

# STEERING COLUMN

LEASEPLAN MAGAZINE  
>> AUTUMN 2014



WHERE IN THE WORLD? • 20-YEAR RELATIONSHIP • FLEET REPORTING

# STEERING COLUMN CONTENTS

LeasePlan Magazine  
Autumn 2014

02

## NEWS

What's happening on the road



04

## WHERE IN THE WORLD?

Not your usual places to  
go on holiday



08

## WORK AND PLAY

Car Corner



10

## THE MORE THINGS CHANGE...

Bayer's long-term relationship  
with LeasePlan

14

## MY DREAM GARAGE

Bayer New Zealand director  
Patricia Castle



16

## AT YOUR FINGERTIPS

LeasePlan upgrades online  
Fleet Reporting



18

## GETTING ON THE BUS

Helping Plunket get around



19

## A CALCULATED RISK

LeasePlan's motorcycle-racing  
risk manager



20

## TRAVELLING LIGHT

Travel essentials to ease  
your journey



In this edition of Steering Column we feature one of our longest standing clients in New Zealand. Bayer has trusted its fleet management and funding to LeasePlan for over 20 years. This is a relationship we are immensely proud of, and while the word 'client' is too commonly misstated as 'partner', I think I can safely call the relationship with Bayer a partnership.

Due to the nature of our products and services, our value to clients is delivered over a longer-term relationship. Because of this, we are passionately possessive of our clients and have a low turnover rate.

It is only natural that on occasions, the balance of our client's best interest and our best interest will differ. However, our objective is to build relationships so that together we can easily identify these mismatches, discuss them and agree a way forward that satisfies both our interests.

My view is that a successful business partnership is built on four pillars:

Trust: Our promise to our clients is that 'it's easier to leaseplan'. It needs to be hassle-free, saving our clients time and money.

Mutual benefit: A proven ability to provide each other with a competitive advantage, and more importantly that we can see this continuing into the future.

Fairness: This means that neither client nor supplier tries to take advantage of each other for a short-term gain. We should certainly negotiate hard to reach mutually satisfactory agreements, but not to the disadvantage of one or the other.

Respect: Of each person and their organisation.

These things are not built on flash IT systems, major economies of scale or whizz-bang products. These pillars are built on people relationships. In the case of Bayer and our other long-term partners, people are absolutely the foundations of the business advantage we have given each other.

Charles

**Charles Willmer**

Managing Director, LeasePlan New Zealand

**STEERING COLUMN** is published by LY Design on behalf of LeasePlan New Zealand Limited.  
**Art Director:** Toni Chase  
**Editor:** Sarah Ell  
**Printing:** McCollams Print  
**Contributors:** Alex Wallace and Belinda Merrie (Photography); Richard Bosselman (Motoring writer). The information contained in this publication is not necessarily the opinion of LeasePlan or LY Design.

LEASEPLAN HAS NORTH AMERICA COVERED

LeasePlan Corporation now has the North American continent covered, with the official launch of LeasePlan Canada at the end of January. LeasePlan is already operating in the United States and Mexico.

Jeff Hartley, President of LeasePlan Canada (pictured below), said the parent company’s customers in North America had come to expect a high level of service, ‘and they don’t believe that service level should be restricted by country borders. And we at LeasePlan Canada are dedicated to providing that same level of service.’

LeasePlan Canada will provide a full spectrum of services ranging from vehicle acquisition and leasing products to many added-value products, including fuel and maintenance management, accident and safety programmes, taxable benefit management, licensing and remarketing services. But, recognising the differences in the market, these services will be fitted and fine-tuned to the needs of local customers.

In addition to the full portfolio of services, LeasePlan Canada and LeasePlan USA have partnered to create a regional fleet-management solution that includes consolidated data and one-point-of-contact account management.

‘We are very excited that LeasePlan is now in a position to provide our regional clients with an integrated service offering,’ said Jon Toups, Chief Sales and Marketing Officer for LeasePlan USA.

LeasePlan Canada says the mature Canadian fleet management market is closely connected to the US market. Most of the large US publicly traded companies and Fortune 500 companies are also represented in the Canadian marketplace, and over the last decade more and more of these organisations have been combining their fleet efforts in Canada, the US and Mexico.

Typically a Canadian fleet is much smaller than a US fleet, with a 10:1 rule of thumb — i.e. a 1000 unit fleet in the US might have 100 units in Canada. However, the large fleet operations still require the same levels of service and are looking more and more for a bundled product. The Canadian fleet market consists of approximately a million vehicles, with an average fleet size of 35–45 units.

As elsewhere, including New Zealand, there is an increasing focus on reducing fuel costs and emissions. To accomplish this, the trend is towards smaller engines, diesels and hybrid-type vehicles.

Another specific feature of the Canadian market is the extreme weather experienced in some areas; several Canadian provinces have mandated snow tyres, which extends the life of original tyres, but can increase overall costs.

LeasePlan Canada is headquartered in Toronto, with offices in Calgary, Edmonton and Montreal, and offers services in English and French.



LEASEPLAN CANADA WILL PROVIDE A FULL SPECTRUM OF SERVICES FROM LEASING, MAINTENANCE, REPAIR AND ACCIDENT MANAGEMENT TO VEHICLE REMARKETING.



ESC MAY BECOME MANDATORY

The government is calling for feedback on a proposal to make electronic stability control (ESC) mandatory in new and used light passenger and commercial vehicles entering the New Zealand fleet.

Research carried out by the Ministry of Transport and the NZ Transport Agency (NZTA) indicates that if ESC were mandated in New Zealand, it could save 22 lives, prevent 102 serious injuries and prevent 400 minor injuries over the next 20 years.

At present, the NZTA estimates that about 90 percent of new light passenger vehicles and 80 percent of new light commercial vehicles sold are fitted with ESC.

However, the number of used light motor vehicles imported into New Zealand with ESC fitted is much lower: around 15 percent of used passenger vehicles, and almost no used light commercial vehicles.

NZTA notes that, due to their high centre of gravity, sports utility vehicles (SUVs) and people-movers have a greater rollover risk than other light vehicles. ESC can reduce potential crashes in such vehicles by about 60 percent.

The proposed changes to legislation would make ESC mandatory for new light vehicles from 2015. For imported used light vehicles, the changes would be phased in from 2016 to 2020. However, the proposed changes won’t affect vehicles that don’t have ESC and are already on the road.

ACROSS THE UNITED STATES — FOR FREE

A team of test drivers have driven a pair of Tesla electric cars across the United States in record time — while spending absolutely no money on fuel. The cross-country rally team made the trip from Los Angeles to New York via the network of Supercharger stations in 76 and a half hours, despite encountering blizzards, a blinding sand storm, freezing temperatures and driving rain.

*Tesla owners can ‘fill up’ for free at Supercharger stations across the States, with the car taking around 40 minutes to return to 80 percent charge. A 30-minute charge will provide enough energy to drive around 270 kilometres, and the longest distance the cars travelled between charging stations on this trip was 397.5 kilometres.*

The company estimates that the cars each saved 515 litres of fuel, which would work out at around \$1140 at current New Zealand petrol prices.

The Tesla electric car is the brainchild of a group of Silicon Valley entrepreneurs who, in their own words, ‘set out to prove that electric vehicles could be awesome’. The 2014 S model costs around US\$69,900 new. The cars are also available in Japan, China and Europe, where there is currently a network of 19 Supercharger stations.

