

Winter 2019

# The Voice

The Official  
**NFDA** magazine  
for the Industry

*In this issue...*

- *EVA Update*
- *Drive My Career*
- *NFDA Spring Ball 2020*
- *EV Dealer Attitude Survey*

*...and more!*



*Plus, The Voice Interviews Stig Saeveland,  
CEO of Hedin Automotive, Norway*



**Sue Robinson**  
Director, NFDA

Dear Colleague,

The prolonged political uncertainty has affected business and consumer confidence for the past twelve months. The used car and aftersales sectors, as well as strong sales of alternative fuel vehicles, have helped retailers offset challenging new car registrations.

As the market continues its transition to

electric vehicles, NFDA has been supporting retailers through a number of initiatives and events. This edition of The Voice includes a comprehensive update on our Electric Vehicle Approved (EVA) accreditation scheme which was officially launched in 2019 with an enthusiastic response from retailers. More than 60 dealerships have successfully passed their audit and obtained the EVA accreditation.

The magazine includes a summary of the latest EV Dealer Attitude Survey, monitoring the dealer/manufacture relationship in the EV sector and an overview of the recently held EV Marketplace Seminar.

The Voice features an exclusive interview with Stig Sæveland, CEO of Hedin Automotive in Norway. Stig was one of the keynote speakers at the EV Seminar and shared with us fascinating insights into the business he runs and his vision for the future.

Drive My Career continues to attract thousands of young people thanks to

multiple highly targeted campaigns. In 2019, 25,000 potential candidates aged between 16 to 24 were redirected by Drive My Career to its members' career portals. This issue of The Voice provides a detailed update on Drive My Career.

Additionally, we have included in the magazine a summary of all the events that marked NFDA's work in 2019 as well as the main industry headlines about our activities.

Our franchised retailer members' input is vital to set the direction of our work. I encourage franchised retailers to join their local NFDA Regional Meeting, dates and venues for 2020 are included in The Voice.

*NFDA is the voice of automotive retailers. If you would like to discuss any of the issues outlined in the magazine, please do not hesitate to contact our member helpline on 01788 538303 or email [nfda@rmif.co.uk](mailto:nfda@rmif.co.uk).*

## NFDA 2020 REGIONAL MEETINGS: DATES & VENUES

The NFDA Regional Meetings 2020 will take place across the country throughout the year.

Themes of discussion will include new and used UK car market, the relationship between retailers and manufacturers, aftersales, HR, with an update on Drive My Career, finance and insurance, as well as electric vehicles, including NFDA's Electric Vehicle Approved (EVA) scheme.

We will cover the focus of NFDA's lobbying activities, as well as the latest results of the Dealer Attitude Survey and Consumer Attitude Survey.

The regional meetings help us set the direction of our work and enable us to provide you with an accurate update on all our activities. Your feedback is key and your attendance to the NFDA Regional Meetings is vital: contact [nfda@rmif.co.uk](mailto:nfda@rmif.co.uk) to attend.

### SOUTH WEST

Venue: *Holiday Inn, Filton, Bristol*

Thursday 26 March  
Thursday 4 June  
Thursday 24 September  
Tuesday 8 December

### NORTH

Venue: *Park Royal Hotel, Warrington*

Tuesday 24 March  
Tuesday 23 June  
Tuesday 22 September  
Thursday 10 December

### SOUTH

Venue: *Hilton Hotel, Cobham*

Tuesday 17 March  
Tuesday 16 June  
Thursday 10 September  
Thursday 17 December

### NORTH EAST

Venue: *TBC*

Tuesday 10 March  
Tuesday 9 June  
Tuesday 15 September  
Tuesday 15 December

### MIDLANDS

Venue: *below*

Tuesday 12 March – Double Tree by Hilton, Walsgrave, Coventry  
Thursday 18 June – Hilton, Northampton  
Tuesday 8 September – Double Tree by Hilton, Walsgrave, Coventry  
Wednesday 9 December – Hilton Northampton

Meetings take place in the morning and lunch is provided.

If you would like to attend a meeting, please contact: [nfda@rmif.co.uk](mailto:nfda@rmif.co.uk)

# NFDA Spring Ball 2020

SECURE  
YOUR TICKET!

The exquisite five-star Grove Hotel, Chandler's Cross, Hertfordshire, will play host to next year's prestigious NFDA Spring Ball on Saturday 25 April 2020.

Join us for a captivating night of stellar entertainment, fine dining and unique networking opportunities with key automotive stakeholders.

Due to high demand, we are excited to welcome back, compering the evening, the fantastic TV personality and presenter Mark Durden-Smith, promising a night of engagement, laughter and fun.

Awards for best manufacturer partner, industry personality of the year and a new EV focused retailer award will be presented, celebrating the excellence of the automotive industry. With an after-dinner speaker and live musical performance topping off what is already set to be a riveting night.

#### TICKET OPTIONS

Dinner only - one person £199  
Dinner only - couple £398  
Dinner only - table of 10 £1,800

#### TICKET OPTIONS

Table of 10 + 5 double rooms £3,500  
Double room accomodation £399

All accomodation include breakfast and access to SPA facilities. All prices are subject to VAT

Ticket types vary, allowing you to come solely for the night's festivities or include accommodation to extend the evening and enjoy a luxurious stay at The Grove Hotel & Golf Resort.

If you would like more information please contact Sue Munslow on **01788 538 304** or email **susan.munslow@rmif.co.uk**. Tickets can also be purchased online via Eventbrite, search 'NFDA Spring Ball Tickets Eventbrite'.

# RMI Employment Law

# Bulletin

## Winter 2019

*Welcome to the Winter Edition of the RMI Employment law bulletin. It has again been a relatively quiet time for Employment law legislation with the Government's energy all taken up in another well-known matter. As we experience another season of legislative gridlock, we are looking again at case law developments in the update below.*



### COVERT MONITORING

The Courts and Tribunals have at long grappled with the balance between surveillance of employees and the right under Article 8 of the European Convention on Human Rights to private life. In a recent development, the European Court of Human Rights in *Lopez Ribalda and others v Spain* held that covert surveillance of employees under suspicion of theft did not breach Article 8.

The decision was 14 to 3. The case concerned the installation of covert video surveillance in a Spanish supermarket where there was a high level of theft. Surveillance was limited to 2 weeks and the recordings were confined to a small group of individuals. Employees were not informed in advance. It was argued that Article 8 was infringed. The Court held that employees should have a limited expectation of privacy at work on a supermarket floor and found that the employer had taken reasonable steps to confine the circulation of the recordings. It agreed therefore with the original Spanish Court, that a fair balance had been struck

and that the intrusion into private life was proportionate.

### Comment

Covert recording should always be the exception rather than the rule, but the case gives some support for employers in such circumstances.

### REDUNDANCY PAY CAP

If an employee claims contractual and statutory redundancy payments at a tribunal, does statutory redundancy pay

### CASE LAW UPDATE

- [Covert Monitoring](#)
- [Redundancy pay cap](#)
- [Harassment](#)
- [Section 111a - improper behaviour](#)
- [Discrimination on grounds of religion and "belief": copyright](#)

count towards the £25,000 cap for a breach of contract claim?

No, held the EAT in *Uradar v Lancashire Care NHS Foundation Trust*.

The Claimant's enhanced contractual redundancy entitlement was £43,949.04, contractually deemed inclusive of statutory redundancy pay (here £5,868). After dismissing the Claimant in a redundancy exercise, the Trust refused to make any redundancy payments, asserting that it had offered suitable alternative employment. The Tribunal upheld the employee's entitlement to both statutory and contractual redundancy pay, the latter payment capped at £25,000 by the limit in the Extension of Jurisdiction Order 1994. The Tribunal held that the statutory redundancy pay was 'subsumed' with the contractual claim, so awarded £25,000 (not £25,000 + £5,868).

