

# STEERING COLUMN

---

06

CAN WE BE  
SAVED FROM  
OURSELVES?

---

10

SAFETY FIRST  
FOR THE  
WAREHOUSE

---

**LeasePlan**

*It's easier to leaseplan*

LEASEPLAN  
MAGAZINE  
WINTER 2017



「 FOCUS ON SAFETY 」

# EVENTS WINTER 2017

15-21 JUNE

Embrace the depths of winter at Wellington's second annual Lōemis winter solstice festival. Highlights include a solstice feast and a night of mood music by candlelight in the Carillon tower, plus the chance to chase a sasquatch around Polhill Reserve. [loemis.nz](http://loemis.nz)



17 JUNE

Will Team New Zealand be there for the first race of the America's Cup final versus Oracle in Bermuda? Whichever team survives the Louis Vuitton challenger series, there's bound to be some Kiwis aboard. [americascup.com](http://americascup.com)

22 JUNE - 2 JULY

One of the world's greatest musicals, *West Side Story*, comes to the stage at Auckland's Civic Theatre for a limited season, following sold-out runs in London and Tokyo. [westsidestorymusical.co.nz](http://westsidestorymusical.co.nz)

24 JUNE

After warming up on provincial teams, the mighty British and Irish Lions finally meet the All Blacks, at Auckland's Eden Park. [allblacks.com](http://allblacks.com)

1 JULY

If you've ever wanted to transport yourself into Jane Austen's *Pride and Prejudice*, check out the Midwinter Regency Ball being held at Wellington's Vogelmorn Hall. Period attire or other formal finery is encouraged, but Regency dancing experience is not necessary. [eventfinda.co.nz](http://eventfinda.co.nz)

6-9 JULY

Geraldine in south Canterbury might not be the first place you associate with ukuleles, but it's all about the small Hawaiian guitar this weekend. With an opening night spectacular, workshops, special international guests and hula classes, it's going to be massive. [ukulelegeraldine.co.nz](http://ukulelegeraldine.co.nz)

9 JULY

Explore a little-known corner of the Auckland region at the Waiuku Forest Xterra walk or run. With courses from 5 km to more than 20, it's a chance for everyone to shake off those winter cobwebs. [trailrun.co.nz](http://trailrun.co.nz)



12 AUGUST

One of the world's best loved comedians, Jerry Seinfeld brings his unique style of humour to Auckland's Spark Arena. Yada, yada, yada. [ticketmaster.co.nz](http://ticketmaster.co.nz)

25 AUGUST - 10 SEPTEMBER

If it's going to be winter, you may as well celebrate it. The Audi Quattro Winter Games in Central Otago include freestyle, downhill and cross-country skiing, snowboarding, curling — and partying, and feature some of the world's top winter Olympians and Paralympians. [wintergamesnz.kiwi](http://wintergamesnz.kiwi)



**STEERING COLUMN** is published by **Creature** on behalf of LeasePlan New Zealand Limited.

**Art Direction and Illustration**  
Creature

**Editor**  
Sarah Ell

**Printing**  
McCollams Print

The information contained in this publication is not necessarily the opinion of LeasePlan or Creature.





This year is a big one for LeasePlan in New Zealand, and worldwide. In January, LeasePlan Australia and LeasePlan New Zealand were consolidated under one management structure, which will continue to deliver business excellence for our clients and suppliers. Globally, LeasePlan has designed a new value-creation model to unlock the full potential of the company, and the implementation of a more integrated organisational structure is the first phase of this process. You can read more about the exciting second phase on page 3.

These are fast-changing times. The mobility landscape is particularly dynamic, with traditional buy-to-drive models being supplemented by a range of mobility solutions. At LeasePlan, we have the opportunity to take part in this shift by taking advantage of the new developments in mobility, and expanding our current offering to develop into areas such as ride-sharing, autonomous vehicles, private leasing and more. We're excited by the disruption that mobility brings — it means that we can further diversify our offering, bringing greater value to our customers.

Another of the big leaps in mobility is around safety. Technology is helping to reduce driving risk, but fleet managers and drivers have an equally big part to play. This edition of *Steering Column* focuses on safety, the advances being made and the challenges posed to businesses of all types. We hope all our drivers stay safe on the roads this winter.

**SPIRO HARALAMBOPOULOS**  
MANAGING DIRECTOR  
LEASEPLAN AUSTRALIA AND NEW ZEALAND

## FEATURES

04

### OUR NEW MD

INTRODUCING SPIRO  
HARALAMBOPOULOS



10

### SAFETY FIRST

THE WAREHOUSE  
MAKES SAFETY  
A PRIORITY



### RUNNING RINGS

AN OVERVIEW OF AUCKLAND'S  
WATERVIEW CONNECTION



### CAN WE BE SAVED FROM OURSELVES?

WILL GREATER AUTOMATION  
LEAD TO GREATER SAFETY?