MORE WOF CHANGES FROM JULY

The second round of the government’s changes to the Warrant of Fitness regulations comes into force on July 1. From this date, vehicles first registered anywhere in the world on or after 1 January 2000 will move to annual WoFs for the lifetime of the vehicle. For new vehicles, after an initial inspection, another WoF inspection won’t be required until the third anniversary of their first registration.

This follows changes introduced in January which moved vehicles first registered anywhere in the world on or after 1 January 2004 to annual WoF inspections. Older vehicles will remain on a six-monthly WoF cycle.

The Ministry of Transport estimates that these changes will save motorists and businesses \$159 million a year, including savings in inspection costs, law enforcement costs such as tickets for expired WoFs, and in the time spent sitting at the testing station.

SUMMER PRIZE WINNER



Rachael Gibson, Senior Financial Accountant for Independent Liquor, was the sharp-eyed reader who won the summer gift pack for spotting the hidden Christmas symbols on the cover of the previous edition of *Steering Column*. Here LeasePlan Key Account Manager Kerrin Wright presents Rachael with her prize, which included a hat and towel, a beach umbrella, and a bottle of rosé.



TURNERS CHRISTMAS AUCTION

Buyers at the LeasePlan Certified Auction held at Turners in December were treated to a festive atmosphere and bonus gifts when they bought a certified ex-lease car. 35 cars were sold, with each new owner receiving a bonus Christmas cake.



# WHERE IN THE WORLD?


**WHERE WILL 2014 TAKE YOU?**  
For inspiration, here are some of the more unusual destinations that **Steering Column** readers have travelled to...



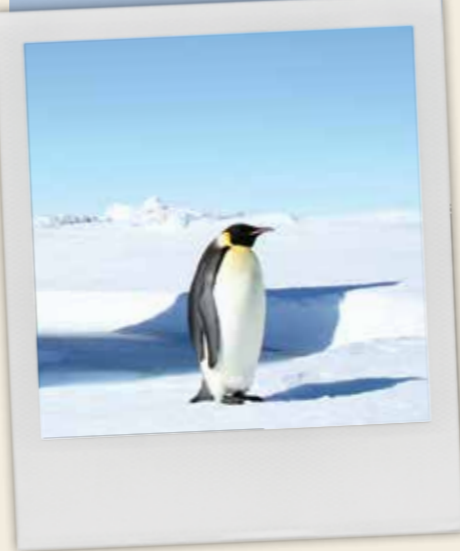
## ANTARCTIC PENINSULA

**WHO:** JOHN, 60  
**WHERE:** CRUISING DOWN THE ANTARCTIC PENINSULA, from King George Island in the South Shetlands, south of Cape Horn. It is a place that has always fascinated me — as a lover of nature, it seemed to be the wilderness in its rawest state. The land is very rugged, with steep cliffs and glaciers coming down to the sea in most places, so we often went ashore on adjacent islands. The shapes and colours of the icebergs are also astonishing and mesmerising.

**HOW:** I flew to South America and then to Ushuaia in Tierra del Fuego, Argentina. From there we waited for clear weather to fly to King George, where I joined a small cruise boat.  
**WHERE DID YOU STAY:** On the ship, which had fewer than 100 passengers. It was very comfortable — it had a library and places to meet and chat.  
**MOST AMAZING THING YOU SAW:** Penguins, penguins, penguins. They are full of personality and incredibly engaging. I spent several hours communing with just one guy, who was as happy to sit and look at me as I was to sit and look at him.  
**MOST INTERESTING CULINARY EXPERIENCE:** The blokes at the Russian scientific station shared some of their home brew with us. Not surprised they wanted rid of it!  
**TOP TIP:** Do the swim! We had 10 days of perfect, calm, blue-sky weather and were offered a dip when we crossed the Antarctic circle. My friend did it, but I was scared of the cold. I wish now that I had done it!

 **ON THE ROAD:** You have to allow extra days at each end of a trip like this to allow for weather hold-ups. While you are waiting, you can hire a car and visit some of the amazing national parks near Ushuaia.

## PENGUINS, PENGUINS, PENGUINS. THEY ARE FULL OF PERSONALITY AND INCREDIBLY ENGAGING.



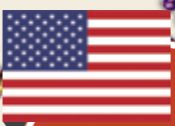
## KARLOVY VARY CZECH REPUBLIC

**WHO:** HELEN, 52  
**WHERE:** KARLOVY VARY IS A SPA CITY SITUATED IN WESTERN BOHEMIA, CZECH REPUBLIC, approximately 130 km west of Prague. Built in a valley on the convergence of two rivers, there are walks or a tram ride to vantage points on the surrounding slopes, affording breathtaking views of the town's pastel-coloured eighteenth-century buildings.

**HOW:** A combination of a regional bus and two trains — it took us half a day to travel about 80 kilometres.  
**WHERE DID YOU STAY:** The three-star Hotel Adria on the West Road which was central, friendly and well-equipped — and cost around 30 euro a night (NZ\$50) for a double room.  
**MOST INTERESTING THING YOU SAW:** Karlovy is a popular destination for wealthy Russians, especially at Christmas time. There is a walking route around the public mineral water outlets in the inner town, which was being traversed by groups of well-dressed Russians in a startling array of animal fur coats, drinking the water from small ceramic jugs. Watching these tourists was as entertaining as looking in the shop windows!  
**BEST CULINARY EXPERIENCE:** Delicious cakes and strong coffee were an afternoon tea highlight. It was hard to choose which café to visit as there were so many quality options.  
**TOP TIP:** An international film festival is held there every July, so this would be a great time to visit.

**THERE ARE WALKS OR A TRAM RIDE TO VANTAGE POINTS ON THE SURROUNDING SLOPES, AFFORDING BREATHTAKING VIEWS OF THE TOWN'S PASTEL-COLOURED EIGHTEENTH-CENTURY BUILDINGS.**


 **ON THE ROAD:** Hire a car if you are travelling anywhere outside of Prague in the Czech Republic. Though the trains and buses are reliable, the connections are not always great.



## NEW ORLEANS USA

**WHO:** FIONA, 45  
**WHERE:** NEW ORLEANS, LOUISIANA — or NOLA — is a legendary city: for culture, arts, literature and music. It is one of those places that you half recognise from films and TV. The city took a beating from Hurricane Katrina in 2005, but downtown you see little of the poverty and devastation the storm revealed. Fortunately much of it has been restored and the city is getting back on its feet.

**HOW:** I flew to LA, and then across to NOLA (about four hours).  
**WHERE DID YOU STAY:** Hotel Monteleone — a gorgeous old hotel just inside the French Quarter. It has ghosts, famous past guests and a bar like a carousel that rotates while you drink cocktails.  
**MOST AMAZING THING YOU DID:** I went to Snug Harbour, a little jazz club in the Faubourg Marigny district. It hosts two shows a night for 90 people, seated on old wooden chairs and stools within a few metres of the stage. Doesn't matter who is playing: the jazz is superb, and the atmosphere amazing.  
**BEST CULINARY EXPERIENCE:** A crocodile slider from a street stall. Sliders are big in the South — little mini burgers with meat and salad. The other thing not to miss are beignets: icing-sugar-drenched doughnuts served hot at the Café du Monde. Everything is coated in icing sugar (chairs, tables, waitresses) but boy, do the doughnuts taste great.  
**TOP TIP:** Don't get fooled by the shoes con, where tourists get menaced for \$20 after someone tells them 'I know where you got them shoes' as a bet. The answer is 'On my feet in New Orleans' — or, better still, say nothing.

