

FLEXI NEWS



BUSINESS & INDUSTRY INSIGHTS

November 2024



PEUGEOT E-PARTNER TRIAL

Customer Relationship Manager, Priya, tested the e-Partner to assess and demonstrate its capabilities.

Read more of her thoughts [here](#)



PROTECT YOUR FLEET

Our latest blog covers record-high dangerous driving reports and the benefits of dashcams in fleet vehicles.

Read the benefits [here](#)



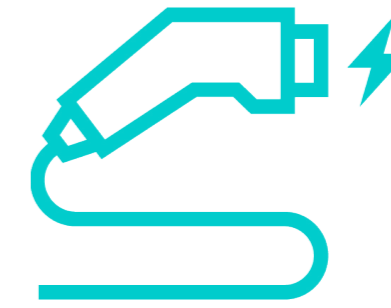
UK FLEET CHAMPIONS AWARDS

We were honoured to be recognised for our commitment towards road safety at the 2024 UK Fleet Champions Awards. Congratulations to the [winners](#)

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FLEXI NEWS

EV:IE ZONE ELECTRIC VEHICLE INFORMATION EXCHANGE



DEMONSTRATES CO₂ REDUCTIONS

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EV:IE supports fleets as they transition from internal combustion engines (ICE) vehicles, using data from a company's fleet and journey patterns (collected through telematics) to identify cars and vans that could transition to plug-in technology immediately, helping to create a longer-term transition plan.

EV:IE gives simple, actionable insights derived from a wealth of complex data that it can analyse. The unique vehicle evaluation tool provides a solid platform on which fleet managers can build their EV strategy.

A final vital element of the service is an environmental impact summary, with a full calculation of potential CO₂ savings from making the switch.

“EV:IE IS THE RESULT OF MORE THAN A YEAR OF DISCUSSIONS WITH FLEET OPERATORS. IT EMPOWERS A CONVERSATION BETWEEN FLEETS, MANAGEMENT AND SUPPLIERS ABOUT THE FUTURE, SO BUSINESSES CAN PREPARE FOR 2030 AND BEYOND.”

LISA SPONG SALES DIRECTOR

Analysis using EV:IE focuses on three areas:

EV RANGE

Uses daily driving patterns to cross check against currently available plug-in vehicles that deliver the required range, even considering the impact of payload and equipment

RECHARGING

Identifies daily charging requirements and provides valuable insights on optimum recharging time for managers

COST

Avoids 'greenflation' through a detailed cost comparison between ICE and EV establishing a clear TCO (total cost of ownership) – includes variables such as the proportion of public/private charging, speed of the charging service and tariff being used

BOOK A CONSULTATION WITH OUR IN-HOUSE EV EXPERTS AND START YOUR JOURNEY TODAY: evie@reflexvehiclehire.com

BUILD INTERNAL EV STRATEGY

INTEGRATED WITH TELEMETRY

CLEAR COST COMPARISON

EDUCATED FLEET OPERATORS



SUSTAINABLE INNOVATION ON ROAD

Welcoming an e-welfare van to our customer, Carnell

The Carnell e-Welfare van is an innovative, sustainably powered vehicle designed to provide essential resources and enhance the wellbeing of team members during long journeys or remote works.

Utilising a combination of battery and solar power, this electric vehicle supports a range of onboard electronics—from a microwave to heating systems and refrigeration—all while minimising its environmental footprint.

The e-Welfare van exemplifies a modern approach to sustainability, closely aligned with our core values of environmental responsibility and employee welfare.

It underscores the importance of maintaining both personal comfort and eco-conscious practices and through the integration of sustainable features, Carnell's e-Welfare van provides the tools necessary to prioritise employee welfare while actively reducing carbon emissions.

Key Features of the Carnell e-Welfare Van

The Carnell e-Welfare van comes equipped with various facilities to support employees in a safe and sustainable manner:

Internal Features:

Water System: Includes two 10-litre water containers (one for fresh water and one for waste collection), ensuring water needs are met responsibly.

Hot Water Boiler: A 2-litre boiler provides hot water for beverages or other needs.