06



14

### MANAGING A CRITICAL RISK

WORKSAFE'S VIEW  
ON FLEET SAFETY

## REGULARS

### 02 NEWS

What's happening  
on the road

### 18 CAR CORNER

In safe hands

### 20 EYES ON THE ROAD

Give it a TWIRL

### 21 BOOKS

Good ones to  
curl up with

16

Young Kiwis mobilise for Road Safety Week.



## BEST PRACTICE FOR ROAD-SAFETY EDUCATION

The way road users are given safety messages, and the best way to deliver them, has been explored in a new report by Brake, the road-safety charity.

As part of Road Safety Week in May, Brake published a guidance report that aims to help practitioners and campaigners develop practical approaches to education interventions on road safety and sustainable travel.

The Inspire, Inform, Engage report, produced with support from Suzuki New Zealand, looks at developing a pragmatic approach to education interventions related to safe, sustainable, healthy and fair transport, either in organisational settings such as schools or companies, or through wider communication campaigns. The report looks at current research and evidence from academics in the fields of transport psychology and health education, and helps practitioners to set realistic outcome goals and monitor and evaluate against those goals.

Brake Chief Executive Mary Williams says traditional road safety education and communication has focused on attitudinal and behavioural change, which current research shows is difficult to achieve quickly or through one initiative.

'It often requires a combination of things, including enforcement and repetition of messaging over long periods of time. This doesn't mean that road safety and sustainable travel education should be abandoned, though — it has a key role to play in informing people about the issues, deepening their knowledge and inspiring action to help save lives.'



## UNDERSTANDING YOUR RESPONSIBILITIES

Under the new Health and Safety at Work Act 2015, vehicles are expressly included as part of the workplace. This means all organisations need to understand their responsibilities around fleet safety and vehicle operation. KMPG has created an easy to understand, informative guide to your responsibilities under the Act, and how to manage the risks. You can download it from [KMPG.co.nz](http://KMPG.co.nz), and search on 'health and safety'.

## CUSTOMERS TURN TO ONLINE CAR-BUYING

With US electric car manufacturer Tesla set to open its first New Zealand 'showroom' later this year, new British research has shown most women car-buyers are unhappy in the typical car-sales environment, which in turn is creating a surge in online car-buying.

A study by BuyaCar has revealed that women are more than twice as likely as men to describe the showroom environment as 'stressful'. The number of female car-buyers using one leading online car retailer almost doubled last year, as more women looked to avoid the stresses of 'pushy' sales staff and face-to-face negotiating.

One in four women also said that confusion over the vast array of car features and even finance options made for an uncomfortable experience in the traditional showroom environment, while only 11 per cent of men say they are confused by the range of choices on offer.

The idea of buying a car like you would a book or any other online purchase is gaining traction. Edoardo Demarchi, partner with global consultancy Roland Berger, said at the recent International Auto Finance Network conference in London that around 97 per cent of car buyers in Germany now start their purchasing journey on the internet and most of them take an 'omni-channel approach.'

'They go on the web, then they go on mobile, maybe they visit the dealer then they go back on the web, they configure the car, see how much they're going to pay and go to the dealer.'

Tesla is one of the first companies to turn the traditional car-buying model on its head, with buyers being able to simply order a car like buying any other product over the internet. However, if you want to take one for a drive, you will be able to from a showroom in Auckland's Karangahape Road, from later this year.



# LEASEPLAN AUSTRALIA AND NEW ZEALAND COMBINE

*“The world is changing fast, but one thing’s for certain: people love cars.”*

In January, LeasePlan Australia and LeasePlan New Zealand were consolidated under one management structure, with Directors of the companies being located in both Auckland and Melbourne.

However, the LeasePlan New Zealand customer and supplier leadership teams will remain located in New Zealand. This more integrated management structure will continue to deliver business excellence for our clients and suppliers.

As part of this change, LeasePlan Australia Managing Director, Spiro Haralambopoulos, will lead both entities. Spiro has been Managing Director of LeasePlan Australia since 2006, and prior to this role was a customer of LeasePlan for over 25 years. Spiro has more than 30 years’ experience in finance, operations and general management, gained in a diverse range of industry sectors including petroleum, communications, manufacturing, retail, importing/wholesaling and financial services.

Globally, LeasePlan has designed a new value-creation model to unlock the full potential of the company, and the implementation of a more integrated organisational structure is the first phase of this process.

The second phase is to progressively roll out the SAP Full Service Leasing solution, developed in Australia, to the group subsidiaries, commencing with Europe later this

year. The solution includes customer portal capability with leasing-on-demand functionality; supplier portal capability with automatic supplier confirmation and payment functionality; and driver app connectivity with automatic supplier selection based on geo-data, rankings and products. The new platform will deliver significant service delivery benefits to our customers and suppliers alike, and will provide the flexible platform for our digital mobility solutions such as pool car management, interactive diagnostic reporting and further developments in our mobile app functionality.

