

Spring 2020

The Voice

The Official **NFDA** magazine for the Industry

In this issue...

Covid - 19 Guidance

NFDA Dealer Attitude Survey

100 Dealers Receive EVA Accreditation

David Newman Appointed NFDA Chairman

...and more!

*The Voice Interviews Mark Lavery,
CEO of Cambria Automobiles Plc*



Welcome to the Spring Edition of the Voice



Sue Robinson
Director, NFDA

The latest results of the NFDA Dealer Attitude Survey Winter 2019/2020 are included in The Voice. The survey, published in March, showed that Lexus had the highest, overall average score across all questions and, in general, there was a slight improvement in dealers' satisfaction levels with their manufacturers. The survey continues to represent an essential tool for NFDA to monitor the health of the dealer/manufacturer working relationship. Please find more details in the magazine.

The Voice features a comprehensive update on Drive My Career including the first Driving Inclusivity in Automotive event which took place in December, February's apprentice takeover campaign and a summary of the milestones achieved by Drive My Career in its first two years.

Also, you will find an update on our Electric Vehicle Approved (EVA) accreditation scheme with the list of the 100 dealerships that obtained their EV Accreditation during the first twelve months of operation of EVA.

The magazine features an interview with Mark Lavery, CEO of Cambria Automobiles, as well as summaries of the latest developments in employment law and the main measures announced in the Spring Budget.

Please note, due to the Coronavirus, we have had to postpone the NFDA Spring Ball which was due to take place on 25 April 2020 and will now likely be held in Spring 2021. We have already contacted sponsors and guests individually, but if you have any questions please do not hesitate to get in touch.

NFDA is the voice of automotive retailers. If you require any assistance or would like to discuss any of the issues highlighted in the magazine, please contact our member helpline on 01788 538303 or email nfda@rmf.co.uk.



Dear Colleague,

The Coronavirus is presenting a number of challenges for the whole country. NFDA has been working extremely hard to support our franchised dealer members and provide them with regular guidance and daily updates on the issues facing businesses and the announcements made by the Government. Please find in the magazine the list of issues we have covered and visit www.nfda-uk.co.uk/industry-issues for more information.



Covid-19 Coronavirus Guidance for NFDA members

The Covid-19 Coronavirus emergency is presenting a number of challenges for automotive retailers.

NFDA, your trade association, is working harder than ever to support its members. We will continue to send regular updates and communications over the coming weeks. Our helpline and email support are available to members as usual.

The situation is very fluid and we continue to monitor the implications that the measures announced by the Government are having on the

automotive retail sector.

We are in constant communication with our dealer members as well as the Government to continue to address the most pressing issues facing businesses.

We are providing our dealer members with guidance documents prepared by our legal team on a daily basis through our coronavirus-dedicated bulletin, website and social media channels.

We encourage NFDA members who are currently not receiving this guidance to contact us.

Visit our website to find guidance documents on:

- Generic HR & Employment guidance
- Q&A around issues at work
- Coronavirus Job Retention Scheme
- Lay off and short-time working
- Summary of Government financial support measures
- Latest member updates including MoT exemption, businesses to temporarily close, key workers

NFDA REGIONAL MEETINGS 2020: 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 Winter 2019/2020 and Consumer Attitude Survey 2020.

SOUTH WEST

Venue: Holiday Inn, Filton, Bristol
Thursday 4 June
Thursday 24 September
Tuesday 8 December

NORTH

Venue: Park Royal Hotel, Warrington
Tuesday 23 June
Tuesday 22 September
Thursday 10 December

SOUTH

Venue: Hilton Hotel, Cobham
Tuesday 16 June
Thursday 10 September
Thursday 17 December

NORTH EAST

Venue: Marriott Hotel, York
Tuesday 9 June
Tuesday 15 September
Tuesday 15 December

MIDLANDS

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

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@rmf.co.uk to attend.

Meetings take place in the morning and lunch is provided.

Visit www.nfda-uk.co.uk/industry-issues
or email nfda@rmf.co.uk
Member Helpline - Contact: 01788 538 303

NFDA calls on Government to support franchised dealers and automotive aftermarket

On 17 March 2020, NFDA wrote a letter to the Chancellor of the Exchequer, the Rt Hon Rishi Sunak MP and Alok Sharma, Secretary of State for Business, Enterprise and Industrial Strategy, to urge the Government to support franchised retailers during the outbreak of the Coronavirus.

NFDA asked for assurances that service and repair workshops in franchised dealerships will not be closed as these are vital in ensuring

that critical vehicles can continue to operate safely and efficiently during these extremely challenging times.

MOT moratorium

Additionally, at a time when many vehicle owners are going to be ill, in quarantine or social distancing, NFDA highlighted to Government that it was not reasonable to require them to venture out to get their vehicles MOT-tested.

On 25 March, the Transport Secretary's announced that vehicle owners will be exempt from MOTs for 6 months, the Driver & Vehicle Standards Agency (DVSA) has outlined the details of the exemption which are available on the NFDA website.

NFDA will continue to monitor the situation and provide our members with timely updates. Please visit www.nfda-uk.co.uk for more details.

RMI Employment Law

BULLETIN

Spring 2020

Welcome to the Spring Edition of the RMI Employment law bulletin. As it is once again spring there are a number of changes coming in this April.

AMENDMENTS TO AGENCY WORKERS RULES

Presently

The Agency Worker Regulations 2010 entitle agency workers to receive the same pay and basic working conditions as direct recruits once they have completed 12 weeks' continuous service working in the same role. The 'Swedish derogation' currently provides an exemption to the right to equal pay, if agency workers are employed under a permanent contract of employment with the temporary work agency and are paid by the agency for periods between assignments.

From 6th April

From 6 April 2020, the Swedish derogation

is removed. Once agency workers have satisfied the 12-week qualifying period, they will be entitled to equal pay comparable to workers who are engaged directly by the employer.

In addition, from 6 April 2020 all agency work-seekers must be provided with a key facts statement setting out the terms under which they will undertake the work.

On or prior to 30 April 2020, agency workers whose existing contracts contain a Swedish derogation provision must be provided with a written notification by the agency that it will no longer have effect.

NEW RIGHT TO A WRITTEN STATEMENT OF TERMS

Presently

Currently, employees who have been continuously employed for more than one month must be provided with a written statement of terms within two months of employment commencing.

From 6th April

From 6 April 2020, all new employees and workers will have the *right to a statement*

of written particulars from their first day of employment. Additional information will have to be included as part of the extended right.

Changes to IR35 rules for the private sector

Presently

At present, the IR35 rules apply where an individual (worker) personally performs services for another person (client), through an intermediary (usually a personal service company, or PSC) and if the services were provided under a direct contract, the worker would be regarded for tax purposes

as being employed by the client. Currently, it is the intermediary's responsibility to determine whether IR35 applies.

From 6th April

From 6 April 2020, changes to IR35 rules will be implemented for medium and large businesses in the private sector and will largely mirror changes that took effect in the public sector in 2017.

Under the new regime, for all contracts entered into, or payments made on or after 6 April 2020, the onus will shift from the PSC to the end user client to make a status determination. Responsibility for accounting for tax and national insurance will shift to the party who pays for the individual's services, known as the 'feepayer'.

In anticipation of these changes, it is essential that medium and large businesses carry out an assessment to determine whether the new rules under IR35 apply to their independent contractors and review their contracts and pay arrangements. Small businesses will not be caught by the changes.

HOLIDAY PAY REFERENCE PERIOD ADJUSTMENT

Presently

The calculation of holiday pay can be complicated, particularly for those with variable hours and variable rates of remuneration. Currently, the holiday pay reference period is 12 weeks under the Employment Rights Act 1996 (albeit it is arguable that is not binding).

From 6th April

From 6 April 2020, the *holiday pay reference period* will increase from 12 weeks to 52 weeks. Employers will be required to look back at the previous 52 weeks where a worker has worked and received pay, discarding any weeks not worked or where no pay was received, to calculate the average weekly pay.

