them, such as tax guides and mileage recording.

"I think people are increasingly using them and they can be very good, but do the drivers use them to their full benefit? I'm not sure, to be honest.

"I think they will grow in popularity when people get used to them. We've got customers who use them avidly and others who hardly use them at all. And that's not because we treat

them any differently, it's the way they work." On the face of it, getting drivers to use apps to perform various tasks should make a lot of sense for fleet decision-makers.

Many companies already use employee's mobile phones or personal digital assistants (PDAs) for other work-related functions, so enhancing their usability by adding a fleet management-related app could be considered a natural extension of the technology.

Private hire company Green Tomato Cars, for example, issues its drivers with a PDA device which gives them details of their jobs.

It has also installed the Greenroad app on to them (see case study below) to monitor and improve driver behaviour.

"Everyone these days knows about apps and mobile devices, so for me it's a good way to go forward and is also effective and interactive for drivers," says Tyrone Hunte, head of service delivery at Green Tomato Cars.

"As many employees with a company car or van are already issued with a smartphone or PDA device, using an app could help an employee avoid the cost of installing hardware into a vehicle," says Nick Corrie, CEO of Trak Global Group whose company is behind driver behaviour app Appy Fleet. "By using mobile app telematics technology, we're able to remove the cost barrier presented by funding, fitting and supporting a traditional, hardwarebased fleet telematics system."

This fact may have particular relevance to public sector organisations – such as the Environment Agency – which are facing budget cuts under the Government's austerity policies.

"We have a smaller budget for revenue so we have to save money; it's a challenge we have given our suppliers," says Dale Eynon, head of fleet at the Environment Agency.

"Part of it is new technology, for example, we are trialling Appy Fleet, defect reporting apps and a new portal so company car drivers can self-report."

Businesses can also use apps to streamline administration procedures and

increase accessibility.

Here we look at how fleets are using the technology.





NER STATISTICS OF STREET

"We are trialling Appy Fleet, defect reporting apps and a new portal so company car drivers can self-report"

Dale Eynon, Environment Agency

CASE STUDY: DRIVER BEHAVIOUR, GREEN TOMATO CARS



Private hire company Green Tomato Cars has seen significant improvements in driver behaviour since adopting Greenroad's app. When the company started using the telematics system,

it fitted 'black boxes' into its cars but, given each driver is equipped with a mobile PDA device which provides them with details of their jobs, Green Tomato Cars decided to install the app on these instead.

"There's always a cost element to decisions and using the app definitely makes sense for us as it also means the drivers can have everything in one place," says Tyrone Hunte, head of service delivery at Green Tomato Cars. "At first, we had boxes fitted into the cars but part of the issue with them was that although they came with a display in the car with three lights – one red, one yellow, and one green – which would change dependent on the driving style, it wasn't as interactive as the app.

"Also, if the driver wanted to check their score they would have to wait until they got home, log on to the internet and find the information that way, so there were extra steps the drivers had to take to engage with the system. The app is more accessible as drivers can check their scores when they are parked up. They can see where they made errors, where they were, and it also gives tips on how to improve their driving."

Hunte says the drivers are automatically logged into the Greenroad app when the PDA device is switched on.

It uses the PDA's motion sensors to record data such as harsh acceleration and braking, as well as speeding. "The app is very interactive for the driver and it encourages them to aid their own learning rather than us saying 'you must do this, you must do that'," adds Hunte. "It gives the drivers the chance to make their own decisions about how they want to improve."

The data is automatically transferred to a central system at Green Tomato Cars, where driver performance is also monitored. Any training needs are then identified and are addressed either by team leaders or at quarterly workshops.

The Greenroad scores are also used to incentivise drivers, with weekly bonuses available if they combine a good telematics score with a high customer rating.

Hunte adds: "We've received fewer customer complaints in terms of driver behaviour which shows they are driving better than they were previously."

Advertisement feature

Businesses hold key to EV fleet cost savings

Go Ultra Low

Companies urged to Go Ultra Low as clean air drive gathers momentum

The UK is a world leader in tackling climate change and the Government is committed to improving air quality and supporting the transition to a low carbon economy. Its aim is that nearly all cars and vans on our roads are zero emission by 2050 – and UK businesses are playing a leading role in achieving this.

Latest industry data from the Society of Motor Manufacturers and Traders shows electric vehicles have become a serious consideration for an increasing number of businesses and company car drivers across the UK. During the first half of this year, 22,480 plug-in cars were registered across Britain – a rise of 14.3% on 2016 and 53.8% up on the same period in 2015. Registrations to fleet and business operators accounted for 65% of the total volume – demonstrating the strong appetite for electric vehicles in the UK's corporate sector.

What's stimulating this continued growth? It's simple – businesses and other organisations realise that electric vehicle technology can save them, and their employees, significant amounts of money. Plug-in vehicles benefit from Government grants, tax incentives and have cheaper fuel and maintenance costs – often whole life costs can be much less than for a petrol or diesel equivalent.

Businesses can also encourage their employees to consider an electric vehicle as a company car choice by helping them understand how to run one efficiently and responsibly. Education is key if organisations wish to break down barriers and help employees enjoy the multiple benefits that electric vehicles bring.

One such barrier is the perceived lack of charging infrastructure, which is being addressed through the Electric Vehicle Homecharge and Workplace Charging schemes. These provide support to offset the upfront cost of installing chargepoints at employee homes and at eligible businesses. There are more than 13,000 publicly accessible chargepoint connectors around the country (source: NGC / Zap-Map), including more than one thousand rapid charger devices installed across the transport network.

Organisations that have gained 'Go Ultra Low Company' status are great examples of how to make electric vehicles work for a business and its employees. The initiative recognises organisations that have already adopted electric vehicles and pledge that at least 5% of their vehicle fleet will be ultralow emission by 2020.

More than 100 companies have signed up to the scheme, including a diverse group of organisations covering everything from councils and universities such as Nottingham City Council and Manchester Metropolitan University, public bodies including Transport for London, Cornwall NHS Trust and Greater Manchester Fire and Rescue Service, to large companies like Microsoft UK and Britvic.

One of the aims of Go Ultra Low is to help forward-thinking organisations understand the benefits of introducing electric vehicles to their fleets and of offering employees the chance to drive or own one.

If you're thinking of introducing electric vehicles, visit the Go Ultra Low website (GoUltraLow.com/fleet) for more information about electric vehicles, whole life costs, and how they could work for your business and employees.

To learn more about electric vehicles and how you can join the Go Ultra Low Companies initiative, visit goultralow.com/fleet

INSIGHT: APPS

CASE STUDY: VEHICLE CHECKS, TRAVIS PERKINS



Travis Perkins's van drivers are required to use an app on their hand-held Android devices to complete daily, easily-auditable vehicle checks.

"We've used paper-based systems in the past, but today it's all about technology. Our drivers have Android devices for their electronic proof of delivery, sat-nav and mobile communications, so we added an app for the checks on it," says Graham Bellman,

group fleet director at Travis Perkins. "The benefit is that we can tailor it to the type of vehicle, so it's really customisable. For example, if it is a vehicle with a tail-lift we can add that to "It's not like a paper-based system, it's much more immediate"

Graham Bellman, Travis Perkins

the checks. If we want drivers to check the left clip on the bumper because we know we've had a problem with it, we can put a picture on and we can say 'can you check this?'."

Once a check has been completed, the

app sends a confirmation to Travis Perkins's fleet management system which also highlights any defects.

"If there is a fault like a split in a tyre, then that defect can go straight to our maintenance centre and we can get somebody out straightaway. It's not like a paper-based system, it's much more immediate," says Bellman.

The app is also set up so if a driver leaves their branch without first carrying out a vehicle check, a text or email alert is automatically sent to their branch manager informing them.

Travis Perkins uses the app for vehicle checks on its heavy goods vehicles and 1,600 vans, and Bellman says the company is considering introducing it for company car drivers as well.



CASE STUDY: MILEAGE CAPTURE, ZIP WATER



Zip Water captures private and business mileage via a phone app and TomTom telematics, where a button allows the driver to select business or private mileage before they begin their journey. Before this system was introduced around 18 months ago, drivers recorded

daily work trips on a spreadsheet.

"It was arduous and time-consuming," says Graham Short, fleet manager at Zip Water, while the current system is "robust, GPS-tracked and provides real-time data, so there is no risk of inaccurate reporting or rounding up, so, if we are audited, we have accurate records."

At the end of each month, the driver can look at their mileage through the app, confirm the details are correct and submit the claim to the finance department. "It gives the private and business mileage split and they

"It gives the private and business mileage split and they can submit their monthly mileage in seconds, so that's been a bit of peace of mind for me as well," says Short.

"There is no risk of inaccurate reporting or rounding up, so, if we are audited, we have accurate records"

Graham Short, Zip Water

THREE USEFUL NEW APPS FOR FLEETS

ZAP-MAP

PLATFORMS: IOS, ANDROID

Zap-Map's app includes real-time data for around 75% of London's electric vehicle chargepoints, 45% of chargepoints in England and Wales, and 80% of Northern Ireland chargepoints.

It has integrated live data from Source London, ESB ecars and ecarNI (both operated by ESB Group) networks to add to the live updates already available from Polar and GeniePoint networks.

Other features focus on a community area with Zap-Map users able to report a charging bay as 'ICEd' (blocked by an internal combustion-engined vehicle), add and view enhanced status updates and EV drivers' general questions.

TAX GUIDE FOR FLEETS

.....

Activa Contracts' Tax Guide for Fleets app has been updated to include a tax calculator, which enables users to calculate if a cash alternative offered by their employer will increase their

tax bill. It calculates the monthly tax on a specific company car and the latest tax announcements, including reforms to car salary sacrifice

PLATFORMS: IOS, ANDROID

and car or cash allowance tax rules. The app, generated in partnership with BCF Wessex, can update any tax changes within hours of them being announced.