Emergency and Safety Supplies: Outfitted with a first aid kit, a Deb unit, dry powder fire extinguishers, and paper towel dispensers to support health and safety.

Seating Area and Toilet: Provides comfortable seating and restroom facilities for convenience on long journeys.

External Features:

Reverse Camera with Mirror Monitor: Enhances safety with clear rear visibility.

Rear Step with Eyed Reverse Sensors: Improves manoeuvrability and safety during vehicle operations.

R65 Twin Amber LED Beacon: Mounted at the rear for visibility, ensuring the vehicle is easily noticed by other drivers.

White Noise Reverse Beeper: Includes a night-silent feature to reduce noise disturbance during late hours.

Through the integration of sustainable features, Carnell's e-Welfare van provides the tools necessary to prioritise employee welfare while actively reducing carbon emissions.



REFLEX RENEWABLE DRIVE

Customer Relationship Manager, Priya Keshwala, expresses her thoughts on the Peugeot e-partner

By 2030, an official ban on the sale of petrol and diesel cars will come into force, meaning thousands of companies will need to switch to a 100% zero emission vehicle fleet.

Priya Keshwala, Senior Sales Support Executive took the Peugeot e-Partner for a spin.

Exterior Design: Slick, Modern and Simple

The Peugeot e-Partner delivers a sleek and modern exterior design that catches the eye with its simplicity.

While it's not flashy, it has a professional and polished look that feels well-suited for both urban and commercial use.

The compact size makes it perfect for city driving, and the design is aerodynamic, which not only enhances the vehicle's range but also improves handling.

It's a van that looks understated yet refined, and the blend of practical design elements adds to its overall appeal.

Interior Design: Comfortable and Modern Features

Inside, the e-Partner is equally impressive. For a van, I was surprised at how comfortable the seating was, especially during longer journeys.

The cabin feels modern and well-equipped with all the necessary gadgets, such as Apple CarPlay and a flat steering wheel.

The flat steering wheel design was particularly useful for providing added comfort on extended trips, as I found it easier to handle and control.

Storage space is well thought out, with plenty of room for everyday essentials.

The area in the back is spacious enough for most business needs, and interior lighting in the back proved useful when working in darker conditions.

Driving Experience: Smooth, Responsive and Ideal for City Driving

The Peugeot e-Partner performed admirably across various driving conditions, including city streets, motorways, and country roads.

I found the van smooth and responsive, though I did notice that the battery drained more quickly when driving at higher speeds, particularly above 50mph.

While driving on the A46, where the road surface wasn't ideal, the van still managed to maintain a smooth ride, showcasing its solid suspension.

"What stood out to me the most was the comfort of the van. Despite being a commercial vehicle, it felt more like driving a car, particularly in terms of smoothness and ease of handling.

The seats were incredibly comfortable, and even after a two-hour journey, I didn't feel stiff or uncomfortable. The combination of comfort, modern features, and ample storage made it a pleasure to drive."

Range and Charging: Efficient but with Room for Improvement

With a range of around 200 miles, the e-Partner is well-suited for city driving and short commutes. However, when driving on motorways, the range did decrease slightly, particularly when travelling at higher speeds.

Charging was straightforward with both AC and DC charging options, though I did encounter a minor inconvenience – when charging the vehicle, I couldn't fully open the side door due to the charging cable being in the way. This made accessing the rear area a bit trickier during charging stops, so it's something to bear in mind that before you charge, ensure that if you need items out of the vehicle, to do so beforehand.

Technology and Convenience: User Friendly and Well Equipped

The 8-inch touchscreen was easy to navigate, and the dashboard instruments were simple and modern, making the technology in the e-Partner very user-friendly.

The wireless Apple CarPlay was a standout feature, as it automatically connected without any issues, making it easy to play music or navigate with Maps. The sound system was surprisingly good for a van, delivering clear and loud audio.

Another feature I appreciated was the electronic handbrake, which added a modern touch and was easy to use. The van also came with cruise control, though it wasn't adaptive, and rear parking sensors made manoeuvring in tight spaces much easier.

What I Liked Most: Comfort and Car-Like Driving

What stood out to me the most was the comfort of the van.

Despite being a commercial vehicle, it felt more like driving a car, particularly in terms of smoothness and ease of handling.

