Technical and Operational Management Forum

7 February 2019

Hosted by

PSA GROUPE

BVRLA

BVRLA CPD Continuing Professional Development

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Welcome and Agenda

Technical and Operational Management Forum

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Agenda

09:30	**Welcome and Agenda**	Dave Tanner, Senior Operational Costs Manager at Lex Autolease and TOM Committee Chairman
09:35	**Session 1: PSA Electric Vehicle Product and Network Training**	Peter Ireland, Head of Programme Development Parts & Service DSP, PSA Group
09:55	**Session 2: Electric Vehicle Case Study**	Lorna Mcatear, Head of Supply and Internal Accounts, Royal Mail Group
10:20	**Session 3: Electric Vehicles and Repairs**	Andrew Hooker, Advanced Repair Projects Manager, Thatcham
10:45	Coffee Break	
11:10	**Session 4: Insurance Claims**	Alistair Warden, Managing Director – Corporate Motor, Towergate
11:35	**Session 5: Electric Vehicle Charging**	Michael Cutts, Head of Sales, POD Point
12:00	**Panel Session**	All speakers
12:30	**Session 6: BVRLA Update**	Nora Leggett, Director of Member Services, BVRLA
12:55	**Chairman's Closing Comments**	Dave Tanner, Senior Operational Costs Manager at Lex Autolease and TOM Committee Chairman
13:00	*Close of Forum and Lunch*	

Session 1 – Peter Ireland, PSA Group

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Electrification Strategy

/// AGENDA

/// CONTEXT

/// PSA SOLUTIONS

/// WHY ELECTRIFICATION?

/// OUR ROAD TO ELECTRIFICATION

/// POLLUTION

Petrol and diesel car BAN: You could face £130 fine for driving in these ... March

...certain areas in London under new ...flout rules.

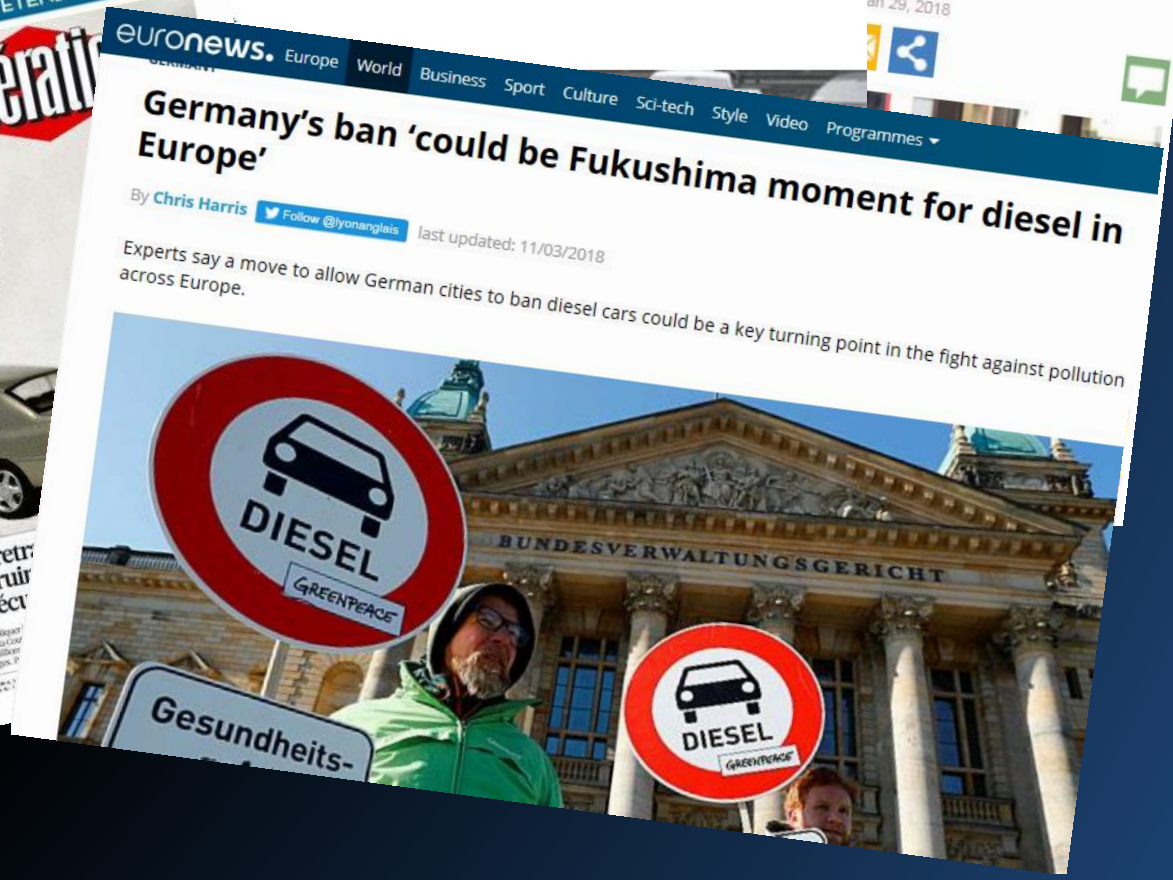
...an 29, 2018

OCTOBER 10, 2017

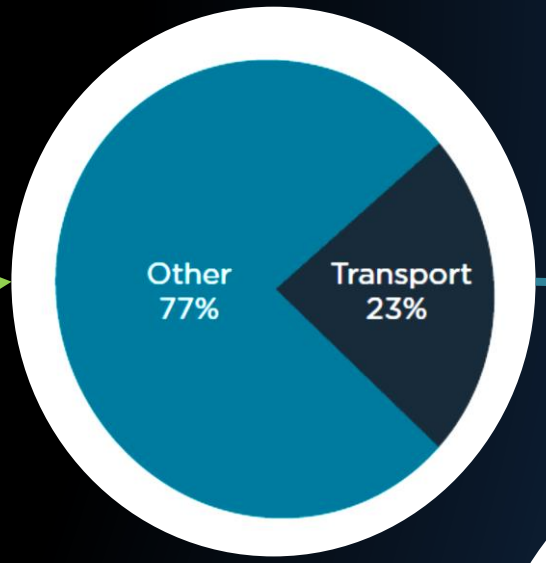
The Dutch government confirms plan to ban new ... cars by 2030

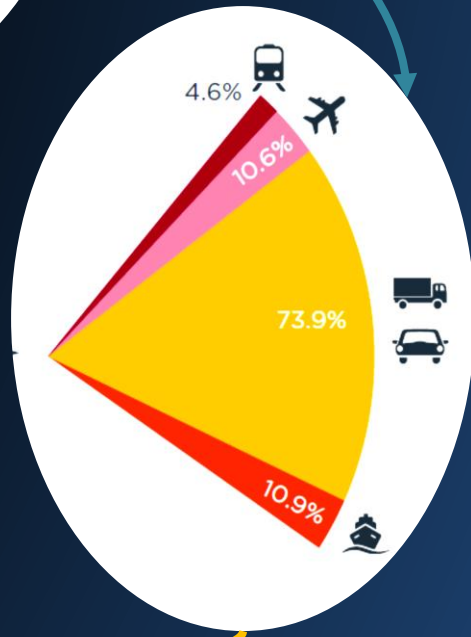
Italy has a relatively high percentage of diese
PHOTO BY WOODY HIBBARD

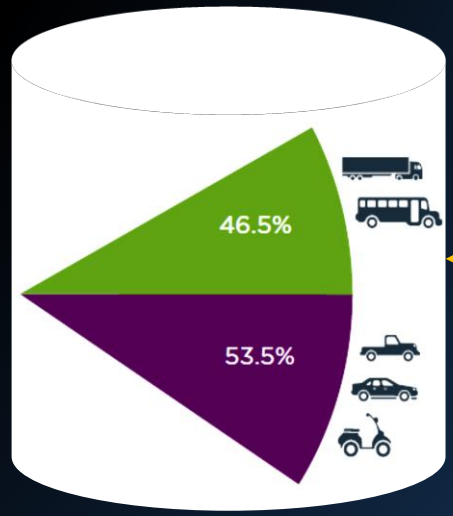
ROME TO BA
CENTER BY 2
High levels of traffic conge



