

FLEXINEWS

MARCH
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REFLEX ROAD REVIEW

Team Reflex takes you behind the wheel of the Mazda CX-60 and Toyota bZ4X

INTERNATIONAL WOMEN'S DAY

Hear from our female senior leaders who give an insight into women in business and what has inspired them on their journey's

REFLEX'S GUIDE TO ELECTRIC VANS

Find out which electric van is best for you using Reflex's breakdown of the vehicles coming to market, supporting your transition to a greener fleet



Best Electric Vans for Towing

Towing is a key task carried out by many van fleets, so what happens when companies introduce electric vehicles? At Reflex we've taken an in-depth look at the key questions facing businesses and have gathered a list of some of the best electric vans for towing.

How much weight can electric vans tow?

Manufacturers publish the towing capability of their electric vehicles in brochures, many can tow up to the legal limit for an unbraked trailer, which is 750kg.

Can electric vans tow as much as a diesel van?

In most cases, the towing capability of electric vans is less than a diesel equivalent. However, some models can tow the same as a diesel, such as the Iveco eDaily or Renault Kangoo E-Tech.

How far can an electric van tow a trailer?

The added weight and wind resistance of a trailer can substantially reduce the distances electric vans can cover in a single charge. As a broad estimate, range may be reduced by around 30% with a full load.

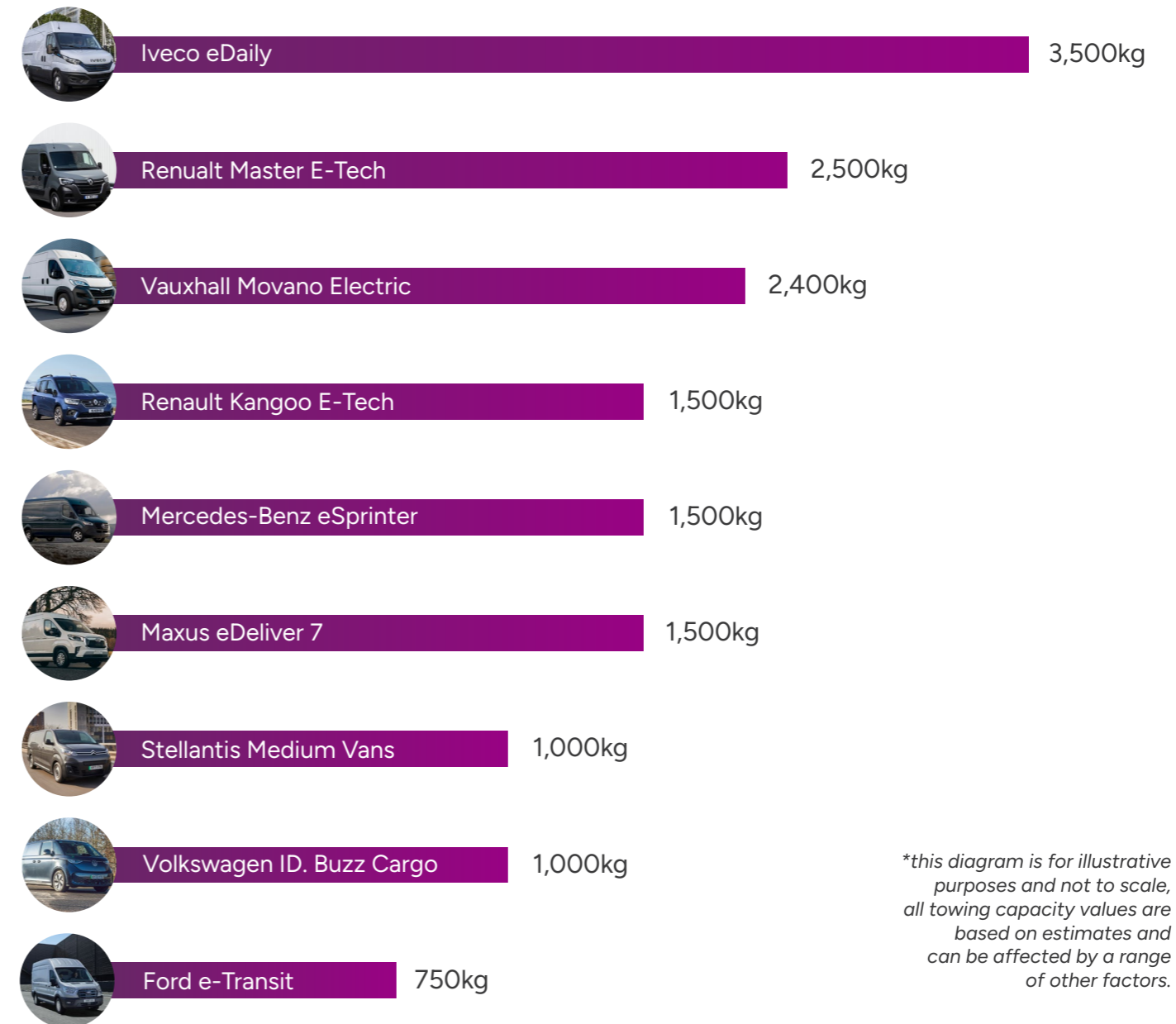
Where do I find the towing capacity of an electric van?

Most electric van manufacturers publish the towing capacity of their vans in their brochure, many of which can be downloaded from their websites.

Do drivers need a special licence to tow with an electric van?

Most drivers with a car licence will be able to tow in most electric vans. The government has already legislated for drivers with a standard car licence to operate electric vans weighing up to 4,250kg, compared to a 3,500kg limit for fossil fuel vans, which reflects the extra weight of EV batteries.

Reflex's Top Towing Picks



**this diagram is for illustrative purposes and not to scale, all towing capacity values are based on estimates and can be affected by a range of other factors.*

Can I put a tow bar on an electric van?

You can add a tow bar to a growing number of battery-powered models. In some cases, you may be able to order a tow bar as a factory-fit option. Before deciding whether this is the right decision, you need to consider the towing ability of the van.

Can you tow a trailer with an electric van?

A growing number of electric vans are suitable for towing. Many are limited to 750kg, but manufacturers have recognised the demand for greater towing capacity.

Are electric vans good for towing?

Electric vehicles have excellent torque from standstill, so many are well-suited to pulling heavy trailers. However, fleets need to consider the distances they will be towing, as batteries will drain much more quickly with the added heavy load behind the vehicle.