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The combination of comfort, modern features, and ample storage made it a pleasure to drive.

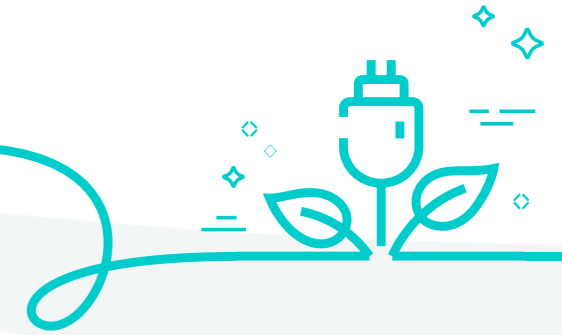
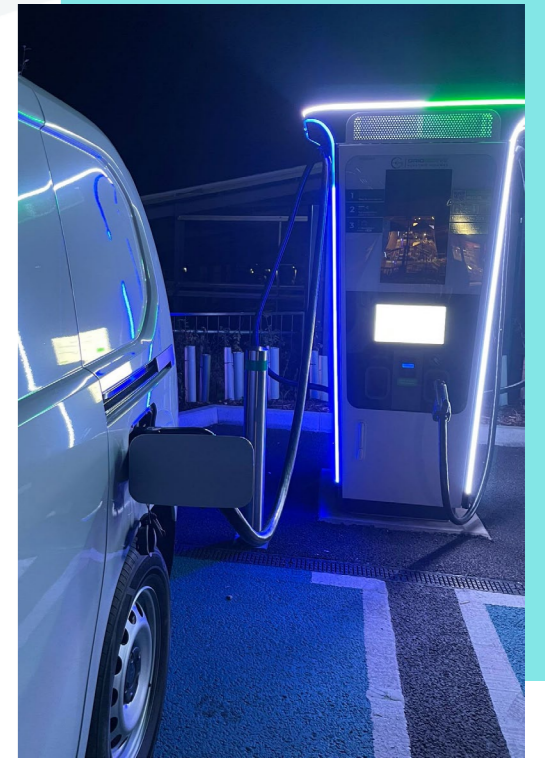
Room For Improvement: Charging and Side Door Access

The only downside I encountered was the placement of the charging port, which made it difficult to fully open the side door when the vehicle was plugged in.

This could be problematic for those who need regular access to the rear area while charging.

Additionally, I noticed that using the heating system while in eco-mode affected both range and comfort, as it took longer for the cabin to warm up.

Secure a quote today



MEMBERS OF THE TEAM BECOME CARBON LITERACY ACCREDITED

The Carbon Literacy Project

The Carbon Literacy Project are an organisation dedicated to promoting a unique understanding and action on climate change, carbon footprint and how you can play your part.

With a mission to empower individuals with the knowledge and skills to address carbon emissions, they cover essential topics such as climate change, carbon footprint and individual contributions.

Their aim is to enhance awareness of the carbon costs and impacts of daily activities, motivate participants and prove that we are capable of reducing carbon emissions, whether it be at a personal, community and organisational level.

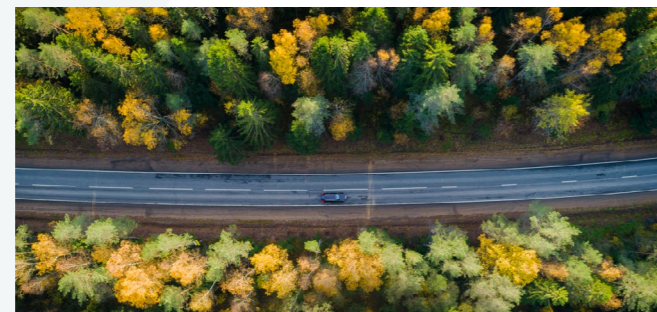


Recognising our commitment to sustainability through training from the Carbon Literacy Project

We're incredibly proud to have taken the next step towards a more sustainable future with training which helps Reflex staff in better supporting our customers with expert guidance when it comes to transitioning to electric vehicles.

Our Sales, Marketing and Fleet teams are officially carbon literate after taking part in the 2 half-day Auto Trader UK course in August.