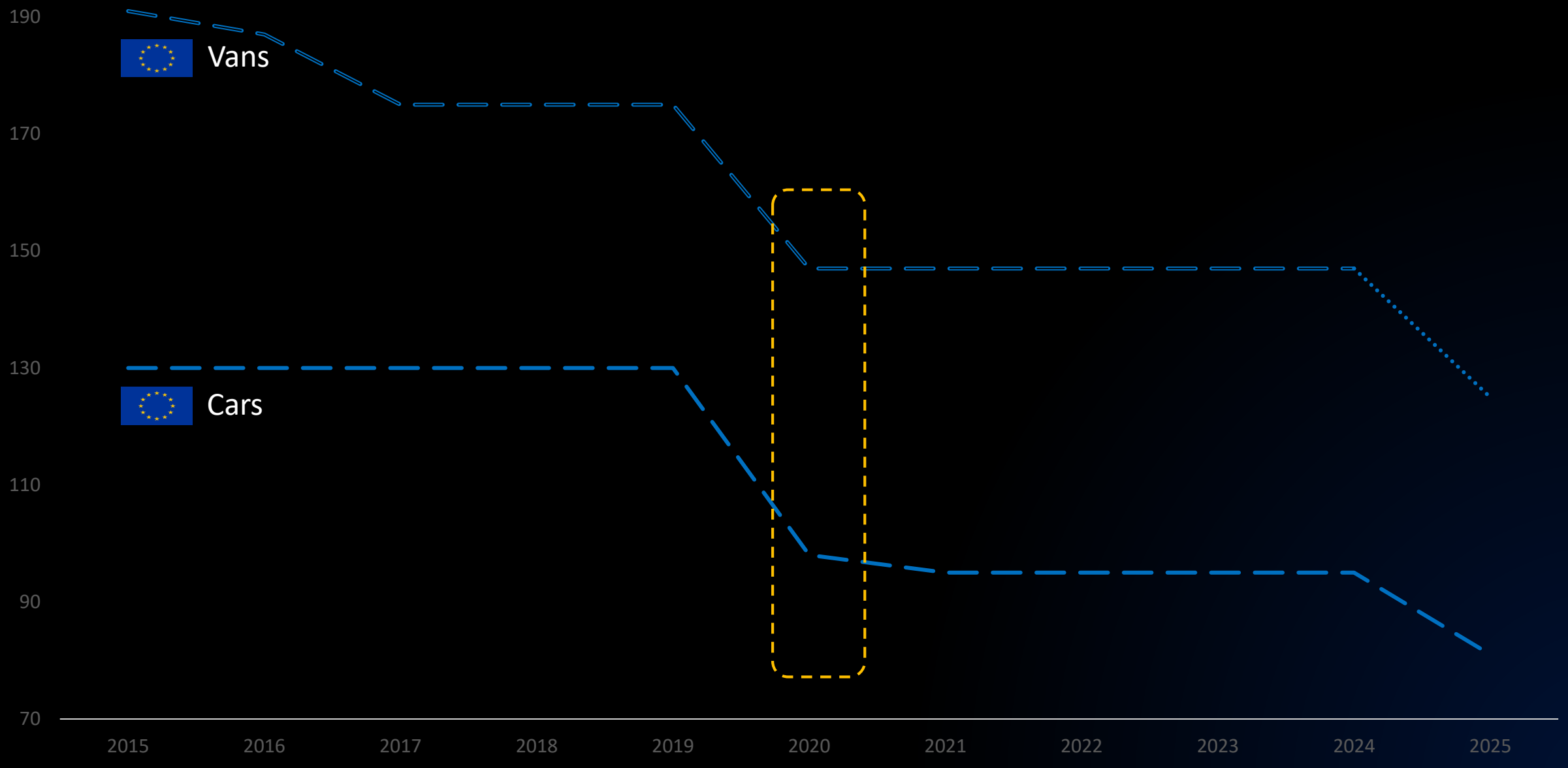
/// CO2 EMISSIONS



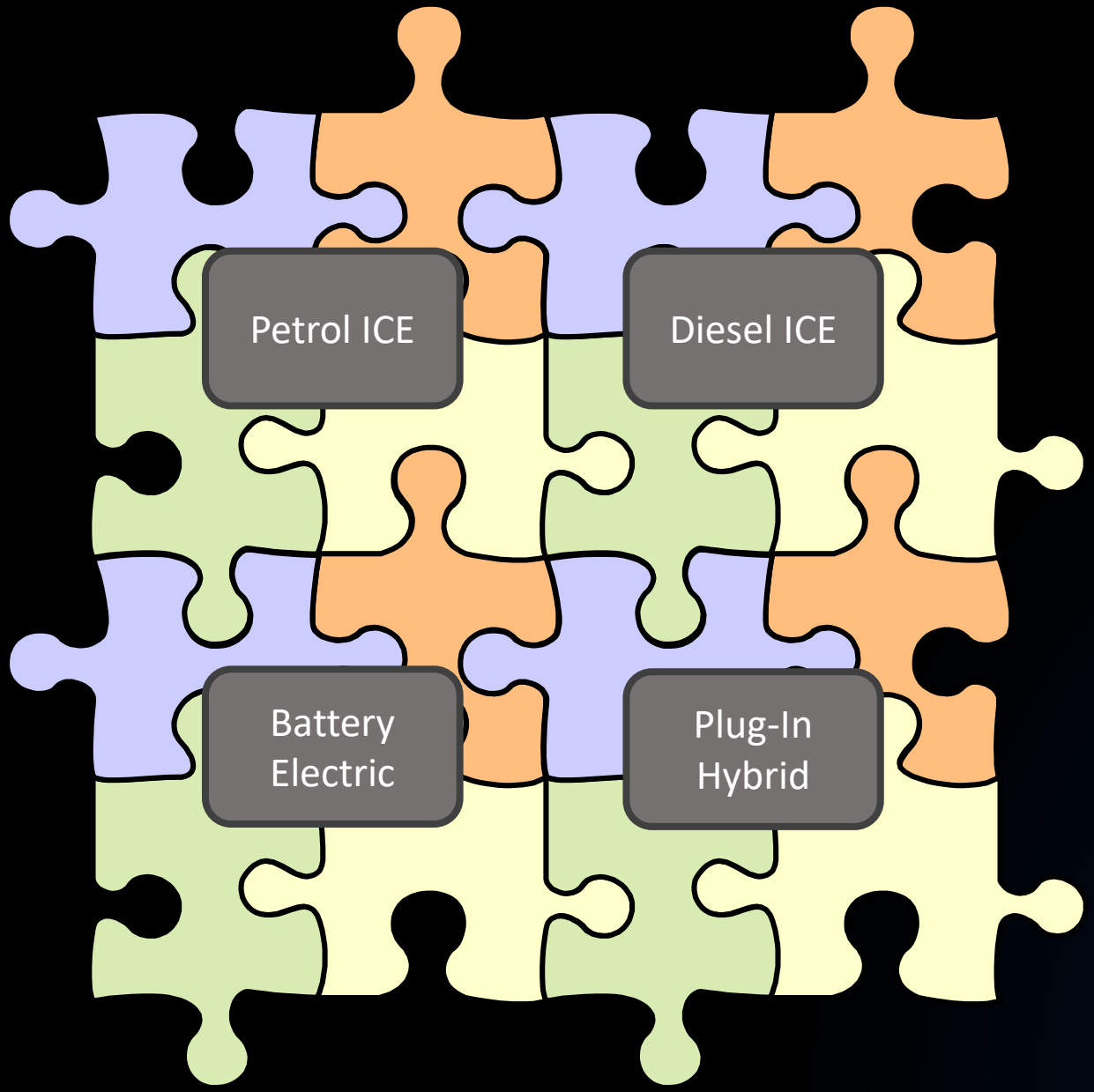




/// REGULATION: CORPORATE AVERAGE FUEL EMISSIONS



/// OUR SOLUTIONS

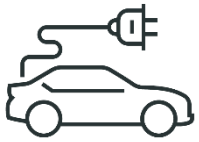


/// WHY ELECTRIFICATION?

Customer Acceptance

Total Cost of Ownership

Wide range of car & LCV models



Charging infrastructure support

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Our brands heritage


Berlingo électrique
CITROËN


CITROËN BERLINGO
Full Electric

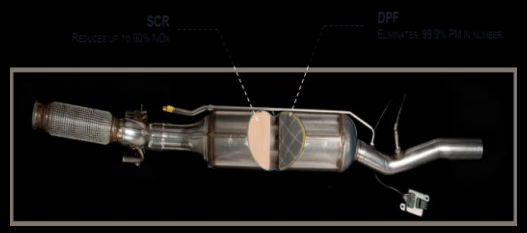
/// OUR SOLUTIONS

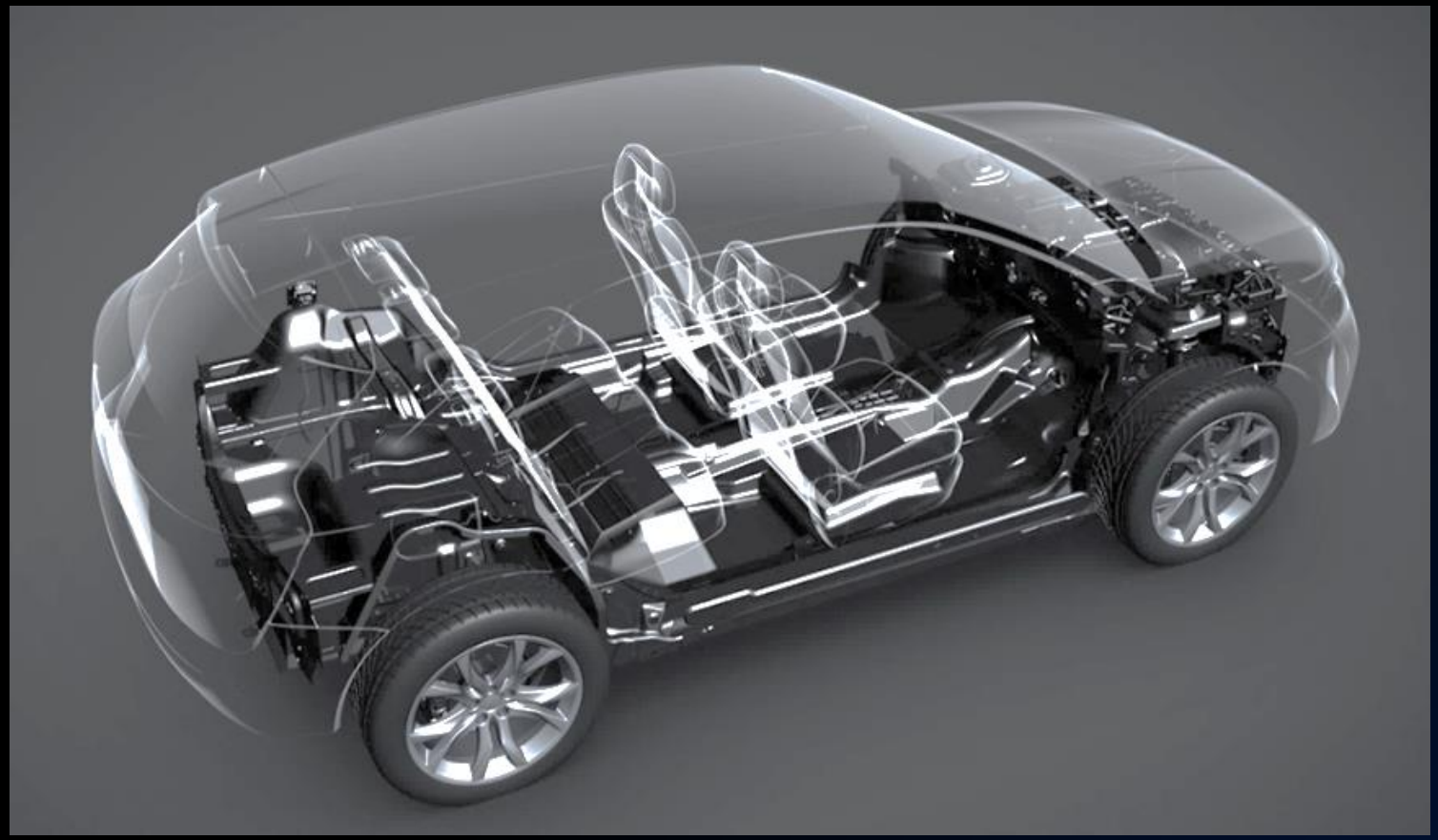
MODULAR PLATFORMS FOR MULTIPLE DRIVETRAINS

PETROL TURBO
PURETECH

BATTERY ELECTRIC
OR
PLUG-IN HYBRID

DIESEL
BLUE HDI



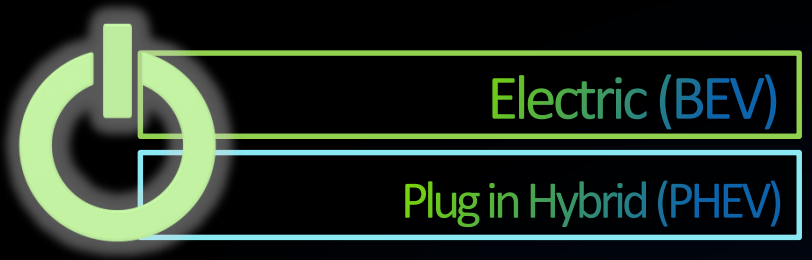


/// OUR ROAD TO ELECTRIFICATION

50% of models electrified by 2020

80% of models electrified by 2023

100% of models electrified by 2025



First launches:
Plug In Hybrids

Battery Electric Vehicle

Back to the Present:
Partner/Berlingo Electric Van

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Electric Vehicle - Current Range

Peugeot Partner Electric
Citroen Berlingo Electric
L1 & L2 lengths available

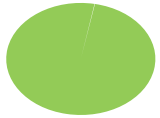
Identical to diesel/petrol versions
Mid range spec (SE/LX) + air con
Range: 106 miles
3 seats

Battery – sold with the van – 8 year warranty
D/C rapid charge as standard

Does not take new 2019 shape, like the diesel versions

Charging

AC ‘normal’ / ‘fast’ charging
‘Type 1’ Port



8–10 hours
(100%)

DC rapid charging
‘CHAdeMO’ Port

30 mins
(80%)

3 pin domestic plug cable: 10 amps / 2.3kW

Type 2 EV socket cable: 16 amps / 3kW

CHAdeMO socket: 50kW
No cable: always tethered to charging unit

Customer chargepoints:
POD Point

Public chargepoints:
www.zap-map.com

Dashboard dials

Eco-Driving

How do you get the most out of your vehicle?

- Make use of regenerative braking – drive with anticipation, avoiding harsh braking
- Check your tyre pressures regularly
- Consider items which impact range:
  - Use heating / air con only when necessary: up to a max 45% power draw!
  - Don’t carry unnecessary load
- Be guided by the dashboard dials:
  - Stay in the ‘eco’ section whenever possible
  - Small adjustments in speed can make a big difference
  - Remember the range predictor is adaptive

Please drive an EV!
All of these also hold true with mpg achievement – it’s just more critical with electric

Handover

- If you want customers to get the most out of their electric vehicles, a planned handover with drivers of the vehicle is essential

- Why?
  - To fully understand the controls
  - To understand how to get the best performance from their vehicle
  - To understand regenerative braking
  - To understand range calculation & impacts, to lessen range anxiety

To assist with this we have developed:

- A video guide to assist: https://academytvmedia.com/2017/08/11/5-things-electric-van/
- A Quick Reference Guide for in-vehicle

These are a summary for general advice – they are no substitute for the vehicle handbook!

- Service Schedule:
  - First Service: 12,500 miles / 1 year service **including battery healthcheck**
  - Every 2 years / 25k miles thereafter

- Servicing largely about battery health test & safety checks
  - Usually an overnight booking is required due to full depletion and recharge of the battery

- Far less mechanical working parts, wear parts last longer that on an ICE

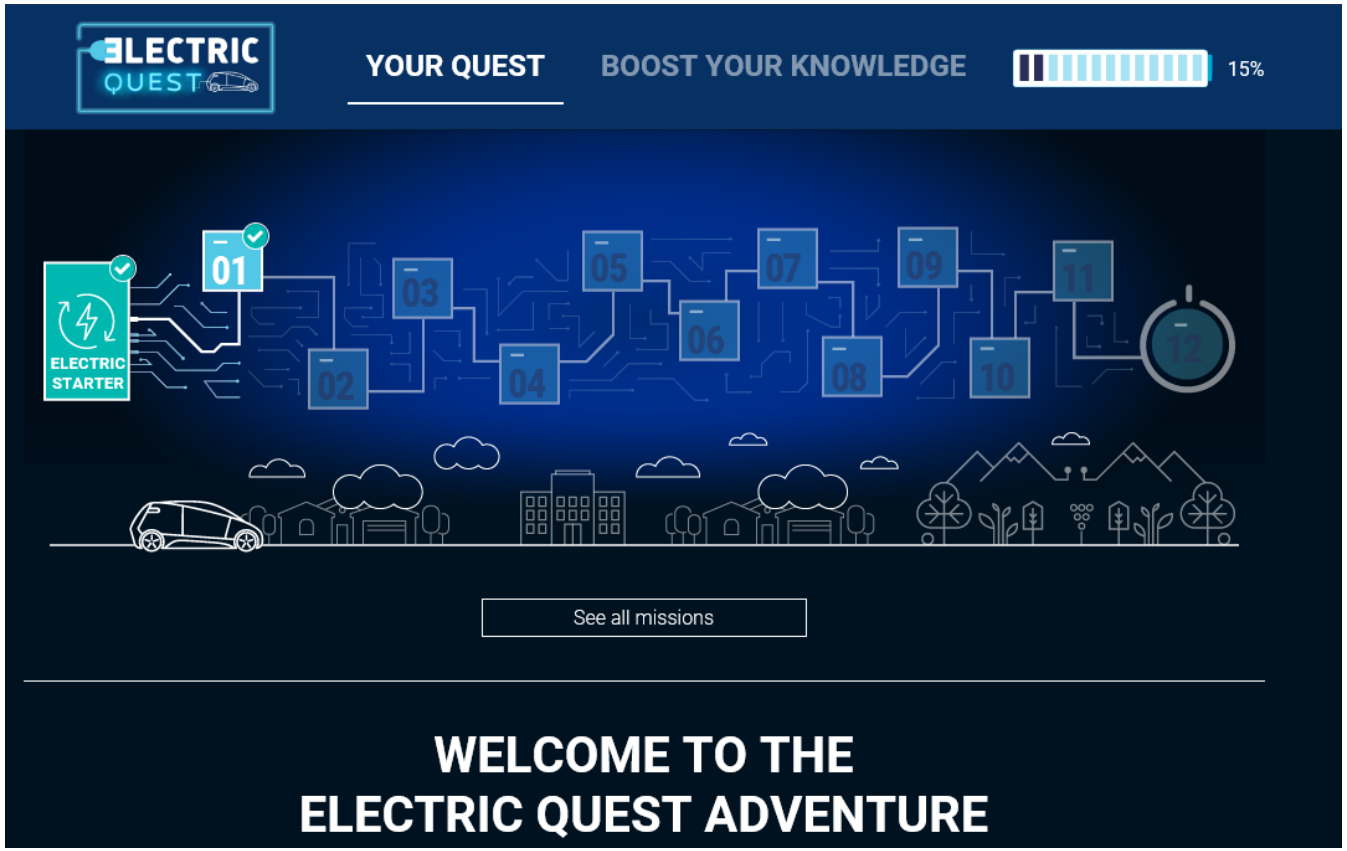
- Lower servicing costs than ICE

- Different considerations for EV repair methods

- Customers highly likely to come back to the main Dealer

- E-Learning “Electric Quest” module has been developed
- Comprises of:
  - Introduction to EV
  - 12 modules
  - 1 module launched per month
- All PSA employees to complete
- All dealer staff to complete
- Objective is to provide basic EV knowledge