The EAT held that the tribunal erred in law, there were two causes of action, statutory redundancy pay and breach of contract. The doctrine of 'merger' found in wrongful dismissal claims whereby tribunal and (uncapped) civil court claims can't both be brought did not apply; the right approach here was to award £25,000 for breach of contract and £5,868 for Statutory redundancy pay.

The EAT commented that the £25,000 cap on contractual claims, unchanged since 1994, could be raised by a statutory instrument, and that the present cap can produce real injustice and was out of step with the wider powers of tribunals in other areas.

## **HARASSMENT**

In a harassment case, does proving that conduct created an offensive or humiliating environment by itself give rise to a prima facie case that such conduct relates to a protected characteristic?

Not always, held the EAT in *Raj v Capita Business Services*, dismissing the Claimant's appeal.

The Claimant's (female) manager had massaged his shoulders in an open office, which the Tribunal found was unwanted conduct producing an offensive environment for him. The Tribunal rejected part of the manager's evidence about the massages, but accepted that the conduct was not related to the Claimant's gender, the reason for it was misguided encouragement, so the harassment claim failed.

In applying the two-stage test in s136 Equality Act, the Claimant met stage one by proving unwanted conduct

producing an offensive environment. By itself, this was not enough for stage two, to establish a prima facie case that the unwanted conduct related to a protected characteristic (here, the Claimant's sex); the burden of proof had not shifted to the Respondent to prove the reason for the conduct, and even then, the explanation was accepted.

There is no rigid rule of law that a Claimant, having met stage one, will shift the burden of proof for stage two if the Tribunal finds that a Respondent has given wrong or untruthful evidence about conduct or why it happened. The Tribunal had not erred in law by failing to approach the case on the basis that the burden of proof had shifted to the Respondent to show that the conduct in question wasn't related to the Claimant's sex. The Tribunal had anyway accepted a non-discriminatory reason for the conduct, so the appeal failed.



## **SECTION 111A – IMPROPER BEHAVIOUR**

Under Section 111a of the Employment Rights Act 1996, it is possible for certain conversations not to be included in any Tribunal evidence where the parties are trying to settle matters. There is an exception, however, if there is "improper behaviour".

Is it sufficient that a Claimant asserts there was improper behaviour by an employer when negotiating a settlement in order for evidence of those negotiations to be admitted in evidence?

No, held the EAT in *Harrison v Aryman Limited*.

Where improper behaviour is alleged as a reason for evidence of settlement negotiations to be admitted despite s111A Employment Rights Act 1996, it is necessary for the Tribunal to decide whether the behaviour was improper, by making findings of fact, before admitting it.

By contrast, where the Claimant's case is that the circumstances of any dismissal are such as to make the dismissal automatically unfair, it is sufficient for the Claimant to put their case in that way for that evidence to be admissible under s111A Employment Rights Act 1996.

Note that, because of the many exceptions to Section 111a of the Employment Rights Act 1996, we often advise RMI members to use this section with some caution and legal advice should always be obtained.

## **DISCRIMINATION ON GROUNDS OF RELIGION AND "BELIEF": COPYRIGHT**

Did the dismissal of an employee for asserting her moral right to own the copyright to her own creative works amount to discrimination on the grounds of belief?

No, held the Court of Appeal in *Gray v Mulberry Company (Design) Limited*.

The Claimant was asked to assign copyright in any works she created during her employment to her employer. She refused and was dismissed. She claimed the dismissal amounted to discrimination on the grounds of her belief in the moral right to own the copyright to her own creative works.

The Court of Appeal held that her refusal to sign the copyright agreement, and thus her dismissal, arose from her concern that the wording of the relevant clause failed to protect her own interests sufficiently. A debate or dispute about the wording or interpretation of an agreement could not be a philosophical belief within the meaning of the Equality Act 2010.

## **Comment**

This is the latest in a series of cases which have tested the boundaries of what is meant by a "philosophical belief" and the Court of Appeal, in our view, has arrived at a sensible decision.

## **IN CONCLUSION**

Don't forget, any advice contained in the above is general in nature and will need to be tailored to any one particular situation. As an RMI member you have access to the RMI Legal advice line, as well as a number of industry experts for your assistance. Should you find yourself in the situation above, contact us at any stage for advice and assistance as appropriate.

## **Motor Industry Legal Services**

Motor Industry Legal Services (MILS) provides fully comprehensive legal advice and representation to UK motor retailers for one annual fee. It is the only law firm in the UK which specialises in motor law and motor trade law. MILS currently advises over 1,000 individual businesses within the sector as well as the Retail Motor Industry Federation (RMI) and its members.



Electric Vehicle Approved

# EVA SCHEME ACHIEVES KEY MILESTONES

*NFDA's Electric Vehicle Approved (EVA) accreditation scheme achieved the '50 approved dealerships milestone' in November. By the beginning of December, 65 dealerships had obtained their 'EVA badge'.*



EVA was developed by NFDA to recognise expertise in the electric vehicle sector and promote industry standards for the benefit of the consumer. The scheme is endorsed by the Government's Office for Low Emission Vehicles (OLEV) and the Energy Saving Trust (EST).

More than sixty dealerships have now been 'EV approved' and will be able to display their 'EVA badge'. After six months of operation, there is a variety of EV approved retailers selling several major brands. These include Nissan, Volkswagen, Kia, Hyundai, Renault, Audi, Mitsubishi, JLR, BMW and Volvo.

Since the launch on 15 May 2019, all the available slots have already been allocated and a number of sites will be audited over the next months.

Under the EVA scheme, dealerships are independently audited by the Energy Saving Trust (EST) to verify that they meet the EVA standards. The standards

cover key areas of EV retail and aftersales including retailers' communication with the consumer, staff training and availability of charge points on site.

Despite the huge growth of the battery electric vehicles sector, a large percentage of motorists still indicate that there are barriers preventing them from buying an electric car. In particular, cost, charging infrastructure and battery range.

Thanks to the EVA badge of approval, retailers will be able to communicate their knowledge and expertise to, ultimately, boost consumer confidence and overcome any perceived barriers. The EVA badge will give consumers more confidence in the retailers and reassure them that EV approved retailers possess all the skills they need to help motorists make an informed decision.

"It is extremely positive to see franchised retailers embrace NFDA's Electric Vehicle Approved accreditation scheme which

demonstrates the efforts the automotive retail industry is making to drive the growth of the electric vehicle sector.

The electric vehicle sector is experiencing significant growth and retailers see increasing interest from consumers despite a number of challenges. We are confident through the continuous educational process implemented by retailers the current barriers will be overcome.

Franchised retailers are working hard to inform their customers and provide them with the best possible experience. Having consumers recognise and trust the EVA badge will encourage the growth of the sector.

NFDA looks forward to continuing to work with the Government and the Energy Saving Trust to support retailers and help them maximise the opportunities the transition to electric cars will offer."

*Sue Robinson, NFDA Director*



“It is welcome news that 50 more dealerships have passed EST’s robust and independent audit. This milestone means more people will be able to access a convenient EVA dealership, and dealers are keen to join the quickly expanding network. EVA accreditation guarantees knowledgeable staff to inform a vehicle

purchase and an enhanced buying experience, as well as specifically-trained technicians to service and maintain the new or used EV to the highest standard.

EV Approved accreditation brings together organisations with the shared ambition of increasing the sale of electric vehicles, and

is critical to achieve a net-zero emission future in line with government ambition, as transport generates 26 per cent of the UK’s greenhouse gas emissions.”