It is hoped that this change will help to even out the variation in pay for workers, particularly those in seasonal or atypical roles.

NEW PARENTAL BEREAVEMENT LAW

Presently

There is no statutory law in this area.

From April (probably)

The *Parental Bereavement (Leave and Pay) Act 2018* is expected to come into force in April 2020. If it does come into force, bereaved parents will have the right to two

weeks of leave following the loss of child under the age of 18, or a stillbirth after 24 weeks of pregnancy.

Details of the new entitlement and those who will qualify will be set out in separate Regulations. Bereaved parents will be entitled to take their leave in one two-week block or in two separate blocks of one week. The leave must be taken before the end of a period of at least 56 days beginning with the date of the child's death.

Bereaved parents employed with a minimum of 26 weeks' continuous service will also be entitled to receive statutory parental bereavement pay. Those with less than 26 weeks' continuous service will be entitled to take two weeks of unpaid leave.

CASE LAW UPDATE

- Unfair Dismissals and Investigations
- Tribunal Procedure: striking out

Unfair Dismissals and Investigations

Under the Employment Rights Act 1996 (section 98 (4)) one of the important steps needed for an employer to demonstrate a fair dismissal to an Employment Tribunal is to demonstrate that a fair investigation has taken place.

It is generally good practice to hold a separate investigation meeting before a decision is taken to proceed with an invitation to a disciplinary hearing. The ACAS code of practice at paragraph 5 also makes this point. It is frequently however assumed that without a separate investigation meeting any subsequent dismissal will be unfair. That however is wrong and this has just been re-confirmed by the Employment Appeal Tribunal (EAT) in the Judgment *Sunshine Hotel v Goddard*.

In the case the EAT confirmed there is no legal requirement for an employer to hold an investigation meeting. Section 98(4) plus the ACAS code of practice requires an employer to act "reasonably". The key points for an investigation is to consider all the relevant evidence (not just the evidence that supports the employer's case) and make sure that the employee knows the evidence and full details of the allegations they are facing in advance.

Of course, employers also have to be aware of their own procedures. If there is a disciplinary policy which always requires an employer to hold a separate investigatory meeting, then in such situations that may (but will not always) mean that a subsequent dismissal is unfair.

Comment

The case is good news for employers. We would generally advise that a separate investigation meeting is best practice, but the case goes to show that in some

situations (if, for whatever reason, that step has been missed) it is not necessarily fatal to an unfair dismissal defence.

Tribunal Procedure: striking out

In Employment Tribunals striking out a claim prior to the hearing is increasingly rare. Over the years Tribunals have become more cautious of striking out unless the grounds for doing so are very clear.

When considering striking out a Tribunal will often issue an "Unless Order" stating that unless a party complies with some direction, then the claim will be struck out. In *Duncan Lewis Solicitors v Puar* the Employment Appeal Tribunal (EAT) held that a Tribunal should specifically consider the seriousness of the default, as well as any reason for the default, before striking out a claim or a defence.

Facts

The Claimant's claim was struck out after she failed to comply with an Unless Order requiring her to give further particulars (details) of her claim.

The Claimant applied to the Tribunal for a review of the original strike out decision, which was successful. The Respondent then appealed to the Employment Appeal Tribunal (EAT) against that reconsideration decision.

In the EAT's Judgment it separated out the questions the Tribunal had to ask itself when considering the matter. There should be a specific finding on a question of the seriousness of the Claimant's default and that should be dealt with separately from the reason for the default. These were separate questions for a Tribunal to consider and, in making a decision, the Tribunal had to set out its reasoning sufficiently on such matters.

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.



ALL 100 DEALERS RECEIVE ELECTRIC VEHICLE APPROVED (EVA) ACCREDITATION

Electric Vehicle Approved

Following less than 12 months since the official launch of the Electric Vehicle Approved (EVA), all dealerships that entered the scheme have now been audited and have received their EVA accreditation.

Electric Vehicle Approved (EVA) is the accreditation scheme launched by the NFDA in 2019 to recognise expertise in the electric vehicle sector and promote industry standards for the benefit of the consumer. In its first year, the scheme was endorsed and funded by the Government's Office for Low Emission Vehicles (OLEV).

Dealerships that entered the scheme were independently audited

List of EV Approved retailers

eCarLogical	Glyn Hopkin Nissan Chelmsford
Acorn Group Limited Kia	Glyn Hopkin Nissan Cambridge
Alex F. Noble and Son Nissan Edinburgh	Glyn Hopkin Nissan Colchester
All Electric Hyundai Kidderminster	Glyn Hopkin Nissan Waltham Abbey
Arnold Clark Hillington Renault	Glyn Hopkin Nissan Ipswich
Berry BMW Chiswick	Group 1 Automotive Beadles Volkswagen Maidstone
BFC Motor Group	Hendy Kia (Eastleigh)
Blackshaws Mitsubishi Morpeth	Hendy Renault Brighton
Blackshaws Mitsubishi Alnwick	Humming Bird Motors Plc Colindale, London, Kia
Caffyns VW Worthing	Humphries and Parks Ltd.
Clive Brook Volvo Huddersfield	Jardine Motors Group Lancaster Reading
Clive Brook Volvo Bradford	Jardine Motors Group Tamworth Audi
Corkills Wigan VW	Jardine Motors Group Porsche Centre South London
DSG Hyundai	Jardine Motors Group Warrington Audi
Devonshire Motors	Jardine Motors Group Amersham Audi
Eastern Western Motor Group Nissan Edinburgh	Jardine Motors Group Milton Keynes Audi
Eastern Western Motor Group Barnetts Nissan Dundee	Jardine Motors Group Porsche Centre Colchester
Eastern Western Motor Group Nissan Fife	Jardine Motors Group Porsche Centre East London
Eastern Western Motor Group Nissan Stirling	Jardine Motors Group Manchester Audi
Fish Brothers Kia	JCT600 VW Sheffield
Glyn Hopkin Nissan St. Albans	JCT600 Ltd Sheffield Audi
Glyn Hopkin Nissan East London	John Clarke Dundee Audi
Glyn Hopkin Nissan North London	
Glyn Hopkin Nissan Bedford	
Glyn Hopkin Nissan Romford	
Glyn Hopkin Nissan Milton Keynes	



by the Energy Saving Trust (EST) to verify that they met the EVA standards. The standards cover key areas of EV retail and aftersales including sales advertising, retailers' communication with the consumer, staff training and availability of charge points.

NFDA is currently in conversation with the Government to discuss their involvement in the scheme in 2020.

Johnsons Hyundai Coventry	Triangle of Chesterfield Kia
JS Holmes Ltd Nissan	VERTU Motors Macklin Motors Nissan Glasgow Central
Listers VW Evesham	VERTU Motors Bristol Street Motors Nissan Darlington
Listers VW Leamington	VERTU Motors Bristol Street Motors Nissan Northampton
Listers VW Loughborough	VERTU Motors Bristol Street Ilkeston/ Nissan
Listers VW Stratford upon Avon	VERTU Motors Bristol Motors Chesterfield/Nissan
Listers VW Worcester	VERTU Motors Bristol Street Renault-Derby/Renault
Listers Group Ltd Audi Solihull	VERTU Motors Bristol Street Motors/Renault
Lookers VW Battersea	VERTU Motors Macklin Motors Glasgow South Nissan
Lookers VW Newcastle	VERTU Motors Bristol Street Motors Bradford/Nissan
Marriott Group King's Lynn Volkswagen	VERTU Motors Bristol Street Motors Halifax/Nissan
Marriott Group Bury St. Edmunds Volkswagen	VERTU Motors Nottingham Hyundai
Marshall Motor Group VW Oxford Kidlington	Vospers Nissan
Marshall Motor Group VW South Oxford	Wessex Garages Kia Newport
Masters of Beckenham Ltd Renault	Wessex Garages Hyundai Newport
Motorline Maidstone Audi	Wessex Garages Nissan Gloucester
Motorline East Kent Audi	Wessex Garages Kia Gloucester
Norton Way Group Nissan	Wessex Garages Bristol Kia
Pebley Beach Ltd Hyundai & Suzuki (Swindon)	Wessex Garages Kia Cardiff
Perrys Kia Preston	Wessex Garages Hyundai Cardiff
Saftdwin Ltd Martins of Camberley	Wessex Garages Cardiff Nissan
Saftdwin Ltd Martins of Basingstoke	West Way Nissan Manchester
Smiths Motor Group Nissan	West Way Nissan Mill Hill London
Smiths Motor Group Hyundai Peterborough	West Way Nissan Stourbridge
Smiths Motor Group Renault	
Sturgess Hyundai Loughborough	
Swansway Blackburn	

For more information visit the EVA website: www.evaproved.co.uk or email eva@rmif.co.uk

Follow us on Twitter: [@EVApproved](https://twitter.com/EVApproved)



COMMERCIAL VEHICLE DIVISION

SLIGHT DECLINE IN LCV MARKET DURING FEBRUARY

Light commercial vehicle registrations were down for the first time since November 2019, according to the SMMT's LCV registration figures for February 2020.