How will the ZEV Mandate Transform Fleets?

The Zero Emission Vehicle (ZEV) Mandate is changing the shape of road transport forever by shifting new car and van sales to pure electric vehicles by 2035.

What is the Zero Emission Vehicle Mandate?

The ZEV Mandate came into law at the start of 2024 and sets out the percentage of new cars and vans that must be electric vehicles each year between 2024 and 2035. Change will happen quickly; 80% of new cars and 70% of new vans sold in Great Britain will need to be zero emission by 2030, increasing to 100% by 2035.

What are the ZEV Mandate targets for 2024?

This year, 22% of new car sales and 10% of new van sales must be ZEVs. Last year, the electric vehicle market accounted for 17% of cars and 6% of vans registered.

To achieve this year's target, manufacturers will need to increase new electric van sales by nearly 70% year-on-year; electric car sales will have to grow 33%, or more than 104,000 units.

Majority of the orders will come from fleets and businesses, including rental companies

such as Reflex Vehicle Hire, as we help organisations to decarbonise their vehicle operations.

How do the targets change up to 2035?

Each year, the government will increase the share of the new car and van market that must be electric vehicles.

The government has provided a detailed plan up to 2030, but it has an ultimate target of ending fossil fuel sales of cars and vans by 2035.

What happens if manufacturers miss the target?

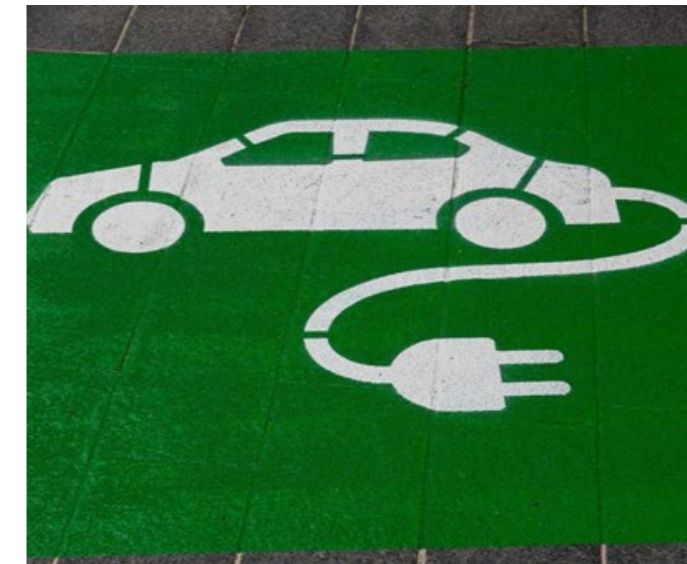
Manufacturers can borrow ZEV credits from each other to help meet their targets. For example, as an EV-only manufacturer, Tesla will be able to trade credits with brands that are struggling to sell enough EVs. Sales can also be 'pooled' across several brands under common ownership, such as Renault and Dacia. There are additional adjustments for manufacturers selling low volumes of vehicles.

If manufacturers miss their targets, then the government can issue fines of up to £15,000 per non-EV sold, up to the percentage threshold.

What does this mean for fleets?

Firstly, the supply of electric vehicles will increase significantly in the coming years. At the same time, access to new petrol and diesel models may start to become limited as manufacturers scale down production.

Fleet flexibility will become important, so companies can increase the proportion of electric vehicles on their fleet and also continue to operate fossil fuels where necessary, for example for towing long distances or when a minibus is required.



On the other hand, it might mean we can hopefully start to see the introduction of more suitable products come to market, driven by businesses requirements that determine the types of vehicles they utilise. Some existing vehicle options still fall short from meeting the demands of certain industry sectors.

They may also need to enable drivers to switch between fuel types depending on the type of work they are undertaking.

How is Reflex Vehicle Hire supporting fleets?

Fleet managers face a wealth of questions, such as 'what is the best electric van for me?', 'are electric vans cheaper in the long run?' and 'what electric van grants are available?'.

Reflex Vehicle Hire provides the latest vans and cars on flexible terms, allowing businesses to choose the best fuel for the job without being tied into long-term agreements.

Our team of experts is equipped to answer your key questions and provide in-depth guidance on choosing the most suitable, cost-effective solution for your fleet.

Celebrating Reflex's Female Senior Leaders on International Women's Day!

**IWD
2024**



Lisa Spong
Sales Director & Co-Owner



Danielle Newton
Head of Marketing



Kelly Crofts
Head of HR



Rachel Dring
Head of Finance



Sarah Hughes
Head of Fleet Administration

Q - Who has been a positive female influence in your life and why?

Back when I was working in sales (early 2000's) I had a Regional Operations Manager, Lesley Ball. I looked up to her, she was inspiring, sharp and so knowledgeable. She instilled within me a sense of determination that fuelled my continuous pursuit of growth, pushing me to set ambitious goals, face challenges head-on, and strive for excellence. This perseverance has proven rewarding and it's paid off for me.

Q - As a leader how do you hope to positively influence the next generation of women in business?

Just like I was inspired, I hope to have that same influence on the next generation of female senior leaders.

Q - Who has been a positive female influence in your life and why?

My sister is someone I look up to, especially in the workplace (literally). Her fearless expression of her opinion is admirable and her confidence and composure when walking into a room, particularly in a male dominated industry, is a trait I would like to mirror.

Q - As a leader how do you hope to positively influence the next generation of women in business?

I would like to motivate young women to chase after ambitious career objectives, assisting them in conquering self-doubt and imposter syndrome, by nurturing their confidence and building resilience. This is particularly important to me especially as I am raising a daughter, and wanting to show her that nothing is impossible and being you is the best version to be.

Q - Who has been a positive female influence in your life and why?

Growing up my aunty was a single parent, she worked full time at a senior level within an office. She was very successful, worked very hard, yet always managed to make time for her family and herself, whilst rising through the ranks.

I always looked up to her and wanted to be like her, she was a very strong independent woman. I owe my strong work ethic to my upbringing in a hardworking family, and I'm grateful to my parents for instilling this value in me.

Q - As a leader how do you hope to positively influence the next generation of women in business?

If I had one message to give, it would be that working hard is key, lead by example with commitment and integrity and always be yourself. Never be afraid to raise important issues where necessary and never feel like you don't have a voice.