*Tim Anderson,  
Energy Saving Trust Head of Transport*

## List of EVA accredited retailers

Alex F. Noble and Son Nissan Edinburgh  
 All Electric Hyundai Kidderminster  
 Arnold Clark Hillington Renault  
 Berry BMW Chiswick  
 BFC Motor Group  
 Caffyns VW Worthing  
 Clive Brook Bradford  
 Clive Brook Huddersfield  
 Eastern Western Motor Group Barnetts Nissan Dundee  
 Eastern Western Motor Group Nissan Edinburgh  
 Eastern Western Motor Group Western Nissan Fife  
 eCarLogical  
 Devonshire Motors  
 DSG Hyundai  
 Fish Brothers Kia  
 Glyn Hopkin Nissan Bedford  
 Glyn Hopkin Nissan Cambridge  
 Glyn Hopkin Nissan Chelmsford  
 Glyn Hopkin Nissan East London  
 Glyn Hopkin Nissan North London  
 Glyn Hopkin Nissan Romford  
 Glyn Hopkin Nissan Milton Keynes  
 Glyn Hopkin Nissan St. Albans  
 Group 1 Automotive Beadles Volkswagen Maidstone  
 Hendy Kia (Eastleigh)  
 Hendy Renault Brighton  
 Humphries and Parks Ltd. West Malling  
 Jardine Motors Group Lancaster Reading  
 Jardine Motors Group Porsche Centre South London  
 Jardine Motors Group Tamworth Audi  
 JCT600 Volkswagen Sheffield  
 JCT600 Ltd Sheffield Audi  
 Johnson Hyundai Coventry

JS Holmes Nissan  
 Kia Perrys Preston  
 Lookers Volkswagen Battersea  
 Listers Volkswagen Evesham  
 Listers Volkswagen Leamington  
 Listers Volkswagen Loughborough  
 Lookers Volkswagen Newcastle  
 Marriott Group King’s Lynn Volkswagen  
 Marriott Group Bury St. Edmunds Volkswagen  
 Marshall Motor Group Volkswagen Oxford Kidlington  
 Masters of Beckenham Ltd Renault  
 Motorline Maidstone Audi  
 Norton Way Group Nissan  
 Pebley Beach Hyundai & Suzuki Swindon  
 Saftdwin Ltd Martins of Camberley  
 Saftdwin Ltd Martins of Basingstoke  
 Swansway Blackburn  
 Triangle of Chesterfield Triangle Kia  
 Vertu Motors Bristol Street Motors Nissan Chesterfield  
 Vertu Motors Bristol Street Motors Nissan Darlington  
 Vertu Motors Bristol Street Motors Nissan Ilkeston  
 Vertu Motors Bristol Street Motors Nissan Northampton  
 Vertu Motors Macklin Motors Nissan Glasgow Central  
 Vospers Nissan  
 Wessex Garages Hyundai Cardiff  
 Wessex Garages Hyundai Newport  
 Wessex Garages Kia Bristol  
 Wessex Garages Kia Cardiff  
 Wessex Garages Kia Gloucester  
 Wessex Garages Kia Newport  
 Wessex Garages Nissan Gloucester  
 Wessex Garages Cardiff Nissan



*Bristol Street Motors, Nissan Darlington and Glasgow Central*

Electric Vehicle Approved

# We are an EVA member!

Ask us how we can help you find your next electric vehicle

For more information about EVA,  
 please visit [www.evaproved.co.uk](http://www.evaproved.co.uk) or email [eva@rmif.co.uk](mailto:eva@rmif.co.uk)  
 Follow @EVApproved on Twitter

# DRIVE MY CAREER



## Drive My Career reaches record number of young people in 2019

Drive My Career, the employment platform launched by NFDA in February 2018, drove a record number of more than 25,000 young people to automotive retailers' career portals.

Drive My Career was launched to improve the perception of the automotive industry amongst young people to bring them closer to our sector and, ultimately, help automotive retailers attract and retain talent.

Drive My Career reaches 16 to 24 years old people with highly targeted campaigns on social media and Google. Users are driven to the Drive My Career website where, by entering their postcode, they can 'connect' with the dealerships based in their area\*.

In 2019, more than **25,000** young people visited retailers' career pages coming from Drive My Career. Drive My Career's campaigns have reached more than 3 million young people as a result of the continuous refinement and improvement of the targeting strategies.

The website has experienced a steady increase in traffic over the past twelve months. In total, more than 90,000 users have visited the site benefitting not only from the crucial dealer-finder map but also from a quiz helping them to find the business area best suited to their skills as well as useful blog posts about careers in automotive retail.

In addition to the regionally based adverts that aim specifically at driving young people to local retailers' career pages, Drive My

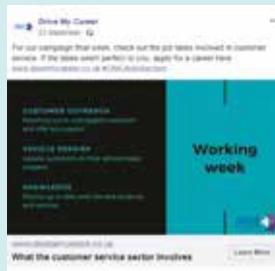
Career has run several other campaigns to highlight the exciting aspects of a career in the automotive sector.

\*And who are members of Drive My Career

### Campaigns...

#### #DMCApprenticeTakeover

On occasion of the National Careers Week in March, Drive My Career members were encouraged to promote across their social media channels the most successful stories about their apprentices or hand over their social media accounts to their apprentices. This campaign gained 1 million impressions through the hashtag #DMCApprenticeTakeover.



#### #DMCAutoSectors

In October, the 'DMC Auto Sectors' campaign raised awareness of the job roles available in the different sectors or business areas of the automotive industry. Posts and stories with the hashtag #DMCAutoSectors were shown over 100,000 times across social media. The audience demographic that engaged with the campaign was 40% female and 60% male.



#### #AskDMC

#AskDMC was designed in collaboration with Drive My Career member JCT600 to answer questions about apprentices and early careers. Answers were given in a short video published on Drive My Career's YouTube channel.



#### #DMCTechnicians

The technicians campaign was developed to inform jobseekers about key elements of a technician job in today's automotive industry. These included a modern and clean work environment, competitive salaries and increased flexibility. During this campaign, which ran in November, the 'featured jobs' page on the Drive My Career website advertised only technician vacancies.

#### #DMCChristmas

Over Christmas, Drive My Career will ask its audience true or false questions about the automotive industry to build engagement and inform them about the exciting aspects of a career in the sector. Last year, the first edition of the #DMCChristmas campaign counted 22,000 impressions, 180 comments and 1,371 views.



# DMC INSIGHT: SALARY & COMMUTE

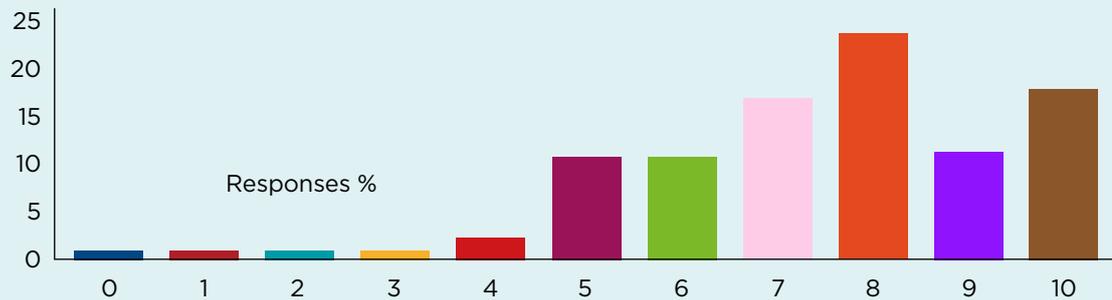
To provide its members with further insights into their future workforce, Drive My Career runs surveys which generate bi-monthly Insight Reports for members. Some of the topics covered this year include apprenticeships, job search preferences, career guidance, hobbies and interests.

Drive My Career's latest survey was based on salary and commute preferences. This survey obtained over 200 responses from the Drive My Career target audience of 16-24 year olds. Unexpectedly, almost half of the respondents selected the lowest amount as their expected salary for their first or next job.

What salary do you expect to earn in your first/next job?