In its annual report for 2016, LeasePlan Corporation said, ‘The world is changing fast, but one thing’s for certain: people love cars — company cars, private cars, electric cars, shared cars, hailed rides, shared rides, autonomous rides.’ The new platform provides the capability to link these mobility solutions into a seamless experience for our clients.

In the short term it is business as usual, with customers and suppliers on both sides of the Tasman receiving the same high levels of service and support from their local teams.



# SPIRO HARALAMBOPOULOS

The man taking over the driver's seat as Managing Director of LeasePlan Australia and New Zealand was born and bred in Melbourne, and lives there with his wife. They have three adult children. We asked Spiro a few questions about his time with LeasePlan, his hopes for the future — and his memories of his first car.

*“I have been very impressed by the high level of customer service that I see being delivered by LeasePlan New Zealand to its clients.”*

## **What has been the highlight of your time working for LeasePlan?**

Over the past 10 or 11 years there have been four — all phases of the developing and rolling out of the SAP [systems, applications and products] platform. I really enjoyed the design phase of the SAP leasing platform, leading and driving automation throughout the business. I then enjoyed preparing the organisation to build and receive the new platform, aligning processes and capturing all of the business rules and instructions for suppliers and clients, often down to cost-centre level. Going live was a very satisfying milestone, then developing the business case for rolling it out to the rest of the group has also been hugely satisfying. I like to build things that contribute positively to customers, staff and the company — gaining the satisfaction of doing a great job and doing it properly, so that it lasts.

## **How do you see LeasePlan New Zealand and Australia working together?**

I have been very impressed by the high level of customer service that I see being delivered by LeasePlan New Zealand to its clients. This has been evident in the consistently high customer service results that New Zealand continues to receive.

I see the Australia–New Zealand combination continuing to build on what have been some of the best results in the LeasePlan Group. Customers can expect to continue to receive high levels of customer service, and we will be ensuring that we continue to share this with both trans-Tasman and New Zealand-based clients.

## **Have you spent much time travelling in New Zealand, and do you hope to explore more of the country in your new role?**

Sadly, all trips to New Zealand to date have been work-related, in previous jobs but also with LeasePlan. My first trip there was when I was Financial Controller for Motorola and the team was tasked with updating systems and procedures to make way for GST in the mid-1980s. On that trip, lasting only a few days, I spent 14 hours a day in the office, leaving only to come home! My second visit was also a work trip, this time to implement FBT for another company.

I have noticed a dramatic change in Auckland since my first visit. On my first couple of visits, I found it incredibly hard to find good eateries! Auckland has come a long way — it's now more like Sydney and Melbourne, with a wide variety of restaurants and activities.

I would love to come back to New Zealand for a non-work-related trip — I'd love to visit the Bay of Islands and also Queenstown. As a keen fly fisherman, I like the look of Central Otago.

## **What do you think will be biggest changes in leasing and mobility in the years to come?**

The mobility landscape is changing at a rapid pace, for four key reasons:

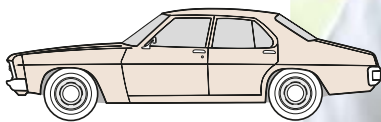
- First, the rise of the ‘sharing economy’, which has led to the rapid emergence of tech-enabled ride-sharing giants, as well as new market segments, such as peer-to-peer car-sharing.
- Second, the much-hyped development of driverless cars, which will offer full autonomy within the next decade and will eventually accelerate the decline in private ownership, especially in urban areas.
- Third, the shift to ultra-low-emission vehicles — especially electric vehicles and hydrogen-cell electric vehicles — as regulations tighten, technology and range improve, and costs fall.
- Lastly, the diminishing importance of dealerships, as consumers increasingly rely on the internet and demand more transparent and dignified experiences, and vehicles' service needs decline with new powertrain technologies.

These trends are combining to create a new mobility paradigm in which the traditional buy-to-drive model is being supplemented by a variety of on-demand ‘mobility as a service’ solutions. The future holds new types of fleets such as autonomous vehicle fleets in urban areas, managed by a municipality or on a shared model. In addition, the process of buying or leasing a car is becoming more digital, hassle-free and transparent.

We need to ensure that we build on our current service levels by continuing to be relevant and continuing to provide value to our customers. As the technology develops, we need to stay abreast of these changes and incorporate the developments above in our service offering, so that we can ensure that our customers get the best service and advice.

Sustainability will also be a key agenda item in the new future for LeasePlan. We will continue to make sustainability a big part of everything that we do, including playing a lead role in the EV space.





**What was your first car, and what are your memories of it?**

A 1970 Holden Kingswood, with a column shift. I had this car for seven years, up until when I got my first company car. It was a great car and took me everywhere. I think I was an Uber driver before my time, having to constantly transport brothers, friends and girlfriends... although without being paid the fee!