14,103 LCVs were registered in February, with 14,384 registered in the same period last year, indicating a decline of -2.0%. Year-to-date figures, however, showed an increase of 2.8%, from 36,620 in 2019 to 37,660 in 2020.

Decreases were seen most prominently in vans under 2.0 tonnes, dropping 11.1% to 922 units, and pickups falling from 1,505 in February 2019 to 1,353 in February 2020. Vans weighting 2.5-3.5 tonnes saw a smaller decline of 2.8%.



In contrast, 2.0-2.5 tonne vans saw a strong 9.3% rise in demand, from 2,469 sales to 2,698 this year. 4x4s also had a good February, almost doubling from 25 to 48 vehicles registered.

The Ford Transit Custom yet again maintained itself as the most registered LCV of the month totalling 1,930 units sold, adding up to 5,047 in the year to date. Ford Transit continued as the second highest seller at 1,897 units, maintaining good demand from Ford, with the Mercedes-Benz Sprinter beating the Vauxhall Vivaro into third, selling 1,092 vehicles.



NATIONAL MOTORCYCLE DEALERS ASSOCIATION

ENCOURAGING 3% GROWTH IN MOTORCYCLE REGISTRATIONS FOR FEBRUARY

category, falling by -6.3%, alongside touring and trail/enduro.

The Honda PCX 125 was again the most registered model with 190 units, followed by the Honda Z 125 MA with 85, and the Lexmoto LXR 125 SY 125-10 in third with 51 sales.

Lexmoto retained its position as the third best-selling brand of February 2020, with Honda remaining at the top with 1,124 registrations, and Yamaha a distant second with 591. After a strong January, Royal Enfield dropped out of the top 10, with SYM entering at number 10 for the first time in many months. February is a month that often distorts the normal market trends and so it was with brands like Suzuki and Ducati were not amongst the top-ten brands in registration volumes.

Although motorcycle dealers have felt optimistic about market demand for this year, the recent negative effects of the coronavirus pandemic are bound to suppress market confidence for March.

NMDA hopes that the March plate change and orders in January and February being registered in March will be able to combat the potential impact of coronavirus on the market.

February 2020 delivered a strong 3% increase in motorcycle sales compared to last year, improving a typically quiet month. This is based on the registration figures provided by the Motorcycle Industry Association (MCIA) Press Statistics for February 2020.

4,607 new motorcycles were registered in February, up from 4,473 in February 2019. In terms of year-to-date, the market has grown 2.9%, from 10,449 in 2019 to 10,753 in 2020 so far.

Growth in terms of engine bands was seen across the board, with the biggest increases coming from 651-1000cc at 27.7%, and over 1000cc at 7.3%. Only the 126-650cc band saw a decline, from 1,078 in February 2019 to 955 in February 2020.

Naked motorcycles again showed encouraging growth with an increase of 14.4% to 1,389 units. Sport/tour bikes saw a big 88.2% change from 51 last year to 96 this year, with adventure sport and customs also growing. Drops were seen in the motorcycle scooter



LEVELLING OUT OF AUCTION DEMAND EXPECTED IN MARCH

Following the past few months of strong volume growth, respondents to the National Association for Motor Auctions' (NAMA) market attitude survey expect volumes to stabilise during March.

38% of respondents believed that volumes would stay the same in March, with a quarter estimating an increase and 42% expecting a fall. March usually sees an increase in vehicle volumes due to dealer part-exchange vehicles following the March plate change. However, according to NAMA, it is likely the volumes will level off, as good quality used cars are in shorter supply, so dealers are holding onto more part-exchange vehicles to sell at retail rather than auctions.

Conversion rates were predicted to remain strong, with 58% expecting yet another rise, a third believing they would stay the same, and only 8% thought they would decrease. First time conversion rates also saw 58% of respondents expecting an increase, as demand for good quality used car stock continues amid strong consumer sales.

Following a strong two months for vehicle values, they are generally expected to plateau in March by NAMA members. 83% of respondents suggested that petrol cars would remain the same, with 75% saying the same for diesel, and 82% for hybrids. No respondents believed that petrol, hybrid or plug-in hybrid values would decrease, and only 17% believe diesel value would decrease.

The market is expected to remain strong in the run up to Easter, although external factors may have some short-term effects on the market, particularly the uncertainty surrounding coronavirus. However, any impact is likely to be short lived and only delay vehicle buying decisions rather than remove them altogether.

DAVID NEWMAN APPOINTED NFDA CHAIRMAN



On 14 January 2020, the National Franchised Dealers Association (NFDA) announced the appointment at the NFDA Executive Board of David Newman as Chairman. David succeeded Mark Squires whose tenure as Chairman ended at the end of 2019 following his three years of service.

David has extensive experience in the automotive retail industry having worked at Ridgeway Group for 20 years as Chief Executive, Chairman and owner of the business. The company was sold to Marshall Motor Holdings PLC in May 2016.

David began his career as a graduate trainee with Ford Motor Company. Subsequently, he worked in a number of field management roles with Citroen UK. David has a BSc (Hons) in Politics and Economics from Loughborough University. His interests include cars, light commercial vehicles, trucks and the whole motor industry, politics, economics and current affairs.

David Newman, incoming Chairman, commented, "I am delighted to take on the role of NFDA Chairman during a time of significant changes in the automotive industry. I look

forward to supporting Director Sue Robinson, her team and UK franchised retailers over the next years. I would very much like to thank Mark Squires for his years of service."



Mark Squires, outgoing NFDA Chairman, added, "It has been my pleasure and privilege to work with NFDA. During my three years as Chairman, I have seen the profile of the association grow alongside the launch of innovative initiatives. It was particularly rewarding to play an active role in the development of the now well-established Consumer Attitude Survey. I wish David every success".

What the Spring Budget Means for the Road to Zero



When newly appointed Chancellor Rishi Sunak MP announced that the Government's first Budget since October 2018 would go ahead this March, it was marked as one which would pave the way forward for a post-Brexit Britain and bring certainty to Government finances. However, the recent Coronavirus outbreak shifted the focus of the budget entirely.

In response to declining consumer spending in the wake of the outbreak, Sunak announced a

package of measures to help otherwise viable businesses weather the storm. This included temporarily extending business rates reliefs for SMEs, a Coronavirus Business Interruption Loan Scheme and a £2.2 million grant scheme for small businesses. Bank of England Governor Mark Carney simultaneously announced a cut to interest rates, bringing them back down to 0.25%, the lowest rate in UK history. Interest rates were subsequently cut again to 0.1%

Nonetheless, the Treasury's response to the outbreak did not detract from the Government's other priorities. Since the announcement that the ban on new petrol, diesel hybrid sales will be brought forward to 2035, the motor industry had been waiting with anticipation for the March Budget to provide some clarity on how we will get there – the Chancellor's new commitments on electric car subsidies, taxes and infrastructure investment provided some answers.