How important is the salary to you for your next job? (10 being very important)



Although the majority would expect at least £15K, it is clear that salary is an important factor for jobseekers. In fact, when asked how important the salary was for their next job, 97% of people responded 5 or above, with 10 being very important.

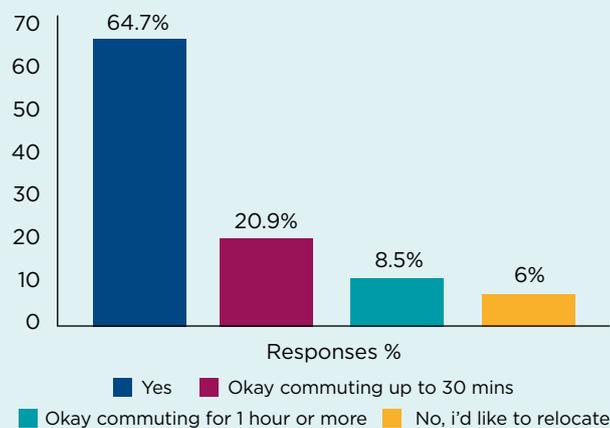
Interestingly, the question about basic salaries and commissions saw a close result. Slightly more than half (53.2%) would prefer to work on a higher basic salary and earn a lower commission rate.

Would you rather?



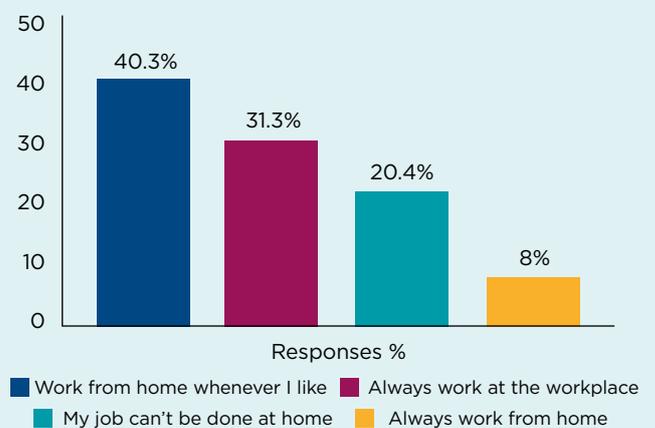
Unsurprisingly, a high 65% of people would prefer to work in an area close to them. Depending on their location and the job opportunities available, about 30% of respondents said they would be willing to commute. However only 8.5% would be 'okay commuting for 1 hour or more'.

Would you prefer working in an area near you?



Working from home has become a popular option for many professionals. However, it was interesting to see that 31% of the target audience would rather always work at the workplace and an additional 20% responded that their job 'cannot be done' at home.

Would you rather work at the workplace or from home?



Drive My Career currently supports about 1,200 dealerships of more than 50 different businesses that have signed up to the initiative. If you want to connect with the workforce of the future and boost your visibility as a top employer in the automotive sector, please email [info@drivemycareer.co.uk](mailto:info@drivemycareer.co.uk) or visit [www.drivemycareer.co.uk](http://www.drivemycareer.co.uk)

# NFDA EV DEALER ATTITUDE SURVEY

## Shows signs of optimism

*The latest NFDA EV Dealer Attitude Survey, published in November, highlighted retailers' concerns with a number of business areas in the EV sector as well as signs of optimism.*

As the UK car market continues its transition to electric vehicles, franchised retailers are making significant investments to meet the growing consumer demand. Despite the fast development, the electric market is in its relatively early stages with a number of challenges still to address.

The objective of this survey is to understand retailers' views on their manufacturers' approach to the electric vehicle sector. Retailers were questioned about key areas including current and future product offering, supply availability, profit return, finance, and incentives.

The survey was conducted in July 2019 and asked franchised retailers about their on-going relationship with their respective manufacturers in the EV area. Responses were scored from 1 (extremely dissatisfied) to 10 (extremely satisfied).

Not all manufacturers have entered the EV market yet, therefore, NFDA has included in the survey only respondents from the franchisees who currently have at least one new plug-in hybrid or pure electric vehicle available to the customer. For this reason, this edition of the EV DAS saw the inclusion of three manufacturers that were not featured in the previous surveys. As a result, average scores should not be compared to the previous ones but solely utilised as an indication of general trends.

In addition to the franchisees included in this report, there was a level of discontent expressed by a number of dealer networks whose manufacturers do not currently have any electric vehicle.

Since the vast majority of the survey questions are not relevant to them, as they do not sell any electric vehicle, these are not included in the report.

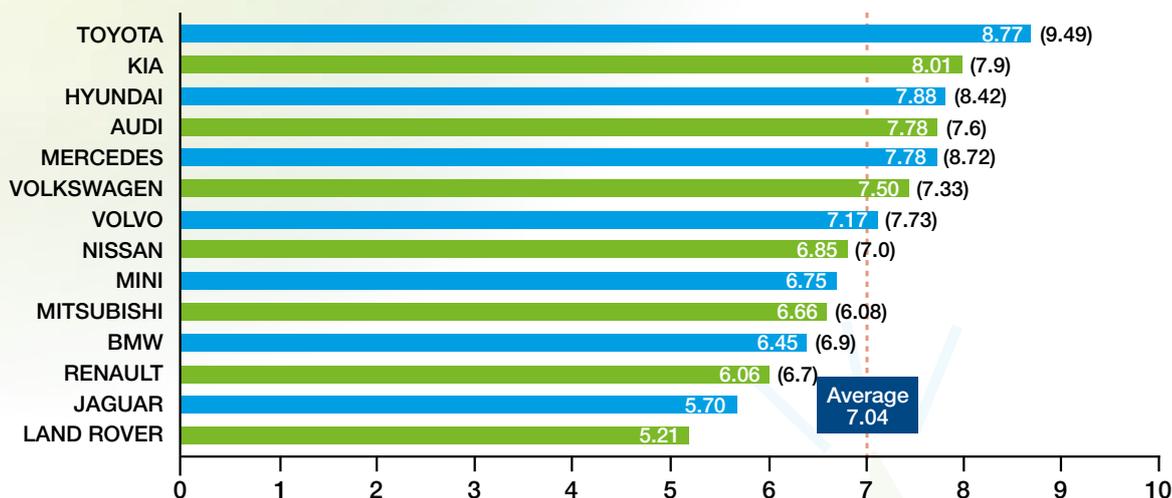
It is important to note that the manufacturers featured in the survey are the market leaders in the electric vehicle sector or those who have sufficiently engaged with their dealer network for them to have an opinion on key sector issues.

Overall, a number of retailers continued to be concerned with their return on investment in equipment and training, bonus and rebates, and manufacturer training and material supporting them to effectively sell EVs.

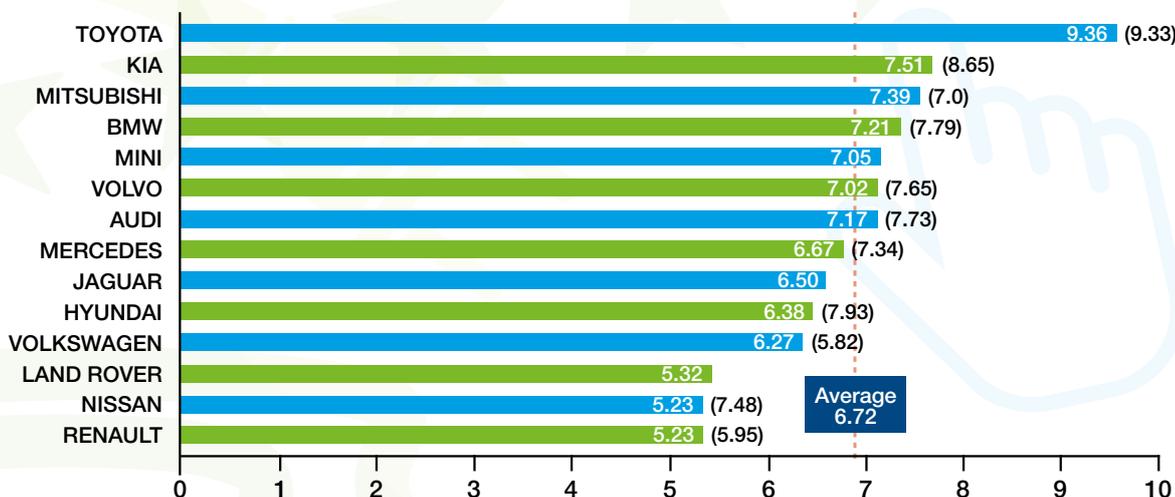
On average, retailers gave high scores in key areas such as product range, supply and consumer appetite. However, it is important that the issues highlighted by the survey are addressed and all retailers are enabled to meet the fast-growing consumer demand as soon as possible.