This achievement signifies our commitment to fostering a sustainable future, and the first step to doing so is equipping our staff with the skills and knowledge needed to support customers on their personal journey to electric vehicles.



But what does it mean to be carbon literate?

- Empowering individuals and organisations with the knowledge to make informed choices which reduce our carbon footprint
- Understanding the impact of our actions on the environment
- Integrating sustainability into everything we do



Certified Carbon Literate



INDUSTRY INSIGHTS

Dangerous driving dashcam videos

Reports of dangerous driving has risen dramatically in 2024, with over 24,000 dashcam videos submitted to police via the National Dashcam Safety Portal (NDCSP) in the first half of the year.



Dashcams are increasingly popular telemetry tools, offering front and rear recording capabilities to capture and act as a crucial part of evidence in the event of an incident.

Dashcams help drivers lower insurance premiums by serving as witnesses. Additionally, many dashcams come with advanced features such as audio recording, with the option to be turned off, parking mode and theft deterrence, enhancing vehicle security.

At Reflex, we offer a range of telemetry products, including Flexicamplus which offers vehicle insights, real-time reports and instant alerts for incidents.

This telematics solution serves a variety of uses, including the compliance with congestion charges to meet the upcoming 2035 ban on new diesel and petrol vehicles announced in September 2023.

What are the benefits of fitting dashcams?

> Driver coaching. By leveraging the telematics data, fleet managers can pinpoint which drivers require additional coaching to enhance their driving habits through training programmes. Fleet managers are made aware of common driver behaviours, such as falling asleep behind the wheel, mobile phone usage and attention to surroundings and the road.

> Protection against fraudulent claims. Dashcams play a crucial role in countering false claims to defend against "Crash-for-Cash" scams, where fraudsters deliberately cause an incident. The visual documentation protects innocent drivers, ensures accountability in fraudulent circumstances and justice is served.

> Reduced insurance premiums: Insurance Premium Tax (IPT) applies to premiums, including those reduced through dashcam usage. By providing evidence which exonerates dangerous drivers and encouraging safe driving habits, fleet managers will notice a fluctuation in insurance premium tax rates.

> Enhanced security features. Some dashcams come with motion detection technology which automatically records when the vehicle is parked and stationary, the perfect opportunity to capture crucial footage of incidents such as theft attempts or "hit while parked" providing valuable evidence which could potentially aid in insurance claims.

How do you share dashcam footage?

Once an incident has occurred, dashcam footage can be shared with local police and your insurer, however the Crown Prosecution Service (CPS) has said not to share the footage online as it may affect any proceedings.

Almost all police forces in England and Wales, are using the National Dashcam Safety Portal (NDCSP).

You can upload footage from any dashcam or camera to the NDCSP. Your driver would also need to provide a written statement online.

Further actions

Once submitted, your local police will review your footage and driver's statement and decide which, if any, offences have been committed.

Depending on the outcome, the driver may have to do an online course, receive a fixed penalty notice or be summoned to court.

If the case goes to court, you will be contacted for further details, says the NDCSP.

Speak to a member of our team to discuss telemetry options

Contact Us

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GIVING BACK TOGETHER

Macmillan coffee morning



We are proud to have been supporting Macmillan over the years, with our dedicated team rallying each year to create an impressive assortment of delicious baked goods. From timeless classic cakes to indulgent éclairs, our annual bake sale unites our community and strengthens our shared sense of purpose.

This year, we are thrilled to announce that we raised an impressive **£141**, which will go directly toward Macmillan's essential work in providing critical care and support to individuals affected by cancer. Macmillan's services deliver vital assistance from expert medical advice to compassionate emotional support, ensuring that no one faces cancer alone.



MACMILLAN CANCER SUPPORT



A TIME TO REFLECT

Building a successful wellbeing programme



Our Mental Health Champions

During the first pandemic of COVID-19, Charlie, who now plays an active role as Mental Health Champion within Reflex, began researching the concept and shared the idea with our co owners, Oliver Waring and Lisa Spong, who was one of our first Mental Health Champions when we launched the initiative in August 2020.