It also includes all tax-relevant tables including income tax rates/personal allowances, benefitin-kind rates, approved mileage allowance rates and information on plug-in car and van grants.

MERCURY INCIDENT REPORTER

Lightstone's new app aims to help drivers involved in an incident by automatically sending details to the fleet manager in real-time.

Users are prompted to input accurate information about damage to vehicles, third parties, passengers, witnesses and police attendance coupled with notes, photographs and video recordings direct to the fleet

manager, potentially within minutes of the incident occurring.

PLATFORMS: IOS

It includes an automatic vehicle registration number look-up tool, address look-up, incident location pinpointing, uploading of dash-cam video and roadside recovery telephone number. The app can also be adjusted to include specific questions to suit individual fleet policies.







CASE STUDY: POOL CARS, VERTAS GROUP



Employees at Ipswichbased facilities company Vertas Group can book their pool vehicles through an app following an initiative introduced

by its head of fleet, Nigel Grainger. Before the current system was launched earlier this year, the company's pool car system was a "complete mishmash of vehicles, from multiple suppliers, all on contract extension, with little or no control over

cleaning or maintenance", he says. Keys to the cars had to be collected from security, the employee then had to find the vehicle, carry out checks and then fill it with fuel. Grainger put a proposal to the Vertas board to reduce the number of pool vehicles from 114 to 83, with the stipulation they would be supplied by one leasing company and be fitted with Zingar's Local Metion to below.

with Zipcar's Local Motion technology. This allows employees to book the cars out either through an app or online, unlock and operate them by using their staff ID badges, and gives Grainger visibility on who is using the vehicle, when, and where they are.

"The cheapest option would have been to choose six different makes of car, so I had to present to the board and say 'this is the cheapest option, but the problem is that the drivers are not car people, so they will jump in one make of car on a Monday, and on the Tuesday they may be in another and the controls will be the other way around'," he says.

"I wanted to go with one manufacturer because the controls are generally the same."

Following the tender process, the pool car scheme was launched in March with a mix of Toyota Yaris, Auris and Rav4 models, and so far "in the main, everybody loves it", says Grainger.

This is the first part of a three-phase plan for the pool car fleet. The second will allow employees to rent the cars for personal use outside office hours, and the third will be for members of the public to use them.

Fight to you by the yo

The Fleet News Fleets Informed programme is designed to deliver comprehensive advice and knowledge to fleet decision-makers. Here, the four Fleets Informed commercial partners look at driving for work, choosing the right telematics solution, the hunt for reliable software and case studies on flexible funding

IN PARTNERSHIP WITH









A three-step guide to ensuring your company fulfills its health and safety commitments

Driving for work – how can you drive the topic up the business agenda?

s a fleet professional, you know your organisation's duty of care responsibilities for people who drive for work... but how do you get this important issue on your leadership team's agenda?

First, ensure everyone understands your organisation's responsibilities

The Health and Safety at Work Act 1974 requires employers to take appropriate steps to ensure the health and safety of their employees and others who may be affected by their activities when at work. "This includes the time when they are driving or riding at work, whether this is in a company or hired vehicle, or in the employee's own vehicle."

The Management of Health and Safety at Work Regulations 1999 requires "the risk assessment to be reviewed periodically to ensure it remains valid. Employers should consider the risks to employees on the road in the same way as for those in a workplace."

For clarity, health and safety law does not apply to drivers commuting to work; but many commuters are killed each year so a growing number of employers are looking at training them, too.

Second, identify the business risk and director responsibilities

The Corporate Manslaughter and Corporate Homicide Act 2007 was a landmark in law. One of the most high-profile 'driving for work' examples is Baldwins Crane Hire Limited which was convicted of corporate manslaughter and fined £700,000 plus costs in December 2015 after being found guilty of corporate manslaughter and health and safety offences when one of its employees was killed while driving a company vehicle.

However, the real game changer has been the massive increase of health and safety fines since February 1, 2016. The courts now consider aspects such as culpability, seriousness, the likelihood of harm and the size of α business and its turnover when imposing fines.

Research by insurance and risk law specialists, BLM, says companies across the UK paid out more than £61 million in health and safety fines throughout 2016 – almost 2.5 times more than 2015.

An example includes Travis Perkins Trading who were fined $\pounds 2m$ with costs of $\pounds 115k$ when a customer died after being crushed by a company vehicle in company's yard.

Your leadership team needs to understand that the financial risks of H&S

fines are now very significant, let alone the reputational and brand risk that a serious incident might create.

In essence, H&S law places duties on organisations and employers, and directors can be personally liable when these duties are breached. Members of the board have both collective and individual responsibility for health and safety.

Finally, does training work and stack up financially?

Some companies take a tactical, 'tick the box' compliance approach while others see driving for work as strategic for their business where an investment in training delivers real and tangible business savings. We recently analysed one of our customer's pre- and post-training collision costs for high risk drivers.

Initial results found a 77% reduction in the number of collisions in the year post-training, the cost for each went down 27% and an overall collision cost reduction of more than 80%.

Great training also improves fuel efficiency and lowers service, maintenance and repair (SMR) costs.

"Initial results found a 77% reduction in the number of collisions in the year post-training, the cost for each went down 27% and an overall collision cost reduction of more than 80%"

Driving for work in action...

Compass Group DriveTech helps Compass Group gain a full overview of 'at work' driving community risk and compliance, via its online

FleetRiskManager (FRM) portal. Compass provides contract catering and support services in the UK and Ireland with more than 1,600 company car drivers and a significant number of drivers using their own vehicles for work. There is also a fleet of light commercial vehicles.

Compass is committed to delivering a superior service to customers and consistent duty of care to their 'at work' drivers.

The challenge

Initially, DriveTech was asked by Compass' Fleet Steering Group to undertake a fleet survey. This report helped Compass to understand its exposure to risk by examining its existing practices and procedures, including all legal, duty of care, financial and operational issues. As a result, a fleet risk programme was implemented.

Using DriveTech's online platform, FRM, Compass has the ability to influence its fleet driving culture by ensuring a suite of online resources are available to drivers.

FRM supports and reinforces the company's belief in risk management by also bringing company car and 'cash-4-car' drivers onto the same platform, including ad-hoc and grey fleet drivers.

This makes the overall risk position easier to understand and manage.

A recent innovation from DriveTech, Driver Consent™, has enabled drivers to give online consent to have their driving licence validated by the DVLA, removing the need for signed paper mandates. This streamlines the driver and company

process, considerably reducing the time taken to process α licence check. Compass benefited from the continuous professional support and guidance from DriveTech which has been helpful in extracting the maximum value from the services provided.

COMPASS GROUP

FLEETS

Brought to you by FleetNe

SK MANAGEMENT

The solution

■ A programme to cover all 'at work' drivers, including grey fleet, company car and light commercial vehicle (LCV) drivers

A fleet risk survey to identify company exposure to risk
 Driving licence validation using Driver

ConsentTM to ensure legal drivers

Online risk assessment and e-learning to identify driver risk and offer online training
 On-road, half-day training – coaching to improve driving decisions

Access to online platform management

system to manage driver community
 Advice, support, reviews and management information to provide insight David Whittall, Director of HSE, ISO and

Projects – Compass Group, UK & Ireland Ltd, said: "DriveTech really supports Compass' Fleet Risk programme. We have a great strategic relationship with full involvement at all times. We've had great feedback from the drivers and it's really good to see the FRM reduction in our driver's risks with risk ratings lowering from red, through to amber, then green as they complete their individual activities."

The benefits

■ A clear, credible and objective risk survey

detailing remedial actions ■ Significant improvement in driver compliance throughout the business as well as ensuring consistent duty of care to employees

Greatly reduced time and overhead costs for processing α licence check for each driver, compared with paper mandates

Relevant and appropriate driver training matching an individual driver's needs
 Information is held on all 'at work' drivers

in one place giving the company greater control and new insights

DriveTech is the world leader in fleet risk and safety management, and driver training. It is also the UK's largest provider of driver offender retraining courses.

For more information call 01256 495732, email tellmemore@drivetech.co.uk or visit drivetech.co.uk **//Drive**Tech

Selecting a telematics provider: for ALD it's got to be a consultative approach

Telematics providers should get under the skin of your business to ensure they can provide the solutions you really need

inding the right solution Having entered the telematics industry in 2004, we at ALD Automotive have witnessed first-hand how telematics opens up new opportunities for fleets to address and improve cost savings, reduce emissions, simplify mileage expense claims, manage risk, and much more.

It's a technology with the power to benefit all fleets from large corporates with 1,000-plus vehicles to SMEs with fewer than 10.

Embarking on finding a single solution can be a daunting process for fleets, and selecting a telematics provider is not a decision to be taken lightly. Much thought and consideration needs to go into the process and businesses must be comfortable that their preferred provider is really up to the job. Over the years, customer feedback has enabled us to take a huge leap forward with our own telematics technology, developing the product we offer today – ProFleet.

Andy Green has been part of ALD's account management team for more than 17 years and has helped hundreds of customers embed ProFleet into their fleets. Here, Andy talks through the key stages of selecting a telematics provider as part of the supply chain and explains why ALD prefers a consultative approach:

We step into your shoes

In my experience, the fleets that take a considered approach to the challenges

they face see the true value of telematics. Some customers have clear objectives they're looking to achieve – a reduction in CO₂ emissions for example – and that's great because we can quickly identify how ProFleet will address those needs. However, often fleets will have an idea of the major pinch points, but are unsure about the causes or how to tackle them.