How satisfied are you with your manufacturer's proposed plug-in and electric vehicles product range and the segments they will cover for the next two years?



How likely are customers who own electric or plug-in vehicles to replace them with another electric or plug-in vehicle when they buy a new vehicle?

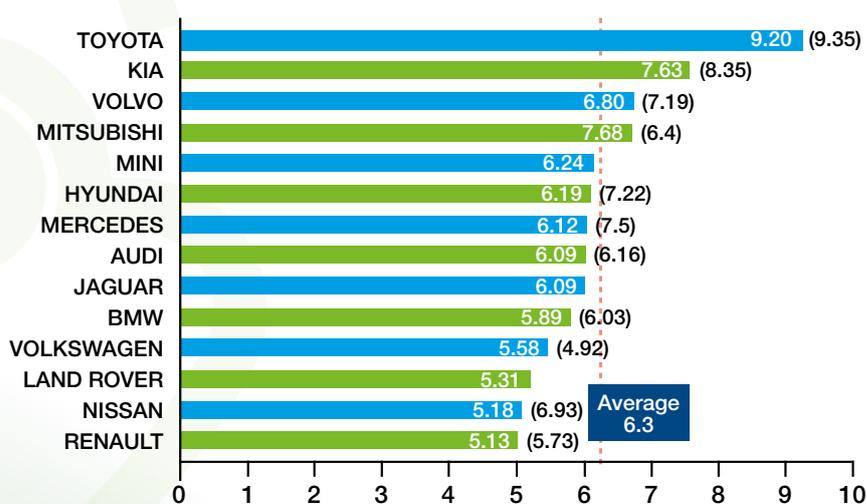


### Average score across all questions

The overall average score was 6.30 out of 10. Toyota maintained the lead in all manufacturer-related areas of the survey and had the highest average score, with 9.20 points out of 10.

Kia and Volvo followed with 7.63 and 6.80 points respectively. Mitsubishi, Mini, Hyundai, Mercedes, Audi and Jaguar had scores above 6.0 indicating a degree of dealer satisfaction.

Of the manufacturers previously included in the survey, Mitsubishi and Volkswagen saw marginal improvements in score, while Mercedes had the biggest losses with the average score going down to 6.12 from 7.5.



For more information about the survey, please visit [www.nfda-uk.co.uk/reports](http://www.nfda-uk.co.uk/reports)



**‘much more focused on the customer experience’**



## The Voice Interviews Stig Saeveland, CEO of Hedin Automotive, Norway

*Stig Saeveland has a double business degree and started working in the advisory sector in Norway. Five years ago, he took the opportunity to join the largest dealer group, in Scandinavia specialised in BMW and Porsche as CFO. About two years ago the business was acquired by Hedin and afterwards, he became CEO of the Hedin Automotive group in Scandinavia. He does not see himself as a ‘car guy’, but as someone ‘much more focused on the customer experience’.*

### How important is the customer experience to automotive retailers?

Electric, autonomous, connected and digital mobility; it is all happening at the same time, and at an extremely fast pace. In Hedin, we recognise the challenge, but more so – we see the opportunity. To grow and thrive, we need to put the customer at the centre and pursue new ways to operate. We work tirelessly to ensure that we are and remain the customer’s first choice. It’s about professional excellence and creating indelible energy and unique customer experiences – in every single customer interaction. Our premium products are identical whether a customer buys them from us or from our competitors. What sets us apart is our unique customer service. Our values, our strive to be surprisingly different, noticeably better, and our customer promise to “take care of everything – always”. Excellent people skills are a necessity for success now more than ever.

The knowledge of your salespeople is extremely important. Buyers now in Norway and Sweden are very knowledgeable, especially, about battery and EV technologies. A lot of them take the time to research and read about the product they want to buy. The internet plays a huge part in this, including OEMs’ websites, blogs, online channels, and videos.



BMW and MINI dealership in Stavanger, Norway.

All these elements increase our customers’ knowledge and EV is a big topic in Norway. Salespeople need to become specialists to

provide our customers with the best possible experience.

### How do you see dealers coping with this challenge and, as a result, the traditional dealership model evolve?

We tried to reorganise ourselves to help all customers walking into our dealership with a smooth and dynamic process. However, this shift needs to happen especially in our mindset. Dealers need to be creative, agile and able to adapt.

Personally, when I go into a shop I don’t like to be shifted around and I think we should not see a clear split between the different departments of a dealership.

We started this journey embracing the Lean management style and, eventually, we will be able to iron out the divisions between our departments. Maybe one day a sales advisor

and a service advisor will be the same person.

*With such a forward-thinking mindset, do your customers still value the interaction with a 'human being'?*

Yes, this is a mixed picture, one thing does not exclude the other. We have a lot of extremely dedicated and fantastic employees, and they are flexible in their approach to our customers. It can only benefit certain customers to have fewer points of contacts if that's what they want. It is important that we empower the customers and give them the choice of buying a car how, where and when they want, whether online or in store.

*How about the online offering?*

It's very hard to get end to end online sales working though we have already sold new cars from our website. However, there are interesting trends, if you look at Amazon for example, which was born digitally and purely as an e-commerce platform, they are now opening physical shops in a lot of places. The holy grail is to be able to deliver an omni-channel experience to customers. They should be able to start a buying journey online and not have to start all over again when coming into a physical dealership or vice versa. We need to enable the customers to organise their buying journeys how they like. Some customers may prefer to start online, continue offline and then perhaps go online again, some may want to do everything offline, but the customer must have the choice. We need to look outside and learn from other sectors.

*How is the relationship with your manufacturer?*

We have a long, solid and trusting relationship with our manufacturers. In our experience, dealers and manufacturers need to work closely together. We share a common target; we both want to sell as many cars as possible with as high retention as possible in our workshop. We have all we need to make this happen, if we as dealers succeed, the manufacturer also succeeds.

In Hedin we believe that we can only achieve this by representing our values. We are open, honest, humble and respectful at the same time. We bring our ideas to the table and have open discussions with our manufacturer to find common ground.

*With new car sales declining, used cars and aftersales have been key areas for UK franchised dealers. Is it the same in Norway?*

It generally depends on the brand. However, with a flat market, having Tesla coming in and

taking 15% of it made it tougher for every new car business. The used car market is good in Norway but tends to fluctuate almost from month to month. In the workshops we are very busy.

*What do you see as the main challenges to the development of the EV market, especially when it is in its early stages?*

The first issue to address is always how to scale your investments. However, the main concerns surround aftersales and parts sales. In a lot of places, the parts department tends to receive less attention as the main focus is always on new and used cars, and the efficiency and productivity of the mechanics.

*In Norway the 'national goal' is that all new cars sold by 2025 should be zero-emission. Do you feel the EV market has already overcome the biggest barriers?*

It is hard to say if we are over the worst or in the middle of the transition. In new car sales, the shift from internal combustion engines to EVs has not had such a huge impact. However, in the aftermarket, I expect to



experience tougher times as we deal with more EVs.