Spiro Haralambopoulos, the new Managing Director of LeasePlan Australia and New Zealand.

*“The industry has seen some incredible advances in terms of safety technology since Vision 2020 was initially unveiled by Volvo in 2008.”*

BY **RICHARD BOSSELMAN**

## CAN WE BE SAVED FROM OURSELVES?

Despite massive improvements in the safety features and quality of modern cars, the road toll is on the rise. Driver error remains a major factor in many vehicle accidents, so is there only one thing for it — to make cars so safe that they become death-proof?

Volvo made headlines when last year it pledged that by 2020 — yes, just three years from now — no one will be killed or seriously injured in a new Volvo car or sports utility vehicle.

‘Vision 2020’ is quite some promise to deliver. Some critics are dubious: the unsinkable *Titanic* and all that. However, if any brand has a chance of keeping this promise, it has to be the Chinese-owned Swedish car company.

From day dot, Volvo’s whole sales promise has been built around safety, and they’ve certainly walked the talk so far. Volvo consistently stands among the earliest adopters for the latest automotive safety systems. Anything it cannot develop itself it buys in and is generally first in the queue.

Also, it researches like few others. Gothenburg HQ has long kept track of how many people are seriously injured or killed while driving its vehicles. It uses this data to assess how much safer it can make its vehicles in the event of a crash.

Volvo Cars New Zealand General Manager Coby Duggan is confident Vision 2020 will deliver.

‘Given Volvo’s safety pedigree, a mandate such as Vision 2020 is a natural — albeit ambitious — objective, and is far from a PR stunt or marketing catchphrase,’ says Duggan. ‘The industry has seen some incredible advances in terms of safety technology since Vision 2020 was [initially] unveiled by Volvo in 2008, and these days progress in this regard is often referred to in conjunction with the journey towards autonomous driving.



### VDC, SBS, ESP — WTH IS THAT?

Acronyms abound in the vehicle-safety realm. Here are some of the most common ones explained:

ACC

Active Cruise Control/  
Adaptive Cruise Control

AP/  
APGS

Automatic Parking,  
Advanced Parking  
Guidance System

BAS

Brake Assist System





New technology uses multiple cameras and radar to identify hazards.

'Each of today's new safety innovations, such as Pilot Assist, Oncoming Lane Mitigation and autonomous braking with steering assistance in Volvo's case, results in more "intelligent" vehicles that are better equipped than ever to protect those in and around them.'

## NEW TECHNOLOGIES

Duggan makes a good point about this not being simply a Volvo pitch. Although it is right at the pointy end, the brand is first to agree that today it is far from being alone in having determined the need for better, safer cars.

Not only do all premium-brand passenger cars sold in New Zealand these days carry a good swag of accident avoidance acronyms (see below), but a growing number of mainstream marques are also upping their game. You won't find any new car sold here now that doesn't have airbags, anti-skid brakes or stability control.

Market leader Toyota New Zealand is intent on setting a good example. The Palmerston North-based distributor is working hard to ensure the Toyota Safety Suite — which includes automatic emergency braking (AEB), a must-have ingredient for any five star NCAP/ANCAP crash-test rating going forward — is implemented across its road-car range, including in true budget models.

Of course, safety never sleeps and neither, it seems, do legislators. The bar is always being raised; that's why AEB is about to become mandatory in Europe. And that's just the start.

Cars are getting smarter, with the addition of autonomous technologies, and this is how Volvo hopes to reach its goal, albeit within the parameters of reason.

The one big caveat is something no technology can easily counter. If someone really wants to hurt themselves, or is just really, really stupid . . . well, Volvo can't do anything about that.

However, conventional driving is definitely being made much safer with the inclusion of a number of new technologies. It starts with making the interior of the car safer, with improved airbags and restraints. Then things get more futuristic.

One thing car-makers leading the safety push agree on is that simply having a host of smart features is not enough. Volvo, Mercedes, BMW, Audi, Jaguar and Lexus all say it's all about integration; by combining all the functions it becomes much harder to end up in a serious accident.



Blind Spot Information System/Blind Spot Warning/Blind Spot Monitoring



City Brake Assist/City-Brake Active System



Cross-Traffic Alert



Emergency Brake Assist



Electronic Stability Programme — also known as VSA, DSC, ESC



Emergency Signal System



Forward Collision Mitigation

“ When talking safety, it also pays to discuss roads, not simply the quality of what we have now but what we need more of. ”

Adaptive cruise control, for example, is already available on many new cars. It allows you to set a maximum speed, but uses radar to maintain a safe distance from the car in front. It can even apply the brakes if need be.

This can be taken a step further with a full collision-avoidance system. When a crash is likely, the driver will be warned. If action isn't taken, the car can begin braking to avoid the collision, or at least minimise its impact.



Most systems are being developed for European or US conditions.