Q - Who has been a positive female influence in your life and why?

My mother for instilling in me a strong work ethic and the importance of education.

Q - As a leader how do you hope to positively influence the next generation of women in business?

To pass on my experience and knowledge and inspire other women to succeed with their chosen career path.

Q - Who has been a positive female influence in your life and why?

My grandma & my mum, they're both kind and compassionate but also fierce and not afraid to speak their mind.

Q - As a leader how do you hope to positively influence the next generation of women in business?

I hope to show other women that there is a place for them in business and empower them to get to wherever they want to be.

Electric Vans coming in 2024...

That will help your business transition to zero-emission vehicles.

Ford E-Transit

Ford has invested heavily in protecting its reputation in the post-diesel era with its first all-electric commercial vehicle. There is no compromise in its approach to ensure the Transit is as usable and practical as a fossil-fuelled alternative.

The E-Transit comes with a 68kWh battery and an official range of 166 – 196 miles. Higher speeds mean less range. Ford offers a Range Calculator to help fleets estimate their own range depending on driving conditions.



The E-Transit offers the same wealth of variants as you get with a diesel, including two heights, three lengths, various power options and a choice of layouts including double-cab or chassis cab.

With up to 15.1 cubic metres of cargo space, payload capacity of up to 1.7 tonnes, capability to fast charge from 15% to 80% in 30 minutes, and a three-pin socket for plugging in electrical items to run off the vehicle battery, there is a lot to like. The maximum towing capacity is 750kg.



Peugeot e-Expert



Peugeot is focused on in-cab features to enable drivers to work on the move. This includes its Moduwork option, a shelf that folds out of the centre armrest to turn the driving space into a workspace, where you can rest pens, notepads or a laptop when parked.

The e-Expert offers an official range of up to 211 miles with a full 75kWh battery and a payload of up to 1,275kg and the 1,000kg towing capacity of its Stellantis siblings.

A smaller Peugeot e-Partner has a claimed 205 miles range, an eye-catching front end and the unique design of the brand's i-cockpit.

Maxus eDeliver

The Maxus electric van range comes in a growing number of variants, from vans and chassis cabs to a new pick-up.

The eDeliver van range covers the small 3, mid-size 7 and the larger 9 version. The eDeliver 9 is an alternative to a full-sized Ford Transit, while the eDeliver 3 is a compact van providing maximum space in a smaller footprint; the mid-size 7 falls in between the two.

In terms of range and payload, the eDeliver 3 has an official range of 213 miles on a single charge of its 50kWh battery, or 99 miles for the 35kWh version, with a 945kg payload.

The eDeliver 7 can officially travel 230 miles and carry a payload of up to 1,135kg, while the eDeliver 9 has three battery options, from 50-89kWh, with maximum range of 219 miles and payload of 1,290kg. Braked trailer towing capacity varies by model and battery chosen, with the eDeliver 3 and eDeliver 9 offering 1,090-1,200kg, while the eDeliver 7 can tow 1,500kgs.



Renault Kangoo



The Renault Kangoo E-Tech electric van recently secured the accolade of Best Small Electric Van at the What Car? Awards 2024.

Its 44kWh battery offers a driving range of 186 miles and it can add around 100 miles of range in half an hour when fast charging.

Renault also offers a useful online calculator where fleets can input factors such as payload, average speeds, and weather conditions to see the impact on real-world range, in addition to elements such as whether air conditioning, heating or Eco mode are used.

The Kangoo E-Tech comes in five versions, including several wheelbases and a crew van, with braked trailer towing capacity of 1,500kg.

An electric version of the larger Trafic E-Tech launched in Europe last year and is expected in the UK this year, offering 149 miles of range.

Renault has also unveiled an electric version of its largest van. The Master E-Tech has two battery options, 40kWh and 87kWh, offering up to 285 miles of range, along with 1.6 tonnes payload and 2.5 tonnes towing capacity. It will be available to order later this year.

Toyota Proace Electric

The Toyota Proace is built on the same platform as the Stellantis family of medium-sized electric vans, but with the added benefit of a 10-year warranty if you follow the Toyota service schedule.

The 50kWh and 75kWh battery options offer 142-205 miles of range respectively, while Toyota provides helpful guidance on how to choose the right battery for your business needs.

It provides useful case studies of electric van owners using the Toyota Proace Electric for their businesses to show how they perform under real-world conditions.

The electric Toyota can tow up to a recommended 1,000kg with a braked trailer.

Toyota also offers a smaller version called the Proace City Electric, which has a 50kWh battery that offers 171 miles range.



Vivaro Electric, in addition to the Toyota Proace, although they each bring their own unique approach to pricing, specification and performance.

A clever feature is a function that shows the power consumption of key electrical equipment including the heating and air conditioning, which can have a significant impact on a vehicle's range.

The electric Citroen can tow up to a recommended 1,000kg with a braked trailer. A smaller Citroen e-Berlingo, also a shared platform, offers 171 miles of range and up to 800kg of payload.

Citroen e-Dispatch

The new Citroen e-Dispatch comes in two sizes and as a panel van or crew van. The battery offers an official range of 217 miles from its largest 75kWh battery option and fast-charging capability, which means drivers can replenish the battery at a 100kW public charger from empty to 80% in 45 minutes.

The Citroen shares its underpinnings with other brands in the Stellantis family, namely the Fiat E-Scudo, Peugeot e-Expert and Vauxhall

Mercedes-Benz e-Vito

The Mercedes-Benz eVito got off to a shaky start in its first test with fleets amid concerns about its short range. The latest model responds to the challenge with a 50% boost in range to 160 miles and a payload of up to 807kg.

Build quality meets the high standards set by Mercedes-Benz and there is useful technology, such as a touchscreen and driver smartphone app.

The Mercedes-Benz eVito does not provide a figure for towing.

Mercedes also offers the smaller Citan as an electric option. The eCitan has a range of up to 176 miles from its 90kWh battery pack.



Fiat e-Scudo

In the Fiat E-Scudo, fleets are offered up to 217 miles of official range from the 75kWh battery option and a 1-ton payload. The 50kWh option can achieve 139 miles on a single charge.

Fiat offers a panel van or a crew cab option and features such as a load-through bulkhead and heated seats.

Fiat also has a partnership with Mopar for accessories, including dedicated seat covers, smartphone and tablet supports, and even a fragrance diffuser.