Plug-In Grant - Safe for Now

In late 2019, concern surrounding the future of the Plug-In Car Grant was raised after Transport Secretary Grant Shapps told the Times he could not promise "lots of extra public bungs of taxpayers' cash so you can buy your new car". The NFDA and

other automotive organisations stressed the importance of incentives such as the Plug-In Car and Van grants in their pre-budget submissions, particularly in light of the 2035 ban. Consumer research suggests that vehicle price remains one of the most significant market entry barriers, as well as charging anxiety.

It is encouraging that following lobbying efforts, the Plug-In Car and Van Grants have been protected until 2022-23, although this came at the cost of £500 from the total grant amount for cars, as well as removing eligibility for the grant from electric cars valued higher than £50,000.

Changes to VED: suspension of supplement for 'expensive EVs'

Aside from the plug-in grant, the Budget also reaffirmed the effectiveness of tax changes in driving electric vehicle (EV) uptake. For instance, the 'expensive car' VED supplement will be suspended for premium EVs – from 1 April 2020 until 31 March 2025. The supplement charged £320 per year to owners of electric cars valued at £40,000 or more, whilst cheaper models incurred £0 of duty.

The temporary changes to VED supplements were paired with the launch of a full review of the VED framework. The Treasury is consulting on plans to create a more 'granular' system which would eliminate "cliff edges" in CO2 banding and instead reward marginal reductions in new car CO2, as well as "greening VED after first registration." The NFDA is engaging with this review process and will formally submit the sector's views in due course.

Further clarity was also given on Company Car Tax (CCT) rates until the end of 2024/25 financial year. The Budget confirmed that CCT would be frozen from 2023-24 to 2024-25, meaning that CCT rates for EVs will be no higher than 2% in five years' time – 13 points lower than the cleanest petrol car. This is a significant incentive for company car drivers to switch to electric in the next few years and gives businesses an appropriate timeframe to plan fleet stock changes.

Powering Infrastructure Investment

As mentioned earlier, charging anxiety remains one of the most significant factors discouraging motorists from considering an EV for their next car purchase. Whilst it is expected that most recharging will be completed at home, there is also a high demand for 'on route' rapid chargepoints to make EVs more viable on longer journeys.

Many businesses looking to install these chargepoints have found the cost of upgrading local power supplies prohibitive, with some installations incurring six-figure connection costs.

The Budget addressed this issue by announcing a 'Rapid Charging Fund', to help businesses with the costs of

connecting high-powered charge points to the electricity grid where those costs would prevent private sector investment. This will be welcome news to many businesses, particularly auto retailers, who have a strong business case for installing rapid chargepoints. The NFDA will monitor and advise members on the details of this fund as and when it is announced.

Additional measures announced in the Budget 2020:

- The **Fuel duty** will remain frozen for another year
- The **National Living Wage** will be increased from £8,632 to £9,500

- **Investments in colleges:** 1.6 billion will be invested to improve FE college building and facilities
- **Transport infrastructure:** £27 billion will be invested to improve the condition of 4,000 miles of roads in the UK

- **Green Transport Solutions:** £1 billion will be invested into Green Transport Solutions, this includes the improvement of the charging infrastructure

NFDA TRIP TO NADA 2020

FROM FRIDAY 14 TO MONDAY 17 FEBRUARY, NFDA ATTENDED THE NADA SHOW 2020 ALONGSIDE DEALER MEMBERS AND COLLEAGUES FROM AROUND THE WORLD.



With hundreds of exhibitors, informative workshops and learning sessions, this year's NADA Show provided attendees with an ideal opportunity to gain a better understanding of the US market and meet with colleagues from around the world including several NFDA counterparts. It was interesting to meet with NFDA's equivalent in Australia, the Australian Automotive Dealer Association (AADA) and see that their dealer members are experiencing similar issues to the UK in the F&I sector.

President and CEO, Charlie Gilchrist, 2019 NADA Chairman and a number of industry representatives. One of the main issues on the agenda was the Dealership of Tomorrow. GM Automotive LLC President, Glenn Mercer, offered his perspective on what dealers should expect over the next decade and explained that "dealerships are here to stay".

Sue Robinson, NFDA Director, provided an update on NFDA's lobbying activities following Brexit

The workshops covered topics ranging from the 'future of car buying' to the 'perfect service department' as well as the habits and business culture that drive success.

On the Friday, we had insightful discussions at the NADA International Roundtable. The roundtable was attended by Peter Welch, NADA

and the association's ongoing relationships with key Government departments. She described the NFDA's Parliamentary Engagement Programme which continues to highlight the levels of investment in the dealer sector. The scale of employment in the retail side of the automotive industry was also discussed.



The second day of the show was opened by Charlie Gilchrist, outgoing NADA Chairman, who thanked dealers for their support to the trade association. "Every dealer has a tremendously bright future ahead, don't let others define who you are. Hold strong to your identity", he said.

Our traditional dealer visit took place at BMW of Henderson. The visit gave us an insight into the current challenges and opportunities facing US dealers and it was fascinating to see first-hand how the dealership operates.

This year's keynote speaker was former UK Prime Minister, The Right Hon. David Cameron. He provided an interesting perspective on the current global political situation and, although he did not focus on Brexit, he said trade tariffs "are the wrong approach". Sue Robinson was invited to meet with him who was surprised to learn that there were many UK dealers at the event.

On the final day of the show, incoming NADA chairman, Rhett Ricart, invited dealers to embrace the opportunities that come with change.

dealers are focusing heavily on providing their customers with the best possible experience and a convenient and transparent service.

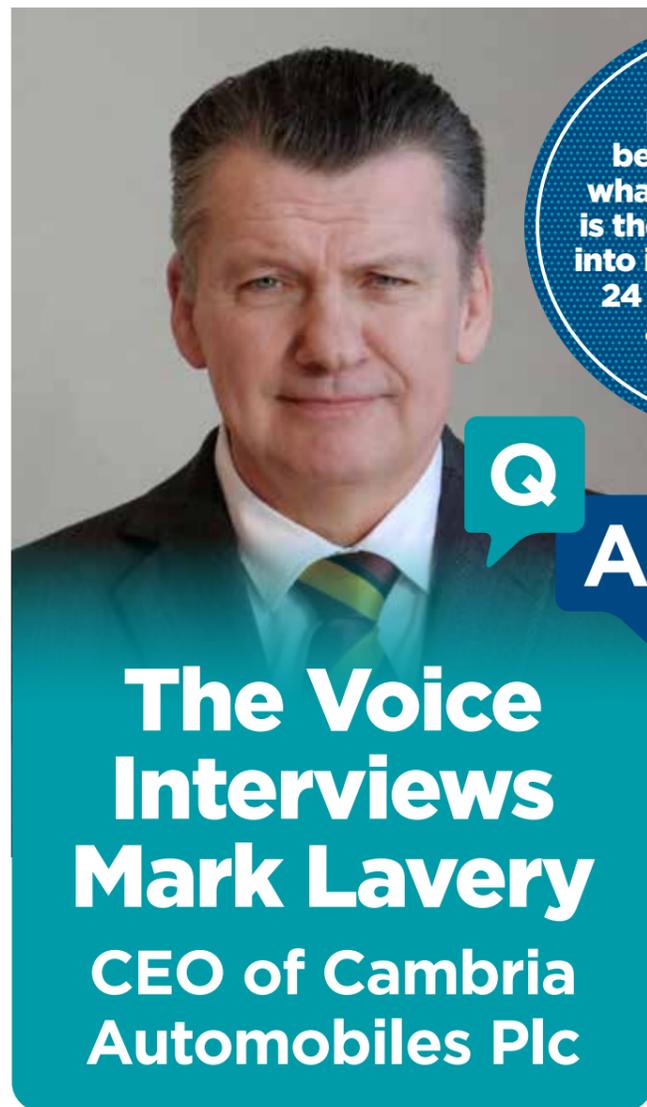
It was interesting to see that, in the US, state franchise laws, which are set state by state, give significant protection to local dealerships. These laws offer dealers protection on a number of key business issues. These include the ability of manufacturers to sell direct, termination without due cause, as well as the density of dealer networks.