## ROAD SAFETY

When talking safety, it also pays to discuss roads, not simply the quality of what we have now but what we need more of.

A relatively new technology that all car-makers are starting to make extensive use of is lane assistance. Vehicles are fitted with cameras which detect lanes and alert the driver if they begin to drift. This has been found to dramatically reduce crashes caused by dozing off at the wheel and distracted driving.

However, lane assistance works best on multi-lane motorways; New Zealand doesn't have a lot of those. Even our main highways, and certainly all of our secondary routes, are double lane, often blighted by poor markings. If you have trouble seeing a faded paint line, then a guidance system, no matter how sophisticated, has no hope.

Radar, lidar systems/lasers and cameras are nonetheless being used more and more, for a multitude of tasks. Those parking sensors that bleep when you get close to another car or wall, now double as a guidance aid for self-parking.

Cameras not only assess distance but also look out for other road users — cyclists, pedestrians, the odd wandering cow — and can trigger an audible alert or cause the car to self-brake. Cameras also now 'read' road signs to help alert drivers to posted speed limits and upcoming hazards.

## SELF DRIVE

These are elements that not only help the driver but are also crucial to the day when cars themselves take over the wheel. How soon? BMW, Mercedes and Volvo already offer models here that support hands-off driving, albeit for short durations. But they, and others, are moving quickly towards fully autonomous vehicles. Tesla and Google are the headline-hogs in this regard, though actually it's the brand that put the world on wheels with its Model T that has done more in the way of driverless development than the Silicon Valley crowd.

Self-driving cars should be the safest tech of all, and the first will be commercially available from 2021.

New Zealand seems to offer no legislative impediments to their adoption, yet don't expect this to be a quick revolution by any means.

We might be politically pumped, but our infrastructure? Not only are the majority of our roads not up to it, but conceivably other vital elements require scrutiny — sat-nav accuracy, for instance. To ensure arrival is at, and not in, an address, we need more satellites.

Also, the scenario only becomes truly safe when, and if, we're all operating cars of a common capability. This is not necessarily a matter of 'when' in the New Zealand scenario but more 'if', due to one particular factor: used imports.

Despite new vehicle registrations being at an all-time high, and even though the average age of used imports has dropped, the fleet-age average has crept ever higher since we opened our market to pre-owned fare from overseas. Logically, the further we reach into the fatality-free future, the more we pull ourselves back.

FOW

Forward Obstruction  
Warning

IPAS

Intelligent Parking  
Assist System

LDW

Lane Departure  
Warning

LKAS

Lane Keep  
Assist System

RVM

Rear Vehicle  
Monitoring System

SBS/  
SCBS

Smart Brake Support/  
Smart City Brake Support

VDC

Vehicle  
Dynamic Control



## WHAT IS AN ANCAP SAFETY RATING?

Most new cars and light commercial vehicles coming on the market here are rated according to the ANCAP (Australasian New Car Assessment Program) rating system. ANCAP is Australasia's leading independent vehicle safety body, which uses a range of internationally recognised crash tests, undertaken by independent specialist laboratories, to create a rating of one to five stars.