Key takeaways

When choosing a telematics provider, Andy Green's advice is:

Unearth your biggest challenges and the root causes – find α provider that can support you through this process

Clear objectives and achievements will make it easier to measure the success of your chosen system

Ensure you experience the system before you make any major decisions

Use your provider as a partner for ongoing support – encourage improvements and refine the solution in line with your changing needs When speaking with prospective customers in this position, I set the goal of really getting to the bottom of what's keeping them awake at night. That often involves an audit of the business and its incumbent fleet policy. This might involve speaking to a number of key stakeholders who may not be close to the daily management of the fleet, but will have significant influence over it or interest in it, for example, the HR director or procurement officer.

0

I took this approach with a customer who had ambitious growth plans and was looking for a partner to help them get there. They were a security company that supplied alarm systems to both corporate and private customers and, at the time, operated a relatively small fleet.

They were about to face changes in their business and needed the support and expertise to help them take their fleet to the next level.

I tried to get right to the heart of the business to unearth the true challenges they faced. I involved other experts within ALD who could offer technical insight, including our ProFleet support team.

The holistic and consultative approach allowed us to employ our experience and expertise in the most efficient way possible, and helped us identify solutions to help manage their challenges.

We work with you to

define clear objectives

The second stage is to identify clear goals and outcomes to achieve – defining your



objectives will allow you to measure the true value of telematics for your fleet and wider business.

Members of the ALD team and myself worked closely with the security company customer to put in place clear, focused and measurable objectives that were right for them.

We identified two main areas to be resolved. The first was to view journey data relating to the company's vehicles so they could validate their sales team's client visit records and to assign drivers to nearby customer call outs. The second was to obtain greater control over fuel costs.

Once in place, we could clearly demonstrate how ProFleet would be directly relevant to achieving their objectives:

l Accurate and auditable journey logs to verify both the occurrence of the business journey, validate the business miles claimed and pinpoint drivers via GPS tracking.

2 Behavioural data, including the ability to identify "fuel hungry" practices such as speeding, harsh braking and excessive idling. Using this data, the customer could implement driver training to help it to improve fuel efficiency, having a positive impact on fuel spend.

We take you on a test drive

We appreciate the many factors involved in selecting a telematics supplier and every business will have different stakeholders to engage. Understandably, before implementation a customer will want to witness the product firsthand to see the benefits for themselves – it's important to feel comfortable that the investment of time, cost and resource in the chosen system will pay off.

We carry out live demonstrations of ProFleet early on in our discussions, and recommend customers carry out a shortterm trial of ProFleet to experience the full benefits of the system before rolling it out.

In doing so, fleet decision-makers can demonstrate the value of the system to other key stakeholders. Showing benefits to drivers can be particularly useful to combat anxiety surrounding captured data.

Implementation: we won't leave you to your own devices

A massive part of the implementation plan will be making sure you and your drivers feel fully comfortable with the system. We work closely with clients to develop a training plan that's as comprehensive as they need. In the case of the security company, we recognised the need to help their drivers fully buy into ProFleet and we worked alongside them to identify how we could manage this.

We realised open communication was key to gaining driver trust, so we created α set of communications and support documents the company could share directly with its drivers.

As an account manager, I'm on hand to provide support and answer any questions customers may have as ProFleet settles into their business and beyond. It's an ongoing process and we understand that needs change over time – you may even identify additional areas in which ProFleet can help your fleet.

Since installing ProFleet, the security firm has seen a reduction in insurance premiums of £135 per vehicle across their fleet. This equates to a saving of £17.5k per annum – a significant achievement which goes far beyond meeting their objectives.

LET'S DRIVE TOGETHER



For more information call: 0370 001 1181 email: ukinfo@aldautomotive.com or visit: profleet2.com/aldautomotive.co.uk



Decision-makers return to Key2 again and again

Leading software is expected to improve the usage of Anglian Water's fleet and deliver cost efficiencies

mplementation of Jaama's industryleading fleet, driver, workshop and asset management software system is expected to be a game-changer for Anglian Water.

The Huntingdon-based company will use the multi-award-winning Key2 system to deliver significant administration efficiencies across the 'cradle to grave' management of its fleet of 1,800 light commercial vehicles, 700 company cars, 100 HGVs, 3,000 items of plant equipment and seven workshops.

Furthermore, Key2, once fully introduced by early spring 2018, is expected to aid



improved utilisation of the Anglian Water fleet and enable more informed decisions thus delivering financial savings.

Additionally, and critically, introduction of Key2 will transform the efficiency of Anglian Water's workshops from a paperbased operation to a sophisticated online business with significantly enhanced management of time and spend.

Stewart Lightbody, Anglian Water head of fleet services, said: "Management of vehicles, plant and drivers has been spread across numerous applications, databases and spread sheets with no integration to allow a joined-up view.

"Key2 will enable us to understand what excellent fleet performance looks like and how we can make it even better"

Stewart Lightbody, Anglian Water

"Key2 will allow all information and data to be accessible in one location, allowing the system to manage vehicles, plant, drivers and workshops and the relationship between them. It will enable vehicle and driver performance history to be managed and additional information, such as from telematics and fuel cards, to be used more effectively to deliver efficiencies.

"Key2 will become a central repository and a great source of information which is something the fleet team desperately needs. We are investing in the fleet team and the future of Anglian Water Fleet Services with the introduction of Key2."

Lightbody now manages one of the top 70 fleets in the UK by size. He had experience of Key2 in a previous fleet decisionmaker role and said: "Key2 will be a game-changer for the fleet department and Anglian Water in the way we currently operate and the efficiencies leading ultimately to financial savings.

"Administratively Key2 will facilitate our fleet department resource to analyse data and enable us to understand what excellent fleet performance looks like and



COMPLIANCE



how we can make it even better."

Key2 was selected, said Lightbody, "because of the functionality available and the Jaama team's knowledge about the product". He added: "Jaama's presentation gave the fleet team enormous comfort that it was the right system for Anglian Water and that it was a company we could do business with. Relationships are very important and that is where Jaama added increased value."

Lightbody said: "Key2 will define how the fleet team works in future. Such a sophisticated system is long overdue and, once implementation is complete, I want it to radically change the way we work and challenge the way the team thinks about fleet.

"Having all information easily accessible is key and with everyone having access to live data it means current manual processes will become history. The way the Anglian Water fleet is managed and the workshops are currently operated will be reinvented. Ultimately we will become paperless and that will be hugely powerful as we will be making decisions based on real-world and immediate data."

Finally, Lightbody acknowledged the training and support from Jaama during the implementation phase and once Key2 is fully functioning.

He said: "The support available to the fleet team will be critical. Introduction of Key2 gives Anglian Water's fleet team access to a whole new world and the relationships built with Jaama and the faith and trust in them will be vital."

What fleets can expect when they choose Jaama as part of their supply chain

Jaama, the UK's leading fleet and asset management software company, strives to improve standards across the fleet industry and has a proven track record.

and has a proven track record. The company's multi-awardwinning Key2 software is in use by organisations to collectively manage drivers, workshops and more than 900,000 vehicles.

Businesses – end-user fleets, contract hire and leasing companies and daily rental companies – choose Key2 to enable their decision-makers to utilise cutting-edge software to strategically manage vehicles and drivers, reducing operating costs and ensuring legislative compliance. Jaama managing director Martin

Jaama managing director Martin Evans said: "We draw on our vast experience to offer fleet software and services that operators need. Our wide range of fleet software and services to the industry are specifically designed to stand out from the competition by delivering against our core values." These values are:

A partnership approach: Jaama

strives to form long-term business partnerships with each customer by understanding their business and identifying areas that will benefit most from technological change. Its experienced team of analysts gains a clear understanding of client requirements, aims and objectives to ensure the installation of Key2 is set up to meet their business demands.

■ Commitment: Jaama delivers outstanding products and services that stand out from others with each integrated component being designed to enhance the overall product. This demonstrates Jaama's passion for the fleet software industry – saving time, reducing operating costs and helping to achieve best practice.

Innovation: Jaama is widely
 recognised as fleet's leading software
 innovator. Applying its many years of
 experience and expertise enables the
 company to produce unique and

innovative solutions that address fleet sector needs, thus supporting the pace of change across the industry.
Jaama's strategy is to innovate by bringing to market the latest industry standard technology in a flexible future-proofed product, encompassing:
Scalability: Key2 is completely

Scalability: Key2 is completely scalable and can manage from a handful of vehicles/assets/users through to thousands of them. That means businesses only need buy software relevant to them today and don't need to worry about outgrowing the software tomorrow.

 Reliability: Key2 has been developed using class-leading industry standard components that deliver proven reliability.
 Modern: Choosing Jaama, a

 Modern: Choosing Jaama, a Microsoft Gold Development Partner, fleet chiefs will introduce the sector's most up-to-date IT system that has a continual programme of investment.
 Security and integrity: Jaama has achieved ISO27001 accreditation for its information security management, giving assurance that controls are in place to manage sensitive data.

What's more, Jaama delivers: Value: products and services provide customers with a measurable return on investment.

■ Quality: All of Jaama's people are aligned to deliver the highest quality products and related services. This is underpinned by ISO9001 accreditation for its quality management systems.

Service: Success can only be achieved through total customer satisfaction, which, in turn, is only secured through people who passionately believe in excellence. Jaama invests in people and processes to deliver an outstanding service experience to customers.

The success of Jaama's approach is demonstrated by business decisionmakers choosing Key2 again when they move to another organisation such as Stewart Lightbody from Anglian Water (alongside).

For further information visit www.jaama.co.uk email enquiries@jaama.co.uk; or call 0844 8484 333



Unlock savings with a flexible approach to funding

Fleets are urged to review funding solutions constantly to be better able to adapt to legislation and tax changes

flexible approach to fleet funding remains a key consideration for employers looking to unlock fleet savings within the business. Changes to the tax regime have transformed the way in which we are, or should be, looking at vehicle funding and in many cases a blended mix of funding solutions is now the best option.