 **ON THE ROAD:** Take the 'Streetcar Named Desire' out into the posh suburbs and check out the big houses for very little money.



**DOESN'T MATTER WHO IS PLAYING: THE JAZZ IS SUPERB, AND THE ATMOSPHERE AMAZING**



## MOUNTAIN-BIKING THE SOUTHERN LAKES NZ

**WHO:** JONATHAN, 44

**WHERE:** QUEENSTOWN AND SURROUNDS, NEW ZEALAND. My wife and I went on a family trip with our two teenage sons, to indulge in the excellent mountain biking scene while showing the kids some more of the country.

**HOW:** We drove, from Rotorua. Can't beat a decent ute for taking four people and five bikes with ease.

**WHERE DID YOU STAY:** We stayed in a holiday home booked on the internet. It's much nicer staying in real homes, while also being cheaper and easier for cooking and dealing with outdoors equipment.

**MOST AMAZING THING YOU DID:** The classic Queenstown experience would have to be gondola-assisted mountain biking followed by Fergburger (see below) on the shores of Lake Wakatipu. You take the gondola up then there are more than 30 kilometres of different trails to come down on. Just make sure you get to the gondola on your first day early — they have the world's slowest ticketing system and you don't want to lose riding time while you wait at the ticketing window.

**BEST CULINARY EXPERIENCE:** Fergburger! The internationally famous Queenstown burger joint lived up to its reputation. There's a permanent queue of 50 to 100 people outside it and once you've had a Fergburger, you realise nothing else in the world comes close. Tip: ring and place your order in advance!

**TOP TIP:** If you're not into the hardcore downhill mountain biking that Queenstown is best known for, there's a fantastically scenic and easy lakeside track that you can ride from Queenstown out to Jack's Point.



**ON THE ROAD:** We drove through Molesworth Station on the way down. While it may be touted as 'two-wheel drive', some of the fords have steep lips as you enter and exit — don't try to take a car with low clearance or fairings through!

**THE CLASSIC QUEENSTOWN EXPERIENCE WOULD HAVE TO BE GONDOLA-ASSISTED MOUNTAIN BIKING FOLLOWED BY FERGBURGER ON THE SHORES OF LAKE WAKATIPU.**



## PAMUKKALE TURKEY

**WHO:** KATHRYN, 36

**WHERE:** THE WHITE TERRACES AT PAMUKKALE are a World Heritage Site, similar to what the Pink and White Terraces near Rotorua would have been like. At the top of them are the ruins of the ancient city of Hierapolis. As you drive towards the town, you see a big white scar on the hillside that looks like a quarry. When you get closer, you see it is a whole hillside covered in white terraces made of travertine.

**HOW:** We had been staying on the coast and drove inland through some fairly mountainous, isolated country.

**WHERE DID YOU STAY:** We stayed in the Hotel Hal-Tur at the base of the terraces. The brother of its owner was married to a New Zealander, so like many Turks they loved Kiwis.

**MOST AMAZING THING YOU DID:** We walked up the terraces from the town in the late afternoon sunshine. Shoes are not allowed, so you walk barefoot directly on the terraces with the silky, warm blue water running over your feet. Near the top there are huge scallop-shaped pools with delicate edges, filled with turquoise water. It was a surreal and magical experience.

**BEST CULINARY EXPERIENCE:** Sitting by the hotel pool, looking out towards the terraces as the sun set and drinking Efes, the delicious local beer.

**TOP TIP:** Work out where you are going to stay before you arrive — we were pursued through the town by hotel touts on motor scooters, which was a bit offputting!



**ON THE ROAD:** Speed limits are not very well signposted in Turkey. We got pulled over once and weren't entirely convinced we had been speeding, but decided it was best not to argue as the policemen had guns.

**SHOES ARE NOT ALLOWED, SO YOU WALK BAREFOOT DIRECTLY ON THE TERRACES WITH THE SILKY, WARM BLUE WATER RUNNING OVER YOUR FEET.**



## SAMARA COSTA RICA

**WHO:** STUART, 29

**WHERE:** SAMARA IS A BEACH TOWN ON THE PACIFIC COAST OF COSTA RICA. It's not hugely touristy, but all the elements of tropical paradise are there — palm trees, a golden sandy beach, clear water, dolphins, whales, howler monkeys and tropical birds in the surrounding rainforest.

**HOW:** We flew to LA and then on to San José (Costa Rica's capital). From there it was a five-hour journey on a local bus. It was a very scenic journey, but we could barely keep our eyes open after all the travel.

**WHERE DID YOU STAY:** My brother and his family lived there for three years some time ago and still have a house there, which was simple but big enough to fit the whole family. Plus we had the key luxuries of ceiling fans in every room and a hammock out the front — crucial in the humid temperatures.

**MOST AMAZING THING YOU DID:** We did an evening tour to Camaronal Beach to see the sea turtles. Almost as soon as we arrived, our guide rushed us down the beach to where a female olive ridley sea turtle had come ashore to lay her eggs. We were able to get within arm's length of the turtle as our guide collected the eggs (all 90 of them!) as they came out, to be taken to a hatchery for safety.

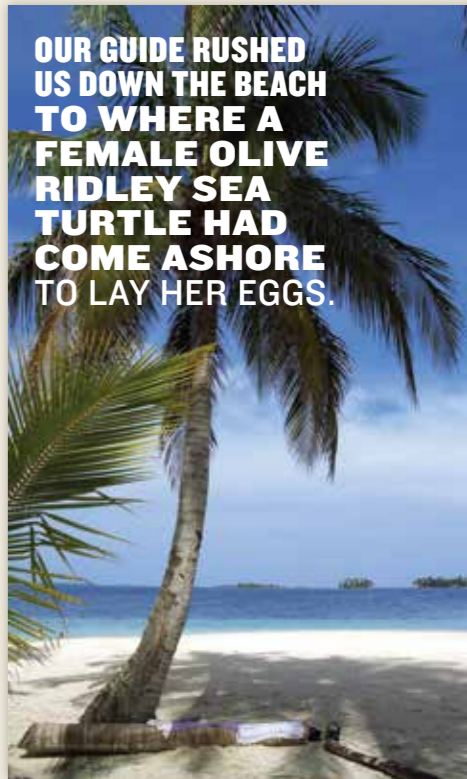
**BEST CULINARY EXPERIENCE:** At Pablito's bar, just a few minutes' walk from my brother's house, you get an ice-cold beer and a bowl of homemade stew for around \$2.

**TOP TIP:** Learn a few words of Spanish — it will be a huge help if you want to stray from the most common tourist activities.



**ON THE ROAD:** The police aren't allowed to chase your car in Costa Rica, so if you get pulled over, put your foot down! Or, for precisely that reason, take care when driving on more rural routes at night.