- Network training to be provided
  - E-modules
  - Technical training days at Technical Centre
  - Ahead of vehicle launch
  - Use of physical vehicle

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Session 2 – Lorna Mcatear, Royal Mail Group

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Reducing Our Environmental Footprint

Lorna McAtear
Design and Project Lead

Royal Mail Fleet

Delivering first class fleet services

CommercialFleet AWARDS 2017 WINNER Commercial Fleet of the Year – Delivery Operator

MotorTransport Awards 2018 WINNER LOW CARBON AWARD

FleetNews AWARDS 2018 WINNER Fleet of the Year – 1,001-plus vehicles

CARBON TRUST STANDARD CO_2 REDUCING YEAR ON YEAR

The UK’s Largest Commercial Vehicle Fleet

Royal Mail
Fleet

Our Current Programme

The Impact From Just Our Electric Vans

Saving £1.2k p.a. per vehicle on fuel

Avoided 321 tonnes of CO_2 emissions

Avoided c60 tonnes of NO_x emissions

Avoided £3.9k p.a. per vehicle on ULEZ/CAZ charges

50% reduction in maintenance costs per mile

Really positive driver feedback

Royal Mail Fleet

Health and Safety

- **300v system**
  - Vehicle Checks
  - Flood water
- **Vehicle charging**
  - Pacemakers
  - Forward Parking
- **Regenerative braking**
- **Acceleration**
- **Automatic gearbox**
- **Maintenance**
- **Breakdown Procedures**

Royal Mail
Fleet

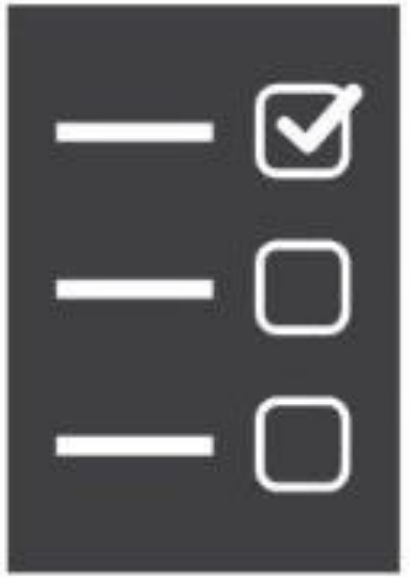
A 12-Point Plan

Stakeholder engagement	Initial trials	Selection of vehicle supplier	Selection of charging-post supplier/installer
Maintenance & breakdown provision	Operational site selection	Groundworks	Health & Safety
Driver training	Coordinating deployment	Operational feedback	Knowledge share

Royal Mail Fleet

Learning Points from Our EV Deployment

- ☑ Buying the vans is the easy part – deploying the infrastructure will take most of your time
- ☑ Check your authorised supply capacity
- ☑ Appoint a dedicated project manager - don’t try to do it all yourself, especially if you have a day job
- ☑ Expect it to take longer than you thought
- ☑ Expect it to cost more than you thought
- ☑ Obtain a dedicated budget – don’t assume business-as-usual budgets will cover the cost
- ☑ Work closely with your suppliers – they won’t want to be associated with a failed deployment
- ☑ Manage stakeholder expectations and try to be realistic.



Royal Mail
Fleet

Thank You

Fleet

Delivering first class fleet services

Session 3 – Andrew Hooker, Thatcham Research

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Training requirements for electric vehicles in repair & maintenance

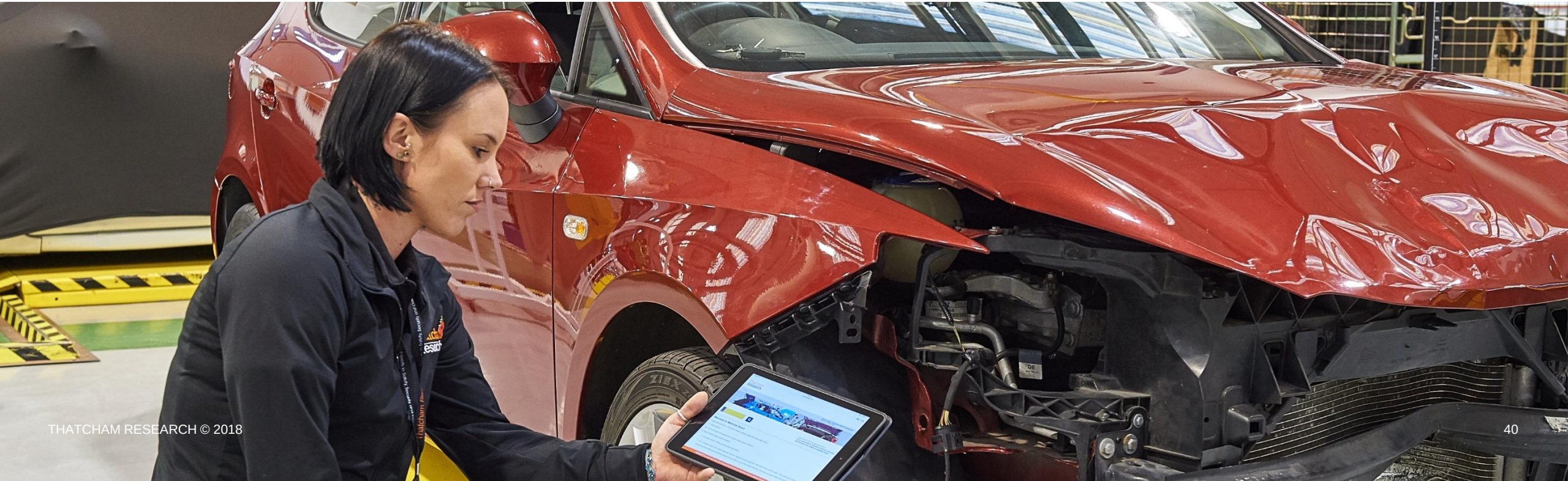
Andrew Hooker, Advanced Repair Project manager
February 2019

Thatcham Research
SAFER CARS. FEWER CRASHES

Content

Damageability

- Greater propensity for damage?
- Simpler, but different

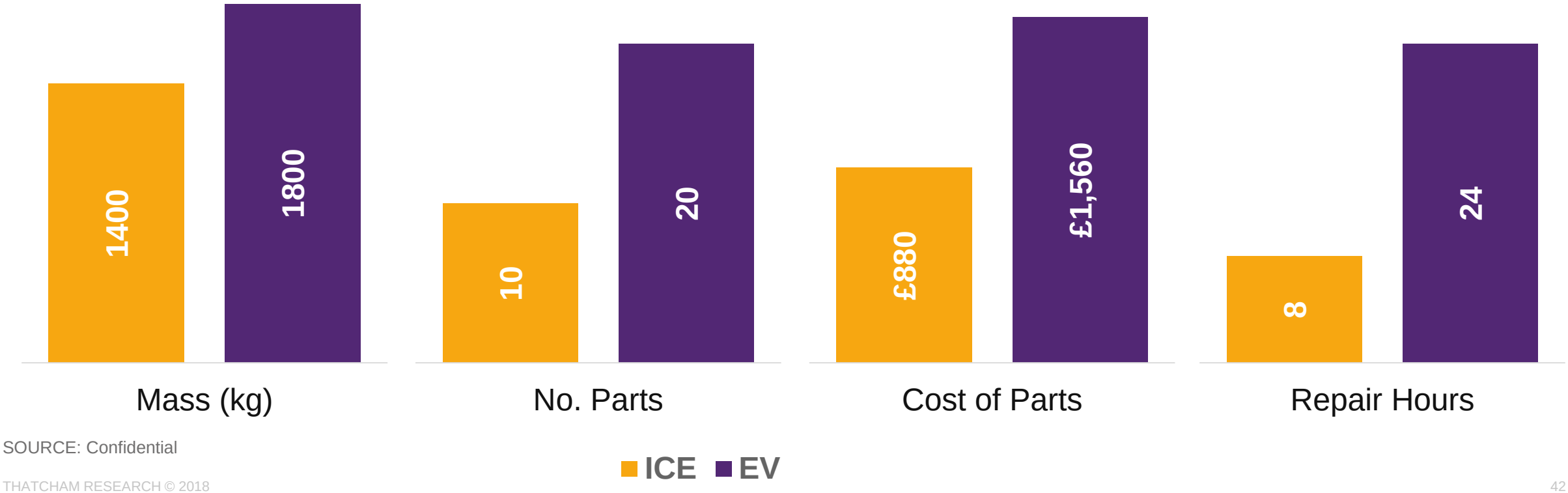


Damageability

- Unique accident scenarios

ICE vs EV Damage & Repair

› Direct ICE vs EV model comparison



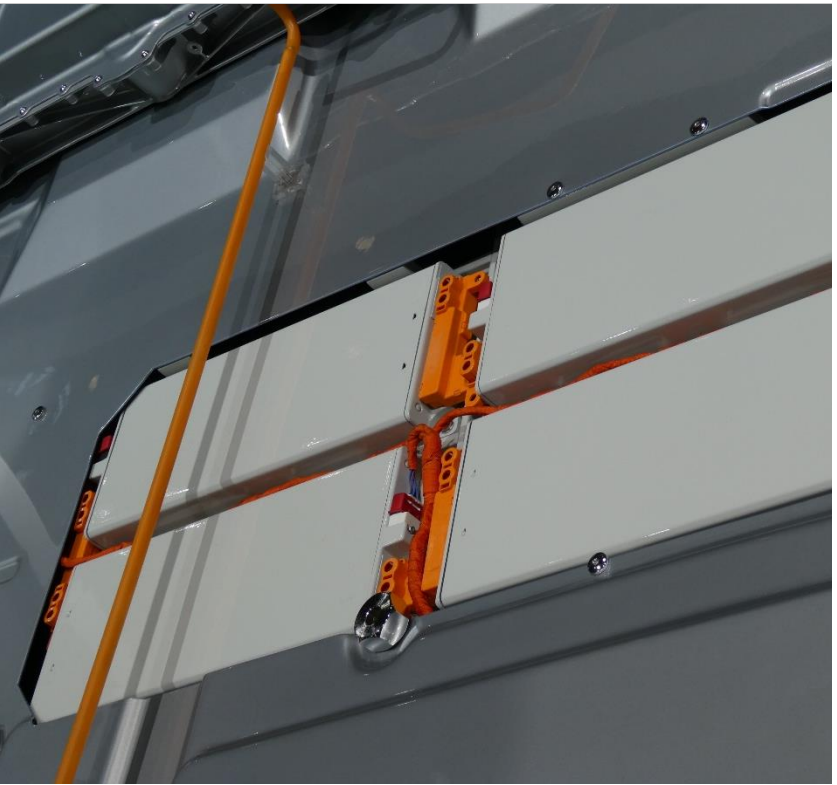
SOURCE: Confidential

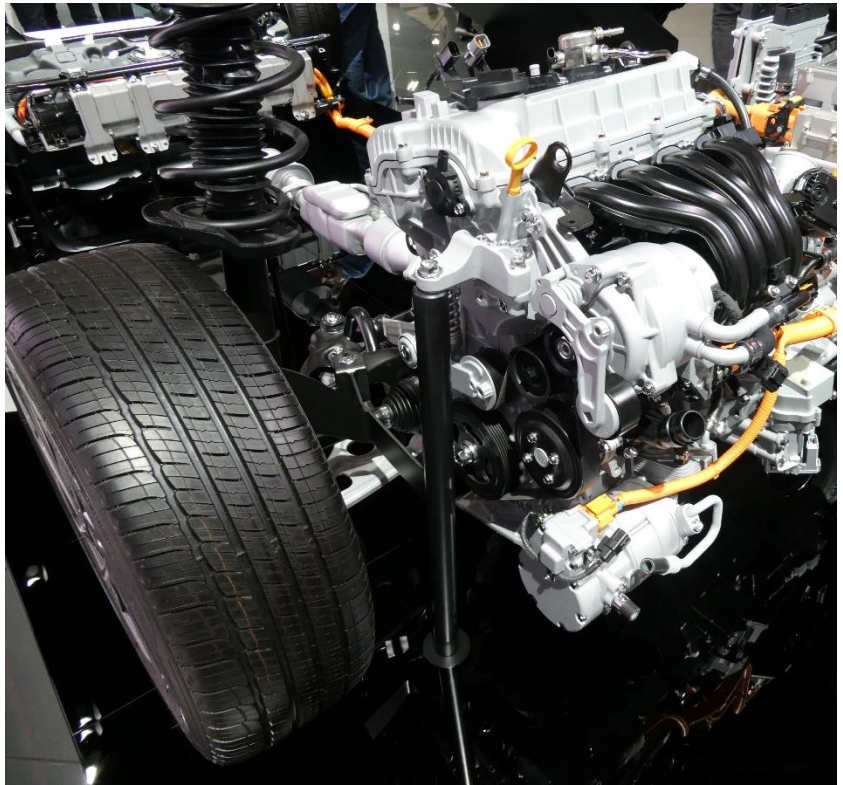
Challenges

- Pyro fuses tripping in small accidents
- Identifying a safe or unsafe condition
- Unexpected scenarios

Challenges

- Indirect damage to battery packs
- Lack of health diagnostic information
- No repair/replacement strategy
- Huge diversity of architecture
- High parts costs & poor availability