A large proportion of fleets are, however, still being funded or acquired using one method only. Is it time to start taking a different approach to fleet funding arrangements?

The adoption of a blended funding approach will use a combination of funding products, assessed on a vehicleby-vehicle basis, and is delivered using a mix of contract hire, contract purchase, outright purchase, employee car ownership and salary sacrifice. Such an approach can deliver significant cost savings and provide improved employee benefits.

Experts at Zenith use sophisticated technology to analyse the true cost of funding over the life of a vehicle and advise on the best blended solution to maximise efficiencies for an organisation.

Andy Wolff, sales director at Zenith, commented: "It is no longer considered best practice for fleet operators to assume that one funding method across their entire fleet is delivering the most value to their business. It is crucial that UK



the right funding option on a vehiclebv-vehicle basis, fleets can significantly reduce their total fleet spend"

"By selecting

Andy Wolff, Zenith

businesses work with their leasing provider to establish the most appropriate mix of funding products across their fleet. By selecting the right funding option on $\boldsymbol{\alpha}$ vehicle-by-vehicle basis, fleets can significantly reduce their total fleet spend."

Zenith recommends that funding solutions are constantly under review to ensure businesses can adapt to regular changes in legislation and tax, and take advantage of the big leaps manufacturers are making with lower emission vehicles suitable for company car drivers.

An optimum funding method is not determined by a single factor and therefore needs to be calculated on an individual basis. The best way to achieve this is through utilising whole life cost and funding comparison software in real-time for each and every driver at the point of order. If delivered as part of an online web ordering portal, this approach ensures each vehicle is acquired using the most cost-efficient funding method for the employer.

Another growing funding choice is the deployment of salary sacrifice car schemes, which have grown in popularity because they allow employees to give up a portion of their monthly salary in return for a new car.

Under new OpRA (optional remuneration arrangements) legislation introduced in April, HMRC has fully approved salary sacrifice as a method of providing cars to employees.

Employees benefit from an all-inclusive package that covers everything from insurance and maintenance, to servicing, road tax, tyres and glass. Employers benefit from structured scheme savings and can relax in the knowledge that their duty-of-care requirements are being managed, while the argument that these schemes help improve employee retention and satisfaction is well established.

Salary sacrifice is effective for a broad range of cars, not just ULEVs (ultra-low emission vehicles), and can generate significant savings for employers dependent on the agreed set-up of the scheme.

A well-managed approach to fleet funding can deliver material benefit to UK fleet operators, with flexible options that account for balance sheet and cash flow preferences.



CASE STUDY: 1

Understand the true cost of fleet funding before adjusting policy

A UK business operating a fleet of 1,000 units and managing a 500-employee cash allowance was keen to continue providing a suitable car benefit to employees but wanted to better understand the true cost of fleet to the business.

In particular they wanted to look at the difference between supplying a car or providing a cash allowance.

Once fully costed, they wished to explore further efficiencies through a review of funding products and complete an investigation into future legislation and tax implications to ensure any policy changes would be future-proofed against potential cost increases.

A review of newer and more efficient alternative fuel vehicles (AFVs) was also to be undertaken to assess those which could be used successfully within the fleet policy.

Zenith's consultancy team was able to identify annual cost savings of nearly £900,000 through a wide range of measures including the adoption of whole life cost methodology, using mpgs more aligned to real-world figures. The introduction of hybrid vehicles

The introduction of hybrid vehicles onto fleet, alongside these more accurate figures, assessed fossil fuel vehicles and ensured vehicles were correctly compared on fuel spend.

Funding analysis provided clear evidence on the cost of car versus the provision of a cash allowance and showed that cash allowances offered were generous when compared to the benchmark vehicle of the aligned company car grade.

CASE STUDY: 2

Releasing operating cash through flexible funding

A fleet of around 420 vehicles with an additional population of eligible employees taking a cash alternative was funded through outright purchase.

was funded through outright purchase. Zenith's consultancy team looked at to freeing up operating cash and rationalising fleet management. It identified annual savings of nearly £1.96m through a blended funding solution, restructuring of choice lists, alterations to private fuel policy and changes to reimbursement of fuel for cash takers.

cash takers. Savings were identified by changing to a mix of contract hire and employee car ownership with an online portal available to quickly adapt this mix in line with future tax changes. A refreshed vehicle policy and a new online ordering platform strengthened the employer's benefits package.

For more information about Zenith go to: zenith.co.uk, email: fleet@zenith.co.uk or call: 0344 848 9327





"From a PSA national fleet perspective, we're 8,500 units ahead of budget. So the first half of the year has been much stronger than we forecast"

Martin Gurney, PSA Group

WINNER: CITROËN C3

C3 instrumental in Citroën getting ahead of true fleet targets

Leasing companies buying into Citroën's fair pricing policy has helped to position the vehicle with a strong wholelife cost

By Sarah Tooze

SA Group's acquisition of Opel and Vauxhall, which was finalised earlier this month, is "interesting and exciting", according to PSA fleet director Martin Gurney, as he believes there is little crossover between the brands' customers. "From figures I've seen, the willingness for Vauxhall buyers or Opel buyers to consider a PSA product and vice versa is fairly limited so it's an extremely interesting purchase from that perspective," he says.

"In terms of what it means for us commercially? Who knows. Clearly from an upstream point of view, common platforms, common production facilities. We've already worked a lot with GM [General Motors] on projects over the years and I guess we'll see an acceleration of that moving forward. It's interesting and exciting."

Gurney has already witnessed a great deal of change over the past two-to-three years, having added fleet responsibility for Citroën and DS to his existing Peugeot head of fleet role at the end of 2014 and, more recently, bringing the corporate teams for the respective brands together (fleetnews.co.uk, January 5).

PSA contract hire brands, Citroën Contract Motoring and Peugeot Contract Hire, have also merged to form Free-2Move Lease (fleetnews.co.uk, January 11).

Some changes have happened sooner than Gurney expected but have been in response to customer demand. Gurney's channel mix improvement strategy – to move away from sales classed as 'red channel' (rental, courtesy cars and other short-cycle, low-margin deals) and to do more 'green channel' (true fleet) business – has been "accelerated" in the aftermath of the Brexit vote and the devaluation of sterling.

This has resulted in PSA fleet sales being significantly down in the first half of the year but Gurney, like many manufacturers, was forecasting a difficult year and he is "comfortable" with what he sees as PSA's genuine end-user corporate business.

"On Citroën alone we're some 2,500 units ahead of our true fleet budget for this year which is really encouraging," he says. "C3 has been instrumental in that and overall, from a PSA national fleet perspective we're 8,500 units ahead of budget. So the first half of the year has been much stronger than we forecast it would be when we were setting our budgets back in October/November."

Fleet News: Why did you introduce a new corporate team structure?

Martin Gurney: It was right for customers; it was right for us. It's our vision from a corporate sales perspective to be best in class when it comes to the service we provide, from our contactability to the way in which we make appointments and send agendas. This includes the way in which we conduct our visits, offer demonstrations, offer contracts and put terms in place. A key part of that new structure was to enable us to get much closer to our customers so we have 10 corporate sales managers now and they are split into two teams – five in the north, five in the south – each with a head of corporate sales leading. Generally, customers are delighted in the sense that they've got one person to deal with not two or three to cover three brands.

FN: What impact has the new structure had?

MG: We're definitely increasing the business for all three brands as a result, simply because we're talking to Peugeot customers about Citroën and DS models that complement their existing Peugeot purchase so somebody that might be interested in a Peugeot 208 or a new 3008 can also consider a Grand C4 Picasso if they've got a seven-seat people carrier requirement. The ranges are very complementary. Before, because the fleet departments were separate, we'd have gone out of our way to make sure we didn't talk to each other's customers so there are lots of incremental opportunities that come by just being able to offer that complementary suite of products.

FN: How is Free2Move Lease performing?

MG: It's still relatively early days. From our perspective, as a corporate sales team, it's really great to be working with a true leasing company that can offer not just PSA product but competitor product as well. Free2Move Lease has just appointed Anna Ford as its manufacturer relationships manager. She has got the relationships in place now, agreements with other manufacturers and how we'd supply their vehicles are done, so we can start winning some business. The long-term ambition is to have around 10% of the risk fleet as competitor vehicles, that would be around about 6,000, and the target is still to get to close to 1,000 vehicles by the end of





this year into early next year. We're not excluding ourselves from that kind of activity rather than it being an aggressive part of the growth strategy.

FN: What feedback have you had on the new C3?

MG: It's been positively received. The lessors, in particular, have really bought into the Citroën fair pricing policy. This is the notion of having a value-for-money, well-priced product up front not an expensive product that gets discounted a lot. That's helped us fairly significantly in positioning the vehicle. It's something we've had to work a little bit harder in other countries but in the UK the lessors have got it completely so we end up with a very strong residual value and consequently a strong wholelife cost proposition.

FN: Is the C3's built-in dash-cam, ConnectedCam, more of a retail proposition than a fleet one?

MG: It's an interesting retail sales proposition from the perspective of social media and sharing video clips but clearly it has a very real value as a dash-cam as well to help out in the event of an accident. The data sits within the memory of the car and can be downloaded by the user.

FN: What stage are you at with connected car technology?

MG: I think it's fair to say the PSA Group has been a little bit behind certain others in terms of developing connected car technology. So we've not yet had to have some of those potentially more challenging conversation with the lessors. We're still developing our connected navigation proposition on cars. Certain end user permissions are required because the cars use geo location software as part of that particular offering. But at this stage we don't have any built-in technology that automatically shares data with anybody. It's on an opt-in basis and it's focused on navigation. We're soon going to be in a position where discussions with the lessors start to take place. I'm very pragmatic, we'll approach it on a lessor-by-lessor, customer-by-customer basis with the clear focus on doing what's right for the end user.