Overall, talking to dealers and listening to keynote speakers, it was apparent that, also in the US,

Going forward, it is clear that flexibility and resilience will be key to ensure that the automotive sector continues to thrive throughout an unprecedented period of changes which will affect the global automotive industry.



2020 **NADA SHOW** | LAS VEGAS



'The industry has been hugely beneficial to me, but what I have got out of it is the result of what I put into it by applying myself 24 hours a day, 7 days a week and I still do that now!'

Q
A

The Voice Interviews

Mark Lavery

CEO of Cambria Automobiles Plc

Mark has over 34 years of automotive retail experience. He worked for Hartwell PLC for 10 years, which culminated in his becoming Group Operations Director. He then took the role of Group Operations Director of Reg Vardy PLC from 2004 to 2005 and became the founder and CEO of Cambria in 2006. NFDA interviewed Mark in February 2020.

How did it all start?

I came into the industry almost by accident. I took what I thought was a six-week temporary summer holiday job at a Ford dealer just outside Liverpool called Skelmersdale Motors as a service receptionist. A vacancy came up in the sales operations and, 35 years later, I wonder where it all went wrong...!

From service reception to sales department, I ended up heading my first department as used car sales manager within 18 months of coming into the industry and at 21 years old I became the youngest general manager in what was then called the Automotive Financial Group, AFG, network. They were the distributors for Nissan products in the UK before the factory in Japan took over. Then I became their youngest regional director at 23 years old...and from there my career has progressed to my current role as CEO of Cambria Automobiles plc.

...And then Cambria was founded in 2006.

A few of us got together, saw the way the industry was going which seemed to be central 'command and control' with a very big head office and lots of people in places a long way away from the dealerships making decisions. Our view was that the level of service provided in our industry could improve and we thought that by having standalone autonomous responsible

business units, with local people selling local cars to local people and having those cars maintained locally would be a better way to go. Our Company strategy is the car and guest for life and this means we maintain a relationship with both the car and the guest.

We think having local people selling cars to local people helps us ensure we refer to our four pillars of associate delight, guest delight, brand delight and stakeholder delight. Instead of customers or consumers, we treat people as we would treat a guest coming into our home.

Having these autonomous, responsible business units is different to the way most of the industry is going, particularly for businesses of our size, but we found this strategy to be successful. We are fortunate to have some very good management and associates in our business and this makes a big difference to the Group's performance.

General managers have the autonomy to operate those locations as long as they follow our guidelines on all the things that are commercially critical.

This model is probably not for everybody, but that's how we have grown from a turnover of £26m in our first year when we made £107,000 pre-tax, to last year, when we turned over £657m and made £12.3m pre-tax.

What are the main challenges the industry is currently experiencing?

We are in an unprecedented period of change, particularly with the legislators' emissions regulations affecting our OEM partners.

Zero tailpipe emission of course is critical, but I think we need to be aware of the damage we are doing to the planet by mining some of the minerals out of the earth then transporting those minerals all around the globe so that in first world countries we achieve zero exhaust emissions but do enormous damage to the planet. There is so much hypocrisy around what comes out of tailpipes. Legislators should talk to the engineers who understand how it all works to make what we do far more sustainable. That's the major challenge that the global industry faces.

From a retailer point of view, it's critically important as we go through these changes that we work closely with our manufacturer partners, that we continue to lobby the legislators and that we understand, no matter what's happening economically, the level of guest experience we provide is far more important than anything else.

If you look after your consumers, customers or guests, you will still be able to build a business, even in these very uncertain and difficult times. As long as we remember there's a guest at the end of everything we do, the industry will continue to demonstrate its robustness and sustainability.

Is your "guests' experience" the biggest opportunity?

Absolutely, nothing will ever be more important. We've got to make ourselves easier to do business with. At Cambria, we work on the basis that if we can take a little and often out of every product that we sell and make sure we deliver a great guest experience, then the guest will come back to us for maintenance. If we continue to do that as we move forward, I think there is a good opportunity to grow our business and enhance the relationships with the people that purchase from us.

Will the uncertainty improve following the General Election and the departure of the UK from the EU?

I don't think there is any clarity yet. In a year's time, if the Prime Minister is true to his word and we have a deal with a Free Trade Agreement where we can move goods across the border without tariffs, then that's where the uncertainty is dealt with. However, if we don't have a Free Trade Agreement and we end up having tariffs, there is a real risk. Honda has already announced the closure of their plant in Swindon and I think there may be a domino effect and we will end up with a lot of people unemployed.

I would like to see the Prime Minister and his senior advisors listen to the industry and understand what a core plank of the UK economy we provide. We must work with the OEMs and make sure we have tariff-free access to the European markets.

How did the acquisition of Leven Cars Group's Rolls-Royce and Aston Martin franchises come about?

We tried to buy the business six years ago and it did not work out. We actually had conversations with the shareholders of Leven prior to Christmas and we were due to meet them in January and then, of course, the tragic set of circumstances occurred and the company went into administration.

It was an acquisition target we identified before, we know the market well and a couple of our directors are based just outside Edinburgh. All the moons aligned and once the administrator was called, we were first in the queue and managed to get the deal done nine days after we started the conversations.

The team worked incredibly hard and we are delighted to finally be able to purchase the Aston Martin and Rolls-Royce franchises for Edinburgh.

Declining new car sales, strong and stable used and aftersales: is this still going to be the case in 2020?

The SMMT is suggesting new car sales will decline again and I agree because of a combination of uncertainty from our politicians and the issues surrounding emissions, with the potential onerous fines for the OEMs. The used car market will continue to be a critical part for franchised dealers, we are enjoying growth in this sector a number of others are also. When we sell a used car we must ensure we provide a good warranty product and ideally a service plan because a used car still needs to be maintained just like a new car.

What will the role of dealers be in the future?

We have seen consolidation in the UK for the last thirty years and some progress can still be made on this front. I think there will be a role for physical dealerships for decades to come, particularly if you are in the high luxury segment and we are fortunate a number of our businesses fall into that category. A purchase in the high luxury segment is not necessarily a logic-based purchase, it is an emotional purchase. The guest wants the full brand experience, they need to be immersed in the brand and need to talk to people who are incredibly

knowledgeable about not just our brands but every other competitor brand in that space. This is not something that can be done on the internet, there still needs to be a position where the guest can experience all those touchpoints handled by an expert in the brand.

In the volume space, it appears that a number of OEMs are trying to go direct to the consumer while some are thinking you can just have a net base solution where you can pick up and drop off a vehicle but commercially I haven't seen that work yet. Somebody may come up with a solution down the line.

Once you take into account the movement of the vehicle, the maintenance and the repair of the product, and the ability to facility a warranty claim, I don't see that happening without a physical retailer.

NFDA has been working hard to improve the perception of the automotive industry through Drive My Career, which Cambria has supported since the beginning. Do you see any improvement?

I do and I think the Drive My Career campaign has been excellent. We were one of the original supporters and we have recently employed a number of people from higher education thanks to these activities.

One of the aspects that our general managers need to understand and one of our single biggest challenges, is that it is their role to recruit, train and retain their own associates. It's not somebody else's job.



AM Awards 2019 - Business Leader of the Year

We are in and around our communities all the time, the best ambassadors for our retail sites should be the people that run them. Even when you are out having a coffee, there will be somebody in that facility who is a potential associate for your business and we are not spending enough time identifying, engaging and having a conversation with these people.

It is the General Managers responsibility to make sure he has a clear Human Resource strategy. We have a term in Cambria called "Playing 7 against 11", and it's a football analogy. You don't need to be a genius to work out playing 7 against 11, the side with 7 will lose. We have the responsibility to have good human resources strategies to make sure we become more attractive to get new people into our industry.

What is your advice to young people considering a career in the automotive industry?

It is attainable. Young people may be influenced by external perceptions of our sector but it is our job to open their eyes and make them want to be a part of what we do. The industry has been hugely beneficial to me, but what I have got out of it is the result of what I put into it by applying myself 24 hours a day, 7 days a week and I still do that now!