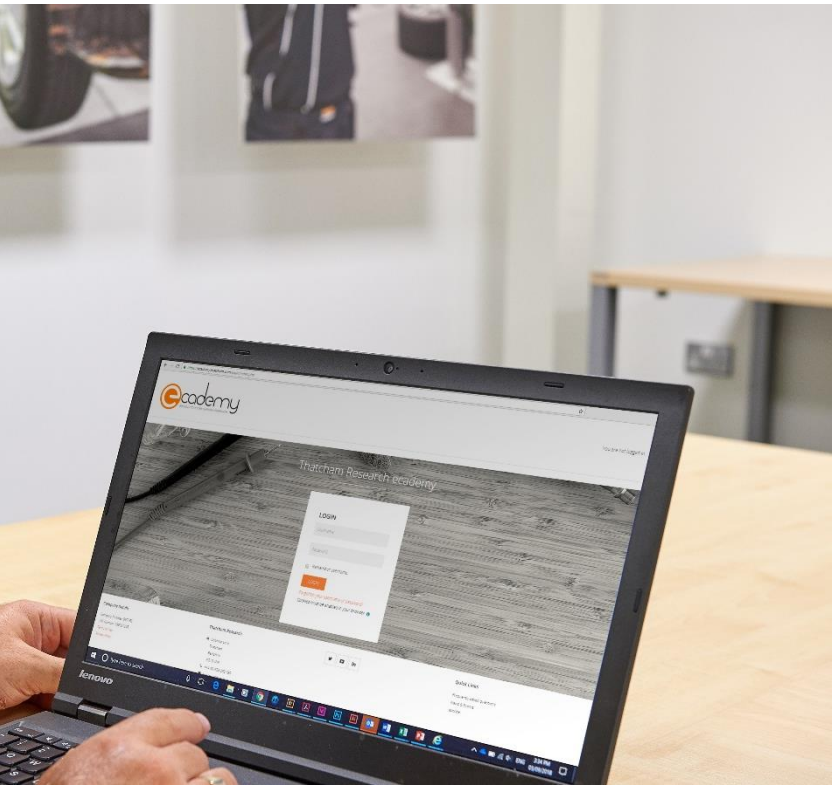
Repairability

- Repair scenarios that don’t appear to have been considered

Repairability

- Clear strategy on repair/replace
- Using existing and/or consistent diagnostic kit
- Clear & prompt availability of components

- Available training, specific for body repair



Specific for body repair

- Unique risks
- Safe recovery without consequential damage
- Making safe
- Heat!
- Repair and reinstatement

Apprentice/trainee

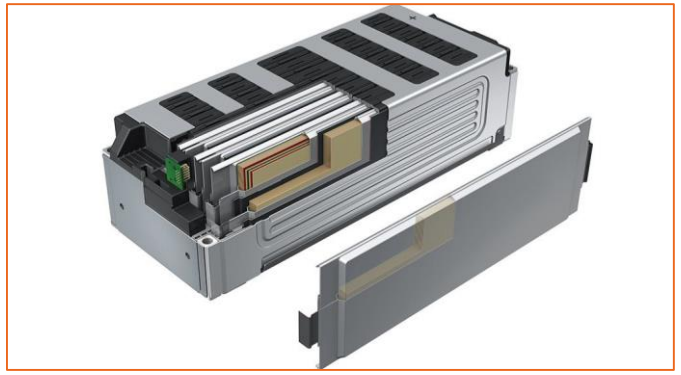
Junior technician

Senior technician

Master technician

The Future

Future Focus



availability

- Common parts (modules) & training across platforms and/or brands?

Diagnostics

- Accessible diagnostics for battery health

Repairability

- Continued focus on D&R impact of new technologies


Thatcham
Research
1707ENF
FOR SAFER CARS
EURO NCAP
Thatcham
Research
SAFER CARS. FEWER CRASHES

Thank you

Session 4 – Alistair Warden, Towergate

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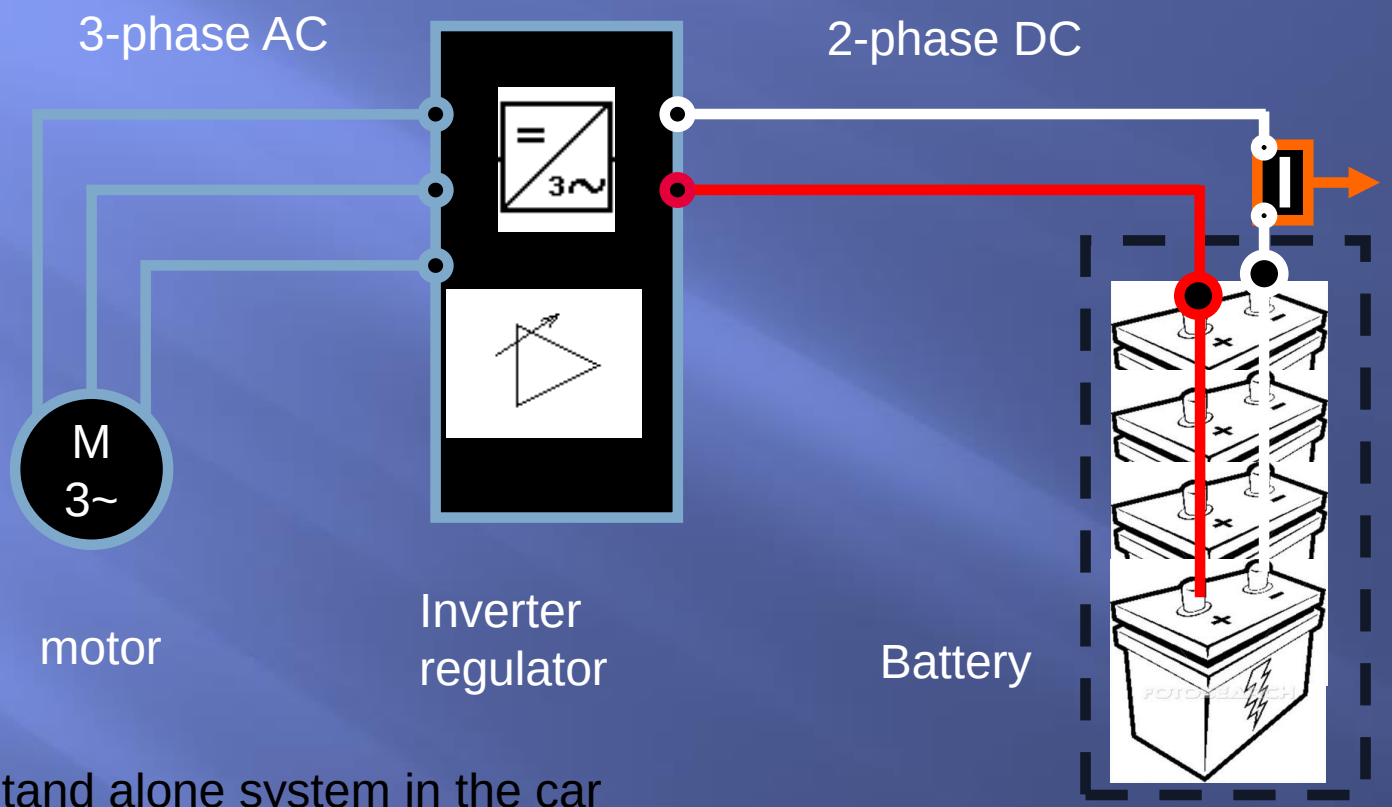
Electric Vehicles

Insurance market insight

Alistair Warden ACII
MD Corporate Motor

7th February 2019

HIGH VOLTAGE CIRCUIT



- Stand alone system in the car
- Isolated from 12V system
- Charging of 12V battery
- Pilot-cables and main contactor switching via 12V system

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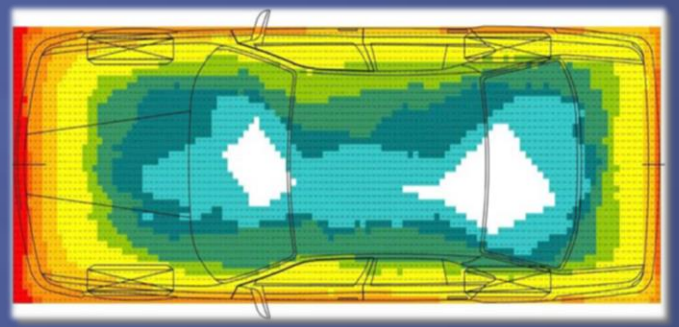
SAFE BATTERY LOCATION

- GIDAS-analysis of intrusions after accidents with bodily injury show low probability of intrusions above the rear axle and in the vehicle's center
- BEVs and PHEVs typically have batteries between the axles
- HEVs have their batteries beneath or behind the rear seats



BEV	Battery Electric Vehicle
HEV	Hybrid Electric Vehicle
PHEV	Plug-in Hybrid Electric Vehicle

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HV HARNESS PLUGS/CONNECTORS

Secure contact mandatory

- Contact pressure needs to be guaranteed – screws or interlocks necessary
- Wires have to transport high currents of some 100 A
- All HV wiring needs to be shielded due to high frequent power peaks
- Shielding provides a method to control for isolation issues
- Currently no repairs allowed for HV harnesses

HV cables and connectors are always orange

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VEHICLE ASSESSMENT

Deactivation necessary?

- Do not touch damaged cars that are not in a safe condition
- Status indication on the dashboard?
- Severely damaged vehicles – ask for confirmation that the HV system is deactivated
- OEMs generally provide criteria for inspection of battery
  - Diagnosis tester (documentation of damage/condition/claim)
  - mechanical damage
  - connectors, case/housing, blow-out discs

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CLAIMS EXPERIENCE

AZT GERMAN STUDY 2017

General findings

- EVs have low mileage (significantly lower than ICE)
- EVs have more accidents in cities and suburbian areas
- EVs have an untypical high share of high repair costs or total losses
- Average age of damaged cars is 1.6 years.
- According to market data EV‘s claims frequency is lower but costs are higher than average

Other data

- 3 cases of lightning strike, all not affecting the vehicle itself (charger, cable)
- 5 cases of car fire, always external ignition (4 arson)
- 6/288 or 2% cases required repair to the HV system

ICE Internal combustion Engine

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LEASED BATTERIES

Leased Battery?

- Renault and Nissan lease batteries to the vehicle owner.
- This does not pose any issues for a standard repair however issues arise regarding ownership when a vehicle is deemed a total loss.
- The insurer will take ownership of the of the salvage but the battery remains property of the lease company. This poses extra cost in removing the battery and a reduction in salvage values due to the salvage not having a battery fitted.

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CLAIMS HANDLING

- Claims to EV are less frequent but more expensive compared to ICE vehicles. The higher costs can be attributed to investment in training and equipment, higher labour rates due to the low number of qualified repairs (supply and demand).
- Cycle times typically longer due to parts availability as a result of the low number of vehicles currently in the marketplace.
- Data shows that very few repairs to the HV system however there is often the need to deactivate the HV systems for repair
- Car fires have been seen however compared to ICE vehicles EVs provide at least the same level of safety
- Where the battery or the HV system is potentially damaged, special requirements issued by the OEM are available and have to be adhered to.
- Total loss vehicles with leased batteries claims handling can be complex and more costly than ICE

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MARKET PENETRATION

- The last four years have seen a remarkable surge in demand for electric vehicles in the UK – new registrations of plug-in cars increased from 3,500 in 2013 to more than 192,000 by the end of December 2018.

- By the end of 2018, more than 60,000 plug-in cars had been registered over the course of the year - a new record. This significantly improved upon the previous record, set in 2017, increasing it by more than 13,000 units.

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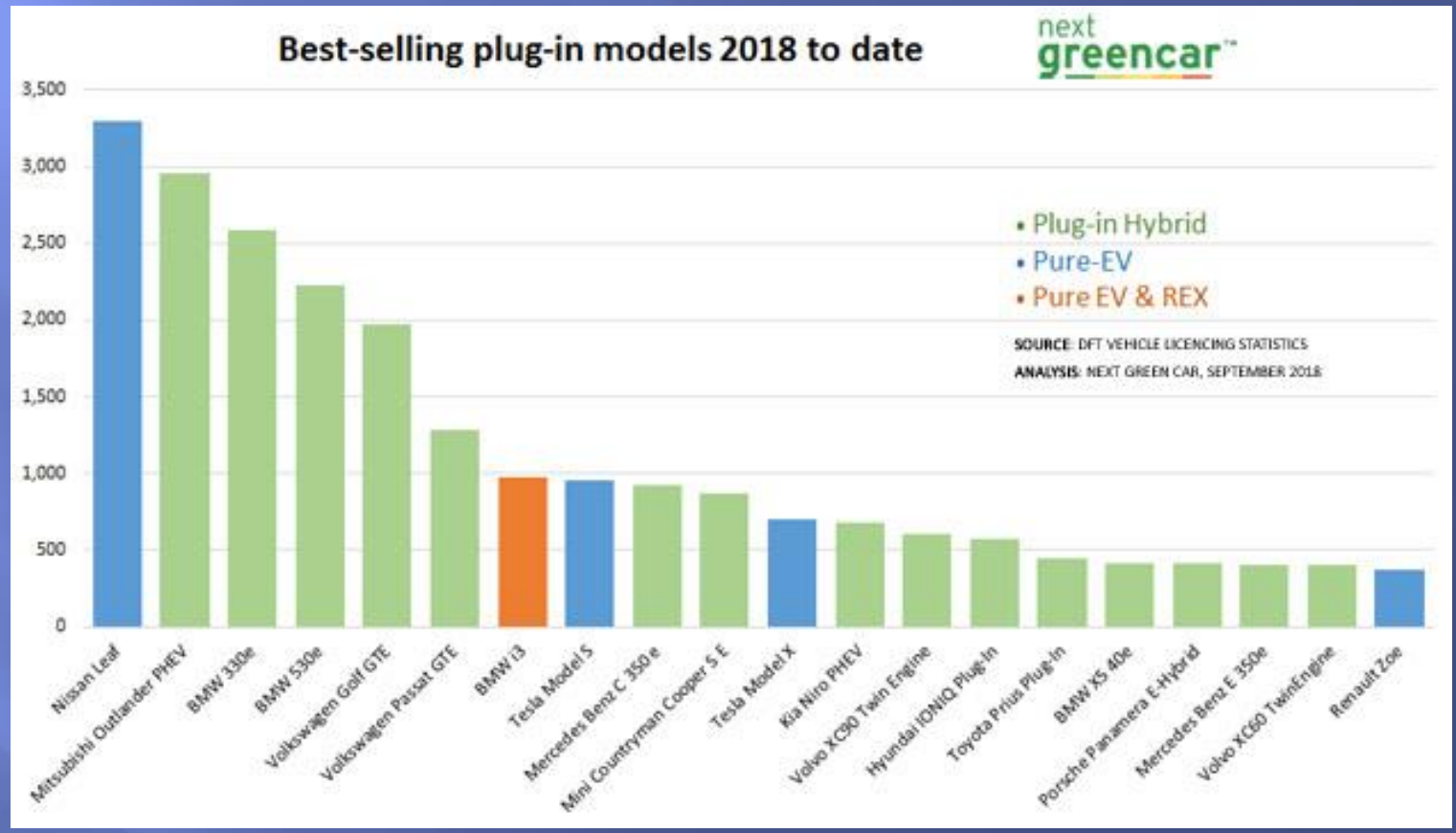
BEST SELLING MODELS



Plug-in hybrids have rapidly taken the majority share of the electric car market - currently sitting at 68%. From accounting for less than a third of plug-in sales at the beginning of 2014, four years later they represent two out of every three plug-in cars sold by the end of Q2 2018.