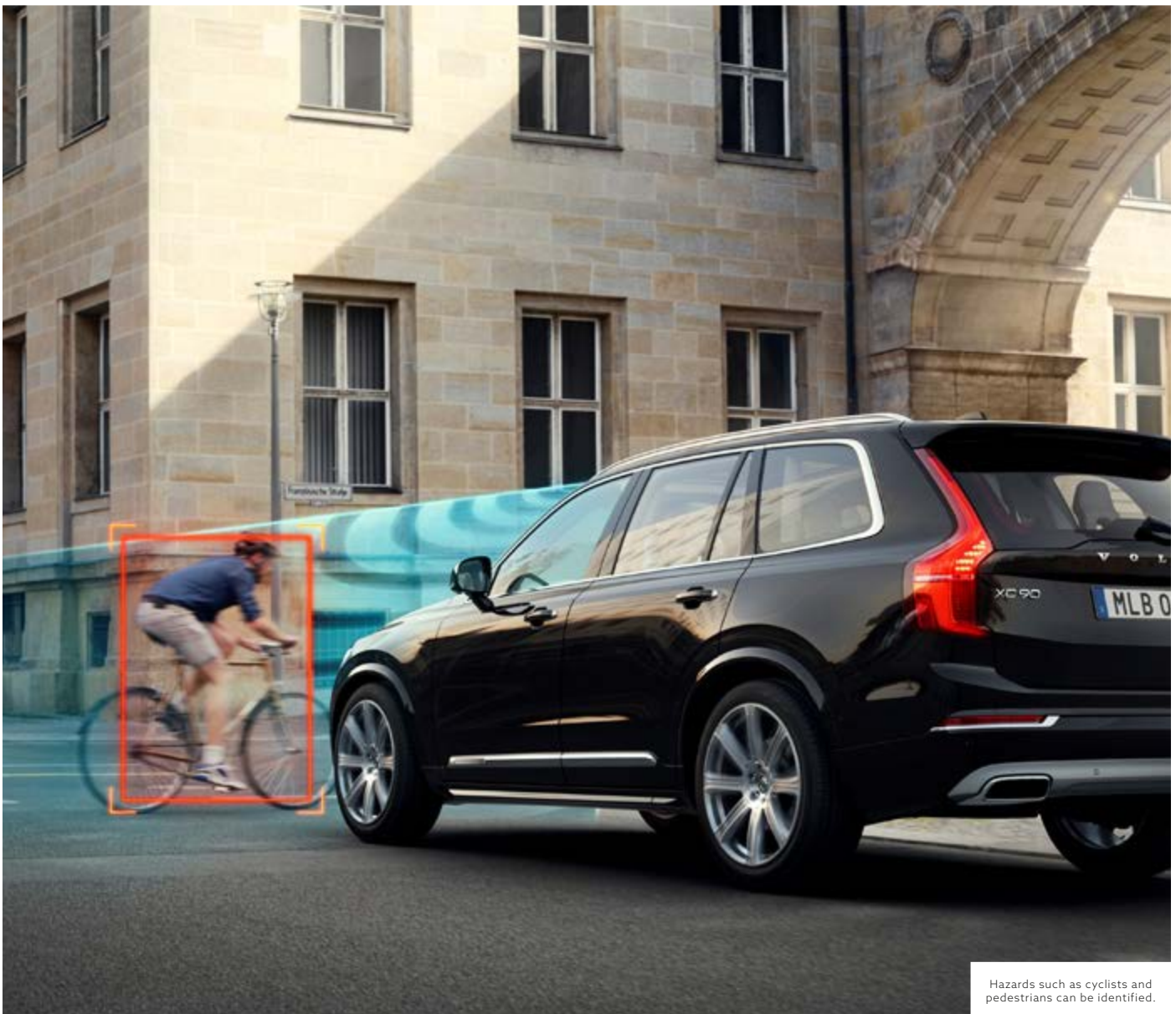
The more stars, the better the vehicle performed in these tests. To achieve the maximum five-star ANCAP safety rating, a vehicle must achieve the highest standards in all tests and feature advanced safety-assist technologies.

ANCAP safety ratings can be used to compare the relative safety between cars of similar mass. As a guide, you have

roughly twice the chance of being killed or seriously injured in a three-star-rated car compared to a five-star-rated car.

In a five-star ANCAP safety-rated vehicle, good protection is provided for the head, body and legs in a frontal crash test conducted at 64 km/h, indicating a high degree of survivability for both driver and passenger. Acceptable levels of protection on the lower legs and the chest of the passenger mean only a slight chance of serious injury to these areas, which are not likely to be life-threatening.

For more information, see:  
[rightcar.govt.nz/ancap-test-results.html](https://rightcar.govt.nz/ancap-test-results.html)



Hazards such as cyclists and pedestrians can be identified.



*“ We went through and worked out what our top ten critical risks were across the whole organisation, to identify where to focus around health and safety ”*



Rachael Byles (left) and Doug Marsh of The Warehouse, and client manager Tania Marinas of LeasePlan, with two of the company's new safety-focused vehicles.

WORDS BY SARAH ELL



## SAFETY FIRST

Safety is no accident for The Warehouse Group, which has initiated a new fleet safety policy to reduce driving-related risk.

The Warehouse might be the place where ‘everyone gets a bargain’, but it’s also a place where vehicle safety is taken seriously. The iconic New Zealand company has recently revised its vehicle policy and taken steps to improve driver safety, in response to the introduction of the Health and Safety at Work Act in 2015.

The Warehouse has a fleet of 245 vehicles, a mixture of passenger, light commercial and heavy commercial vehicles. Toyota hybrids are used for office pool cars, while the sales team and regional managers drive Ford Focus or Skoda Octavia station wagons, and technical solutions and distribution centre vehicles are Mercedes-Benz vans and Mitsubishi hybrid trucks. While The Warehouse used to own its own fleet, with management provided by LeasePlan, in 2016 it moved to a leasing model.

Doug Marsh, Head of People Support Shared Services for The Warehouse Group, says the company chose to put a particular focus on fleet safety as part of its wider health and safety strategy. For The Warehouse, workplace transport includes not only sales and support teams on the road, but also forklifts, straddle trucks and distribution centre vehicles, making for a range of risks in various environments.

‘We went through and worked out what our top ten critical risks were across the whole organisation, to identify where to focus around health and safety,’ Marsh says. ‘Workplace transport came up as the number-one critical risk. If something goes wrong, the consequences are going to be the highest, right up to death.’