**OUR GUIDE RUSHED US DOWN THE BEACH TO WHERE A FEMALE OLIVE RIDLEY SEA TURTLE HAD COME ASHORE TO LAY HER EGGS.**



## NISEKO SKI RESORT JAPAN

**ONE OF THE BEST DISCOVERIES WAS THE FANTASTIC BENTO BOXES SERVED ON THE TRAINS**



**ON THE ROAD:** The resort is easy to get around without a car — there are shuttle buses between the hotels and the field, and there are footpaths. You're just not allowed to ski or snowboard on them, tempting though it might be.

**WHO:** JAMES, 35

**WHERE:** We spent three days skiing and snowboarding in amazing powder at the NISEKO SKI RESORT, ON THE NORTHERN ISLAND OF HOKKAIDO IN JAPAN. There are four ski areas, with lots of different trails from beginners to black diamond. The average annual snowfall is 15 metres, so there is plenty of snow!

**HOW:** We flew to Tokyo, then to Sapporo airport on Hokkaido, then a two-hour bus trip to Niseko.

**WHERE DID YOU STAY:** At the base of the field at the Niseko Village Resort. There was thick snow on the ground so it was pretty much ski-in, ski-out (or board).

**MOST AMAZING THING YOU DID:** Obviously the snowboarding was amazing, with beautiful thick powder. The trails run through forests, which was another challenge. And relaxing in the onsen (natural thermal pools) at the Niseko Hilton was the perfect end to the day.

**BEST CULINARY EXPERIENCE:** All the food in Japan is great, and I made the most of it. One of the best discoveries was the fantastic bento boxes served on the trains — I had three different boxes on a two and a half hour train trip!

**TOP TIP:** 'Don't lose the chance to correct yourself. If you join hands with other people, it will bring you good luck.' Or so my Japanese fortune cookie told me.



LIFT TICKET

17 - 02 - 2013

# WORK AND PLAY

**What's the difference between the car you have for work — and quite probably weekend play — and the one you'd choose if it were your own money to spend? Rhetorical question: increasingly, the answer is surely 'nothing at all.' Here's a quick look at four of today's main fleet players.**

WORDS BY RICHARD BOSSELMAN

## HOLDEN MALIBU

Here's the thing about Holden road cars; aside from the Commodore they're basically all Chevrolets at heart.

Chevrolet is a global brand, so the Malibu is actually manufactured in South Korea. However, it was penned Stateside so we get a medium sedan that is nicely Holdenised up front and nicely Americanised elsewhere, notably at the back with a set of Camaro-like paired'n'squared tail-lights.

Taking the time to slip into the cabin is worthwhile, and not just because the spaciousness reinforces that the 'medium' descriptive really translates to 'large' in American-speak. Kit-wise, too, it ticks a lot of boxes: the fantastic MyLink system, Bluetooth connectivity, a reverse camera and rear-park assist are standard, as is climate air, keyless entry and push-button start, cruise control and auto headlights. The \$45,900 CDX adds eight-way power-adjustable and heated front seats, dual-zone air, rain-sensing wipers, fog lamps and LED tail lamps. From a safety perspective, there's six airbags, and stability and traction control.

Construction-wise, it's not quite up to VF Commodore standard: 'soft touch' surfaces are really hard-touch plastics coated in a thin layer of pliant material, the generously sized front chairs are short on shape, the glovebox severely restricts knee room for a taller passenger and face-level rear-seat air vents are lacking. Still, the oddments cubby behind the infotainment screen stands out as a clever use of otherwise wasted space.

A shell that is almost as long as Commodore's (though not as wide) allows relatively commodious convenience and while rear headroom isn't on par with Holden's home-grown biggie, it certainly lays on a treat for legroom front and rear, the doors swinging out wide for easy access. The boot is spacious at 545 litres.

As part of its Holdenisation, Malibu has received a suspension retuning, the intent being to reduce body roll in cornering and iron out secondary ride. Ride-handling continuity is imperfect and road roar intrudes on coarse chip, but Holden's determination to provide good tyres means that, while not as sporty as some other category choices, it maintains a resolute feel.

The 2.4 litre petrol is willing, but peaky — that maximum power doesn't come until the rev counter needle is almost in the red — and a bit vocal, though less so than the alternative diesel.

The Malibu is a lot better than its predecessor, and while spaciousness and a solid specification are the primary strengths, it at least deserves a place in the sun.



**THE MALIBU IS A LOT BETTER THAN ITS PREDECESSOR, AND WHILE SPACIOUSNESS AND A SOLID SPECIFICATION ARE THE PRIMARY STRENGTHS, IT AT LEAST DESERVES A PLACE IN THE SUN.**

### THE SPECS

- **ENGINE OUTPUTS** 123kW/225Nm
- **COMBINED FUEL ECONOMY** 8.0 litres per 100 kilometres
- **EMISSIONS** 182 grams per kilometre



### THE SPECS

- **ENGINE OUTPUTS:** 133kW/231Nm
- **COMBINED FUEL ECONOMY:** 7.8 litres per 100 kilometres
- **EMISSIONS:** 183 grams per kilometre

## TOYOTA CAMRY GL

Toyota is keen to associate 'emotional appeal' with its corporate staple, the Camry — but is that unrealistic?

No, not really — even though it is a practical fleet favourite, you can make an emotional connection with this car. But a sense of personal involvement evolves with the range; the entry-level \$44,990 GL most strongly shows that so much about the Camry at base level is a number-crunching exercise. The more fulsomely equipped and trimmed Atara SX has more character. Still, the base car ticks the key boxes with full electrics, air conditioning and Bluetooth. In the metal, this generation Camry is a more handsome car, mainly because it is still shovel-nosed and slab-sided, yet smoother-looking than its predecessor and with a more confident stance now that it sits more evenly.

It also drives with more verve and you can feel that oomph, not only off the line but also in the mid-range. What also makes it more authoritative in the 70-100 km/h zone is that it has a lovely six-speed auto to work through.

Dynamically, comfort ranks foremost. The offset is some lean through corners so you wouldn't call it wholly agile, but neither does it seem to spring any nasty surprises.

## FORD MONDEO

Saying the Mondeo is past its use-by date isn't the slur it might seem; Ford agrees that it should have had the replacement car here now. Indeed, that next-gen model is already on sale in North America (as the Fusion). The Mondeo version, though, was kept back for further development; we might see it by year-end.

However, the Mondeo doesn't look or feel stale. Indeed, if anything the requirement for it to stay on the pitch into extra time merely reinforces the quality of this design.

Mondeo's dynamic qualities should be well known by now; basically, if you enjoy driving, then there's little about this car that will disappoint. It's a comfortable and nimble choice for long open-road driving, while plenty of adjustment to the wheel and seat means the driving position is good, too. Though there are some cheaper plastics on show if you look for them, it still pulls off the junior executive role and is a safe choice, too, with seven airbags, standard ESP, active front head restraints and a steering wheel and pedals that move away from passengers in an impact.

The Mondeo's always been a pleasing drive and the latest engines are on the money. My personal preference is for the 2.2 litre diesel over the 2.0 litre petrol cited here; the diesel's marriage with the Powershift dual-clutch gearbox is a big step forward.