The electric Fiat can tow up to a recommended 1,000kg with a braked trailer.

The smaller Fiat E-Doblo, like many of its other Stellantis-owned siblings, offers 205 miles range from its 50kWh battery, while a larger E-Ducato is capable of carrying up to two tonnes. It has a range of more than 260 miles from its 110kWh battery.



Iveco eDaily



The eDaily is designed to offer the same robust and flexible Iveco product buyers have come to expect, but with zero emissions. As a result, there are unique innovations, such as modular battery options which can be upgraded during the life of the vehicle. Buyers can opt for one, two or three batteries in their eDaily, offering 37, 74 or 111kWh and up to 250 miles of range.

Iveco's dedicated commercial vehicle focus also means a vast range including van, chassis cab and minibus, weights from 3.5-7.5 tonnes, and single or twin-wheel options.

The Iveco also boasts up to 3.5 tonnes towing capacity, depending on the variant chosen, making the eDaily the only electric LCV with the same towing capacity as the diesel alternative.

There is also a wealth of Iveco support services that are focused on commercial vehicle fleet and driver needs.

Volkswagen ID. Buzz Cargo



The iconic Volkswagen Transporter was available as an electric-only model with the ABT e-Transporter 6.1 conversion, but attention has now turned to the eye-catching ID. Buzz Cargo as the future zero-emission load carrier.

In addition to its stand-out looks, the ID. Buzz Cargo counts as the first all-electric van from Volkswagen, with a range of up to 254 miles, 3.9 cubic meters of load space and a 77kWh battery.

Towing capacity is 1,000kg with a braked trailer.

Vauxhall Vivaro Electric



Like its Stellantis siblings, the Vauxhall offers two battery packs, with 50kWh or 75kWh, which in the Vauxhall delivers 143 miles or 205 miles of range respectively.

There is a payload of 1,226kg for the smaller battery and 1,002kg for the larger option.

A driving mode selector replaces the gear lever, so drivers can choose different levels of power delivery as well as forward or reverse gears.

The electric Vauxhall can tow up to a recommended 1,000kg with a braked trailer.

You can downsize to the Vauxhall Combo Electric, which can carry a payload of up to 1,000kg and has an official range of 205 miles.

Drive breezy with

EV:IE

Electric Vehicle Information Exchange



An Interview with...

Rory Morris

Remarketing Manager



1. Can you walk us through your roles and responsibilities at Reflex?

For me a key focus is to get to the budgeted number each month. In order to do this, there are so many elements to focus on, for example, Vehicle Sales involves a lot of problem solving. The market is always changing and it's important to adapt the best way possible. There's also a lot of relationship building, as well as working with the workshop, customer recharge, and service. It's a full on role that I couldn't do without the assistance of the other departments within the business.

2. As a newly appointed member of SLT, what do you hope to bring to the Senior Leadership Team?

I hope that I can offer a better understanding of the sales sector and the external sales environment. I can highlight what's popular and what's not, what we can sell and what we can't to give an idea of where the market is going and how seasonality is going to affect us.

3. What do you think are the most important elements of building a good customer relationship?

Somebody once told me when I very first started this trade,

almost 20 years ago, is that people buy from people. If you try to be a salesman people may not like the approach of a harsh sell. The only way to build a good relationship is to be friends with people, understand them on a level where you can get along well and build yourself a good reputation.

4. What has been your most memorable sale to date?

My most memorable sales are always the most challenging ones. I have had a sale before where there was so much going backwards and forwards, and it just so happened to be the hottest day of the year, the sale was made but it's a true representation of the sales market operating come rain or shine.

5. How do you turn challenging situations into successful sales?

It comes down to negotiation. We have good relationships with our traders so it's important we always find a win-win solution for both parties. It goes back to people buying from people, understanding our customers helps us not only make sales but also provide them with the best customer service.

6. If you had to choose 1 commercial vehicle for survival which one would you choose and why?

If I was out in the wild and needed something it would 100% be a Welfare Van. It's got all the facilities I'd need so even if I was in the middle of nowhere and on my own, I'd be okay.

7. Where do you see Reflex Vehicle Sales in 5 years time?

I'd like to see the Vehicle Sales department evolve into 2 segments, where I would be leading a team of driven individuals who on one side deal with trade customers and the other side deals with retail.

8. What is your dream car?

Straight out of fast and furious it would be the Mk4 Toyota Supra, with a proper twin turbo and 3 Litre. That would be my dream.

An Interview with...

Beth Padgett-Sharp

Remarketing Executive



1. Can you walk us through your roles and responsibilities at Reflex?

A key part of my job is selling the vehicles themselves but this also includes supporting our regular customers with their requests. Sometimes I have to look around for a specific vehicle the customer needs and this might take some time. I also deal with payments, invoicing and deliveries.

2. How have you progressed through Reflex?

I have been at Reflex for 6 years. I started in the Central Services department in 2018. After a year, I moved into Fleet Procurement where I spent 3 and a half years before moving into the vehicle sales team.

3. What advice would you give to anyone looking to start a career in vehicle sales?

You have to be persistent. I progressed and learnt a lot of the Reflex business before successfully making it into the vehicle sales team. You have to have tough skin so that you can work with people and problem solve in the most efficient way.

4. What do you think are the key features of building good customer relationships?

You have definitely got to be reliable. People should know that they're able to come to you and get answers quickly. And you have to be friendly, so that you're approachable. Ultimately you're helping customers with what they need, and you want to build that bond so you become their go to person.

5. What is your favourite part of your job?

It's definitely the satisfaction of having a deal go through and then starting the process again.

6. What do you hope to learn in the next year in your role?

I generally like learning new information. I have quite an extensive knowledge of vans through my purchasing role but that's with brand new vehicles. But vehicles change as they grow older so I'm excited to learn more about the life cycle of a vehicle as it will help me provide the best service possible.

7. What's your dream car?

Audi RS3, I've been thinking about this for a long time.



James Hamill
Parts Manager

Reflex Road Review: Toyota bZ4X

Toyota is the world's best-selling manufacturer, selling 11 million cars last year, can their electric SUV achieve similar success?

Toyota is the brand that brought hybrids to the masses with the best-selling Prius, which has achieved more than 20 million sales globally, so its first electric vehicle has a lot to live up to.