NFDA CALLS FOR NI DEALERS TO BE ABLE TO CONDUCT MOT TESTING



Following the closure of all MoT test centres and the cancellation of 5,000 MoT tests in Northern Ireland earlier in January and February, NFDA highlighted that “it is imperative that the Northern Ireland MoT system is reformed to allow dealers to conduct the testing”.

In Northern Ireland, unlike in the rest of the UK, MoT tests are carried out at 15 government-run centres. Following an inspection of all vehicle lifts in Northern Ireland’s 15 MoT centres, the Driver and Vehicle Agency (DVA) found ‘signs of cracking’ in 48 out of 55 lifts. As a result, about 5,000 MoT tests were immediately cancelled in late January and February.

Infrastructure Minister Nichola Mallon said drivers affected by MoT test cancellations would be automatically issued with temporary exemption certificates, valid for four months. However, nothing could be done with cars under four-year-old that were still due the first MOT.



NFDA emphasized that MoT had repeatedly been an issue for both motorists and dealers in Northern Ireland, primarily due to long waiting times. To address the shortage of MoT appointments available, centres have had to open on Sundays and regularly add extra appointments. This might have put an additional strain on certain centres’ facilities, potentially causing some of the current issues.

Recent problems have made it apparent that it is time to review how MoT tests are carried out in Northern Ireland. NFDA has called on the Government to enable franchised dealers in Northern Ireland to conduct MoTs as in the rest of the UK. We are currently in dialogue with the Northern Ireland Government and we will meet them soon to discuss the issue and outline our position.

MARK GARNIER MP VISITS ALL ELECTRIC HYUNDAI DEALERSHIP

Mark Garnier MP visited the All Electric Hyundai dealership in Kidderminster on Tuesday 18 February 2020. The MP met with Group Managing Director Jason Pickerill and Chairman John Leek.



The visit was coordinated by the NFDA as its Parliamentary Engagement Programme continues to provide franchised dealers with an opportunity to meet their local MP and discuss key issues facing their businesses.

Mark Garnier Member of Parliament (MP) for Wyre Forest since 2010, was the Parliamentary Under-Secretary of State at the Department for International Trade from 2016 to 2018. He was also a member of the Finance Select Committee from 2015 to 2016 and a member of the Treasury Select Committee from 2010 to 2016.

The main themes of discussion included the investments put into the dealership and the group’s contributions to the local and national economy. NFDA reiterated dealers’ views on a series of issues that, at the time, were also included in the association’s Budget submission, such as the importance of protecting the plug-in grant.

The MP and Jason Pickerill discussed the electric vehicle market as well as the decline of new diesels despite the latest Euro 6d-TEMP diesel vehicles available to the consumer. Clean Air Zones and the relevant policies currently being implemented by the Government were also debated.

Jason Pickerill, All Electric Managing Director, said, “The visit provided an excellent opportunity to discuss the key issues affecting the automotive retail sector and highlight the challenges and opportunities facing dealers in key areas such as the electric vehicle market”.

FIRST ‘DRIVING INCLUSIVITY IN AUTOMOTIVE’ EVENT CHAMPIONS DIVERSITY IN THE INDUSTRY



As part of the drive to close the gender gap in the automotive industry, Shell Helix Motor Oils sponsored Drive My Career’s first networking day for female apprentice technicians.



The first Drive My Career ‘Female Apprentice Network’ event was held on 11 December 2019. Event delegates from across the UK included 41 female Apprentice Technicians in the retail motor sector, together with HR professionals and representatives from a network of car and commercial vehicle dealerships. They came together to share their industry experiences and discuss ways in which to drive greater diversity,

opportunities of developing a more diverse workforce in the automotive industry. The event also gave delegates the chance to hear from and engage with keynote speaker, Laura Taylor, Aftersales Manager for Marshall Motor Group, and her career journey so far in the sector. Representatives from Lookers, a dealer group that played an integral role in developing the Drive My Career network, were also on hand to share and hear experiences with the

support greater diversity and inclusion in Industry and beyond’.

Sue Robinson, Director of the NFDA said, “It is extremely positive to see the automotive industry

in promoting diversity in traditionally male-dominated sectors such as engineering and automotive, to ensure there is more parity, inclusion and young talent in tomorrow’s workforce.



support career progression and create leadership opportunities for women in the automotive sector.

Networking sessions explored the challenges, misconceptions and

attendees. In the afternoon, apprentices took part in an exciting off-road experience at the JLR Solihull Experience centre.

Shell was ‘proud to sponsor such an event as part of Shell’s broader efforts to



join forces to promote and celebrate inclusivity in the sector, one of the key goals of Drive My Career. A diverse and representative workforce is a huge benefit to automotive retailers, especially in a time when our sector is facing major changes and fast developments.”

Britt Burnett, General Manager Marketing and Technical Europe for Shell commented, “Shell is proud to play a key role



Sponsoring the first ever networking event for female apprentices in the automotive industry is an important step towards addressing the significant gender and skills gap currently within the industry.”

DRIVE MY CAREER



Drive My Career celebrates two years of success

Drive My Career was developed by the NFDA in February 2018 as an industry-first employment initiative addressing franchised retailers' concerns that not many young people generally consider the automotive retail sector as an option for their professional careers.

The initiative uses highly-targeted digital marketing campaigns to connect an audience of 16 to 24 years old potential candidates with dealers in their local area. These campaigns make young people aware of the variety of roles available in the industry and the rewarding sides of a career in automotive. Through many channels, these campaigns challenge the misconceptions of the automotive sector and promote diversity, inclusivity and transparency.

In 2019, Drive My Career reached **2.5 million** young people through social media. Its main channels of communications included Instagram, Facebook, YouTube and Twitter.

During the first month of Drive My Career, the website redirected to dealers' portals as many people as it now does in a day. The traffic to the website has grown from a few hundred users a month to more than 11,000. People visit the Drive My Career website not only to find the dealerships based in their areas but also to learn more about careers in the automotive retail sector.

Drive My Career has run several campaigns over the past months. These



covered the apprenticeship opportunities in the sector, the variety of roles available across all automotive business areas as well as the role of technicians in today's motor industry. To build engagement with its community and raise further awareness of the automotive industry, Drive My Career periodically hosts competitions and quizzes.

Drive My Career has reached several milestones in 2019, its second year of operation:

- In 2019, Drive My Career's campaigns have reached **2.5 million** young people on social media
- More than **11,000** users visit the Drive My Career website every month
- There are now more than **1,000** dealerships on the dealer-finder interactive map
- Every month, an average of **3,000** potential candidates are

redirected through Drive My Career to retailers' career pages

- In December 2019, the first Drive My Career Female Apprentice Network, sponsored by Shell Helix Motor Oils, took place in Solihull. The event was attended by **41 female apprentice technicians**

Sue Robinson commented, "Drive My Career was created as an industry-first initiative to complement retailers' recruitment strategies and support them in highlighting the exciting elements of a career in the automotive sector.

"It is encouraging and rewarding to see the huge numbers of young people that hear about a career in the automotive retail industry thanks to Drive My Career on a regular basis.

"Thanks to the terrific support and regular feedback of our members, we will continue to promote the automotive retail sector as a great place to work and showcase our members as employers of choice".