*Attracting and retaining talent is an issue in the UK, especially for technician roles. Do you have a skills shortage problem?*

In Norway, there are clear differences between urban and rural areas. Especially in Stockholm we have had some challenges to fill our mechanic positions. This is also because we have grown quite a lot, people are moving and want to reduce their commuting time. It will continue to be a challenge in the future.

*Is the perception of the automotive industry a potential problem among the new generations?*

On one occasion, I had a discussion with a colleague working at a bodyshop in Stockholm asking me how sustainable our business is. Sustainability is a concern for the new generations, we are working

hard to address this issue, and we need communicate that we do take the environment seriously.

We have a great success story within BMW, the BMW i3 is the most sustainable car on the market and 95% is recyclable. We need to tell this story.

*What is your relationship with your employees and how do you get the best out of them?*

We would not have achieved success if our employees were unhappy at work. It is as simple as that. In a highly competitive, fast-changing industry, attracting and retaining the right talent has never been more important. A co-worker who is treated with respect and is included, feels part of the business, has a better time at work and contributes much more, it's a win-win situation. If you have fun at work and feel acknowledged, you are more positive with the customer. When you enter a shop, it is very easy to sense if it's a nice place to work or not.

A few months ago, we were awarded the 'Great Place to Work' certification for the third consecutive time. Great Place to Work, a global authority on high-trust, high-performance workplace cultures, collects direct feedback from employees. For me, the certification is a direct result of our systematic efforts in the field of culture and communication. It is a testimony of the commitment, motivation and passion we proudly observe throughout our organization.

*Do you have any advice for UK dealers and what do you feel you can learn from them?*

Giving advice is very hard not knowing the UK market. My impression is that UK dealers are very good at creating synergies between the various groups. They seem to have very good structures and communications as well as being proactive on the online side. We have a lot of things to learn from them.

Personally I believe that creating a healthy, high-performing, and agile organizational culture is key to success in a rapidly changing automotive industry with increasing complexity and competition. In Hedin, we believe that our unyielding focus on culture is necessary for our employees to be able to deliver unique customer experiences authentically. Employees who trust their managers give their best, work freely, and their extra effort goes right to our bottom line.

*"What is more efficient a traffic light of a roundabout? Studies show the roundabout. Who is in charge? The traffic light is the management, in a roundabout, it's the drivers, the people, who are in control."*

# NFDA EV MARKETPLACE SEMINAR:

challenges, opportunities and trends in the EV market



*The NFDA EV Marketplace Seminar provided retailers with an ideal opportunity to hear keynote speakers discuss and analyse the challenges and opportunities facing the EV sector. These included current issues such as supply constraints and consumer barriers as well as future market trends. The event, sponsored by MHA Macintyre Hudson, took place on Wednesday 3 December in Warwick.*

## Speakers...

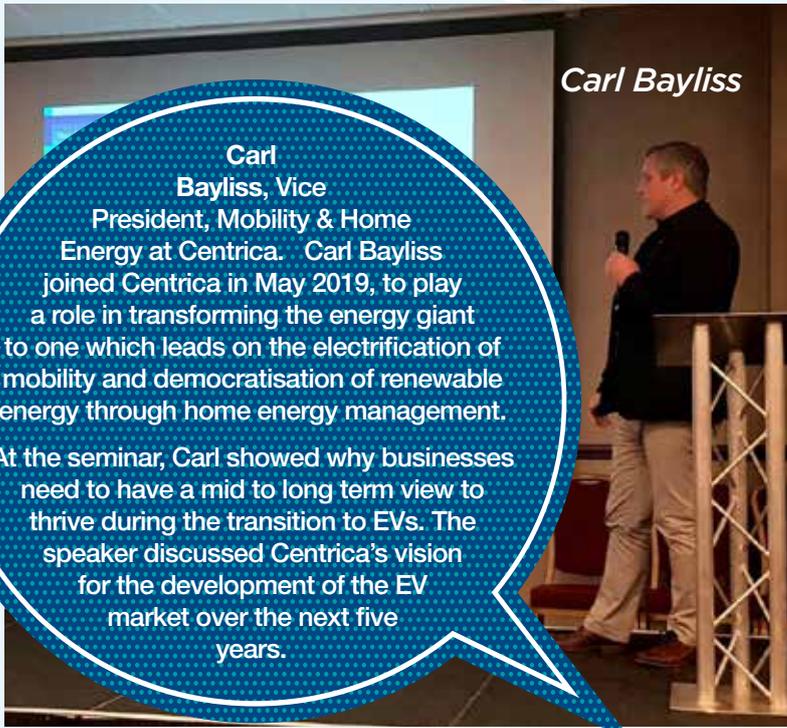
**Steve Freeman and Jon Pollock**, respectively National Head of Motor and Electric Vehicle Consultancy Lead, MHA. The MHA speakers illustrated the current EV landscape including Government's ambitions, market forecasts and the steps dealers need to take to be 'EV ready'. They identified four key areas to consider: planning, infrastructure, people and process change and implementation.

**Graeme Cooper, Electric Vehicles**  
Project Director at the National Grid. Graeme leads National Grid's work on electric vehicles and decarbonisation of transport by leading and coordinating all the work relating to the UK regulated business of National Grid.

Graeme explained the role of the National Grid and analysed the key concerns that are driving the transition to EVs: decarbonisation at a global level, industrial growth nationally and clean air locally. He also covered future Government policies and showed that an efficient charging infrastructure represents the 'key enabler' for EV mass uptake.

*Graeme Cooper*





*Carl Bayliss*

**Carl Bayliss, Vice President, Mobility & Home Energy at Centrica.** Carl Bayliss joined Centrica in May 2019, to play a role in transforming the energy giant to one which leads on the electrification of mobility and democratisation of renewable energy through home energy management.

At the seminar, Carl showed why businesses need to have a mid to long term view to thrive during the transition to EVs. The speaker discussed Centrica's vision for the development of the EV market over the next five years.

**Oliver Larkin, Volkswagen Group UK Head of Group Corporate and Public Relations.** Oliver's key responsibility is to co-ordinate a UK Group-level stakeholder engagement strategy by maintaining relationships with brand PR, legal, Governmental Affairs, media, and industry representatives.

Oliver described VW's role in today's automotive sector and analysed the company financial robustness in 'difficult global markets'. He outlined how the company plans to achieve CO2 neutrality of the existing fleet by 2050 and explained that at VW 'the change is happening now' thanks to huge investments 'in the future'.

He concluded adding that retailers 'will remain the primary point of contact' as we progress through EVs and Connected Vehicles.



*Oliver Larkin*

**Stig Saeveland, CEO Hedin Automotive Norway.** As chief executive officer (CEO) of Hedin Automotive Norway, he is responsible for the largest BMW dealer group in Scandinavia. He has played a key strategic role for the company in a market that is transitioning to electric vehicles faster than anywhere else in the world.

Stig presented Hedin's vision for growth including the current and future role of dealers and the company's key business values in a country where all new cars sold by 2025 should be zero-emission. He described the company's DNA:

- Purpose: to create unique experiences for the customer
- Ambition: to lead the way and take the industry to the Next Level
- Personality: characterised by passion and innovation, with humility, respect and honesty as core values.
- Customer promise: Hedin promises to 'take care of everything – always'.



*Stig Saeveland*

**Jason Cranswick, Commercial Director of Jardine and Chair of the NFDA EV Group,** chaired the panel that closed the event where all speakers answered questions from the audience.