Marsh says once this area had been identified as being of key importance, the organisation decided it needed to do more to focus on the safety of its drivers and its fleet, and to develop an updated vehicle policy which prioritised health and safety.



*“The new health and safety legislation moves the legal focus away from hazards to risk. When you talk about risk, it is broader than just the safety features of a vehicle. It includes driver capability and a lot of other factors beyond the vehicle itself.”*



Tania Marinas of LeasePlan discusses the safety pack carried by every vehicle, which includes a first-aid kit.

‘The new health and safety legislation moves the legal focus away from hazards to risk. When you talk about risk, it is broader than just the safety features of a vehicle. It includes driver capability and a lot of other factors beyond the vehicle itself,’ Marsh says.

To fit with the new policy, a key criterion in vehicle selection is ANCAP rating (see page 9). ‘We won’t purchase anything rated less than five stars,’ says Rachael Byles, Store Support Office Services Manager for The Warehouse Group. ‘Also, we want vehicles to have the highest Euro emissions standard possible, but in terms of fit for purpose for some vehicles, sometimes it’s not possible. Many distribution centre trucks, for example, might have a good rating but they aren’t able to fit a big table or fridge in them.’

In addition to The Warehouse Group’s continued efforts to reduce vehicle emissions, it has also signed up to convert 30 per cent of its fleet to electric vehicles by 2019.

Another issue is the lower number of commercial vehicles which are ANCAP tested; however, the Warehouse and LeasePlan found a fit in the Mercedes-Benz Vito vans used by the distribution centre, which have a five-star rating. Mercedes undertook to improve the vehicle’s safety after earlier receiving a four-star rating, introducing head-protecting side (curtain) airbags to all models from midway through last year.

‘They are one of the only brands to have a five-star ANCAP, so that was an excellent solution,’ says Byles.

In addition to having a high safety rating, The Warehouse ensures that all its vehicles have Bluetooth or similar hands-free-calling capability, and reversing sensors or cameras.

Items moving around in the event of an accident was also identified as a potential risk, so the commercial vehicles in the Noel Leeming Tech Solutions and Distribution Centre fleet have been fitted out with cargo barriers so items can be better secured and drivers made safer, says Byles.

Vehicles throughout the fleet also carry a LeasePlan safety pack, which includes a first-aid kit, roadside safety triangle and high-visibility vest, and each vehicle is fitted with a fire extinguisher.

When The Warehouse issued its revised vehicle policy to all fleet drivers last year, a condition of its acceptance

was being signed up to an online driver training programme. This is another step in minimising health and safety risk, through improving driver competence and behaviours, says Marsh.

‘After doing research into various providers who could assist us with driver training, we decided to go with SharpDrive,’ he says. ‘Its programme comprises 19 modules, taking around 90 minutes in total. You can step in and out of it, and it’s all around driver awareness and better driver behaviour.’

More than 300 Warehouse team members have taken part in the programme, with a noticeable improvement in driver behaviour.

Marsh says updating the company’s vehicle policies has had a number of other significant spin-offs.

‘The policy reiterates that the vehicle is an extension of the workplace, and so some of the same criteria apply, such as no smoking and that you are representing the company when in a vehicle — so that covers not only driving behaviour but also personal behaviour. It also reiterates some of the things that slip through the cracks — minor dents and scratches that as an accident need to be reported as part of the health and safety system.’

One of the major factors in getting support for the changes was looking at the company’s statistics around traffic infringements such as speeding tickets, use of transit lanes and other fines.

‘This has reduced from 120 incidents to 75 over a 12-month period. That’s about a 37 per cent decrease in these sort of offences within the first few months of it being out there,’ says Marsh.

‘We are also getting more reporting coming through of the actual incidents themselves. If there’s a ding in a carpark or a scratch on the side of the car, we are getting greater visibility of what’s actually happening with the vehicle that we were not getting previously.’

‘LeasePlan has been very encouraging to us and supported us to find the right people in the safety area who could help us,’ says Byles. ‘They knew the right people for us to talk to and get advice from. We’ve found them great to work with.’



# Relax

LET US KEEP YOUR DRIVERS SAFE  
ON THE ROAD THIS WINTER WITH A

# FREE TYRE SAFETY AND PRESSURE CHECK

AND GO IN THE  
DRAW TO WIN

**\$1,000 WORTH  
OF GOODYEAR TYRES!\***

The Free Tyre Safety and Pressure Check  
only takes a few minutes – come  
in-store and our team will check  
tread depth, tyre pressure and  
battery condition.



**FREE**  
tyre pressure check



**FREE**  
tyre tread depth check



**FREE**  
battery check

**Terms and Conditions:** \*Available at participating Beurepaires outlets nationwide from 15 June – 31 August 2017. Voucher for \$1,000 worth of Goodyear tyres must be spent at a Beurepaires store within 12 months of issue. Prize draw to be held at Beurepaires Head Office on 4 September 2017. If winner cannot be contacted within 5 days a redraw will occur. Free Tyre Safety and Pressure Check subject to availability on the day. Must be processed through the Lease Plan Account to be eligible for prize draw. Not to be used in conjunction with any other offers or discounts.