Marshall Volvo @MarshallVolvo · Feb 4
Callum Parker is Marshall #Volvo #Grantham's Year 3 Parts #Apprentice. Callum is a massive asset to our parts team and also to the business, and he is able to oversee many different aspects of the day-to-day running of the dealership's part operations. #DMCApplianceTakeover



Pendragon PLC 16,961 followers · 4d ·
Meet Robert - our CV Service Apprentice at Evans Halshaw Ford Preston. Robert says, "Training blocks at college are great learning opportunities and I also thoroughly enjoy doing large mechanical jobs, such as pulling out engines. I am confident on all basic categories, and sure I have the skills to do and learn anything I want!" We're currently recruiting for a Technician Apprentice at Renault Middlesbrough - learn more and apply online > <http://socs.in/vw4k> #NAW2020 #LookBeyond #DMCApplianceTakeover



Marshall Motor Group @MarshallGroup · Feb 5
Over the past 100 years, Marshall has helped 20,000 young people to complete their #apprenticeships, equipping them for careers within the automotive and engineering sectors. Here's @MarshallGroup Chief Executive, Daksh Gupta with a few words regarding our #DMCApplianceTakeover



Brook loves coming to work as he & his colleagues are a 'little family'. He fancies being a Manager one day & after winning both Ford's Business Support Apprentice of the Year & TrustFord's Apprentice of the Year award, we think he's off to a good start. #DMCApplianceTakeover



Marshall Mercedes @MMGMercedesBenz · Feb 6
Evie Bilbeck, Year 1 #Apprentice #Technician at #Mercedes-Benz of #Preston is a 3-pointed star! Highly commended @MarshallGroup coveted 'Apprentice of the Year' awards, great things are destined for Evie who impresses each and everyday. #DMCApplianceTakeover #NAW2020



Arnold Clark @ArnoldClark · Feb 7
Meet Harry Chaundy. Not only did he achieve his level 3 Vehicle Technician qualification in 2019, he was voted GTG Apprentice of the Year. He's competed in World Skills UK and is now going on to represent the UK at WorldSkills 2021 in Shanghai! #NAW2020 #DMCApplianceTakeover



Franchised retailers celebrate apprentices with social media takeover

Drive My Career members took part in the second 'Apprentice Takeover' campaign to raise awareness of the multiple apprenticeship opportunities in the retail automotive industry on occasion of the National Apprenticeship Week 2020 which took place between 3 and 9 of February.

As part of the #DMCApplianceTakeover campaign, Drive My Career members promoted across their social media channels inspiring apprentices' case studies through stories, images and videos.

Using the hashtag #DMCApplianceTakeover the different organisations entered the competition. Across social media, posts with the hashtag #DMCApplianceTakeover had more than 1.5 million impressions and the campaign reached more than 350,000 different users in a week. This was a significant improvement from last year when the campaign reached 200,000 users and had 1 million impressions.

Drive My Career members that took part in the initiative showcasing their apprentices included Marshall Motor Group, JCT 600, TrustFord, Caffyns, Pendragon and Arnold Clark.

For the second consecutive year, Marshall Motor Group was the overall winner as they participated with the accounts of several different dealerships across the UK using multiple social media outlets. This year, they involved Marshall's CEO Daksh Gupta as well as a number of mentors, service and aftersales managers who shared words of encouragement for the apprentices. Additionally, 2020 marked 100 years since the Marshall apprenticeship scheme began and during the week, they also celebrated the launch of their Marshall Centre.

JCT600 shared images, quotes and high-quality videos featuring apprentices describing their journey and the reasons they love their careers in the automotive industry. In particular, two videos stood out and one of them won the 'best post' prize. These featured a total of six parts and technician apprentices working at JCT600 Porsche Sheffield and JCT600 Porsche Leeds.

TrustFord adopted a different strategy and shared engaging content that showed insights not only into the professional but also the personal lives of their apprentices.

Also, Caffyns, Pendragon and Arnold Clark supported the campaign for the first time.

Pendragon took it to LinkedIn to celebrate its 328 apprentices through inspiring messages. Also, they announced the launch of a brand-new IT apprentice scheme that will see three technical support trainees work alongside experienced Technical Support Consultants.

Arnold Clark shared the story of Harry Chaundy, Apprentice of the Year 2019 at Arnold Clark's GTG Training. He competed at World Skills UK and, as he came fourth in his category last year, he will be representing the UK at the Shanghai WorldSkills 2021.

Caffyns used Twitter, Instagram and Facebook to share the stories of apprentices who stood out, including Jamie, who came second in the Volvo Apprentice of the Year awards.

The winning apprentices for 'best overall campaign' and 'best post' received £50 vouchers.

Search #DMCApplianceTakeover on Twitter - LinkedIn - Facebook - Instagram to learn more about the campaign or visit www.drivemycareer.co.uk

Marshall BMW @Marshall_BMW
Introducing Lucy Johnson who has been at Marshall #BMW #Grimsby for two years and last week completed her #Apprenticeship as an Aftersales Advisor. Congratulations Lucy! #DMCApplianceTakeover #NAW2020 #marshallmoments @DriveMyCareer



Porsche Centre Leeds @PorscheLeeds
It's #NationalApprenticeshipWeek so let's celebrate our Apprentices with a video highlighting what they get up to day to day. We thank them for all the hard work they put in whilst learning something new. #PorscheLeeds #Yorkshire @JCT600careers @jct600 @DriveMyCareer



TrustFord @TrustFordUK
Introducing Becky (and Lola 🐶) an Accounts Apprentice at #Wilmislow. When not working, Becky loves to spend time with her dog Lola and takes her to Cars Park so Lola can splash around in the water! HOW CUTE IS LOLA? #DMCApplianceTakeover #NAW2020



Caffyns Group @CaffynsGroup · Feb 4
Introducing Jamie! He came 2nd in the Volvo Apprentice of the Year awards and is continuing his training to gain Level 3 qualifications. This will lead him to the next step of Master Technician qualification. Keep up the amazing work Jamie! #NCW2020 #DMCApplianceTakeover



NFDA DEALER ATTITUDE SURVEY REVEALS IMPROVEMENT IN DEALER SATISFACTION

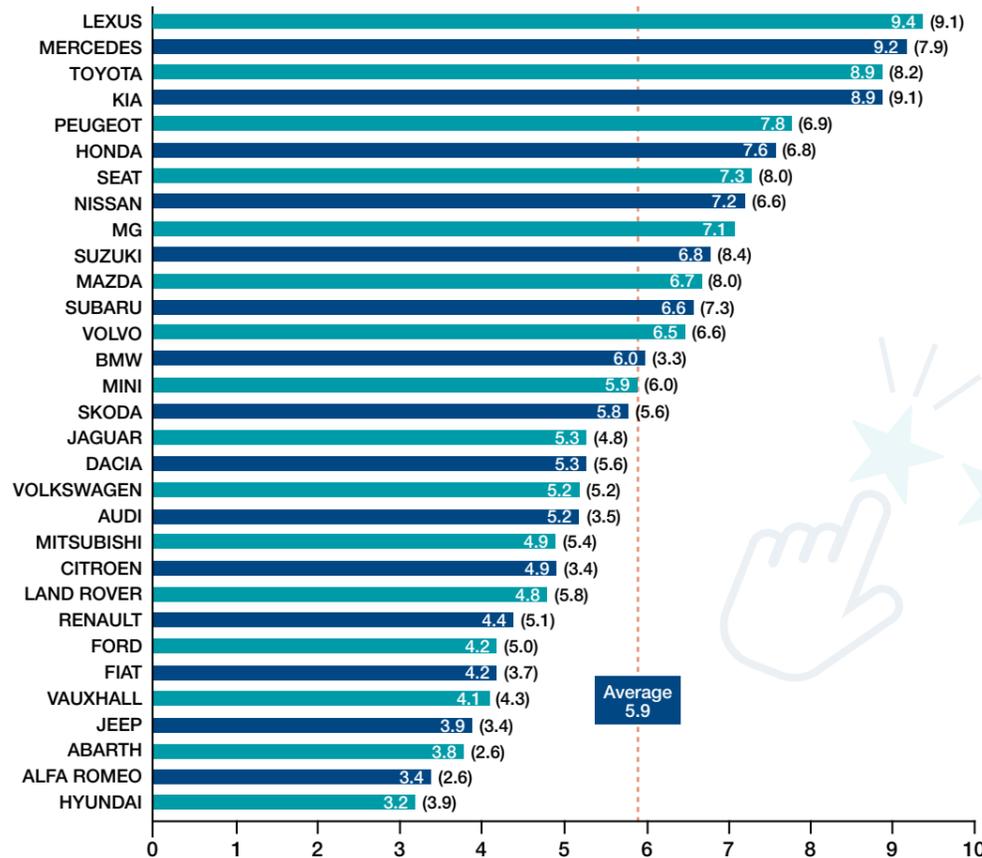
The latest NFDA Dealer Attitude Survey was published on 9 March 2020 and revealed an improvement in dealers' satisfaction levels with their respective manufacturers.