### THE SPECS

- **ENGINE OUTPUTS** (2.0 litre petrol): 118kW/208Nm
- **COMBINED FUEL ECONOMY:** 9.3 litres per 100 kilometres
- **EMISSIONS:** 223 grams per kilometre

## NISSAN ALTIMA

The Nissan Maxima has gone because it was a V6 petrol; the market has gone off those. Altima is here because its 2.4 litre four-cylinder engine is what we now want. Nissan sees this sedan as a replacement for the Primera, but in fact the Altima is much larger. At 4.8 metres from stem to stern, it is Maxima-sized, in fact.

There are two variants, a \$43,990 ST and a \$53,290 Ti, each with a direct-injection four in marriage with a constantly variable transmission. Fleet user-choosers will naturally gravitate to the ST, on 16 inch rims and with Bluetooth, cruise control, dual-zone air-conditioning, keyless entry/start, automatic headlights and electric folding door-mirrors.

Size aside, modest running costs and smart tech are cited attractions. Nissan is claiming a dynamic edge with its Active Understeer Control, which uses inside-wheel braking to counter understeer, in interaction with dynamic and traction controls, and there's also the Advanced Driver Assist Display, which displays vehicle information on a screen situated between the speedometer and tachometer.

You're in for a car that aims to provide an executive experience; the handling is a little laid-back — though generally tidy — but you'll salute it more for providing a quiet ride. Also, it has one of the nicest cabin environments in the category.



### THE SPECS

- **ENGINE OUTPUTS:** 127kW/230Nm
- **COMBINED FUEL ECONOMY:** 7.5 litres per 100 kilometre
- **EMISSIONS:** 174 grams per kilometre

# THE **MORE** THINGS CHANGE...

Lots has changed for the New Zealand division of multinational science and technology company Bayer in the past 20 years, but its relationship with LeasePlan has been a constant.

WORDS BY SARAH ELL  
PHOTOGRAPHY BY ALEX WALLACE

Partners for two decades: (from left) LeasePlan Key Account Manager Kerrin Wright, Bayer New Zealand Facilities and Fleet Manager Sue Fowler, LeasePlan Managing Director Charles Willmer and Bayer New Zealand Director Patricia Castle.



Chances are, your life has been affected by products produced by the giant multinational Bayer, with its interests in human and animal health and crop science. And with such a massive company — Bayer employs nearly 112,000 staff worldwide — working in such dynamic fields, change is a constant, with innovations, acquisitions and divestments changing the face of the company frequently. But while Bayer New Zealand has seen plenty of change since its parent company was established here in 1964, the last 20 years have seen at least one important continuity: its lease provider has been LeasePlan.

LeasePlan was just starting its local operation, and the international connection was a starting point, says LeasePlan New Zealand Managing Director Charles Willmer.

‘I had dealt with Bayer during my time with LeasePlan in Australia so when I first came to New Zealand, Bayer was one of the first companies I went to see,’ says Willmer. ‘They were very new to outsourcing their vehicle fleet and that sort of fleet management, so we were selling them the whole concept as well as our services.’

Bayer New Zealand Director and Financial Controller Patricia Castle, who has been with the company for 22 years, also remembers the start of the relationship.

‘We used to own our cars, but we decided to move to leasing and put the business out to tender,’ says Castle. ‘Charles [Willmer] came in and presented to us and it must have been his charm that won us over . . . no, seriously, it was the pricing, the values of the company and the people themselves and the way they portrayed their business.’

‘And, over time, we can see how LeasePlan has proved strong in those areas — their values, their communication and their commitment to sustainability and the environment have all been really important to us.’

LeasePlan has worked with Bayer through the changes of the past two decades, as the company expanded, mostly through acquisitions. This also meant growth in the



size of Bayer’s fleet.

‘LeasePlan has had to work at times with the company being acquired and its lease provider, taking on those vehicles. That process has always gone smoothly,’ Castle says.

Bayer currently has a fleet of around 100 vehicles on the road nationwide. The company has offices on Auckland’s North Shore and in Christchurch, and a production facility in South Auckland, but many sales staff are home-based and cover territories around the country, from Auckland to Invercargill.

Staff are able to choose their vehicle from a list approved by Bayer internationally, in line with its policy to reduce carbon dioxide emissions over time. This has driven a move from traditional V6 Holdens and Fords towards European cars from manufacturers such as VW and Audi, as well as smaller, more environmentally friendly Ford and Holden models.

‘As we have been required to reduce carbon emissions, we have worked with LeasePlan to develop a fleet policy to fit in with that,’ Castle says. ‘It is much easier now, as we get guidelines from overseas as to what cars can be chosen, to meet the targets.’

In line with this, Bayer is also signed up with LeasePlan’s GreenPlan, through which

the Sustainable Business Network’s Carbon 4 Good programme plants native trees to offset the company’s carbon emissions. LeasePlan Key Account Manager Kerrin Wright says last year the company paid to plant around 4500 trees to offset emissions.

Coming from a financial background, Castle says the open and transparent lease

**‘CHARLES [WILLMER] CAME IN AND PRESENTED TO US AND IT MUST HAVE BEEN HIS CHARM THAT WON US OVER... NO, SERIOUSLY, IT WAS THE PRICING, THE VALUES OF THE COMPANY AND THE PEOPLE THEMSELVES AND THE WAY THEY PORTRAYED THEIR BUSINESS.’**

pricing structure has also been an important factor in Bayer’s relationship with LeasePlan.

‘From the outset, everyone was being open and honest with each other. We could tell that, going forward, the relationship would stay that way.’

Castle notes that LeasePlan’s business philosophy also ties in with Bayer’s worldwide corporate LIFE values: leadership, integrity, flexibility and efficiency.

‘These are the values which Bayer wants its people to incorporate into their

**BAYER’S INTERNATIONAL POLICY TO REDUCE CARBON EMISSIONS HAS DRIVEN A MOVE FROM TRADITIONAL V6 HOLDENS AND FORDS TOWARDS EUROPEAN CARS FROM MANUFACTURERS SUCH AS VW AND AUDI**

work practices, and these same values could easily apply to our relationship with LeasePlan over the years. LeasePlan are leaders with their approach to sustainability. They show integrity with their openness and honesty and they are flexible. We have had to deal with a few issues and they have always come to the rescue; and they show

great efficiency with reporting and invoicing.’ Willmer says LeasePlan also highly values the relationship.

‘If you’re going to have a twenty-year relationship in business, you need to have two things: you need to demonstrate that you have a business advantage — people don’t stay with you if you don’t provide them with that — and the second is the people relationships. You can’t have the first without the second. And that’s the key to our working with Bayer for so long.’ ■



## MY DREAM GARAGE

Patricia Castle, Director and Financial Controller of Bayer New Zealand, says she is 'a simple creature' when it comes to choosing the cars for her Dream Garage (environmental considerations aside!!) — 'it's all about the sound and the colour for me'. Seems like as good a reason as any...

### 1 LAMBORGHINI

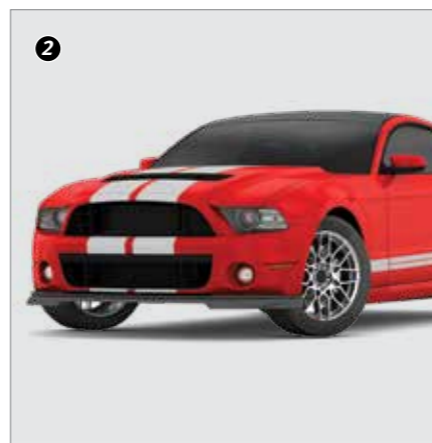
my first response is 'an orange one' (!), but if I have to get technical, then it is the Aventador LP 700-4, to match the Matchbox and the larger models I already have. Just a beautiful-performing and -looking car!