*If you would like to receive a copy of the presentations, please email [nfda@rmif.co.uk](mailto:nfda@rmif.co.uk)*

*From engagement with Government to the publication of industry reports and surveys, as well as the development of new initiatives, the summary below outlines key activities that marked NFDA's 2019.*

## January

### NFDA and LowCVP publish guidance for consumers on new fuel economy figures

NFDA partnered with the Low Carbon Vehicle Partnership (LowCVP) to show consumers how to benefit from the Worldwide Harmonised Light Testing Procedure (WLTP). The jointly produced guide aimed to show consumers that WLTP's more sophisticated testing techniques and its more accurate emission figures can help motorists choose the right car.

## February

### Drive My Career marks first anniversary with key milestones



Drive My Career made significant progress during the first twelve months of operation. In February, there were 1,000 dealerships involved in the initiative and more than 2,000 young people were driven to retailers' career portals.

## March

### Average dealers' satisfaction levels continue to rise, NFDA Dealer Attitude Survey reveals

The relationship between franchised car dealers and manufacturers recorded an average score of 5.8 in the NFDA Dealer Attitude Survey winter 2018/2019. This was 0.1 higher than six months before. Kia topped the survey with an overall average score across all questions of 8.8 out of 10 points. 2019 marked the 30th year anniversary of the Dealer Attitude Survey.



## April

### Franchised dealers stand out for satisfaction, safety and trust, NFDA consumer attitude survey reveals

The NFDA Consumer Attitude Survey 2019 revealed high levels of consumer satisfaction in the aftersales sector. Overall, 83% of consumers said that they were either 'very satisfied' or 'satisfied' with their experience at a franchised dealership. Additionally, 66% of respondents thought franchised dealers are the safest compared to 25% for independent garages and 9% for high street national chains. Franchised dealers were also the most trusted to service all engine types.

## May

### EVA scheme launched to certify excellence in EV retail

On 15 May 2019, The Electric Vehicle Approved (EVA) scheme was launched by NFDA to certify retailers' excellence in the electric vehicle sector. The launch took place at the House of Commons, before an audience of MPs, retailers and industry stakeholders. The scheme was endorsed by the Government's Office for Low Emission Vehicles (OLEV) and the Energy Saving Trust (EST).



### NFDA Spring Ball 2019: KIA wins manufacturer award, Drive My Career is this year's industry initiative

The NFDA Spring Ball 2019 took place on 11 May at The Grove Hotel in Hertfordshire. Steve Hicks, Kia Sales Director, collected the Manufacturer Award after the impressive results Kia recorded in the NFDA Dealer Attitude Survey. The Industry Initiative Award went to the NFDA HR Working Group thanks to the success of Drive My Career. Richard Roberts, Chair of the NFDA Southern Committee and Managing Director of Trident Honda, won the Recognition Award thanks to his continued support to NFDA.



## June

### Government grants derogation for non-rde compliant vehicles

Following NFDA's lobbying efforts, the Government's Department for Transport (DfT) granted a derogation for non-RDE compliant vehicles. The derogation was granted for the run-out of any end-of-series product line manufactured at least three months before the implementation deadline and was valid for 12 months past the new law's implementation date.

## July

### Drivers are now four times more likely to buy an electric vehicle

The EV insight of the Consumer Attitude Survey revealed that the proportion of hybrid and pure electric cars could quadruple according to respondents' intentions for their next car. When participants were asked which car they would buy next, 60% answered a petrol vehicle, 16% diesel vehicle, while hybrid vehicles scored a significantly high 16%, which was four times the prevailing ownership at 4%.

### NFDA and European counterparts form dealers' alliance

The Alliance of European Car Dealers and Repairers (AECDR) was formed to promote the interests of European car dealers and repairers at European level. The founders of the alliance consciously opted for a project-oriented 'alliance' as opposed to the structure of a traditional association.

In addition to NFDA, the following associations have already joined AECDR: ZDK Germany, AKL Finland, Bilbranchen Denmark, MRF Sweden, NBF Norway, SACR Czech Republic, Traxio Belgium, as well as the following dealer councils: EBDA BMW, EVCDA Volvo, FEAC Mercedes Benz.



## August

### NFDA Parliamentary Engagement Programme

Three different MPs visited NFDA members in July and August as the NFDA



Parliamentary Engagement Programme continues to raise awareness of the retail side of the automotive industry. Sherryl Murray MP visited Roger Young Land Rover in Saltash (pictured); Tom Tugendhat MP visited Humphries & Parks Mitsubishi West Malling; Alex Chalk MP visited Inchcape UK VW. If you would like to host your local MP, please contact [nfda@rmif.co.uk](mailto:nfda@rmif.co.uk)

## September

### Record response rate for Dealer Attitude Survey Summer 2019

The NFDA Dealer Attitude Survey summer 2019 was conducted in July 2019 and received 2,077 responses from dealers, equating to a record 50% response rate. Lexus had the highest average score of all questions with an overall average of 8.7 out of 10 points. After four consecutive surveys at the top, Kia was the second-best manufacturer with 8.6.

### Jardine Motors Group Commercial Director appointed Chair of NFDA EV Group

Jason Cranswick, Jardine Motors Group Commercial Director, was appointed as the first ever chair of the NFDA EV Group. Representing the industry alongside NFDA, Jason will support our lobbying efforts and provide insights on where the electric vehicle industry needs assistance from the Government.

Jason has more than 20 years' experience across retail and automotive providing a framework of support between retail and OEM partners, including the ongoing review and assessment of innovation and business transformation projects.



## October

### Consumer Attitude Survey insight: role of dealership remains key

The latest Consumer Attitude Survey revealed key insights into the importance of the customer experience online going forward. However, respondents confirmed that the role of physical dealerships and interactions with dealers remain key. The findings showed that 63% of consumers intended to purchase their next vehicle from a franchised dealer showroom and 9% from a franchised dealer website.

### Helping electric drivers know how far they can really go

Today's electric cars with the longest range can travel over 250 miles on a single charge but many potential buyers perceive 'lack of range' as a major barrier. To help overcome this, NFDA and LowCVP produced a 'Know Your Electric Range' guide for consumers.



## November

### Electric Vehicle Approved (EVA) scheme reaches 50 dealerships milestone

In November, EVA reached a key milestone: 50 dealerships have been 'EV approved' and will now be able to display their 'EVA badge'. After six months of operation, there is a variety of EV approved retailers selling several major brands. These include Nissan, Volkswagen, Kia, Hyundai, Renault, Audi, Mitsubishi, JLR, BMW and Volvo.



### NFDA EV Dealer Attitude Survey shows signs of optimism

The third edition of the EV DAS showed a degree of dealer optimism in a number of key business areas. Toyota topped each question of the survey and had the highest average score, with an impressive 9.20 points out of 10. Kia and Volvo followed with 7.63 and 6.80 points respectively. The overall dealer average score was 6.30 out of 10.

## December

### First NFDA EV Marketplace Seminar takes place

A line-up of keynote speakers analysed the key challenges and opportunities facing retailers during the transition to EVs. Speakers included Graeme C. Cooper, National Grid; Carl Bayliss, Centrica; Oliver Larkin, Volkswagen Group UK Ltd; Stig Sæveland, Hedin Automotive Norway and Jason Cranswick, Jardine Motors Group.

### Drive My Career Female Apprentice Network

The first event of the 'Driving Inclusivity in Automotive' series launched by Drive My Career took place in Solihull. Sponsored by Shell Helix Motor Oils, the aim of the 'Female Apprentice Network' event was to provide female apprentices from the aftersales sector with a platform to raise any issues with their HR team, network and take part in an exciting activity.