We've had a relationship with Teletrac Trafficmaster for some years now on the van side with Citroën so it's been offered to customers as a benefit of buying the product rather than a revenue stream but we're looking to evolve, in partnership with Free2Move Lease, in terms of what that offer looks like, using technology that exists within our vehicles and then working with partners, such as Teletrac or TomTom or Masternaut, to develop the interfaces.

FN: How long will it take before you have a product?

MG: The hardware exists but we're still finalising those commercial relationships and partnerships with the data management providers. I hope we'll be in a position to promote those services a bit more actively from the beginning of next year.

FN: How are you managing the negative press on diesel?

MG: With a degree of pragmatism and common sense. I think there is a lot of unfair noise surrounding diesel. We're finding certain customers are making the decision to opt for petrol instead of diesel where in truth it's probably not the right thing for their business. I suspect they'll regret that decision in months and years to come. The latest diesels, Euro 6 and in particular Euro 6.2, are to all intents and purposes every bit as clean as the latest petrol engines. When customers start to focus a bit more rationally – not being led by the news agenda – and realise they can operate a very clean car that would certainly be more efficient from the perspective of fuel consumption and CO₂ I think we'll see a diesel resurgence.



ewer than 5% of 1,000 key accounts have made a switch to petrol and Gurney points out that Citroën has also recently won a significant public sector tender to supply diesel C3s.

True fleet sales for the new C3 reached 2,700 in the first half of the year – nearly 15 times what the previous model recorded in the first half of 2016, and Gurney expects, a further 2,700 C3 true fleet sales by the end of the year.

"Typically the second half of the year can be little bit tougher but we're only just beginning to see the impact of new C3," Gurney says. "It's been sizeable already but there is still a lot of momentum there and a lot more we can do."

FACTFILE

Total sales (2017 to July – Citroën and DS) 38.724 (down 28.6%) Fleet sales (2017 to July) 20.723

True fleet sales (2017 to June)

C3 fleet sales 6,361 (up 443%)

JUDGES' COMMENTS

Citroën has reinvented the C3 with fresh and adventurous styling inside and out, giving real drive appeal. With the latest technology including the option of a built-in dash-cam, the C3 is a versatile and accessible small car with plenty of room and low running costs.

DELIVERIES IN NOVEMBER

CITROËN C3 AIRCROSS

Aircross signals Citroën's firm intention to have a family of SUVs

By Simon Harris

he sustained and increasing popularity of SUVs, with MPVs seemingly in steady decline in Europe, is creating an evolution in Citroën's model range. While the C4 Cactus, launched three years ago, skirted around the edges of the crossover sector, Citroën has firm plans for a family of SUVs beginning with the C3 Aircross – effectively a replacement for the C3 Picasso.

EXTERIOR

This is the first time we've seen Citroën's bold grille and two-tier lights front end translated into an SUV, and it seems to work well. Although it has a more rugged look than the C3 Picasso, Citroën has decided not to include the Airbump body protection on this model, which made its debut on the C4 Cactus and is present on around 60% of new C3 models produced, as a choice. Citroën chief executive Linda Jackson believes the car's personality is strong enough without it.

And people choosing one can express their personality through a combination of up to eight body colours, four roof colours and four colour packs. Steel wheel trims are on 16-inch wheels, while the alloys are 17 inches.

"The car's personality is strong enough without adding Airbump body protection" Linda Jackson,

ENGINES AND TRANSMISSIONS

The C3 Aircross is available with a choice of three petrol engines, starting with a normally aspirated 82PS 1.2-litre, or a turbocharged version producing 110PS. Both come with a five-speed manual gearbox, with a six-speed auto option on the latter.

A 130PS version of the engine is offered with a six-speed manual. Diesel options are a 100PS 1.6 BlueHDi with a five-speed manual gearbox, or a 120PS version with a six-speed manual and stop/start.

SAFETY AND TECHNOLOGY

Dependent on specification, the C3 Aircross is available with a wide range of safety, convenience and connectivity technology – some of it a first for Citroën in Europe.

Keyless entry and start, colour head-up display, reversing camera, parking assistance and autonomous emergency braking are all available, as well as lane departure warning, blindspot monitoring, speed limit sign recognition and automatic dipping high beam.

There is also a driver fatigue monitoring system, and a two-hour coffee break alert.

It has some off-road hardware in Grip Control enhanced traction front wheel drive, and hilldescent control, but no four-wheel drive option. Most customers will never need it.

Wireless smartphone charging can be used to induction charge a wide range of compatible smartphones. A charging mat is built into a dedicated storage space in the centre console.

PRICE

The C3 Aircross will cost from £13,995 with 85 personalisation configurations and five powertrain choices. There are three trim levels: Touch, Feel and Flair, plus a choice of Puretech petrol or BlueHDI diesel engines. The most efficient engine is the 100PS diesel, which emits 104g/km of C0₂ and has a list price of £17,220. It will be available in the UK this autumn with deliveries starting in November.



INTERIOR

The standard interior has a textured grey dashboard, combined with grey cloth seat upholstery and white air vent surrounds. The Metropolitan <u>Grey theme includ</u>es contrasting air vents with orange surrounds.

The Urban Red design scheme is meant to offer a more technological character, with a series of contrasting elements, dark colours and bright stitching on the dark cloth seats. The dashboard is covered in a leatherlike material to complete the look.

The Hype Mistral interior aims for a premium feel, with black leather and patterned cloth, with a leather-look to the dashboard. The air vents feature satin chrome surrounds

The Hype Colorado theme has more soft-touch materials and a special tan-coloured finish on the half-leather seats, two-tone leather steering wheel and dashboard.

Citroën says the C3 Aircross has the most spacious interior in its segment as well as class-leading comfort. Its 2.6m wheelbase is large for a B-sector SUV. It also has a 60/40 split and folding rear bench, each part able to slide through 150mm. The front passenger seat can be folded to transport long objects, meaning the maximum load length can be 2.4m. The boot's standard volume of 410 litres can be increased to 520 litres with the rear bench in the forward position. Total load volume with the rear seats folded is 1,289-litres. The C3 Aircross also features a removable luggage shelf.



THINKING CAP



By Martin Ward, manufacturer relationships manager



Tuesday To Liverpool for the UK press launch of the all-new fifth generation Seat Ibiza. We drove to

North Wales and a great drive it was, too – both the car and the scenery. Seat has sold 5.4 million Ibiza's globally since 1984, and more than 300,000 in the UK. This all-new car will be available with five-doors only. Initially it will only be offered with a 1.0-litre petrol engine and, given the ones we drove, there's nothing wrong with that. The new car is so much quieter and refined, better build quality, and just a good all-round hatch. Prices start from £13,130 OTR.

"It was good to see a variety of companies in the same place at the same time"

Wednesday/Thursday To the annual Classics on the Common, at Harpenden, near Luton. Some may disagree it is near Luton. It's just 5.5 miles away, but a different county. Cap HPI hosted a series of meetings before going to see the stunning array of vehicles, and many topics were discussed between manufacturers, fleet and leasing companies and dealers. Not all agreed about everything, as expected. But it was good to see a variety of companies in the same place at the same time – and enjoyable and informative, too.

Friday Everywhere I go, and everybody I talk to, seems to want to discuss, or have opinions about, the headlines saying all cars have to be electric by 2040. They ask where the electric is going to come from. The headlines are misleading. Editor Stephen Briers' column in the August 3 issue of *Fleet News* sums up the facts well. If you were on holiday, or missed it, it is worth reading. Basically, yes all cars will have to have an element of electric power by 2040. But not *fully* electric. They must have some electric capability but this can be coupled with petrol or diesel engines, so panic over... cancel those extra power stations.



Burnt Orange is one of four new colours available on the revamped Nissan X-Trail

NISSAN X-TRAIL

K • E0 5012

Several worthwhile changes as family-focused SUV aims to live up to its No 1 claim

By Christopher Smith

n 2014, Nissan morphed the X-Trail from a tough, rugged off-roader into a softer, family-focused SUV. It's a strategy that dramatically increased the number of drivers of the vehicle worldwide – Nissan claims it's the world's most popular SUV, with 766,000 sold in 2016.

Three years on, a series of tweaks has been made to ensure the vehicle retains that top spot. Refinement is the name of the game – none of the changes are groundbreaking, but all are worthwhile.

The steering wheel has a flat bottom for easier access and egress, while higher-quality leather and easier-to-use audio and menu control buttons all improve the driver experience.

Most of the other enhancements are only really seen at the top end of the range on Tekna trim – the level Nissan expects nearly 40% of buyers to opt for.

In Tekna mode the X-Trail has improved noise deadening to make the cabin slightly quieter. Glossier plastics and more leather improve the interior.

Safety kit on the Tekna is good but not exceptional – around view monitor uses under-mirror cameras, along with cross park assist, pedestrian detection and lane departure warning.

The electric tailgate now mirrors rivals with a hands-free mode, while standstill assist allows stop-start to operate for up to three minutes.

The infotainment is still lacking, however, with a low resolution screen and limited mobile connectivity – Carplay and Android Auto are not options.

Visual changes to the outside are minimal – a tweaked front end allows safety systems to be placed in the main grille behind the Nissan badge. Rear lights are now full LED, with adaptive directional lighting at the front on high-spec trim levels.

Four new colours are available, including burnt orange and bold red, with additional chrome detailing along the bodywork of Tekna trims.