1

### 2 SHELBY MUSTANG GT500

a red one with a white stripe down the middle. Everyone needs a raw-powered American muscle car!



2

### 3 MY BEAUTIFUL AUDI A5

a real classy car.



3

### 4 A MINI

(just a regular one, not a Clubman.) The first car that I owned was a bright red Mini. It did so many amazing things, including being a multi-terrain vehicle...



4

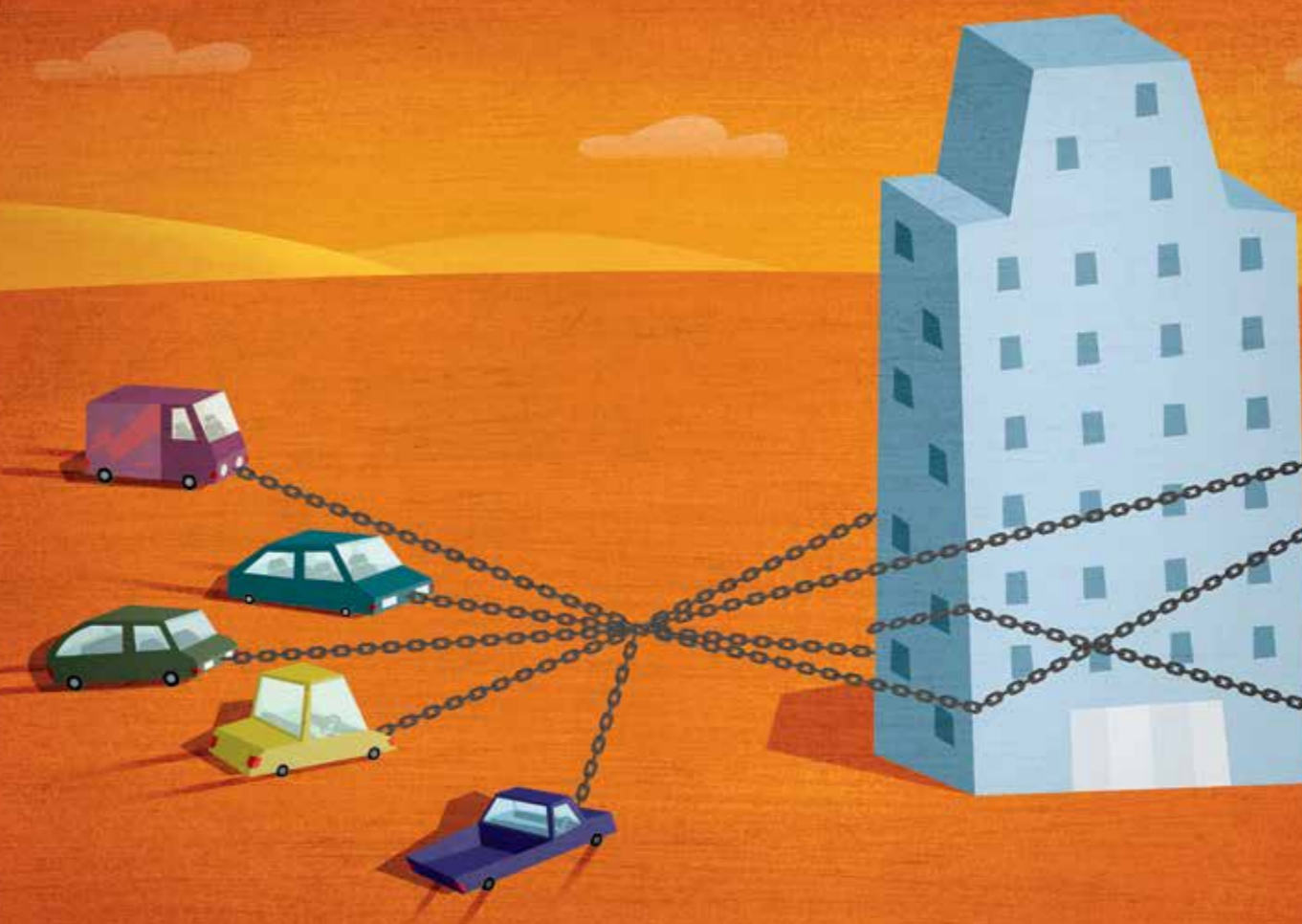
### 5 A 2014 FORD FPV V8 GS UTE

to replace my husband's aging XR8 ute (actually, he's aging too!). Plenty of room for his tools and kayak, and he reckons it will be great for towing the Mini when it breaks down — huh!



5

# IS YOUR FLEET HOLDING YOUR BUSINESS BACK?



Ever felt like your business is being held back from its true potential? Or that releasing additional cash flow would allow you to get to where you're going faster?

Call us today to talk about freeing up your business  
» 0800 LEASEPLAN (532 737)

**LeasePlan**

*It's easier to leaseplan*



An increasing number of LeasePlan clients are discovering the ease of use and improved functionality of the company’s new-look online Fleet Reporting tool.

WORDS BY SARAH ELL



The tool, which went live in February, is an upgrade of the existing online system. The new Fleet Reporting system has been deployed in all 32 LeasePlan entities worldwide, but some tweaks have been made for the New Zealand market, in order to meet the needs of our client base here, says LeasePlan New Zealand’s Commercial Director Johannes Jacobs (JJ).

‘The existing system was getting very old-looking and not that easy to navigate or view, and the graphs were very basic,’ he says. ‘The new tool does lots of the same things, but it’s essentially had a facelift, with some new and easier functionality.

‘LeasePlan is always looking for ways to make it easier for our clients, and the new Fleet Reporting tool does exactly this. It’s more interactive, and makes it easier to visually see how your fleet is operating day to day. All the information you require is at your fingertips — with a touch of a button.’

Data is updated daily and fuel information monthly, but reports can be run at any time by the client, says Jacobs.

‘The system gathers information from various sources. Drivers enter odometer readings when filling up with fuel, and fuel suppliers then provide this data to

LeasePlan. In fact, all data is effectively received by LeasePlan from our suppliers, who are a key part of our business, and is uploaded to Fleet Reporting.

‘In the future, with the development of telematics, we’d love to be able to get all this data directly from the vehicles, in real time. Watch this space!’

Data is displayed visually online in graphs and tables, which can be printed out. Reports are able to be emailed in .CSV, Excel spreadsheet and PDF formats.

‘Reports can also be pushed to the client so these reports are sent daily, weekly, monthly or quarterly — it’s up to you,’ says Jacobs.

He says there are a number of advantages for fleet managers in using the system.

‘They can view the performance of their fleet and track driver behaviour anytime — and potentially nip any problems in the bud. They can also view historic data and identify any trends. And it’s all easy to run and available online.’

When clients log in they see a dashboard overview, which they can then use to drill down to more detailed information. Data can be viewed at fleet level or can be used to look closely at an individual vehicle or driver.