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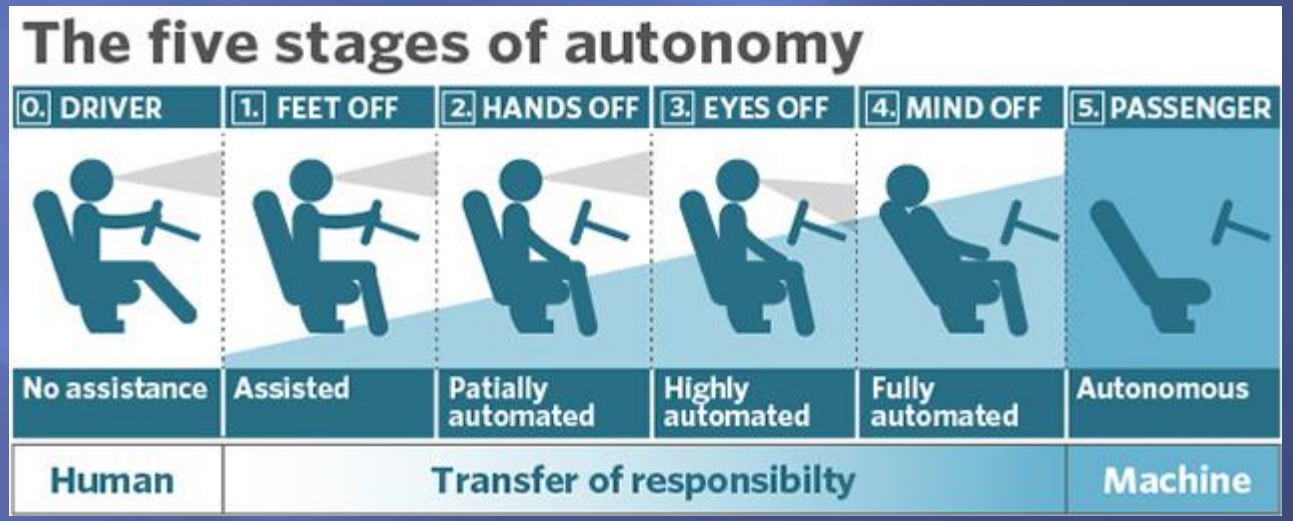
Other emerging trends

- Parts even on modest vehicles are increasing in cost – many have assisted braking technology in bumpers and windscreens
- Windscreen costs increasing
- The Brexit effect
- Theft
- Personal Injury costs
- Autonomous vehicles

Autonomous Vehicles

- The 6 levels of automation
- The legal situation
- Data
- Customer confusion



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WHY
WHICH
?
WHEN

Session 5 – Michael Cutts, POD Point

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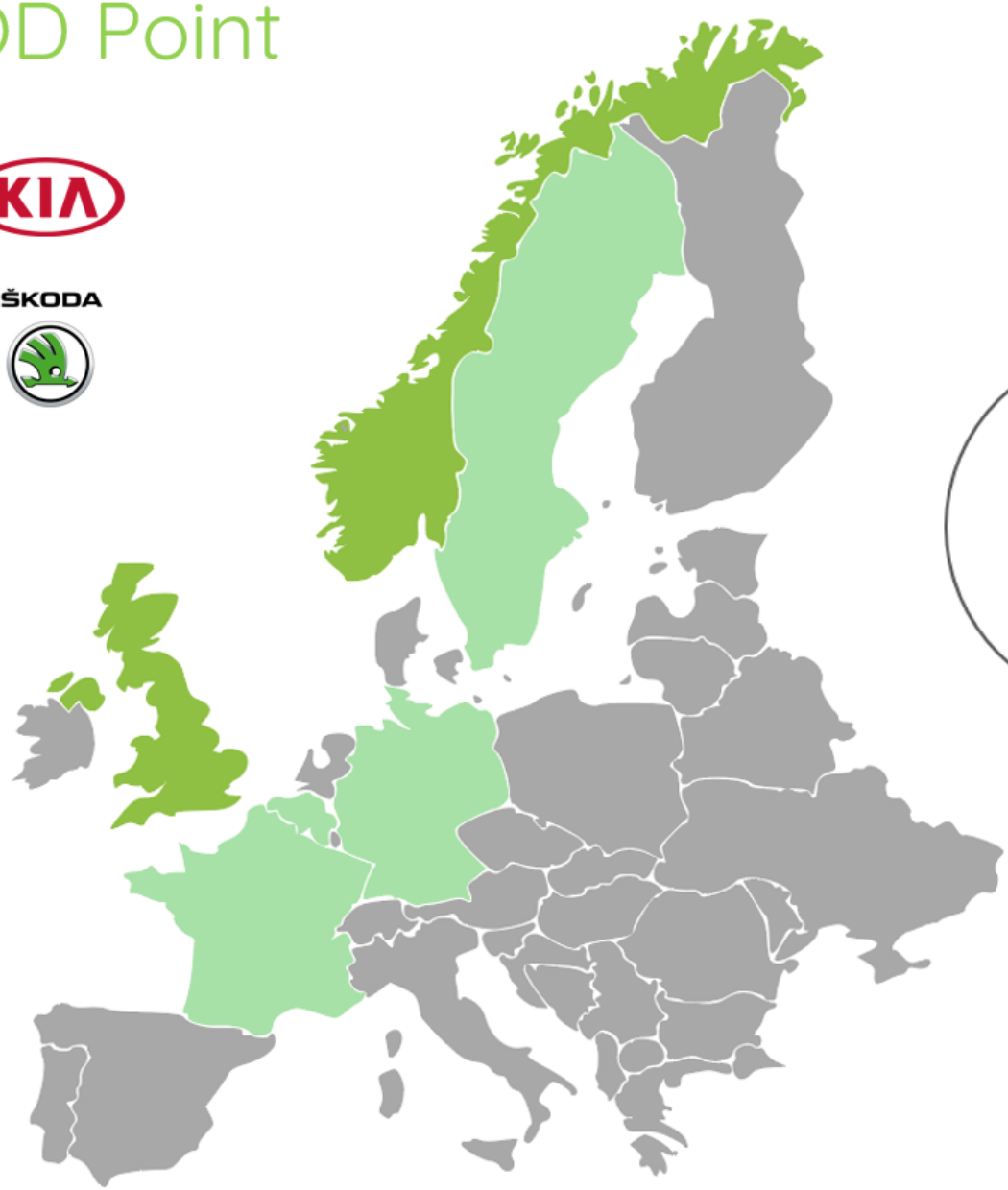
pod POINT

Topics

- Current EV market
- Electric vehicle launches
- Driver charging behaviour
- Developments in charging points
- Current barriers to adoption for Leasing & Rental
- EV market projections

POD Point



Home Installs
60,000+
Public Points
2,200+
Active Dealers
750+

pod POINT

Market Overview

202,000

Plug-in **Cars**

Reg. UK Jan 2019 (Approx)

10,000

Plug-in **Vans**

Reg. UK Jan 2019 (Approx)

120

Plug-in **Models**

Jan 2019 (Plus variants)

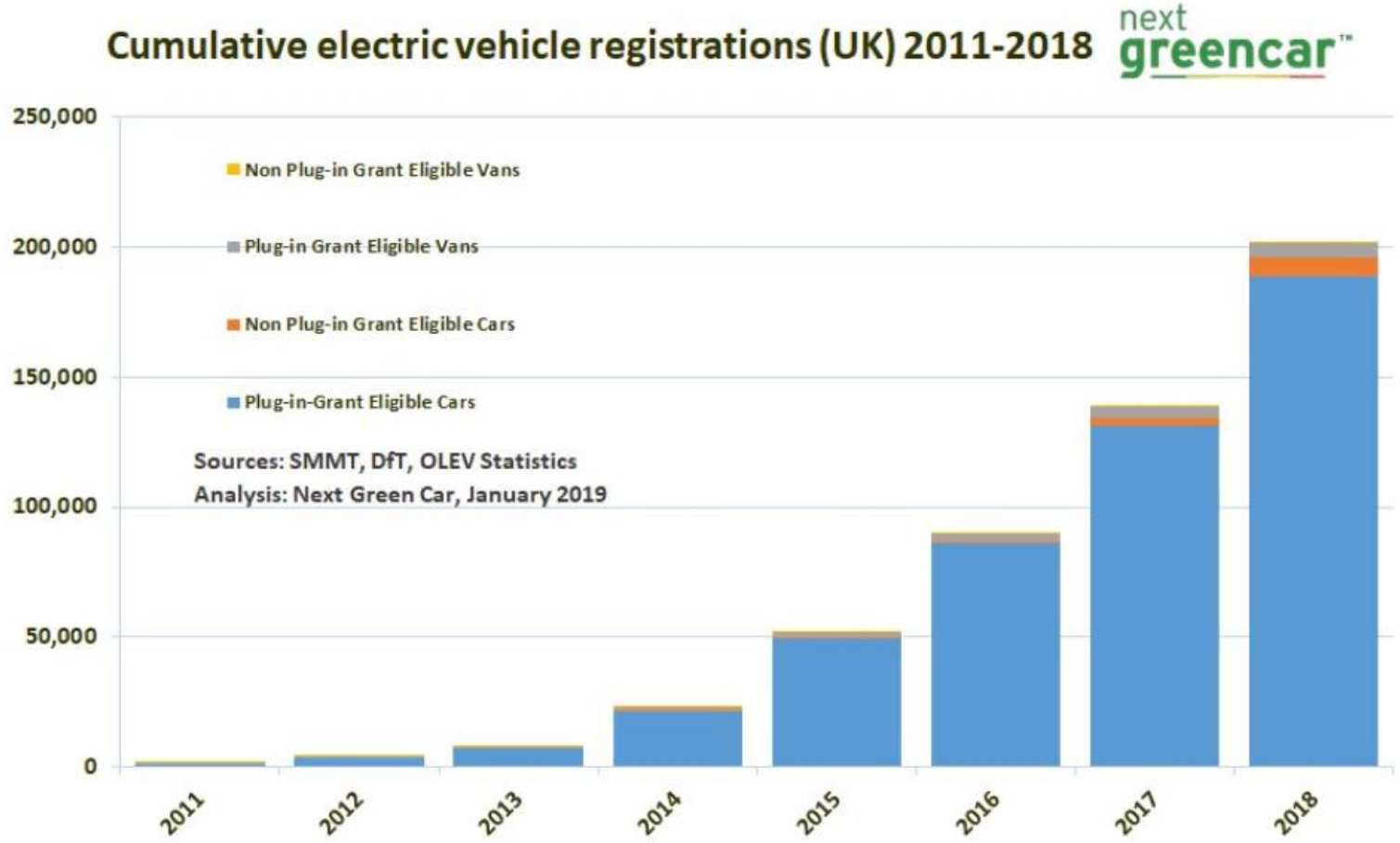
18,685

Public Charging Connectors

Jan 2019

Source: http://www.nextgreencar.com/electric-cars/statistics/

Market Overview



Source: SMMT, OLEV, DfT Statistics; Analysis: Next Green Car, January 2019.

Over 60,000 plug-in cars were registered in 2018, which was a record year and accounted for 2.5% of UK registrations.