COSTS

P11D price £33,215 BIK tax band (2016/17) 28% Annual BIK tax (20%) £1,860 Class 1A NIC £1,283 Annual VED £200 then £140 RV (4yr/80K) £9,150 Fuel cost (ppm) 9,5 AFR (ppm) 11 Running cost (4yr/80K) 44,52

SPEC `

 Power (PS)/torque (Nm) 130/320

 C02 emissions (g/km) 129

 Top speed (mph) 117

 0-62mph (sec) 10.5

 Fuel efficiency (mpg) 57.6

KEY RIVAL

 Škoda Kodiaq 2.0TDI 150 SEL

 P11D price: £31,135

 BIK tax band (2016/17) 28%

 Annual BIK tax (20%) £1,744

 Class 1A NIC £1,203

 Annual VED £200 then £140

 RV (4yr/80k) £11,300

 Fuel cost (ppm) 9.31

 AFR (ppm) 11

 Running cost (4yr/80k) 38.71ppm

Running cost data supplied by KeeResources (4yr/80k)



1.6-LITRE DCI130 TEKNA 7 SEAT 2WD

The car drives well both on road and off – with an undulating mountainous gravel track test route defying its 'soft roader' image, and proving no problem for the vehicle. Body roll on main roads isn't excessive, and comfortable seating means relaxing journeys.

Engines include a 1.6-litre 130PS and 2.0-litre 177PS diesel; in 2WD 130PS guise, CO₂ emissions start from 129g/ km, rising 10g/km for the 4WD. 4WD emissions on the 2.0-litre option start from 149g/km, putting it out of reach for many user-choosers.

Available as both five- and seven-seat, at face value the range appears to be well priced, starting at around £25,000 for a Visia entry level 130PS diesel seven-seater, against around £28,000 for the equivalent Škoda Kodiaq.

However, full running cost figures and residual values aren't yet available for the revised model, though its predecessor fared less well than the Škoda on a cost per mile basis.

MINI COUNTRYMAN PHEV

Low BIK and increased efficiency could make Mini's first plug-in hybrid a winner



By Maurice Glover

igher efficiency and a substantial reduction in benefit-in-kind (BIK) tax are expected to prompt more corporate drivers to opt for hybrid power at the expense of diesel in the latest version of the Mini.

Blending electric power with a petrol engine, the firm's first PHEV model offers the potential of more than 130mpg and BIK savings of £100 per month for higher-rate taxpayers, claims Mini UK head of product Nicolas Griebner.

"Compared with the diesel-powered Mini, our new Cooper Countryman SE All4 represents a massive saving because the monthly 24% tax liability of £194.96 is slashed to just 9%. That works out at only £94.56, which is a significant incentive," he said.

"Our research shows that more than 90% of all the journeys carried out by our customers are less than 75 miles, so we feel this car is the perfect alternative for the increasing number of drivers who are looking to move away from diesel-powered products."

Speaking at the launch of the first production hybrid Mini, Grebner told *Fleet News* that sales of diesel versions currently account for less than 25% of volume compared with 40% three years ago. He added: "We will continue to develop the heavy-oil engine because there is no doubt that it is best suited to longer distance driving. But we think the greater efficiency and improved torque offered by the latest hybrids will spark increasing demand and this car offers a huge potential for savings for drivers who are prepared to reconsider how they use their cars."

Based on the technology launched in the BMW 2 Series Active Tourer, the Countryman boosts the three-cylinder, 1.5-litre petrol unit driving the front wheels with an 88PS electric motor to power the rear ones when the need arises. With acceleration to 62mph in less than seven seconds, performance is brisk and is complemented by neat, neutral handling that allows the car to be exploited on winding country roads. Low wind and tyre noise levels underline the

COSTS

P11D price £31,520 BIK tax band (2016/17) 9% Annual BIK tax (40%) £1,134 Class 1A NIC £391 Annual VED £10 then £140 RV (4yr/80K) £8,875 Fuel cost (ppm) 6.87 AFR (ppm) 11 Running cost (4yr/80K) 39,92ppm

SPEC

 Power (PS)/torque (Nm) 224/385

 CO2 emissions (g/km) 49

 Top speed (mph) 123

 0-62mph (sec) 6.8

 Fuel efficiency (mpg) 134.5

KEY RIVAL

 Toyota RAV4 Hybrid business xx

 P11D price: £28,875

 BIK tax band (2016/17) 22%

 Annual BIK tax (20%) £2,541

 Class 1A NIC £877

 Annual VED £150 then £130

 RV (4yr/80k) £7,575

 Fuel cost (ppm) 9.08

 AFR (ppm) 21

 Running cost (4yr/80k) 39,855pm

Running cost data supplied by KeeResources (4yr/80k)



Mini's premium feel and mechanical noise is generally so well muted that it is difficult to tell which power unit is operating without checking the energy flow meter on the big central dashboard screen.

The car always gets under way in e-drive, the mode that selects the most efficient power source for the conditions, but electric-only operation can be selected, as can another mode that uses the engine to charge the lithium-ion battery, which is never allowed to run flat in order to maintain the ability to provide all-round traction.

Mounting the battery under the rear seat allows the car to remain a practical load lugger with 405-litres of bootspace and a full charge from a standard domestic supply – claimed to be sufficient to power up to 26 miles of clean-air driving – takes three hours 15 minutes.

Low-emissions motoring has come a long way since Mini began getting real-world user feedback after placing dozens of experimental electric cars with key fleet users back in 2004 and its first production hybrid model is a sophisticated transport solution that will appeal to business and family drivers, dependent on use.

BMW 530E

Sporty yet economic hybrid is expected to bring more customers to the brand



By Maurice Glover

est of both worlds performance is expected to win significant extra sales for the latest eco version of the most popular business car produced by BMW.

After enjoying only limited success with its original 5 Series hybrid, the German manufacturer has returned to the UK market with a model intended to set fresh efficiency standards in premium executive motoring.

Claiming class-leading standards in emissions, economy and electric driving range, the new 530e iPerformance saloon delivers significant improvements over the Active Hybrid model that was withdrawn from the showrooms 18 months ago after failing to generate sufficient sales.

"What we have now is a fully no-compromise car when it comes to performance and one that is more practical – placing the battery pack under the rear seat means 410 litres of boot space is now available compared with 375 litres in the old car," BMW corporate operations strategy manager Amanda Hook-Brown told *Fleet News*.

"But this new model is also decidedly more sporty, which is an important consideration with British drivers. We think it will be well received and bring more customers to the brand. It's an unrivalled package in the sector that offers what we believe is the ultimate in hybrid performance travel. This is a car that puts a smile on your face as you drive."

With emissions of 46g/km, an economy potential of 141mpg and an electric-drive range of 29 miles, the 530e outperforms its arch rival, the Mercedes-Benz E350e SE, has a lower cost and is cheaper to insure. At £134 per month, it also offers a lower BIK liability for a 40% taxpayer.

However, there's no hint of economy progress as the new eight-speed auto PHEV sweeps away from rest. Initial take-up is swift and acceleration rapid with the twin-turbo petrol engine and electric motor developing a total of more than 250PS but with a lighter touch on the accelerator, speed will still build up to 87mph on electricity alone. As torque from both power sources is fed to the rear wheels, handling

COSTS

P11D price £44,710 BIK tax band (2016/17) 9% Annual BIK tax (40%) £1,610 Class 1A NIC £555 Annual VED £0, then £440 RV (4yr/80K) £12,075/27% Fuel cost (ppm) 11.93 AFR (ppm) 14 Running cost (4yr/80K) 58.370pm

SPEC

 Power (PS)/torque (Nm) 252/420

 CO2 emissions (g/km) 46

 Top speed (mph) 146

 O-62mph (sec) 6.2

 Fuel efficiency (mpq) 141.2

KEY RIVAL

 Mercedes-Benz E350e SE

 P11D price: £49,395

 BIK tax band (2016/17) 9%

 Annual BIK tax (40%) £1,778

 Class 1A NIC £613

 Annual VED £0 then £440

 RV (4yr/80k) £13,425/27%

 Fuel cost (ppm) 9.51

 AFR (ppm) 14

 Running cost (4yr/80k) £1.06ppm

Running cost data supplied by KeeResources (4yr/80k)



characteristics are little changed from traditionally-driven 5 models and fine balance allows the car to maintain its poise when driven enthusiastically over twisty routes.

Even though well-weighted steering emphasises its overtly sporty nature, this large saloon provides a smooth ride and the high comfort levels that make light of long distance travel. Standard equipment is comprehensive and includes navigation with real-time traffic information, twinzone climate control, leather trim, cruise control with an auto braking function and ambient lighting.

In auto eDrive mode, the hybrid system blends both power sources but other options allow electric-only travel or the reservation of battery capacity for subsequent zero emissions travel. Total range is almost 400 miles and the fivehour full charge time for the lithium ion battery from a domestic plug can be reduced to less than three hours with a BMW wallbox.

In PHEV guise, Britain's default executive express becomes the ultimate cake-and-eat-it car in its segment by offering a dynamic driving performance along with a fresh standard of efficient operation and all-electric mobility.



JEEP COMPASS Compass will spearhead Jeep's biggest marketing campaign in the UK

By Maurice Glover

ptake by company car drivers will play a key role in next year's British launch of a crucial new SUV. Jeep is confident its next-generation Compass will widen the appeal of the US brand sufficiently to spearhead a surge in corporate sector registrations coinciding with increasing interest among userchooser motorists in lifestyle transport.

"We will be pitching right into the heartland of the compact SUV sector with this car," said Jeep UK country manager Andrew Tracey. "My aim is for it to cover the area from the Ford Kuga right up to the Volkswagen Tiguan. It's too early to discuss our exact positioning but I can promise you we will have competitive propositions right across the sector."

Speaking as the car was being previewed in Portugal, he told *Fleet News* that details of the new model would be released in autumn prior to the start of the biggest marketing campaign yet mounted by Jeep in Britain.