Our trained Mental Health Champions hold weekly open door sessions where employees can talk about any difficulties they are facing and be reassured it is a safe space.

Alongside this, we offer an Employee Assistance Programme, allowing employees to seek support from professionals via telephone, app or online. With this, we provide a digital health risk assessment tool for employees to review their wellbeing, where they can also set and track goals to improve their health.



Evolving our employee wellbeing programme

“We have had a lot of comments from staff on the positive impact our mental health initiatives have had on the business and how they feel supported,” says Charlie.

As our business grows, we are adapting our programme more. Originally, we had 6 Mental Health Champions but this has recently increased to 10, following our acquisition of Hireway Vehicle Rental in May 2023.

We are also working towards having a dedicated in-house councillor as one of our Mental Health Champions, Claire Thorpe, Maintenance Desk Team Leader, who is completing an Advanced Diploma in Counselling and Psychology.

Claire also plays an important part in helping to create a more inclusive workplace by organising events to mark religious festivals or annual celebrations.

In 2022, Charlie and Claire won an award for going above and beyond their day jobs.



We also like to give something back to staff in unexpected ways

“The day after the FN50 awards, I was stood at the platform at Euston train station when I received an email to say that Reflex had planted a tree for me through Gift a Tree. I was blubbing because it was such a lovely touch for the environment and for me personally.”

To this day, 850 trees have been purchased through Gift A Tree for each of our customers and employees to be planted in two locations of Devon and Tanzania.

We plan to increase this number each year as we grow.

If you have been affected by anything in this story, help and support is available via [Samaritans](#) and [Mind](#).



OUR LATEST SPONSORSHIP

Supporting the community

Supporting Epworth Forest Juniors

We're thrilled to announce our new partnership with Epworth Forest Football Club, supporting the U10 Foxes team! At Reflex Vehicle Hire, we believe deeply in the power of community and the importance of giving the next generation every opportunity to thrive. This sponsorship is about more than just backing a team—it's about helping these young players build skills in teamwork, confidence, and resilience that will serve them for years to come.

We're excited to cheer on these talented young athletes throughout the season and to be part of their journey both on and off the field. By supporting local youth sports, we hope to play a lasting, positive role in our community, empowering these players to reach their full potential. Here's to a fantastic season ahead, full of growth, great moments, and lots of reasons to celebrate together!

Follow their journey



NEW EV MODELS WELCOMED

Businesses across industries face increasing pressures to meet sustainability goals, lower operating costs, and reduce carbon emissions, and this is where Reflex are here to help.

We recently welcomed the Peugeot e-partner and Toyota Proace City Electric to our selection of EVs available to customers. These cutting-edge electric vans combine performance and efficiency, ensuring businesses stay ahead of the curve in a rapidly changing market.

Why Choose Electric with Reflex?

Electric vans are transforming the landscape for fleet management and daily business operations, and with Reflex, not only are we able to offer the latest electric models to trial and hire, but also the flexibility and proactive safety monitoring. We have a team of experts available to support customers on the transition to electric, ensuring a smooth and efficient switch.

Key Benefits to going Electric

Cost Savings: By switching to electric, you'll benefit from lower fuel costs, reduced maintenance and government incentives.

Reduced Emissions: With zero tailpipe emissions, electric vans such as the Peugeot e-partner and Toyota Proace are great options for businesses looking to reduce their carbon footprint.

Not to mention, they are easy and convenient to drive, the reduced running costs including exemption of annual tax and avoidance of ULEZ charges.

Supporting Customers with Charging

Through our recent partnership with ChargedEV, we are now able to provide enhanced support to our customers by offering convenient home and workplace charging solutions.

We recognise that transitioning to electric vehicles can feel challenging, particularly with dependence on public charging networks. By delivering accessible charging options at home and work, we aim to offer our customers greater confidence and peace of mind.

To find out more on charging and available EVs, please click [here](#) and our team will be able to guide you.

Reflex Renewable Drive Programme

To support our customers, we offer first hand experience of plug-in vehicles to prepare them for future strategic changes.