New EV's

Manufacturer	Model	EV Type	UK Launch Date
Audi	e-tron	BEV	Q1 2019
Audi	e-tron Quattro SUV	BEV	Q1 2019
BMW	330e	PHEV	Q1 2019
Faraday	FF-91	BEV	Q1 2019
Kia	Soul	BEV	Q1 2019
Kia	e-Niro	BEV	Q1 2019
Nissan	LEAF (64 kWh battery)	BEV	Q1 2019
Skoda	Superb	PHEV	Q2 2019
DS	DS 7 Crossback E-Tense	PHEV	Q3 2019
MG	ZSE	BEV	Q3 2019
Ssangyong	Korando	BEV	Q3 2019
Volvo	S60	PHEV	Q3 2019
VW	Golf GTE (Mk 8)	PHEV	Q3 2019
Aston Martin	Rapid E	BEV	Q4 2019
Audi	e-tron Sportback SUV	BEV	Q4 2019
Citroen	C5 Air Cross	PHEV	Q4 2019
DS	DS 3 E-Tense	BEV	Q4 2019
Mini	Mini E	BEV	Q4 2019
Mercedes	EQC	BEV	Q4 2019
Peugeot	208	BEV	Q4 2019
SEAT	e-Mii	BEV	Q4 2019
Skoda	e-CitiGo	BEV	Q4 2019
Tesla	Model 3	BEV	Q4 2019
Harley-Davidson	Livewire	BEV	Q3 2019

pod POINT

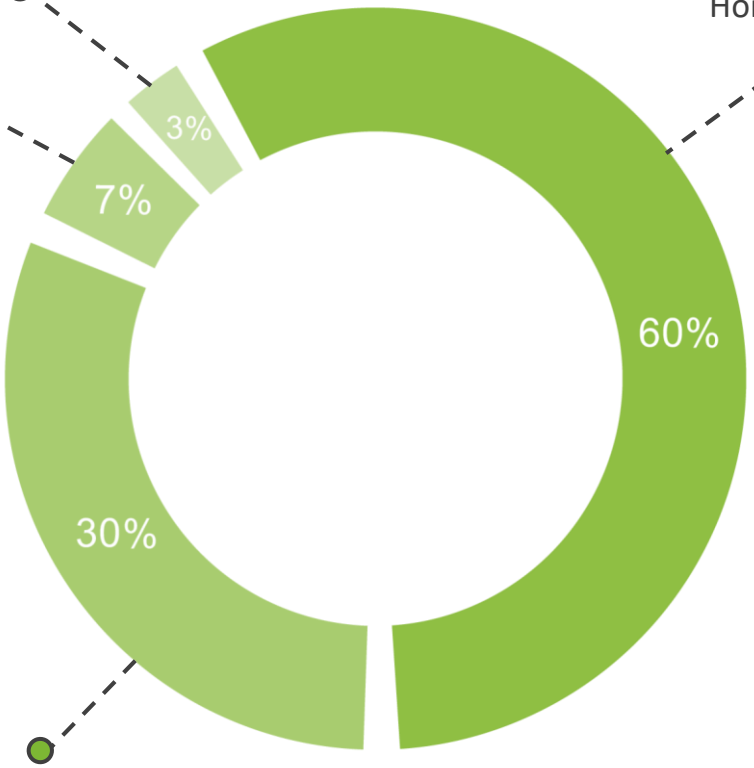
Ecosystem

En-Route Charge

Destination Charge

Home Charge

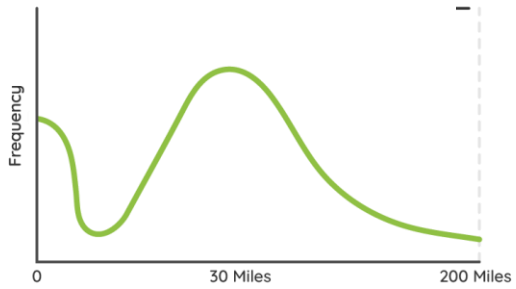
Workplace Charge



EV charging is a top-up model, like a mobile phone

1.5

Net 1.5 charge points per EV



Miles Driven/Day

Charge Point Types

Solo

Twin

Rapid

TESCO Partnership

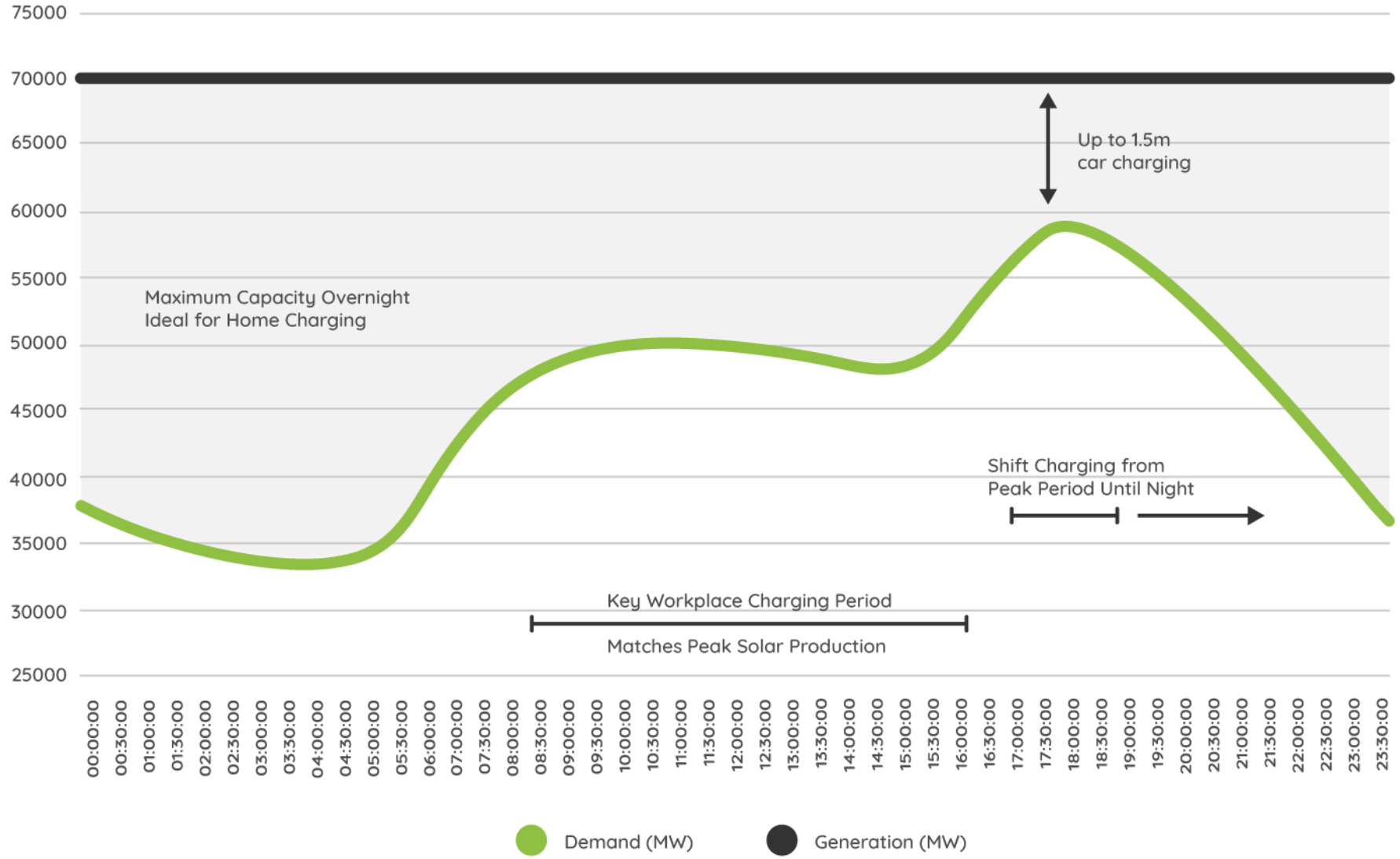
- Pod Point, VW and Tesco to roll out 2,400 EV charging bays by 2020
- 600 Tesco Extra and Superstore car parks
- 7KW fast chargers - free to use
- 50kW rapid chargers - PAYG (market rates, contactless cards)
- Universal chargepoints

"This partnership represents a 14% increase in the number of public charge bays in the UK and is a monumental day for electric vehicle drivers. It is a massive leap forward for the UK and a significant step in our mission to put a Pod Point everywhere you park."

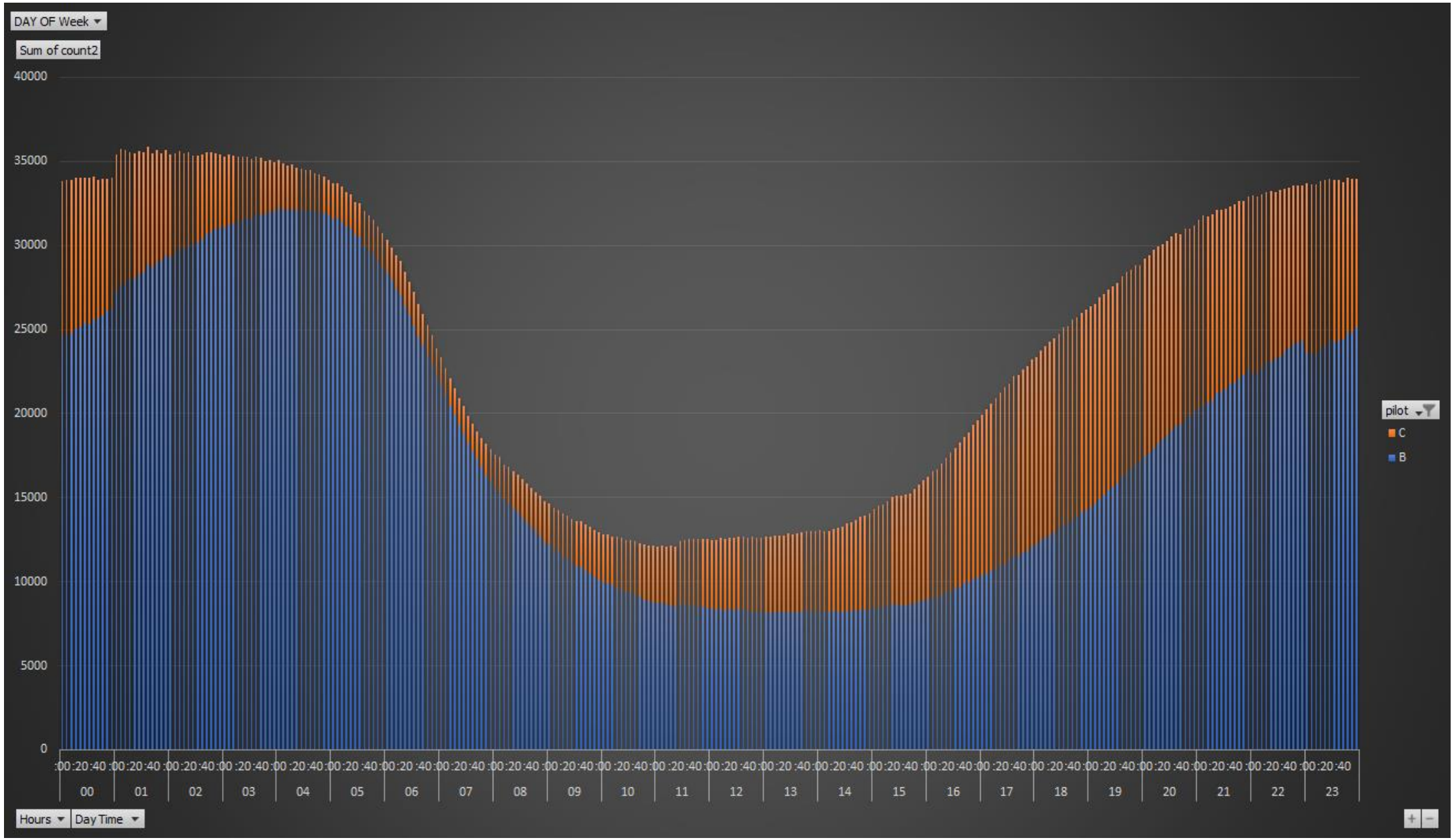
Erik Fairbairn – Pod Point CEO

Is there enough electricity?

Typical 24hr Winter Demand vs Generation (MW)



Plugged in Standby vs Charging



Shorter Term Opportunities for Smart Charging

1. Time Shifting

Moving default charging to periods of low demand, override available on demand (may incur premium);

2. Maintain customer convenience

Use flexibility to ensure reduced and/or delayed charging doesn't inconvenience drivers;

3. Managed charging start

Ensure charging is staggered to prevent sudden demand surges;

4. Incentivisation

Increased prevalence of time of use tariffs (even more Economy 7)

5. Universality

Need to ensure dumb chargers are phased out. Limit draw of dumb chargers to ~16A?

Longer Term Opportunities for Smart Charging

1. Time Shifting

Moving default charging to periods of low demand and/or high renewable supply;

2. Maintain customer convenience

Use known customer flexibility to ensure reduced and/or delayed charging doesn't inconvenience drivers;

3. Managed charging start

Ensure charging is managed to prevent sudden demand surges;

4. Incentivisation

Genuine market mechanisms at grid, network and energy market level to incentivise customers appropriately; and

5. Universality

Commercial incentives should ensure smart charging is financially compelling over dumb charging.

From EV to the new energy Ecosystem

EVs engage consumers in the world of energy at the dawn of:

- Ever increasing renewable generation and huge proliferation of micro-generation;
- Deployment of grid level and micro storage; and
- The transition from DNO to DSO; and
- At the twilight of conventional generation.

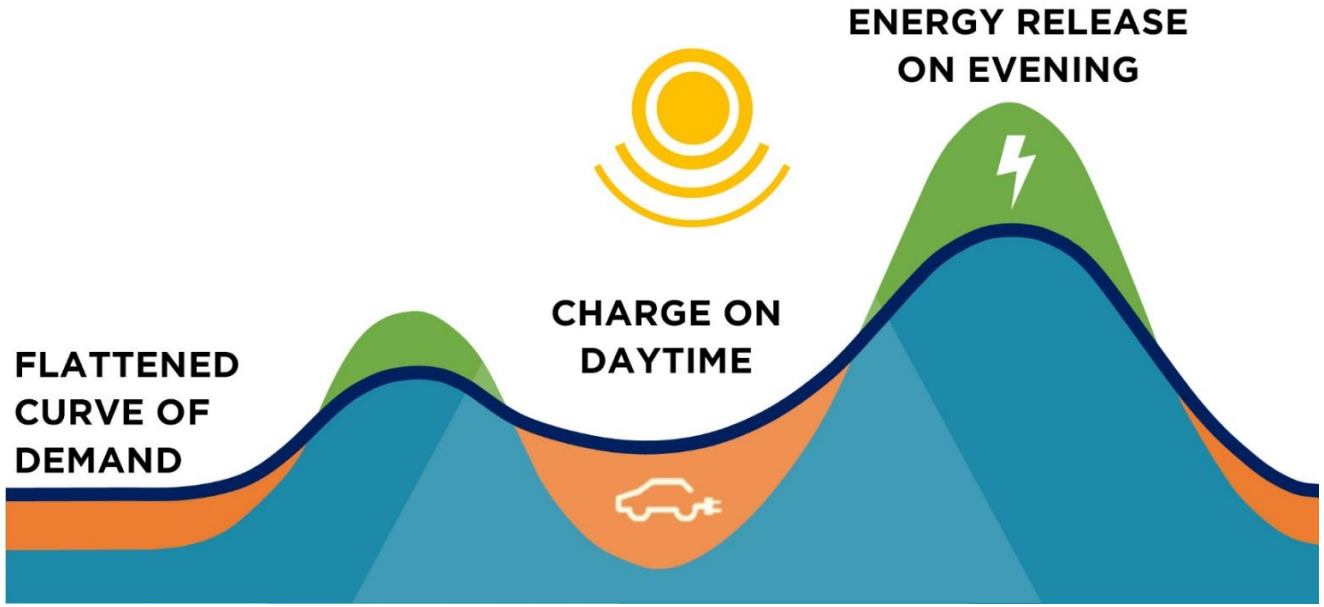
This means EV drivers become key energy stakeholders, can own their own energy ecosystem.
Become “prosumers”!