"Pre-launch activities should get under way well before the end of the year and our network will be involving all their local fleet customers in a programme to make left-hand drive examples available for testing prior to the arrival of UK market vehicles in December. We will also be making a tour of the top fleet leasing companies," said Tracey.

"We sold 14,000 cars last year with Renegade accounting for 11,000 sales. I have no intention of chasing volume, but I regard Compass as the most capable model in the sector, so I see this as a game changer and a car with the potential to generate significant fresh business. I think many people will discover Jeep as a result of the Compass and I don't think it will be long before it becomes our most successful model."

On sale in January, the car slots in beneath the Cherokee to complete the company's representation in every SUV segment. Jeep claims unrivaled 4x4 capability plus more than 70 active and passive safety and security features.

Designed for maximum practicality, it has a 438-litre boot with a flat loadspace.

COSTS

 P11D price between £22,000 and £24,000 (est)

 BIK tax band (2016/17) n/a

 Annual BIK tax (20%) n/a

 Class 1A NIC n/a

 Annual VED £160, then £140

 RV (4yr/80K) n/a

 Fuel cost (ppm) n/a

 AFR (ppm) n/a

 Running cost (4yr/80K) n/a

SPEC

 Power (PS)/torque (Nm) 120/320

 CO2 emissions (g/km) 117

 Top speed (mph) 122

 0-62mph (sec) 10.1

 Fuel efficiency (mpq) 64.2

KEY RIVAL

 Seat Ateca 1.6 TDI SE Tech

 P11D price: £24,115

 BIK tax band (2016/17) 25%

 Annual BIK tax (20%) £1,206

 Class 1A NIC £832

 Annual VED £160 then £140

 RV (4yr/80k) £8,650

 Fuel cost (ppm) 8.38

 AFR (ppm) 11

 Running cost (4yr/80k) 32.02ppm

Running cost data supplied by KeeResources (4yr/80k)



Some interior detailing falls short of latest standards

In line with other Jeeps, it will come in four trim levels – Sport, Longitude, Limited and Trailhawk – and it will be offered with 1.4-litre petrol, 1.6-litre turbodiesel and two 2.0-litre turbodiesel motors with 140PS and 169PS outputs.

The bigger engines will offer the choice of two or all-drive configuration, the latter with nine-speed auto transmission, but the version expected to be most popular with fleets is the front-drive, six-speed manual Limited model powered by the familiar 120PS 1.6-litre MultiJet II unit. It felt smoother, quieter and more refined than the 142PS auto model in our tests.

All versions will have forward collision and lane departure warning systems as standard and the roomy, neatly-finished Limited is expected to come with an electric handbrake, rear park assist, an eight-inch colour infotainment display and a 40/20/40 split fold rear seat.

With its seven-slot grille and trapezoidal wheel arches, the Compass blends the styling hallmarks of legendary roughand-tumble Jeeps with styling lines that make it one of the most attractive models in the sector. It's roomy, comfortable and practical – but interior detailing and dull plastics fall short of latest European standards.

R-LINE 2.0TDI 240 4MOTION DSG

VOLKSWAGEN ARTEON

Great looks and well made with a long list of safety technology



By Matt de Prez

his bright yellow masterpiece is the all-new Volkswagen Arteon. It has been designed to replace the CC, which was, essentially, a Passat with a pretty body.

Volkswagen's strategy has been to separate the car from the Passat and allow the Arteon to hold its own spot in the market. Unlike the CC, the Arteon is a hatchback. So it is now a closer relation to the Škoda Superb in the Volkswagen Group stable.

There is a clear intention to keep the Arteon in the premium sector as Volkswagen is only offering two top-level trims in the UK – R-Line and Elegance – with prices starting at £34,305.

Specification is high across the range and includes digital instruments, adaptive cruise control and an eight-inch glass touchscreen infotainment system with connected services and on-board WiFi.

R-Line models get larger wheels, more aggressive styling and sportier seats, while Elegance's are more focused on comfort.

To complement its striking looks, which are enhanced by optional 20-inch alloy wheels, the Arteon is available with two high-performance engines: a 280PS turbo petrol and a 240PS twin-turbo diesel.

Less powerful diesels and the Group's new 1.5-litre TSI petrol engine have been confirmed, too, and we expect the 150PS diesel will be best suited to fleet customers.

At the launch event the most frugal model available was the 240PS diesel, emitting 152g/km of CO₂. It's clearly been developed to deliver maximum performance rather than economy, reaching 62mph from rest in just 6.5 seconds.

Drivers opting for the 150PS 114g/km model will pay around £285 per month (40% taxpayer) in benefit-in-kind (BIK) tax which is more reasonable than the £400 per month they would pay for our more powerful test car.

Currently only a seven-speed DSG gearbox is available but a manual is due later in the year. Customers can also opt for 4Motion all-wheel-drive.

The Arteon drives with typical Volkswagen precision. It's hard to fault but equally hard to praise. The handling is decent, but not class-leading.

COSTS

 P11D price £39,400

 BIK tax band (2016/17) 32%

 Annual BIK tax (40%) £5,043

 Class 1A NIC £1,740

 Annual VED £500 then £140

 RV (4yr/80K) £10,425

 Fuel cost (ppm) 10.99

 AFR (ppm) 11

 Running cost (4yr/80K) 53.71ppm



 Power (PS)/torque (Nm) 240/500

 C02 emissions (g/km) 152

 Top speed (mph) 155

 0-62mph (sec) 6.5

 Fuel efficiency (mpg) 47.8

KEY RIVAL

 BMW 420d xDrive Gran Coupe

 M Sport

 P11D price: £39,940

 BIK tax band (2016/17) 27%

 Annual BIK tax (40%) £4,317

 Class 1A NIC £1,488

 Annual VED £160 then £140

 RV (4yr/80k) £11,575

 Fuel cost (ppm) 8.93

 AFR (ppm) 11

 Running cost (4yr/80k) 49.92ppm

Running cost data supplied by KeeResources (4yr/80k) Our test vehicle had an eight-inch glass touchscreen

Dynamic Chassis Control allows for excessive customisation of the driving dynamics. Previous Volkswagens have offered Sport, Normal and Comfort settings but the Arteon has a sliding scale with more than 40 possible combinations.

The throttle response, dampers and steering are adjusted and if you choose anything in the Sport spectrum the car pipes in a fake, slightly out of character, exhaust note through the stereo speakers.

Some of Volkswagen's new driver assistance technology has made a debut in the Arteon. Adaptive cruise control and lane-keep assist offers semi-autonomous driving already. But Volkswagen has enhanced the package with Emergency Assist, a system which can slow the car down, activate the hazard lights and pull into the slowest moving lane if it senses the driver is incapacitated.

There is also a sensor at the back which scans for fast approaching vehicles and readies the vehicle for an imminent collision.

Interior space is particularly generous. At the rear there is substantial legroom and a large boot. The rear seats also fold for extra convenience.

Overall the Arteon is fantastic to look at, offers great practicality and is well made. The models we tested offer excellent performance but fleet customers will be better off with the front-wheel-drive 150PS diesel.

FORD S-MAX

2.0 TDCI AWD TITANIUM

Captain Underpants plays while family blows hot and cold



COSTS

P11D price £31,140 BIK tax band 29% Annual BIK tax (20%) £1,806 Class 1A NIC 1,246 Annual VED 200 then £140 RV (4yr/80k) £9,450/30% Fuel cost (ppm) 10.06 AFR (ppm) 11 Running cost (ppm) 1.96

SPEC

Engine (cc) 1,997 Power (PS) 150 Torque (Nm) 350 CO2 emissions (g/km) 139 Manufacturer mpg 52.3 Real-world mpg* 42.9 Test mpg 40.9 Max speed (mph) 122 D-62mph (sec) 12.1 Current mileage 9,339

Running cost data supplied by KeeResources (4yr/80k) * Data supplied by Equa index

Start ___

By Andrew Ryan

or the vast majority of its time with me, the Ford
 S-Max has led a fairly straightforward life.

I don't have children, so its practicality was probably appreciated more by colleagues who have borrowed the car for its people and luggage-swallowing abilities.

Of course, there have been times when I've taken advantage of its space, such as transporting furniture or bicycles, but usually I'm able to luxuriate in the comfort, equipment, airiness of the cabin and the excellent driving position our long-termer offers.

However, for a week earlier this month the S-Max's life (and mine) was turned upside down when it became the family taxi for the visit of my older brother and his three children, aged between four and 10.

This meant it was in constant use, ferrying them between children's play areas, the cinema, swimming pools and my parents' house, with my younger brother and his fiveyear-old daughter occasionally joining us to fill all of the seven seats.

Unsurprisingly, the S-Max coped brilliantly. There was plenty of room for all passengers and their luggage, the car's driving and ride characteristics remained unruffled, while its 150PS engine coped well with the extra load it was being asked to transport.

The ease of installing the Spotify app on the S-Max's infotainment system also came in useful, as my older brother used it to keep my neices and nephews amused by playing the Captain Underpants soundtrack on a repeating loop.

The only negative point was the lack of air vents for the third row of seats. This was highlighted by my younger brother who complained of being too hot while sat there, but when I turned the air conditioning up to cool him down, the occupants of the middle row of seats complained as they were taking the full brunt of the cold air.

The result? The mid-row occupants were closer and louder, so the air conditioning was turned down and my brother was left to suffer.

RENAULT MEGANE 1.5 DCI DYNAMIQUE S NAV



Infotainment systems are becoming increasingly important as part of the overall package with a new car and our Renault Megane fares pretty well with its R-Link 2 system.

Adorning the dash in a Tesla-esque manner, the 8.7-inch portrait touchscreen is a tad unconventional in the sector but offers an array of useful features.

The TomTom-based navigation system is particularly useful. It is very easy to use, has great 3D mapping and even warns the driver of impending speed cameras.