# NFDA Update on FCA's Work on Motor Finance

**The Financial Conduct Authority (FCA) is acting to address its concerns regarding customer information requirements and commission disclosure, as well as the use of discretionary commission models.**

After a period of exploratory work into the motor finance market, the FCA blew the whistle on a potentially inconsistent reading of its rules around commission disclosure by firms, as well as remuneration models like Difference in Charges (DiC). The proposed interventions, which are subject to ongoing consultation with industry, will include:

1. 'Minor' changes to the FCA handbook (CONC) to provide greater clarity and guidance to brokers around commission disclosure.
2. Banning discretionary commission models, where the retailer (broker) can influence commission earned from a sale by adjusting a customer's APR rates, and;

Under the proposed changes to CONC, retailers will be required to declare the existence and nature of commission earlier

in the buying process and more prominently in written and digital materials. Retailers will also need to give greater consideration to variances in commission between lenders and the impact this may have on a customer's willingness to transact.

This comes after the FCA's mystery shopping exercise, where 1 out of 37 franchised retailers in the exercise disclosed the existence of commission to the shopper. Whilst the FCA acknowledged these disclosures could well have been due to take place after the shopper terminated the transaction, they nonetheless suggested that those disclosures would not have taken place early enough to "alert the customer to the potential conflict of interest".

The FCA also ruled that discretionary commission models are causing consumer harm, following analysis which showed that customer interest payments under DiC models were higher than those sold through flat fee models.

By banning discretionary models, the FCA maintains that "brokers would still be able to earn commissions from fixed

fees or variable commission models that are not dependent on the interest rate." The regulator suggests that the new rules could shift variable commissions towards a system where brokers are rewarded for work performed on behalf of the lender, to gather information and make an initial assessment.

These measures will be subject to a consultation period, which closes on 15 January 2020. The FCA aims to finalise these rules at the beginning of Q2 2020, with firms being granted a three-month window to implement the proposed ban on discretionary commission models. The changes to FCA rules (CONC Handbook) would come into force on the day the rules are finalised.

The NFDA Finance and Insurance (F&I) group has met to discuss the FCA's proposals and develop the sector's response. NFDA regularly engages with the FCA on its work on motor finance and we will continue to lobby throughout the consultation period to ensure that the views and concerns of NFDA members are heard before the rules are enacted.



## Helping electric drivers know how far they can really go

**Today's electric cars with the longest range can travel over 250 miles on a single charge. Yet for many potential buyers, a perceived lack of range is still a major barrier to going electric.**

To help overcome this misconception and give drivers the confidence to make the switch, the National Franchised Dealers Association (NFDA) and Low Carbon Vehicle Partnership (LowCVP) have together produced a 'Know Your Electric Range' guide.

NFDA has distributed the guide to its

dealer members across the UK to help showroom buyers understand that the improved electric range figures for the latest fully electric and plug-in hybrid cars are achievable in real driving conditions.

This will help buyers to understand that the new official electric range figures provided for new electric and plug-in hybrid cars are now much more accurate and reliable and give a better idea of what they may achieve. This makes comparing and choosing the right car much easier and takes some of the uncertainty out of buying an electric vehicle.

NFDA and LowCVP had already partnered in January 2019 to produce a document aimed at helping consumers understand the benefits of the recently introduced WLTP emission figures.

Commenting on the 'Know Your Electric Range' guide, LowCVP's Managing Director, **Andy Eastlake**, said: "Accelerating the move to low and zero-emissions transport can only happen if consumers have confidence in the new technologies they are being offered – yet too many are still sceptical about the range capabilities of the latest electric cars and have little faith in the official figures, which have previously proved optimistic.

This guide aims to change this by making motorists (and dealers) aware of the greater reliability of today's figures and just how capable the latest plug-in hybrid and fully electric cars now are. It also explains why your electric range can differ from journey to journey, just as the fuel economy of a petrol or diesel car does."

**Sue Robinson**, NFDA Director, added: "As consumer appetite for electric vehicles increases, it is important that motorists have a good understanding of all the benefits and implications of owning an electric car.

Battery range is often indicated by consumers as a barrier to EV ownership alongside access to charging and cost. However, a clear understanding of a car's actual driving range can boost consumer confidence.

Franchised retailers have a vital role to play in informing their customers about the key aspects to consider when purchasing an EV. It is encouraging that our partnership with LowCVP continues to support them".

You can download an online version of the guide from the NFDA website in the 'reports' section or email [nfda@rmif.co.uk](mailto:nfda@rmif.co.uk) to request the print-friendly format of the guide.

# 2019 INDUSTRY HEADLINES

NFDA has been mentioned hundreds of times across different media outlets including trade, regional and national press in 2019. See below some of this year's most relevant industry headlines. If you require more information or the full copy of any of these articles, please email [nfda@rmif.co.uk](mailto:nfda@rmif.co.uk)

## November

**THE TIMES**  
Electric car sales gathering speed in tough UK market

**AM ONLINE**  
Low emission vehicle policy must be consistent, says NFDA

**MOTORTRADER.com**  
Jardine dealerships join NFDA Electric Vehicle Approved Scheme

**bodyshop**  
NFDA EV SCHEME REACHES 50 MILESTONE

## October

**CarDealer magazine**  
Survey reveals physical dealerships still have a key roll to pay

**MOTORTRADER.com**  
LCV registrations see decline for the first time in 2019

**MOTORTRADER.com**  
Car sales increase but stay in slow lane

**FORECOURTtrader**  
Dealers and LowCVP team up to counter perceptions on EV range

**MOTORTRADER.com**  
Jason Cranswick becomes first chair of NFDA's EV group

## September

**THE TIMES**  
Asian carmakers hit top gear with dealers but Fiat Chrysler crashes

**AM ONLINE**  
Honda is NFDA's Dealer Attitude Survey's most improved car franchise

## August

wheels within wales  
Battery cars and Welsh buyers bucking the trend

**AM ONLINE**  
NFDA welcomes doubling of residential EV charge points funding

## July

**MOTORTRADER.com**  
Majority of apprentices would stay with the same company

**HONESTJOHN.CO.UK**  
Money-savvy buyers shun new cars for cheaper second-hand alternatives

**AM ONLINE**  
NFDA calls on Prime Minister Boris Johnson to end Brexit uncertainty

**Motor Finance**  
NFDA: consumer appetite for EVs quadrupled since last year

**AM ONLINE**  
JCT600 VW Sheffield gains Electric Vehicle Approved accreditation

**AM ONLINE**  
NFDA shrugs-off Brexit divisions to form European car dealers' Alliance

## June

**CarDealer magazine**  
Industry figures call for clarity and more as new car registrations drop again

**MOTORTRADER.com**  
Retailers able to see non-RDE compliant vehicles until September 2020

## May

**Alphabet**  
NFDA EV Dealer Attitude Survey reveals increasing retailer satisfaction levels

**energy saving trust**  
Buying an electric vehicle? Look for EVA approved retailers

**AM ONLINE**  
Kia wins NFDA Spring Ball 2019 Manufacturer Award

**FACONAUTO**  
el 83% de los clientes, muy satisfecho con la posventa oficial

**THE TIMES**  
Badge of approval will help buyers choose electric cars

## April

**WHATCAR?**  
New survey highlights growing trust in franchised dealers

**AUTOCAR**  
Franchised dealers 'better value than ever' - survey

**Auto Retail Agenda**  
Franchised sector 'not main concern' say FCA

## March

**MOTORTRADER.com**  
NFDA welcomes legal ruling in Pendragon business use case

**CITYAM**  
Financial Conduct Authority may intervene to prevent excessive motor finance costs

**MOTORTRADER.com**  
Kia is highest rated franchise in NFDA dealer attitude survey

## February

**AM ONLINE**  
NFDA questions KPMG global survey's car dealership predictions

**CarDealer magazine**  
MP meets bosses and apprentices on visit to Porsche dealership

**AM ONLINE**  
NFDA Drive My Career scheme celebrates successful first year

## January

**CITYAM**  
Car makers and sellers plead with government for clarity after May's Brexit deal defeat

**The L'argus**  
Brexit: industriels et concessionnaires ulcérés

**FleetNews**  
Government defeat leaves industry facing no-deal Brexit



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