Energy storage

The development of battery tech means consumers will be able to store energy domestically, greatly with intermittency of renewables.

Fixed Storage vs. Vehicle-to-Grid

- V2G cheaper - buy one battery!
- But different usage cases for domestic/EV cells; and
- Car not always at home!



Leasing and Rental Partnerships

LEX AUTOLEASE

VOLKSWAGEN FINANCIAL SERVICES UNITED KINGDOM

ogilvie FLEET

total motion vehicle management

easylease

tch

vanarama

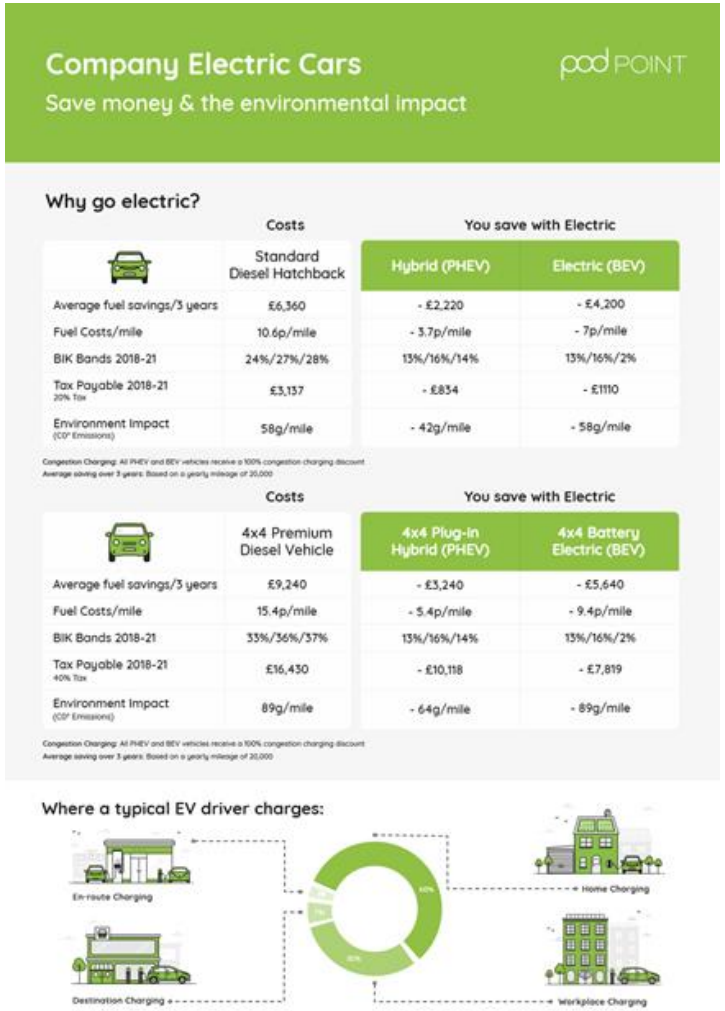
united rentalsystem

Dawsongroup plc

Europcar

Pod Point Fleet Solutions

- Fleet decision maker and company car driver guides.
- RFID as an option for pool car/van fleets.
- Bespoke Electrification Strategy Tool (BEST).
- Eco-system reporting – home, work, public charging in MIS system.
- Integration with OEM fleet teams to help develop mutual opportunities.
- ANPR trial with DHL
- App based personal / business expense allocation.



Company Electric Cars

Save money & the environmental impact

pod POINT

Why go electric?

	Costs	You save with Electric	
	Standard Diesel Hatchback	Hybrid (PHEV)	Electric (BEV)
Average fuel savings/3 years	£6,360	- £2,220	- £4,200
Fuel Costs/mile	10.6p/mile	- 3.7p/mile	- 7p/mile
BIK Bands 2018-21	24%/27%/28%	13%/16%/14%	13%/16%/2%
Tax Payable 2018-21 20% Tax	£3,137	- £834	- £1110
Environment Impact (CO² Emissions)	58g/mile	- 42g/mile	- 58g/mile

Congestion Charging: All PHEV and BEV vehicles receive a 100% congestion charging discount
Average saving over 3 years: Based on a yearly mileage of 20,000

	Costs	You save with Electric	
	4x4 Premium Diesel Vehicle	4x4 Plug-in Hybrid (PHEV)	4x4 Battery Electric (BEV)
Average fuel savings/3 years	£9,240	- £3,240	- £5,640
Fuel Costs/mile	15.4p/mile	- 5.4p/mile	- 9.4p/mile
BIK Bands 2018-21	33%/36%/37%	13%/16%/14%	13%/16%/2%
Tax Payable 2018-21 40% Tax	£16,430	- £10,118	- £7,819
Environment Impact (CO² Emissions)	89g/mile	- 64g/mile	- 89g/mile

Congestion Charging: All PHEV and BEV vehicles receive a 100% congestion charging discount
Average saving over 3 years: Based on a yearly mileage of 20,000

Where a typical EV driver charges:

Barriers to EV adoption for the Leasing and Rental Industry

1. Supply

OEM's control the market

2. Holding Cost

Low Tactical OEM discount / Unstable RV's / Unpredictable Grants

3. Customer Profile

Typically higher mileage drivers on fleets - range anxiety and PHEV practicality

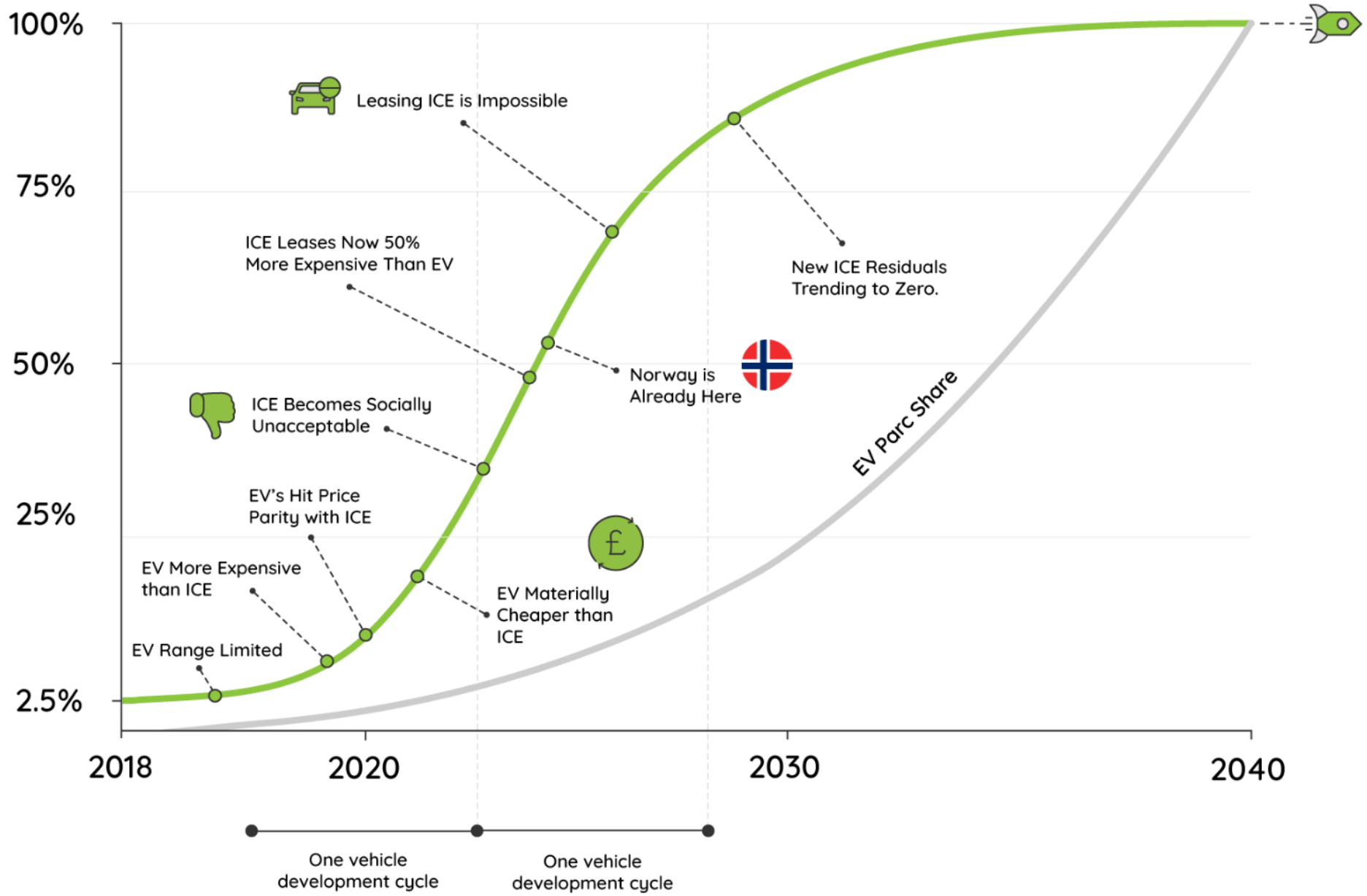
4. Awareness

Recognition of pace of change

5. Education

Knowledge gap within business

EV Adoption


100%
75%
50%
25%
2.5%
2018
2020
2030
2040
Leasing ICE is Impossible
ICE Leases Now 50%
More Expensive Than EV
New ICE Residuals
Trending to Zero.
Norway is
Already Here
ICE Becomes Socially
Unacceptable
EV's Hit Price
Parity with ICE
EV More Expensive
than ICE
EV Range Limited
EV Materially
Cheaper than
ICE
EV Parc Share
One vehicle
development cycle
One vehicle
development cycle

Michael Cutts
Head of Homecharge, Fleet & Leasing
Email: michael.cutts@pod-point.com

Session 5 – Nora Leggett, BVRLA

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‘Skin in the Game’

BVRLA

Our Plug-in Pledge

By 2025, the UK rental and leasing sector will increase its annual purchase of new plug-in vehicles from **17,000** to **300,000** per year. The industry’s share of annual plug-in hybrid and pure EV registrations will rise from 36% to 60%.

As a result, BVRLA members’ total plug-in fleet will rise during this period, from **50,000** vehicles today to **720,000** in 2025.

bvrla.co.uk

“We want to work in partnership with industry and businesses to make these shared ambitions a reality, so we welcome the commitment made by BVRLA today.”

Transport Minister Jesse Norman, July 2018

Car rental companies plug into electric

Car rental and leasing firms have pledged to increase their fleet of plug-in vehicles from the current 50,000 to 720,000 by 2025.

The commitment was made by the British Vehicle Rental and Leasing Association (BVRLA) on behalf of its 900 members. The sector is responsible for one in eight cars on UK roads, according to the trade body.

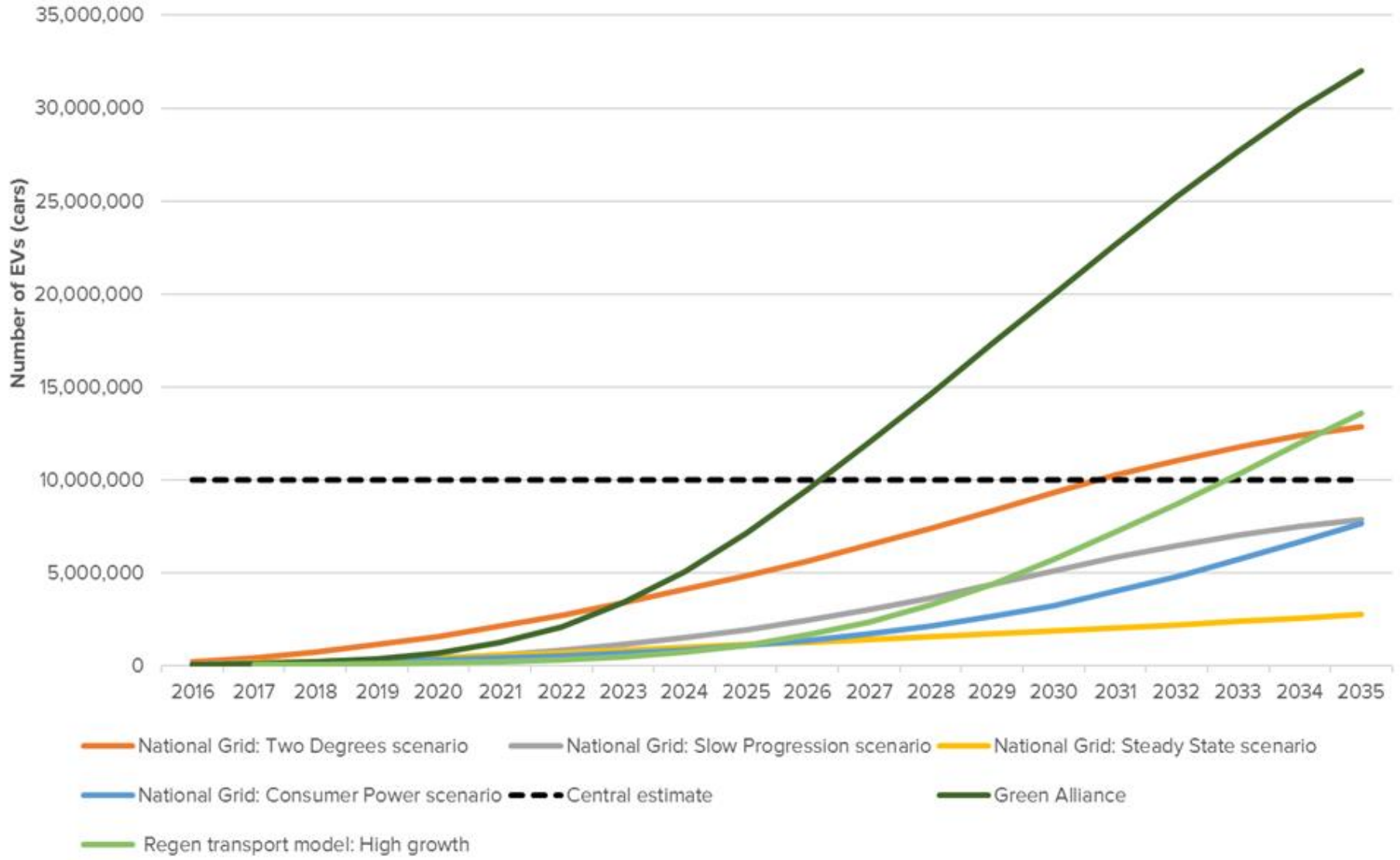
The target to make at least half of new car sales ultra-low emission by 2030 was included in the Government’s recently published Road to Zero Strategy. The BVRLA warned that its pledge on hybrid and electric cars depends on ministers providing more support for adopting the technology.