NFDA conducted the Dealer Attitude Survey Winter 2019/2020 in January 2020 and asked franchised dealers 53 questions about the on-going relationship with their respective manufacturers. The questions covered a range of business issues and their impact on dealers' satisfaction levels. Responses were scored from 1 (extremely dissatisfied) to 10 (extremely satisfied). NFDA surveyed 31 franchise networks and received a 39% response rate.

Despite a number of concerns, particularly surrounding profit return and return on capital, franchised dealers were fairly satisfied with the ability to do business with their manufacturers on a day to day basis.

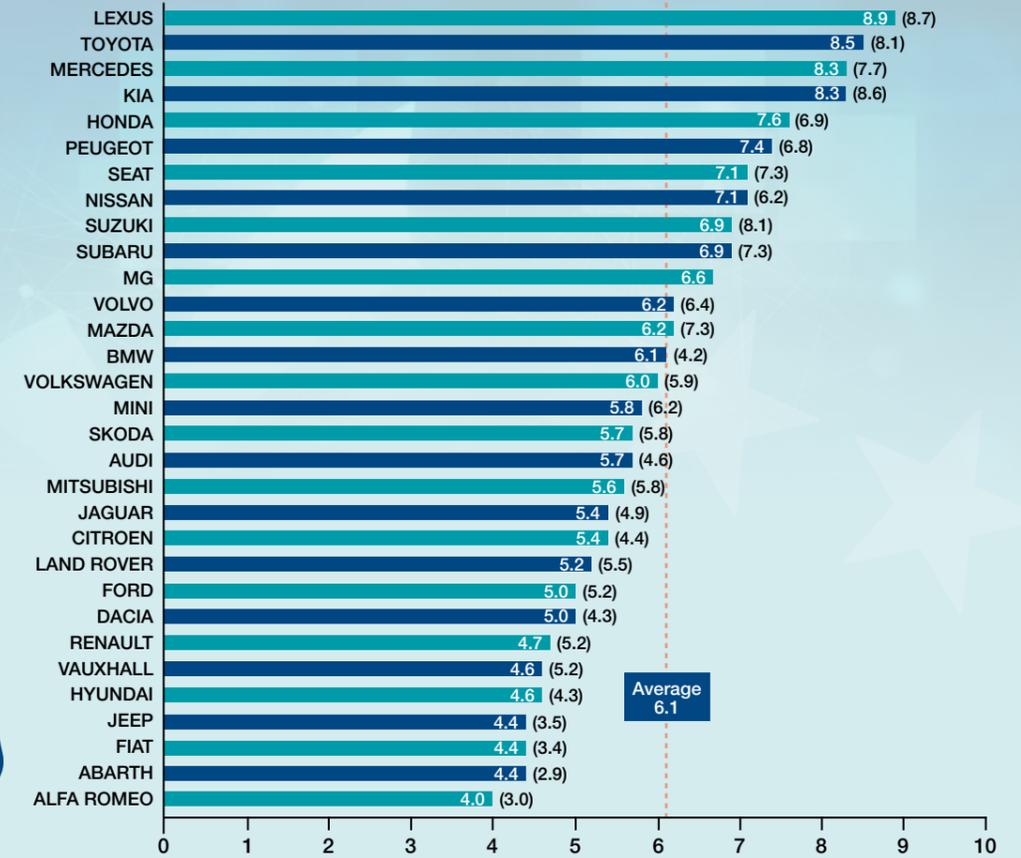
How would you rate your manufacturer overall on scale of 1 to 10?

The all-important question *how would you rate your manufacturer overall?* had an average score of 5.9 points, which was 0.3 points higher than six months ago and 0.1 points up from last year. Lexus retained its position at the top of the table with 9.4 points. It was followed by Mercedes (9.2), Toyota and Kia (8.9 each). The manufacturers with the lowest ratings were Abarth (3.8), Alfa Romeo (3.4) and Hyundai (3.2).



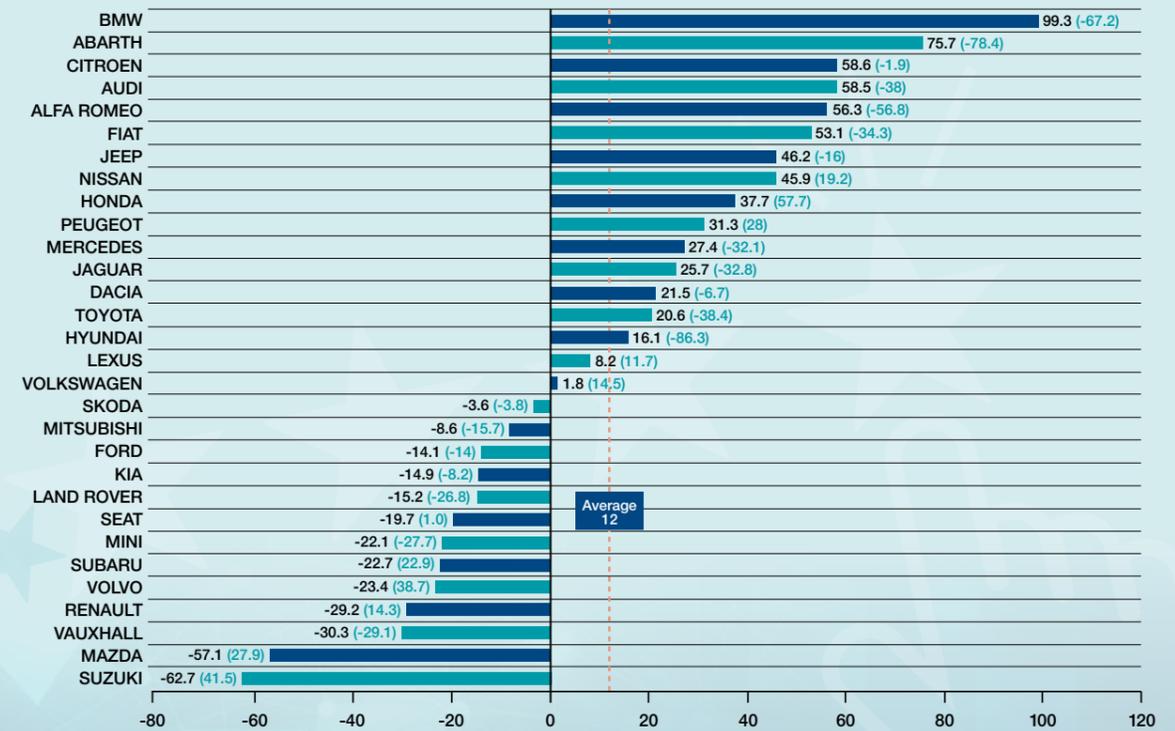
Average score across all questions

Lexus remained at the top with the highest average score across all questions of the survey, 8.9 out of 10 points. It was followed by Toyota (8.5), Mercedes and Kia (8.3 each). Jeep, Fiat, Abarth (4.4), and Alfa Romeo (4.0) had the lowest scores. The overall average was 6.1, up by 0.3 points from six months ago.



Total movement across all questions

There was an overall average improvement of 12.0 points across all questions of the survey. Following disappointing performances in the past two editions of the survey, BMW regained all the points it had previously lost with a total increase of +99.3 points. Suzuki had the biggest loss in points (-62.7).



For more information about the survey, please email nfda@rmif.co.uk or visit www.nfda-uk.co.uk/reports/dealer-attitude-survey

Sue Robinson, NFDA Director, said "It is encouraging to see that most manufacturers continue to take seriously their performance in the survey and work with dealers to address their networks' concerns. A healthy relationship between dealers and manufacturers is instrumental to the success of our industry.

"It is vital that manufacturers and dealers maintain an open channel of communication to discuss the main issues affecting businesses and continue to cooperate to allow the automotive sector to thrive through a period of changes and challenges".



NFDA



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