The bZ4X's name has less of ring to it than Prius, especially when someone asks what you are driving, but there is method to this new naming convention.

BZ represents 'beyond zero' (as in zero-emissions), while 4 is an indicator of size (like the RAV4), and X denotes crossover.

It faces a growing list of very capable competitors, from the Ford Mustang Mach-E to the Tesla Model Y that is currently dominating global sales charts.

So, what does the bZ4X have to offer beyond a name that looks like a Wi-Fi password? We took it out on the road to find out.

Fact File

Car:
Toyota bZ4X Vision
Range:
280 (WLTP miles)
Driver:
Key Account Manager, Molly Loach
Likes:
Taking the scenic route
Dislikes:
Drivers seemingly always in a rush
Dream Car:
Shelby AC Cobra

Exterior

The bZ4X has quite a striking design, with lots of angles that help it stand out compared to a typical mid-sized SUV. I have always been a fan of 'funky' design, so I really like the shape. As it's a Toyota, everything is well built and there are nice design touches, such as concealed front parking sensors that give a cleaner look.

You need to choose the right body colour to complement the black panel sections over the

wheels. Fans of a 'frunk' for extra storage under the bonnet will be disappointed, as the bonnet just hides a mass of electrical engineering.

Interior

The interior is as you would expect it to be from Toyota. It's not fancy, but everything is well built and does its job well. There are nice touches, such as the upholstered finish on the dashboard, although the shiny black plastics on the consoles will show up fingerprints. The centre console is dominated by an infotainment screen, while the driver has an instrument pod set back towards the windscreen. You tend to look over the top of the steering wheel, rather than through it, similar to Peugeot's i-Cockpit.



Practicality

There is a little extra legroom for front seat passengers because there is no glovebox. Instead, the large centre console caters for your needs, with a useful tray offering wireless charging for your phone.

The centre console is well thought out, with physical buttons for controlling commonly used functions, such as temperature. A lot of cars have opted for touch sensitive controls, which can be hit or miss. A button gives you the touch feedback you need when adjusting your radio volume or heating.

In the rear, the sloping roofline can encroach on taller passengers, but otherwise there is enough space, helped by the flat floor. Rear seat occupants also have their own USB-C ports.

The rear seats fold down to create a sizeable load area, with hooks to keep cargo from sliding around. The sloping roof line means it's not as expansive as some rivals, though. Under the floor, there is additional storage and a home for charging cables.

You can order the bZ4X with a towbar and it can pull up to 750kg.

Driving

As a driver of an EV car, you expect suspension to 'bouncy', but the bZ4X is more composed and takes the edge off sharper bumps. Overall, it's a smooth ride and it performed well on country lanes, holding its line in corners and smoothing out imperfections.

On the motorway it was easy to drive, and while it doesn't offer the head-jolting instant acceleration of some other EVs I have driven, the progressive power deliver makes the most of its smooth drivetrain.

There is more good news when it comes to efficiency. During my test, the bZ4X averaged 3.5 miles per kWh, close to its official average, giving it a potential range of around 250 miles.

Toyota also offers peace of mind on the 71.4kWh battery, which comes with a warranty of up to 10 years.

The bZ4X's battery comes with a choice of two electric motor options. A front-wheel drive version, including the Vision specification model we tested, uses a single electric motor, delivering 204hp, which equates to 0-62mph performance of 7.5 seconds.

An all-wheel drive version introduces an electric motor on each axle, with selectable off-road driving mode, delivering 218hp and a 6.9 second 0-62mph time. More power equates to less range, with the official figure dropping from 280 miles to 260 miles.

The 20-inch wheels fitted on the Vison could also reduce range compared to the standard 18-inch option, although our test model was very efficient.



Summary

I have been a fan of Toyota's for many years, so I know what to expect from one. Even though this is their first EV, it doesn't disappoint. Despite the more modern design, this is a Toyota at heart, with a sensible approach to the interior that is well thought-out.

There is nothing flashy, but everything is where you would want it to be. The drive is simple yet smooth and above all, you always know that you'll get the reliability you expect from a Toyota.

It puts usability before any gimmicks and the car is all the better for it, as it just does everything well.

**Reflex Rating
9/10**

Technology

The car feels packed with technology and it is easy to access with the large touchscreen infotainment system, which is cloud-enabled so the car can receive over-the-air updates.

There are plenty of safety features, cameras and a driver alert system that gives you a friendly reminder to keep your eyes on the road if it senses you are distracted.

The car is also fitted with an energy-saving heat pump, which reduces battery drain when heating or cooling the car.



How Can AI Benefit My Fleet?

Flexicampro powers vehicles with Artificial Intelligence to identify driving risks in real-time, helping to reduce and eliminate unsafe driving behaviour.

Utilising cutting-edge technology at Reflex provides Fleet Managers with access to top-tier safety equipment, ensuring the protection of both drivers and a subsequent reduction in damage costs.





Reflex's insight

into the new

Euro 7

Standards

How Euro 7 standards revolutionise sustainable mobility and enhance your rental experience with Reflex.

As concerns over air quality and carbon emissions continue to gain momentum, governments and regulatory bodies are implementing stringent measures to curb pollution. In this quest for cleaner and more efficient vehicles, the European Union (EU) has been at the forefront, introducing a series of emission standards that set the bar for environmentally friendly vehicles.

The latest milestone in this journey is the Euro 7 standards, a set of regulations designed to raise the bar even higher for vehicle emissions. But what exactly do these standards entail, and when can we expect them to come into play?

Euro 7 Standards Unveiled

The European Commission's decision to implement the Euro 7 emission standards signals a significant leap forward in the pursuit of cleaner and greener mobility. These standards, that come into effect on 1st July 2025 are designed to address air quality concerns and mitigate the environmental impact of road transport. With a focus on reducing harmful emissions, Euro 7 sets stringent limits on pollutants such as nitrogen oxides (NOx), particulate matter, and hydrocarbons. Put simply, they are pollutants that are generated during the combustion process.

Implications for Road Users

For road users, the Euro 7 standards bring a host of

benefits such as improved air quality, reduced health risks associated with air pollution, and a more sustainable future.

As vehicles adhere to these stricter emission limits, we can look forward to a healthier and more pleasant environment for road users and the wider community.

While Euro 6 solely focuses on tailpipe emissions, the new Euro 7 will also include limits on tyre and brakes emissions to help reduce microplastic waste.