This includes bringing forward plug-in company car tax incentives from 2020.

Gerry Keaney, the chief executive of BVRLA, said: “Fleets are ready to make a large-scale transition to zero-emission motoring, providing that the Government can match their ambition with a supportive tax regime and more help with charging infrastructure.”

BVRLA

Projections of EV growth in UK



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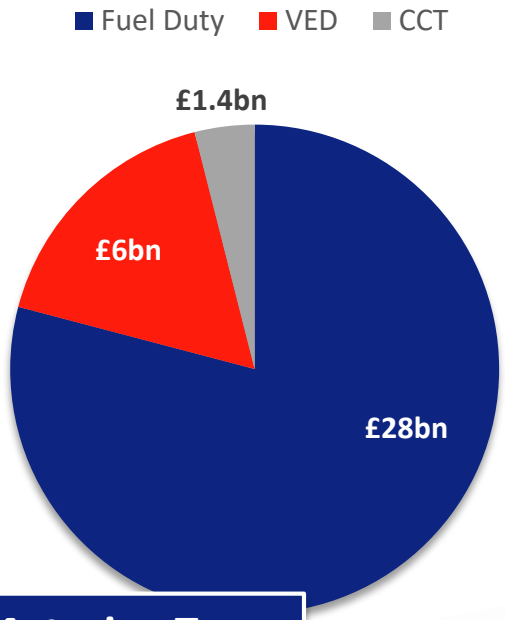
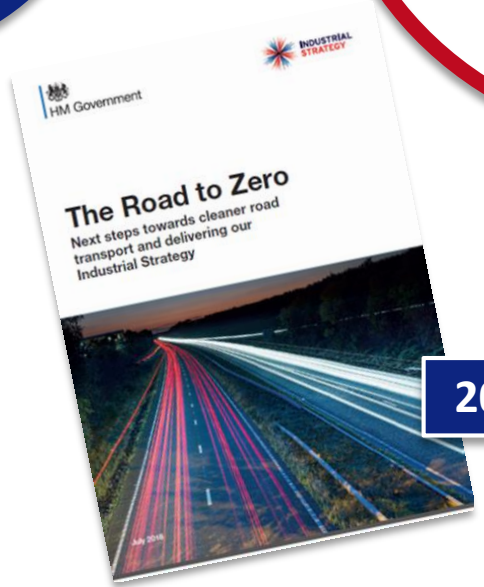
Source: Cornwall Insight

Zero-emission road transport considerations: Tax

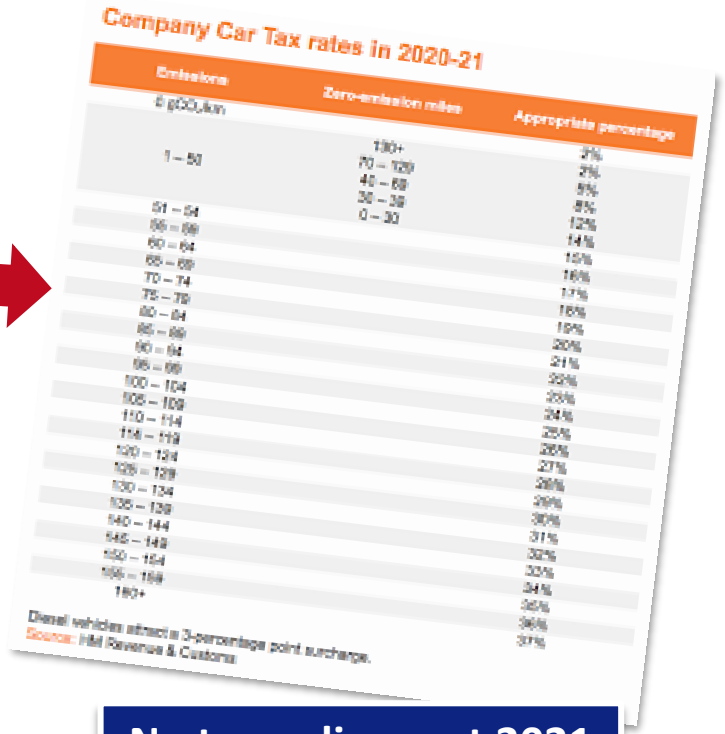


Main Motoring Taxes

HM TREASURY



2030 targets



No tax policy post 2021

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Zero-emission road transport considerations: 'Urban Mobility'

"**Mayor** sets 2020 timetable for London Zero Emission Zones"

"... plan to make the entire **Uber** fleet in the capital electric by 2025."

"**Zipcar** targets 800,000 Londoners using 9,000 shared EVs by 2025"

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Panel Session

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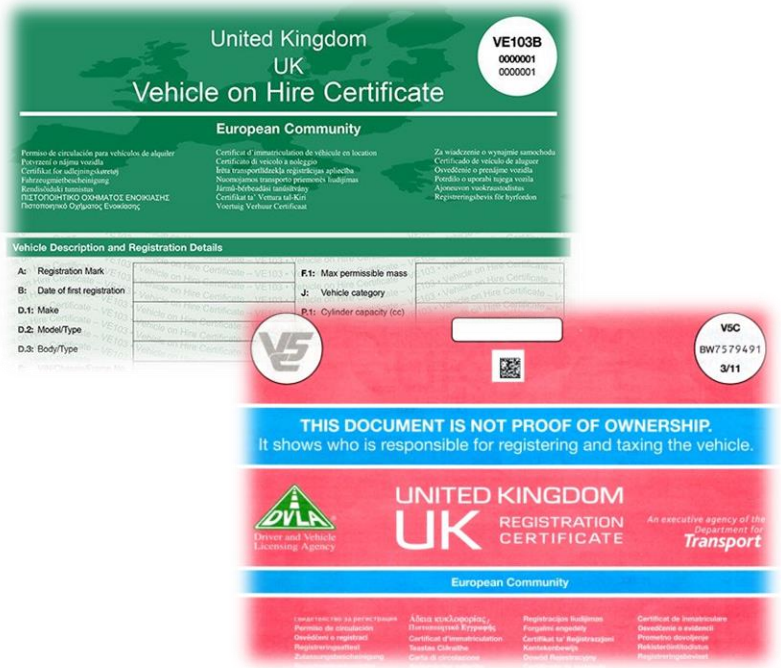
BVRLA Update

- Vehicles travelling abroad and VE103
  - https://www.gov.uk/taking-vehicles-out-of-uk/for-less-than-12-months
  - uk-drivers-of-rental-and-leased-vehicles-still-require-ve103-certificates.html
  - abi-issues-motor-insurance-advice-in-the-event-of-no-deal.html
- BVRLA IMI Accreditation and e-Learning
- Fair Wear and Tear
- WLTP
- Annual Dinner 2019

Vehicle Documents



- Nothing's changed. Deal or no deal, your customers hiring / leasing a vehicle abroad **will need** to have a 'Vehicle on Hire Certificate' (VE103B) when driving abroad for less than 12 months.
- All other motorists will need to carry their V5C document while travelling abroad.

Action Required:
Ensure all customers have the relevant documents when taking a vehicle abroad.

BVRLA

As the trade body for the vehicle rental and leasing industry, the BVRLA provides VE103B certificates to its members. Should you need to place an order contact BVRLA Member Services Executive, Laura Birdsey.

bvrla.co.uk

Driving Abroad

UK Driving Licences:

- From 29 March 2019, drivers from the UK will need extra documentation to drive in the EU and EEA.

- UK drivers may also need an international driving permit (IDP) to drive in the EU and EEA.

Action Required: Communicate to customers an IDP is required to drive in the EU.

Insurance:

- A physical copy of a Green Card is required.

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BVRLA IMI Technical Customer Service Accreditation

Benefits

For the individual:

Following accreditation, candidates are noticeably more motivated and engaged, demonstrate improved teamwork and evidence enhanced customer service ratings.

For the employer:

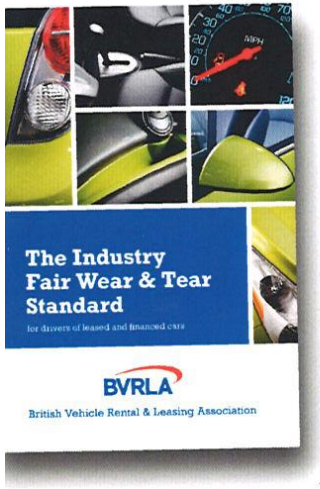
In supporting their staff in attaining this accreditation, BVRLA members enjoy better staff retention, higher customer service standards and improved work output. Staff receive written feedback which serves to appraise performance and identify opportunities for career progression.

https://www.bvrla.co.uk/training/courses.html

BVRLA

Updating the Car Fair Wear & Tear Standard

BVRLA Director of Member Services Nora Leggett is leading a review of the Fair Wear & Tear Standard for cars. She would welcome members' views on proposed amendments relating to nine areas that have been identified by the review panel as needing improvement.



The review panel includes representatives from ACFO, ALD Automotive, Lex Autolease, Arval, Hitachi, Tusker, VWFS, JCT 600, PSA Finance, Mercedes Benz Financial Services, LeasePlan, Avis Budget, Zenith, Wessex Fleet, The AA, the RAC, BCA, Manheim, Hudson Kapel, VRA, RMIF. ◆

The BVRLA would like to hear the views of as many

What needs to be addressed?	Possible solutions:
Customers are not aware of their responsibilities for maintaining the vehicle and the condition of the vehicle when returned.	› Provide an app, more web content and advice. › Provide more self-appraisal tools, eg measure tool. › Provide clear and transparent communications throughout the supply chain, plain language and clear explanations about the type of contract and why we have end-of-lease charges.
Customers have no idea about repair costs and often dispute end-of-lease charges.	LeaseCo advises its customers how charges are derived, eg industry standards, such as Audatex, Glassmatics, Thatcham – this adds authenticity.
Increasing number of customer-maintained contracts means that contact with the customer can be non-existent. Customers are motivated by price.	Missed services, particularly with software downloads, can affect the vehicle's performance and the re-sale value. Customers MUST provide evidence that the vehicle has been maintained.
The concept of 'age and mileage' in relation to the end-of-lease standard is a difficult one. More BVRLA members are remarketing ex-lease cars.	'Age and mileage' is already a difficult concept. We don't need separate guidelines for older vehicles but need to ensure vehicles are inspected and have a condition report before re-sale.
Customers may have been advised very thoroughly at the start of their contract, but they forget or don't allow sufficient time to rectify any damage as the end of lease approaches.	Leasing companies should have more frequent, structured contact with drivers throughout the lease period, explaining and anticipating issues such as end-of-lease procedures.
Clocking: Press reports of increased incidents of clocking fraud.	Customers must self-declare their odometer reading at return and be advised of consequences of fraud.
Paintwork: Small areas of chipping, including door edge chipping, are acceptable. If the areas of chipping require the entire panel, bumper or trim to be repaired or repainted, the	Greater clarity required. It was proposed to replace with "chips up to 3mm in diameter are acceptable provided they are not rusted". 8 chips for each forward-facing panel, 2 for all other panels.

WLTP – call for action

https://www.bvrla.co.uk/resource/bvrla-rallies-industry-response-to-vehicle-tax-consultation.html

As the closing date looms on government's consultation Review of WLTP and vehicle taxes, the BVRLA and other leading trade bodies are making a collective call to industry to take action.

Concerned that government's continued lack of alignment of its taxation and environmental policies will result in a failure to remedy the current vehicle tax regime, the BVRLA is urging industry colleagues to **respond to the consultation** which closes on 17 February.

Annual Dinner

- Members can book individual places or a table of ten, at the same cost per head.

- The ticket includes pre-dinner drinks and a 3-course dinner with wine.

- With top entertainment, delicious food and the opportunity to network with industry colleagues, the BVRLA Annual Dinner is a ‘not-to-be-missed’ event, attended by around 1,000 industry leaders from across the vehicle, rental, leasing and fleet sectors every year.

Committee and Projects Update

Committee Discussions (21 November 2018):

- FCA Motor Finance Review – thematic review – now due March 2019
- WLTP and business car taxation
- Next TOM Committee: 27 February, Amersham
- Next TOM Forum: 16 May, Venue TBC

Final Thoughts

- Thank you to PSA Group for hosting today's forum
- Thank you to our speakers and you for participating in today's forum
- **TOM Feedback & Suggestions**: Please spend a few minutes to complete the feedback survey when you receive the email
- **Presentations**: Fran will email the link to download these from the BVRLA website tomorrow
- See you next time! 16 May 2019

BVRLA

Technical and Operational Management Forum

7 February 2019

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