Our programme offers:

- Free trials
- Exposure to new technology
- Experience of new driving styles
- Obtain knowledge to brief others
- Fleet Managers can build their EV strategy based on practical understanding
- Build awareness of issues to support drivers through the transition

Email the team to begin an EV trial:
Sales@reflexvehiclehire.com



Peugeot e-partner: Standard 800 100kW 50kWh Professional Automatic Van - up to 205 miles

Toyota Proace Electric: 50 kWh 100 kW - up to 142 miles

WORKPLACE CHARGING SCHEME

Office for zero emission vehicles introduce workplace vehicle charging points

What is the Workplace Charging Scheme?

The Workplace Charging Scheme, set out and provided by the Office for Zero Emission Vehicles (OZEV), is available to businesses who meet the criteria to install workplace charging points.

The grant supports organisations, charities and public sector organisations with the costs of purchasing and installing charging infrastructure at their sites to help businesses in transitioning to a 100% electric fleet.

What is the eligibility for this scheme?

In order to successfully purchase, install and use the chargepoints, businesses must consider the following and meet the eligibility criteria:

- > You must own the site or have consent from the landlord of the site to have charge points installed.
- > You must have off-street parking for employee use and get a survey completed of the site by a charge point installer.

- > The grant can be used for a charge point at a residential property if it is listed on Companies House as your business address and must have off-street parking.

- > For home installations, you will need to use an approved installer and have a charge point authorised for both, residential and commercial use.

How can I apply for the Workplace Charging Scheme?

In order to apply for the grant, you must ensure you have one of the following:

- > Companies House reference number

- > VAT registration number

- > Business rate (non-domestic) bill issued to you by your local council or by the Land and Property Services (LPS)

To apply for the grant, you need to fill out the [Workplace Charging Scheme application form](#).

Once submitted, your application will be reviewed and if successful, you will receive a voucher code via email within 5 working days. This code is valid for 180 days which can be used towards your authorised charge point installer. If your installation cannot be completed before your voucher expires, you must withdraw your application and reapply for a new voucher.

Please note the original selected site for charge point installation cannot be changed, as the vouchers are non-transferable. If you need to change the installation site, you must withdraw your current voucher and reapply for a new one with the updated address.

Once your charge point provider has installed the charge points, they will claim the voucher. The provider can then deduct the grant from your final invoice, which you will need to pay. **Your installer should not charge you before they have claimed the grant.**

When does the Workplace Charging Scheme end?

The Workplace Charging Scheme is currently accepting applications from businesses until 31st March 2025.

Although funding is available up until this date, the Government may decide to change or close the grant at any point.

Therefore it is important to check the application is still running before you apply.

What if my application is unsuccessful?

If your Workplace Charging Scheme application gets denied, you can appeal the decision by emailing the DVLA at workplacechargingscheme@dvla.gov.uk.

However, do note that the outcome of this appeal is final.

WELCOME

NEW STARTERS



Amy Hughes
Maintenance Controller



Thomas Gray
Mobile Technician



Gemma Thomas
Maintenance Controller



Malik Vadasariya
DWR Administrator



Daniel Araujo
Credit Controller



Patrick Doyle
Mechanic



Korrell Sharman
Central Services
Administrator



Ian Lord
Technical Services
Administrator



Sarah Fitch
Damage Progress Chaser



Shivang Tuknait
Management Accountant

ROLE CHANGES



Martin Matthews
Senior Credit
Controller



Jitendra Mistry
Senior Credit
Controller

JOB VACANCIES

At Reflex Vehicle Hire, we're not just any company - we've been named one of the **Top 1000 Companies that inspire Britain and Europe!**

We operate a fleet of approximately 4,300 vehicles and have a team of around 150 staff working together. Our Head Office is situated on a spacious 4-acre plot in Loughborough, serving as our central hub, along with two strategically placed operating depots in Manchester and Glasgow to ensure our services reach every corner of the map.

When it comes to careers, we're all about creating exciting opportunities for our people. With competitive pay, excellent benefits, and plenty of chances to develop new skills, we're dedicated to investing in our employees' growth.

We're also passionate about sustainability, inclusivity, and diversity. From eco-conscious practices to supporting our customers on their electrification journey, we're always striving to make a positive difference.

So, why not join us at Reflex?

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