The expected results from this new emissions standard are a 35% reduction in NOx emissions from cars and vans, and 56% fewer emissions from lorries and buses, along with a 13% reduction in tailpipe emissions from cars and vans, and 27% lower emissions from lorries and buses.

Impact on Vehicle Prices

New research indicates that the expenses associated with implementing Euro 7 proposals for cars, vans, and trucks are expected to be four to 10 times higher than the figures put forth by the European Commission. According to a study conducted by Frontier Economics, the projected cost per vehicle stands at approximately €2,000 (£1,740) for cars and vans equipped with internal combustion engines, and nearly €12,000 (£10,450) for diesel trucks and buses, which are largely driven by equipment and investment costs.

In contrast, the Commission's Euro 7 impact assessment estimates a considerably lower cost, ranging from €180-450 (£156-390) for cars

and vans, and €2,800 (£2,430) for trucks and buses.

Our Commitment to Sustainability

At Reflex, we understand the importance of staying ahead of the curve when it comes to sustainability. By investing in the latest eco-friendly vehicles and supporting you on the road to zero with our unique EV:IE (Electric Vehicle Information Exchange) model, we aim to provide multiple sustainable transportation solutions.

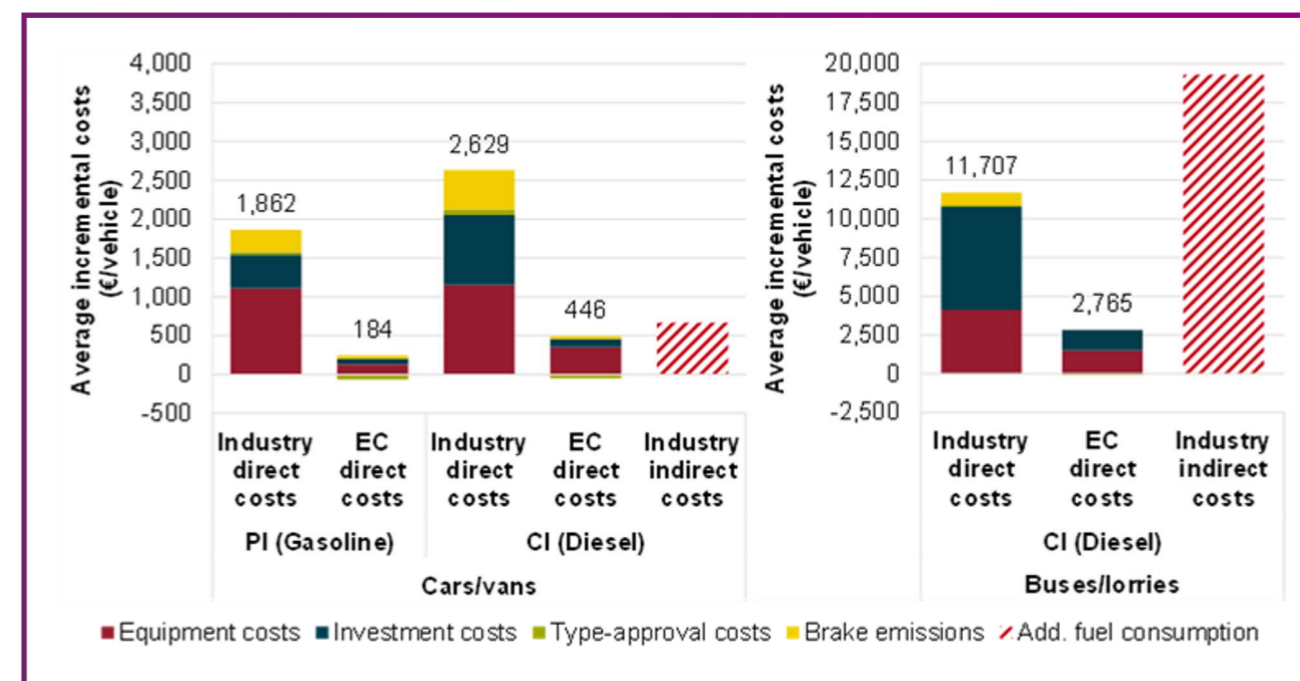
Advantages for Our Rental Customers

Our customers can take pride in contributing to a cleaner planet by reducing their carbon footprint. With lower emissions and improved fuel efficiency,

Euro 7 vehicles align with the values of environmentally conscious travellers who seek sustainable options without compromising on quality. In addition, Euro 7 compliant vehicles also provide financial benefits by exempting them from Ultra Low Emission Zone (ULEZ) and Clean Air Zone (CAZ) charges, offering cost savings for businesses operating within these zones.

Looking Ahead

Our commitment to sustainability extends beyond mere compliance; it's our mindset that shapes our approach to providing innovative and eco-conscious mobility solutions. Together, with our customers, we can drive positive change and pave the way for a cleaner, healthier, and more sustainable future on the roads.



Source: Frontier Economics based on ACEA member data, EC IA tables 21 and 23

Note: Indirect cost estimates reflect an illustrative example of undiscounted cost for additional fuel consumption over the lifetime of a Euro 7 vehicle.



Molly Loach
Key Account Manager

Reflex Road Review: Mazda CX-60

The mid-sized SUV market has some big names bidding for your business, from Audi's Q5 and BMW's X3 to the Lexus NX, Volvo XC60 and volume alternatives including the Peugeot 3008 and Toyota RAV4.

Now Mazda has a new name for your choice list in this segment with its CX-60, which also takes a different approach to power and performance.

Like most current offerings, it features a plug-in hybrid option, but based around a larger 2.5-litre petrol engine. The CX-60 also bucks a trend by featuring a brand-new six-cylinder diesel that is one of the largest on offer at 3.3-litres.

Although this is an unconventional approach, everything else is reassuringly Mazda, which means great quality and a premium feel to the cabin, where you get to experience the work of Japanese 'Takumi masters' on the interior.

Fact File

Car:
Mazda CX-60 Homura PHEV Auto
Range:
Petrol/Plug-in Hybrid - 39 (Electric Only)
Driver:
Key Account Manager, Molly Loach

We took the CX-60 2.5 PHEV Homura out on the road to see what the new Mazda has on offer to tempt drivers and fleet managers.

Exterior

The CX-60 is very eye-catching at first glance with a streamlined appearance that looks particularly nice with the black paintwork that adorned our test model.