A tile arrangement of the display allows the user to choose if they want audio information, vehicle settings and sat-nav all in one screen, or one particular window open in full-size.

This works great for the navigation map if you are in an unfamiliar area, but is less welcomed when you are listening to Britney Spears' Greatest Hits in a traffic jam and all the passing van drivers can see the digital album cover in all its glory.

Like many new cars the Renault has a data connection – like a smartphone – giving extra functionality. As far I can fathom it only provides data for the Live traffic updates.

While up-to-the-minute traffic data is welcomed, the Megane is sometimes troubled by the incoming data and often offers completely ludicrous alternative routes.

Seriously, it warned me of a five minute hold up on the A14 last week and offered a 90-minute diversion.

If only the system included Android Auto, then I could hook up my phone and use Google Maps instead. Matt de Prez

AT A GLANCE – THE REST OF OUR FLEET



BMW 5 series 520d M Sport



Vauxhall Zafira Tourer 1.6CDTi SRI Nav



 \bigcirc



ADAM WALSH

BUSINESS DIRECTOR, THE RIGHT FUELCARD COMPANY

Keen sportsman Walsh once dreamt of playing rugby for England but now he is developing a coaching culture at TRFC in a bid to create a different type of winning team

A pivotal moment in my life was when I decided to leave university a week after my last piece of work was handed in. All my other friends stayed on and had a summer of partying. If I'd joined them, I wouldn't have got the initial job at Bayford & Co and I think my path would have been quite different.

My pet hate is snidey behaviour and negativity. It drives me crazy. Fortunately, we don't have much of it at TRFC but it's the one thing that I really do not like and it's never needed.

My favourite film is the Shawshank Redemption. It's a great story of perseverance, friendship and ultimately making things right.

My first memory associated with a car was playing in my granddad's 'brum brum van' which was a white VW Camper Van.

In my dream car garage I'd have an Aston Martin DB9, a Ford Mustang Shelby and a BMW M5. The advice I would give to my 18-year-old self is to relax, remember there's always multiple agendas going on, to think carefully about whose opinion you should take heed of – and those you should ignore.

The book I'd have to recommend others read is 33 Strategies of War. If it was for pleasure then I'd have to say any of the Game of Thronestseries – the books are way better than the TV show.

> If I were made Prime Minister for the day I'd need more time. There's too much that needs looking at, and one day isn't enough.

> > My hobbies and interests involve anything sports-related. I run, cycle, fish, take part in triathlons, play darts and watch rugby and football.

> > > I want to be remembered for helping people to be their best.

First automotive rold I joined commercial and domestic oil supplier Bayford & Co as a as marketing assistant. I thought the oil industry sounded interesting and was proved right.

Career goals at TRFC My initial goal was proving to the people who had given me the opportunity that I was worthy of the belief they'd shown in me. Now I'm studying for a masters in Organisation Behaviour and still have plenty to learn.

Biggest achievement in business

TRFC being ranked 33 in the *Sunday Times* 100 Best Small Companies to Work for 2016 while also delivering a record year of performance.

Biggest career influences Our MD, Liz Slater, has been a major influence, pushing me to take on new challenges and responsibilities that were beyond my comfort zone. Mark Kilvington at Be Fuelcards taught me all I know commercially (although I like to think I'm teaching him something now). Chris Ritchie at Bayford & Co schooled me on the things a sales-minded person doesn't like to think about... credit, risk, debt etc. And Jonathan Turner, who heads Bayford & Co, is the embodiment of entrepreneurship which you can't help but learn from.

Biggest mistake in business

Not letting go enough as I've progressed. Sales and marketing isn't a one-man show.

Leadership style I'm fairly consultative in my approach and try to build consensus for my ideas and proposals. As part of that I have introduced a coaching culture.

If I wasn't in fleet I'd like to be playing rugby professionally but, realistically, I'm not only too old, I wasn't good enough.

Childhood ambition I loved rugby and wanted to play for England. I represented my school and North Yorkshire Schools and captained North Yorkshire's club youth side.

Next issue: Jonathan Layton, head of fleet, Michelin

FleetNews PORTFOLIO

WHAT WE DO IN YOUR INDUSTRY

Fleet News magazine

The leading business publication for the fleet sector, offering insight, analysis, best practice and in-depth profiles of fleets and suppliers every fortnight. But don't take our word for it: 96% of readers say *Fleet News* is the most useful fleet publication (*Fleet News* reader survey). Every issue is packed with information that helps companies to run efficient and effective fleets – and our readership of 16,000 is restricted to named decision-makers, running fleets of 10-plus vehicles.

Commercial Fleet magazine

Commercial Fleet offers insight into the world of light commercial vehicles and trucks to provide operators with detailed analysis on key topics such as operations, safety, remarketing and the environment. Case studies in every issue provide best practice advice to help you to improve your efficiency. The magazine is supported by the commercialfleet.org website and events.



Fleet events

Fleet News events are the biggest and best in the sector. Our annual awards night attracts more than 1,500 people; the FN50 Dinner sees 950 leasing, manufacturer, rental and supplier companies networking and *Commercial Fleet* Summit provide insight into key areas of fleet operation; monthly roundtables enable 10-15 fleets to discuss issues and share solutions.













Driving Business magazine

This quarterly magazine is sent to managing directors and finance directors at 25,000 small to medium enterprises (SMEs) that are running fewer than 50 vehicles. Focusing on the key elements of running cars and vans, *Driving Business* provides practical advice to reduce cost and improve safety with a minimum of time and effort.

Websites and newsletters

The *Fleet News* website is an extensive library of best practice advice, fleet case studies, news and tools. Compare car and van running costs, check how much tax employees will pay and find out which models use the least fuel with our easy-to-use tools. We also send *Ignition, a* monthly newsletter which contains car reviews and interviews not included with our print magazine.

Fleet Leasing magazine

Fleet Leasing provides insight and analysis to board level executives, senior management and regional sales staff at contract hire and leasing companies. Its objective is to inform and educate about fleet trends, new models and technological developments, once a quarter, supported by a website regularly updated with the latest leasing news.

Bespoke publications

Magazines, supplements, brochures and digital products are produced for commercial partners. These bespoke publications inform fleets about companies and topics relevant to their business. They include manufacturer and supplier reports, in which *Fleet News* journalists interview key personnel to unearth the developments of interest to fleet operators.

FleetNews Events



The **networking here the second sec**

Park Plaza Westminster Bridge Hotel, London

ARE YOU ONE OF THE 700 WHO ARE ATTENDING THE EVENT? If NOT, BOOK NOW TO AVOID DISAPPOINTMENT!

Headline sponsor





Toyota & Lexus Fleet





GOODFYEAR

Associate sponsors

aama

Book your table now - visit www.fn50event.co.uk

For bookings contact Paige Phillips on 01733 395133 or email paige.phillips@bauermedia.co.uk. Limited premium tables and tables of 12 also available.





Headline snonsor

OCTOBER 3-4, 2017 NEC BIRMINGHAM

Encourage other fleet decision-makers to attend Fleet Management LIVE

The new Discover Fleet Theatre offers insightful briefings designed especially for executives from HR, finance and procurement and SMEs

WHO SHOULD ATTEND?

FINANCE

- Learn strategies to manage the shift away from diesel.
- Find out how regulatory changes will affect purchasing and operations.
- Discover the latest technologybased cost-saving solutions.
- Learn how to best manage the fleet for optimum tax planning.
- Identify the potential changes likely to have the biggest impace on the bottom line.
- Challenge your fleet manager about new ways to tackle old problems.

PROCUREMENT

- Hear from the experts on how to drive business value with best practices in purchasing and supplier management.
- Learn how to best manage your procurement risk and responsibilities.
- Understand how changes in regulations and legislation will affect the costs, policies and processes.
- Discover the latest fleet cost-saving opportunities presented by technologyenabled solutions.

HR

- Hear UK experts address the key fleet-related concerns facing HR department, including employee safety, welfare and morale as well as changes in regulations and new ideas in mobility.
- Find out how changes in regulations and legislation will affect your future policies.
- Discover the new ideas in mobility and electric vehicles presented by innovative and technology-enabled solutions for fleet management.

SMEs

- Discover the latest cost-saving opportunities in purchasing and managing your company vehicles.
- Understand the latest legal requirements and regulations for protecting your vehicles and your drivers.
- Connect with and learn from your fellow business leaders – discuss the challenges and uncover opportunities to help you lead your business with 'next generation' fleet management best practices.



"The event offers a wealth of suppliers and industry experts to share their knowledge and to explore the innovations and developments that will shape our industry in the next few years. As a member of the advisory board, I really encourage SMEs to attend and take advantage of the experience in the room"

Alison Moriarty, road risk and compliance manager at Skanska

"I can assure all fellow procurement professionals with a responsibility for fleet that there really is something for your business at this event. The range of exhibitors and fleet insight sessions and presentations will provide you with new ideas and initiatives to help improve value and efficiency in your own fleet"

David Oliver, procurement manager at Red Bull

FOR THE FULL AGENDA VISIT: fleetmanagementlive.co.uk/fn



OCTOBER 3-4, 2017 NEC BIRMINGHAM

WHAT VISITORS CAN EXPECT FOR 2017



PLUS: NEW FOR 2017 – INTELLIGENT FLEET TECHNOLOGY ZONE

The Intelligent Fleet Technology Zone is the latest cutting-edge addition to this year's event. Visit the eight specialist interactive 'pods', to gain information about the latest vehicle innovations currently or imminently available and how they can support your fleet. Showcasing technology including:



REGISTER FOR FREE: fleetmanagementlive.co.uk/fn



acto The Premier Organisation for Fleet Operators



Chambers

CommercialFleet

*A*icfm



Sponsored by

ALLFLEET









R Grapevine