FLEET REPORTING SHOWS THE FOLLOWING (PLUS MUCH MORE):

- fuel usage, and which fuel stations drivers have been using
- fuel economy — who’s driving most economically
- fleet inventory (a list of all vehicles you have)
- number of infringements (speeding, parking tickets)
- age of fleet
- excess kilometres (cars travelling further than expected)
- fuel exception reporting (this highlights any anomalies, such as when multiple fills have been made in a day on the same vehicle; when a driver has purchased more fuel than the tank’s capacity; the wrong fuel type being used etc)
- upcoming registrations and warrants of fitness required
- upcoming vehicle orders and vehicles due for renewal.

The comprehensive reporting system can also be set up to view only exception reporting — where there is a possible problem or anomaly, Jacobs says.

For Colleen Zimri, Administration Manager for Recovery Solutions, who manages a fleet of 135 vehicles, the new system’s ease of use is the biggest attraction.

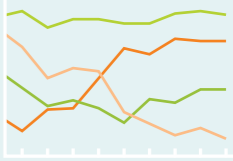
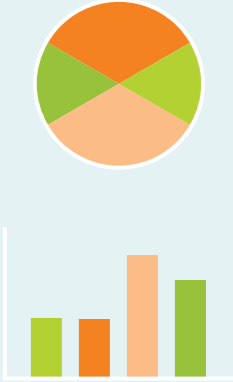
**‘I really like that I can see all the cars at once, then go on clicking through it to find the information I’m looking for. It is definitely more user-friendly and easier to find things, using the tab system.’**


Stuart Allan, Commercial Manager for Southern Cross, has also found the system easier to use.

**‘I like how it loads up straight away with the dashboard. Data is easy to access and running reports is easier and faster.’**

The easy-to-view dashboard is an attraction for Victor Yukich, Managing Director of Eurotec.

**‘You get a snapshot of the most important points first up. I can see key indicators and things I need to know about right there in front of me as soon as I open it up.’** ■





PLEASE GET IN TOUCH WITH LEASEPLAN IF YOU’D LIKE TO LEARN MORE ABOUT HOW FLEET REPORTING CAN HELP YOUR BUSINESS.

0800 LEASEPLAN (532 737)



## GETTING ON THE BUS WITH PLUNKET

WORDS BY SARAH ELL

**Plunket's mobile clinic service has received a massive boost, thanks to the generosity of LeasePlan, its clients and other donors. A better-than-expected response to its Build a Bus for Plunket campaign over summer means that three new mobile clinics will be hitting the road this year.**

As mentioned in the last edition of *Steering Column*, LeasePlan offered to support Plunket by matching donations to the campaign dollar for dollar, up to the value of a new bus. But the campaign raised a stunning \$143,926 — nearly three times the original target of \$55,000. That means the service can buy two new buses, plus will receive a third one completely free, thanks to LeasePlan. There will also be funds left over to go towards a fourth bus, as fundraising continues.

Two of the new buses will replace existing units in Auckland and Northland, which needed an upgrade, and the third is likely to be deployed in Wellington, which has not

previously had access to the service, says Plunket New Zealand's President, Tristine Clark.

'Plunket is very grateful for the generous support of LeasePlan and their fantastic clients and suppliers who helped us achieve our goals of getting three new mobile clinics on the road. We couldn't have done it without your support.'

The Plunket 'buses' are mobile clinics, equipped with scales, height measures and, of course, the advice and information provided by Plunket nurses as they do their work in the community, checking on babies' health, growth and development. The mobile clinics are used to reach parents who find it hard to otherwise bring their babies to be checked: either because of physical restrictions such as geography or lack of transport, or social or cultural factors, which might make parents reluctant to visit doctors and hospitals. Plunket's goal is to eventually have nine such buses on the road around the country.

'It will be great to be able to continue the valuable service we provide in Northland and Auckland, knowing the vehicles are new and reliable, as well as being able to extend our service into places where clients find it difficult to access Plunket's services,' says Clark.

'We have great supporters but we're always surprised by the generosity of New Zealanders. To be able to have three new mobile clinics is fantastic and makes a

real difference to the lives of New Zealand children and their families.'

LeasePlan New Zealand is proud to be not only Plunket's leasing partner, managing its fleet and providing more than 500 cars for nurses and other staff around the country, but also one of its major supporters, says Managing Director Charles Willmer.

'We thought the concept that Plunket came up with of us providing one bus if Plunket could raise funds for another was a very clever idea,' he says. 'It was a great way for them to leverage an even greater benefit from their fundraising programme.'

Willmer says Plunket does not receive government funding for its mobile clinics but they are a vital part of its role.

'What appealed to us was firstly, that it was in our industry — transport, moving people, delivering services and so on — and a service for which they didn't get recognition. Being able to help Plunket provide not one but three vehicles to go out into the community and provide their services is a fantastic thing to be able to do.'

'Secondly, we at LeasePlan just felt it was a really cool thing to be involved in — Plunket is one of the most recognisable charitable brands in the community. You can't help but smile when you think about the work they do! They make such a huge difference to people's lives.' ■

**LeasePlan**  
It's easier to leaseplan

SUPPORTING  
**Plunket**



## A CALCULATED RISK

WORDS BY SARAH ELL



**Jarrod Daniels knows all about risk — he has been Risk Manager at LeasePlan New Zealand for eight years. Yet he gets his spare-time thrills in what you might think of as being a high-risk sport: motorcycle racing. But naturally, it is a calculated risk.**

Racing on a track — even high-powered bikes like the Yamaha R1 production 'superbike' which is Jarrod's ride of choice — is much safer than riding on the road, Jarrod avows.

Jarrod has been racing bikes for around 20 years, and on and around them for longer than that — he got his first bike when he was 15, much to his mother's horror. A friend of the family who used to race bikes in England stayed with them for six months when Jarrod was a teenager — and the die was cast.

'He put me on the back of the bike and that was it — I loved it.' The attraction is simple: 'I like speed,' Jarrod says. 'I surf in the summer, and ski in winter. I also race motorcycles, because I like going fast.'

However, many of his mother's fears were realised after Jarrod had a major accident on Auckland's Southern Motorway in 1995.

'A car moved from a slower lane into the fast lane without indicating or looking. I clipped the front right side, had a flying lesson and bounced off the ground into the median barrier and lost consciousness. I had proper riding gear on so I wasn't seriously injured — just bruises, concussion and cuts —but that

was all the encouragement I needed to get off the road and stick to the track.

'It's ridiculous how unsafe it is, being on the road compared to being on the track,' he says. 'When racing, you face only about 25 per cent of the danger you face on the road.'

'When you're racing, people know what they're doing and no one wants to get into trouble —no one tries to pull a U-turn in the

**'WHEN RACING, YOU FACE ONLY ABOUT 25 PER CENT OF THE DANGER YOU FACE ON THE ROAD.'**

middle of the track. There are safety people there, it's all controlled. No one wants to come off second best so they ride with that in mind.'

Jarrod's day job involves managing credit, insurance, legal and compliance, information security and asset risk for LeasePlan. He came to work at LeasePlan due to his interest in finance rather than things mechanical, but

he finds it a supportive environment for his passion.

'It's good having really tech-minded guys around. I also strip motors and rebuild them when they blow up, so it's good being able to get advice from the maintenance guys. There are also some other guys at the company who have an interest in motor racing, so I can talk to them about how to get better performance out of my equipment and so on.'