Its silhouette is quite subtle, although the imposing grille at the end of a long bonnet gives the SUV a real presence, so it still manages to stand out on the road.

Interior

The black leather seats in our Homura specification model were very comfortable and came with a heating and cooling function. Combined with the heated steering wheel, it was perfect for cold winter weather.

Although Mazda follows the trend towards touchscreens controlling most car features, the physical buttons for elements such as heating make it easy to quickly change the temperature of the cabin. There is a feeling of quality throughout which lifts the CX-60 above some volume rivals.

Practicality

The inside is spacious with plenty of hidden storage options. There is a big boot with more space under the floor and with the seats down you get up to 1,726 litres of capacity for even the bulkiest baggage.

There is plenty of room both front and rear and with the rear seats in place you can sit three adults comfortably, even with taller passengers in the front.

Some testers say it feels like a bigger car on the outside than the interior space suggests and that the lengthy bonnet could have been shortened to make the cabin bigger, but for my purposes it was very suited to family use.



Driving

The sporty steering wheel is a clear indication that Mazda wants this to be an SUV that is a driver's car, which means its dual wishbone front suspension leans more towards performance than comfort. With direct but light steering it performs best on open roads, where it feels smooth, grips well and is composed through corners. However, over the bumpy, potholed surfaces of many towns and cities it feels less settled, with uneven surfaces sending constant feedback about imperfections into the cabin.

There are several driving modes that work well with the eight-speed transmission, which switches between gears seamlessly, or you can opt to change gears manually using steering wheel-mounted paddles.

Our test model combines a four-cylinder engine with an electric motor. On the road that means great efficiency and lots of usable power.

The combined output of the 2.5-litre engine and electric motor is 323bhp, with lots of low-down torque for keeping up with city traffic, while returning diesel levels of fuel economy.

There is a claimed 39 miles of zero-emission range from the 17.8kWh battery pack, but not if you make the most of its acceleration, which can power the CX-60 from 0-60mph in 5.8 seconds. If you have a home charging point, it takes around two hours to replenish the battery, which becomes nearly eight hours if you rely on a standard three-pin plug.

Technology

There are lots of driver aids in the CX-60, but the technology felt too intrusive and left me wishing for a more basic approach.

The car comes with a head-up display, which projects key information onto the windscreen in front of the driver. In practice, it just made me feel dizzy and took my focus away from the road, which undermines the whole idea of the system.

Regular interruptions from safety features became a distraction too. Recent research by road safety charity Brake seems to support my experience, as it found 41% of drivers have turned off some vehicle safety features because they were so intrusive.

However, the car also takes convenience to a whole new level. Facial recognition technology automatically restores driver preferences when you get behind the wheel, including seat, audio and climate control, to get the CX-60 just the way you like it.

Making manual adjustments is also simple using the dual-screen dashboard and the easy-to-use infotainment system.

Summary

Overall, I really like the comfort and space offered by the CX-60, especially the heated seats and steering wheel. I would prefer a less sporty set-up for the suspension based on my specific uses for the car, and less intrusive safety features, especially the head-up display.

However, the CX-60 offers a different choice to some of the more established competitors, great build quality and an element of exclusivity that will help you stand out from the crowd on the road.

Reflex Rating
7/10

In the Office take a look at what we've been up to the past few months...



Brew Monday

Reflex swapped Blue Monday for Brew Monday.

Making a positive impact through staff connection (assisted by a good cuppa and some biscuits!) was the focus of the day famously known for its doom and gloom.

Selections of biscuits and flavoured teas were spread across the business.

Staff took time to have a moment for themselves, finding the joy in simple things and supporting each other by spreading kindness and sharing smiles to brighten even the bluest of Mondays.

Sileby Scorpions Under 12s Football Team

Reflex are the proud sponsors of the 23/24 season kit for Sileby Juniors FC!

Our very own Reflex Driver, Paige, is leading the squad as Team Manager of the Under 12's.

The team are currently holding strong at 6th place in the table.

Good Luck Team!



Random Acts of Kindness

To kick start 2024, an anonymous member of Team Reflex left a little gift on a colleagues desk with a note...

'This is to hopefully make you smile, please enjoy and feel free to pass on a little something to another employee to hopefully lift their day.'

This small Act of Kindness set a chain reaction across the building, where employees embraced the opportunity to pass on a small treat, knowing that even the smallest of gestures have the potential to change someone's day for the better.



Pancake Day & Chinese New Year

Team Reflex doubled the celebrations this February by enjoying Pancake Day and Chinese New Year with a

selection of pancakes and various sweet treats.

The day highlighted the importance of embracing a diverse number of celebrations wishing everyone a delicious pancake day as well as a prosperous start to the Year of the Dragon.



Our People

Welcome to our New Starters!

Adam Humphreys - Head of Operations

Pamela Eaves - Maintenance Desk Manager

Annette Garratt - Purchase Ledger Administrator

Congratulations to our Promotions & Role Changes!

Marian Manolache - IT Support Team Administrator

We are Hiring

- Driver/Valeter (Manchester)
- Maintenance Controller

We are a rapidly expanding organisation, featured among the Top 1000 Companies to inspire Britain and Europe. With a fleet of approximately 4,000 vehicles and a dedicated team of employees, we operate from our Head Office in Loughborough, as well as Manchester and Glasgow.

The company fosters a culture of innovation and teamwork, encouraging employees to think creatively and contribute to the organisation's success.

We are deeply committed to fostering sustainability, inclusivity and diversity within our company and the broader community. By joining Reflex, individuals can be part of a forward-thinking company that values its employees and offers a supportive and inclusive work environment.

We Made the Shortlist!

Fleet News Awards 2024

We're thrilled to announce that Reflex has been shortlisted for **Rental Company of the Year** at this year's Fleet News Awards!

It's an honour to be recognised in this category alongside other well-established rental companies.

Team Reflex look forward to a fantastic evening that celebrates the rental industry as a whole.

Reflex are also proud sponsors this year. Lisa Spong, Sales Director & Co-Owner will be presenting the Fleet/Transport Manager of the Year award.



REFLEX RENEWABLE DRIVE

The Reflex Renewable Drive initiative puts fleets in the driving seat of the transition to electric vehicles.

A national shift to a zero-carbon economy will completely reshape the fleet industry in the next decade.

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 zero-emission strategy for their fleets.

In the public sector; the change will be even more rapid, with the Government planing to make its 40,000 vehicle fleet zero emission by 2027.

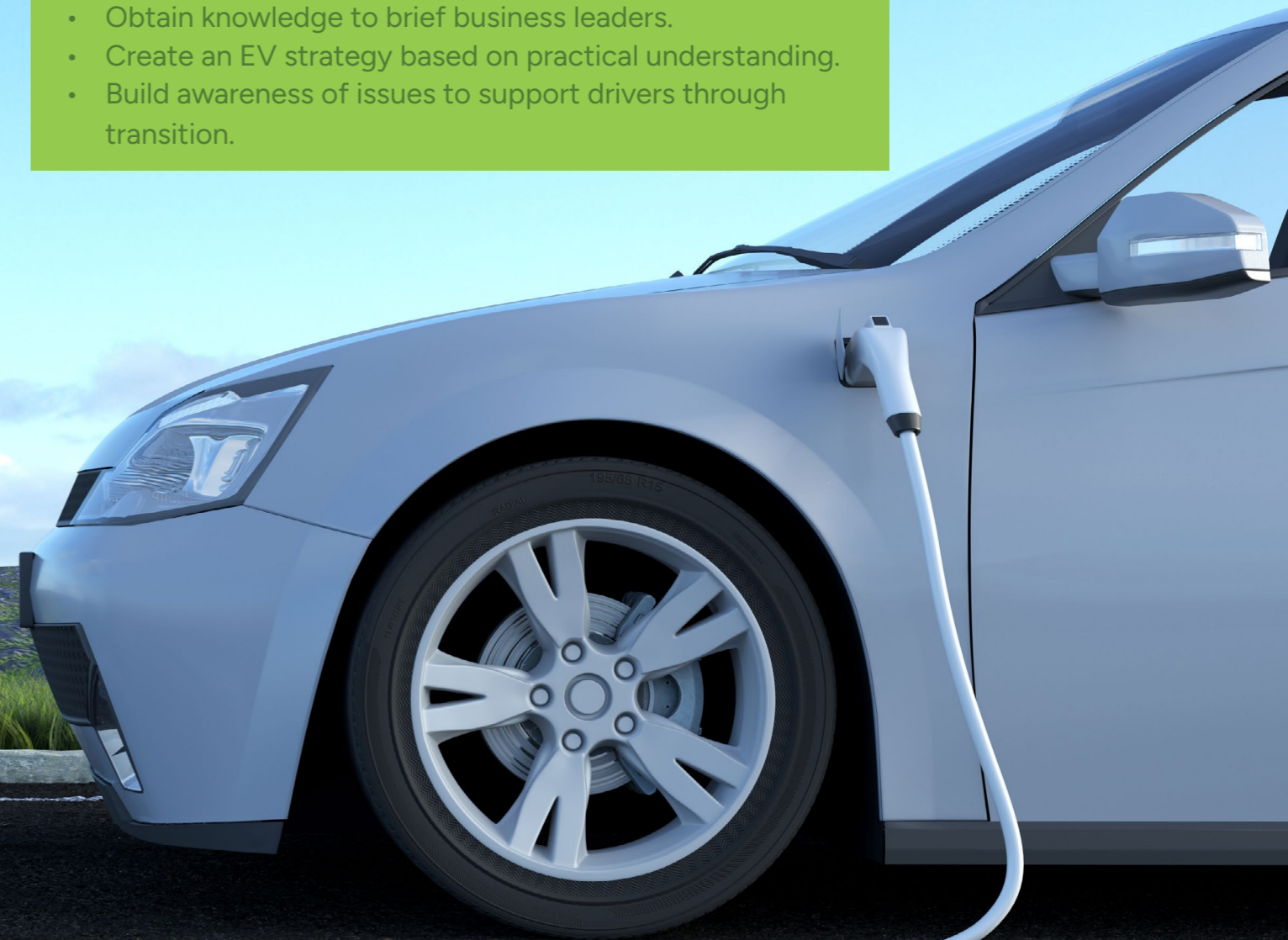
Fleet managers will be the driving force of change as the UK switches to electric vehicles and in the new transport landscape, expert knowledge will prove vital.

Reflex Vehicle Hire is empowering managers with first hand experience of plug-in vehicles through our Reflex Renewable Drive Programme to prepare them for future strategic changes.

It gets fleet managers behind the wheel of new electric cars and vans to give them essential exposure to a different driving experience including recharging requirements, carrying capacity and towing capability.

Reflex Renewable Drive Programme

- Test drive programme for electric vehicles.
- Vital fleet exposure to new technology.
- First-hand driving experience for fleet managers.
- Create a valuable feedback look with OEMs and suppliers.
- Expand experience of EV operations.
- Obtain knowledge to brief business leaders.
- Create an EV strategy based on practical understanding.
- Build awareness of issues to support drivers through transition.



Sustainable Vehicles



Find the Right Fit



Make the Switch

To Request a Road Test, Email:
marketing@reflexvehiclehire.com

account holders only T&C apply

Electric Vehicle Information Exchange

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.

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.

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



Here's what our team has to say...

"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)

"Our early intervention to support electric vehicle adoption means more than one million miles have been driven in zero-emission capable vehicles from Reflex Vehicle Hire. EV:IE is the latest stage in our campaign to support the industry's transition while ensuring fleets remain safe and efficient, whichever fuel they use."

- (Head of Fleet)

Book a consultation with our in-house EV experts and start your journey today
evie@reflexvehiclehire.com



Demonstrates CO2 Reductions

Identify Suitable EV Alternative

Integrated with Telemetry

Build Internal EV Strategy

Clear Cost Comparison

Educated Fleet Operators

REFLEX VEHICLE SALES

Reflex Vehicle Sales offer a wide variety of quality used vehicles from an array of major manufacturers at our site in Loughborough, Leicestershire.

Reflex Vehicle Sales benefits...



Expert Team with 50+ years Combined Experience



Carefully Driven Under Telemetry



All Vehicles Under 4 Years Old



Full Service History



1 Previous Owner



2 Keys



AVAILABLE TO TRADE & RETAIL

T'S & C'S APPLY

SIGN UP TO OUR TRADE STOCKLIST BELOW:

<https://www.reflexvehiclehire.com/portal/register>



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