When he is able to, Jarrod races in the Auckland Motorcycle Club's road race series. The long-established club has a busy events calendar and now races at Hampton Downs, just over the Bombay Hills from Auckland. Jarrod tries to compete in six or seven races a year with Auckland and the occasional event elsewhere, as work commitments allow.

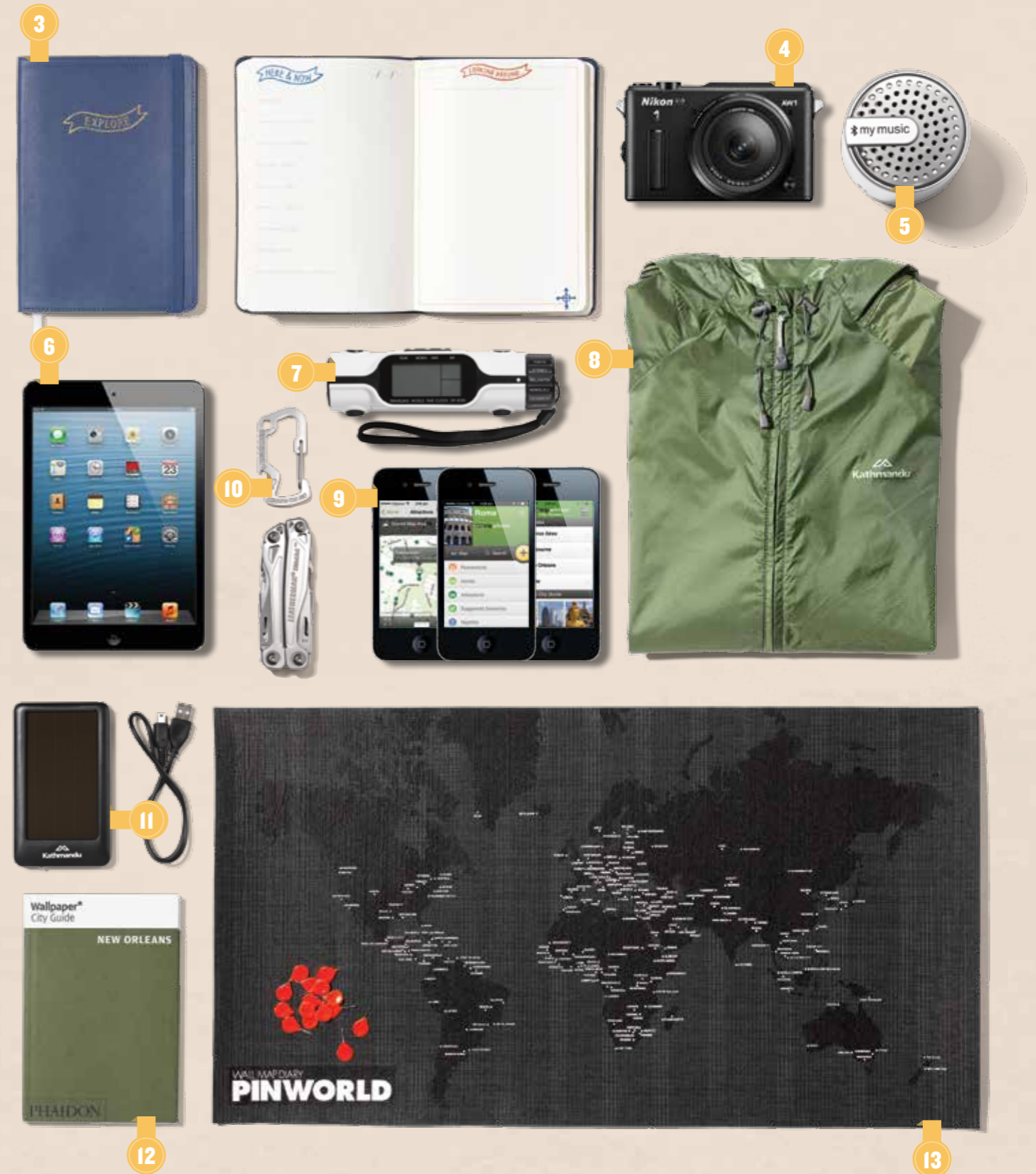
This year Jarrod has some 'motorcycle time' pencilled in, to tour the South Island and get some track time at four well-known courses: Ruapuna in Christchurch, the Levels at Timaru, the new Highlands motorsport park at Cromwell and Teretonga Park in Invercargill. 'It's a new adventure and I'm really looking forward to it.'

Hopefully I'll stay in one piece.' ■

# TRAVELLING LIGHT

Heading off on your own voyage of discovery in 2014? Take along these travel essentials to ease your journey.

- 1 Pack it all into the compact, durable Dakine Split Roller, large, \$329, [theboardshop.co.nz](http://theboardshop.co.nz)
- 2 Keep your money safe in this Explore leather travel wallet, \$74.90, [kikki-k.com](http://kikki-k.com)
- 3 Record your memories in this Explore leather travel journal, \$59.90, [kikki-k.com](http://kikki-k.com)
- 4 Capture the moment wherever you go with the waterproof, dustproof and shockproof Nikon AW1, RRP \$1500 including 11–27.5mm lens, [nikon.co.nz](http://nikon.co.nz)
- 5 Take the music with you with a mini Bluetooth speaker with microphone, which will play music up to 10 metres from your device, \$72, [thevaultnz.com](http://thevaultnz.com)
- 6 Have travel information at your fingertips with a 16GB iPad Mini, \$649, [store.apple.com/nz](http://store.apple.com/nz)
- 7 Never lose track of time with the World Time Travel Clock, \$26.95, [notsocks.co.nz](http://notsocks.co.nz)
- 8 Be prepared for any weather with the Pocket-it Rain Jacket (here in Palm Green), \$149.98, [kathmandu.co.nz](http://kathmandu.co.nz)
- 9 Get the inside scoop on 80 of the world's top cities with the free TripAdvisor Offline City Guides smartphone app — without paying roaming charges. Available on the Apple App Store.
- 10 Go MacGyver with a Leatherman Sidekick with pouch, \$122, [thevaultnz.com](http://thevaultnz.com)
- 11 Never go flat with a 1300mAh solar charger for phones, cameras and other USB devices, \$99.98, [kathmandu.co.nz](http://kathmandu.co.nz)
- 12 Find the cool places to go with a Wallpaper City Guide (this one is New Orleans), \$16, [unitybooksonline.co.nz](http://unitybooksonline.co.nz)
- 13 Plan your journey or record your adventures with a Pin World felt map, \$44, [thevaultnz.com](http://thevaultnz.com)



# THE ALL NEW FORESTER IT CAN IF YOU CAN



Go further than ever before in the all-new Forester. With a more fuel efficient Boxer engine and All Wheel Drive providing superior grip and handling, it can go where other SUVs can't. It's smarter too, with revolutionary technology such as X-Mode, EyeSight, and a powered rear tailgate\*. And with a 5-Star ANCAP safety rating, you can be confident you'll be in good hands. So book a test drive in the Smarter, Safer, Further Forester today at [www.subaru.co.nz](http://www.subaru.co.nz) or contact your local Subaru Authorised Dealer on 0800 SUBARU (782 278). If you think you can keep up, that is.

THE ALL NEW  
**FORESTER**

\*Only available on XT Premium and 2.5i Premium Models.