0800 4 TYRES  
beurepaires.co.nz

 [facebook.com/beurepairesNZ](https://facebook.com/beurepairesNZ)  
 [twitter.com/beurepaires\\_nz](https://twitter.com/beurepaires_nz)

## Beurepaires



*“ Modern cars will not stop incidents from occurring, but they are part of the key controls that help minimise the impacts if an incident does occur. ”*

# MANAGING A CRITICAL RISK

Driving is a risky operation, and for many businesses in New Zealand it should be considered a critical risk.

BY PHILLIP JACQUES, WORKSAFE GENERAL MANAGER CORPORATE

A critical risk has the potential to significantly impact a business. A critical risk may not happen often but has serious consequences. With driving, the risk for fatal injuries cannot be understated.

Across New Zealand, businesses are beginning to see the value in moving away from, for example, long-term injury statistics as key performance measures on health and safety. It is better to look at all incidents, including near misses, and assess what the potential outcomes could be – this helps to identify what the critical risks to your business are.

For many businesses driving will be a critical risk. The question that arises from identifying the risk is: what are the key controls to manage this risk?

To manage this risk we suggest you plan, do, check and act. This means identifying risks, eliminating or minimising them so far as is reasonably practicable, monitoring and then reviewing for continuous improvement (see facing page).

At WorkSafe, we started by trying to eliminate the risk entirely. We assessed whether our people need to be exposed to the risk of driving, or could the tasks we use cars for be completed in other ways?

However, taking our people off the road was simply not feasible – it's near on impossible to conduct a site assessment without physically visiting the site.

Following a review of our safe driving procedures, we are launching new vehicle training for new staff and ongoing training for current staff. This includes online modules for all drivers of our vehicles and those who drive rental vehicles for work.

We also carry out specific four-wheel-drive training for our people who drive in those conditions, such as forestry or mining inspectors.

We also reviewed the tasks our staff do with their vehicles, as we want to make sure that our work vehicles are fit for purpose.

One of our key controls is ensuring that our fleet of cars is as modern as possible and that all vehicles have the highest current safety rating. We are also looking at including vehicles that feature some of the emerging safety features, such as automatic emergency braking, lane-change alarms and driver attention detection, as they become cost effective.

To help fleet managers work through health and safety and road safety, check out the Fleet Safety website – [www.fleetsafety.govt.nz](http://www.fleetsafety.govt.nz) – which has resources, policy builders and case studies designed to help make the process easy.

Right Car ([rightcar.govt.nz/safety-features.html](http://rightcar.govt.nz/safety-features.html)) is another great resource that outlines the safety features that will really make a difference. It also provides details of the safety features of a broad range of vehicles.

Fulton Hogan is a good example of a company that is moving to manage critical risks. Jules Hogan, Executive Manager Corporate Services, explains, ‘We have been rocked to the core by truly devastating safety performances which resulted in five individuals not returning home to their families. The circumstance of each fatality was different; however, they all involved vehicles and moving plant.’

These incidents occurred despite their total injury frequency rate dropping from 73.6 to 13.7 over the last decade. The company has ‘recalibrated’ its approach to focus on their critical risks and how best to manage them – vehicles and moving plant being top of their list.

Read more about Jules Hogan’s thoughts on managing critical risk at [www.zeroharm.org.nz/leadership/case-studies/managing-critical-risks/](http://www.zeroharm.org.nz/leadership/case-studies/managing-critical-risks/)

## MANAGING RISK

WorkSafe recommends taking a four-step approach to managing general work risks. It advises reviewing your work activities on an ongoing basis to identify any new risks to be managed.

### IDENTIFY HAZARDS



Thinking about your work activities, identify what could harm the health or endanger the safety of your workers and others (e.g. visitors, bystanders or someone else's workers).

Consider if you have vulnerable workers (e.g. young people, pregnant women or workers with impaired mobility).

Consider whether your workers' general health could reduce their ability to work safely.

Identify hazards that could result in reasonably foreseeable risks to people's health and safety.

Look at your work processes and the machinery/equipment used, your workplace itself and your workers' behaviour.

Engage with your workers when identifying hazards, as they often know what could lead to harm.

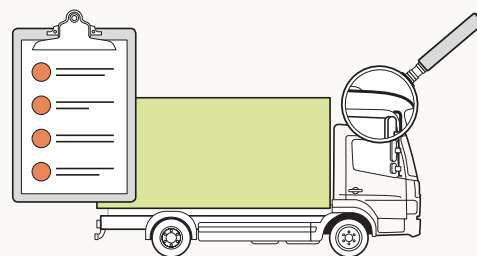
### ASSESS RISKS

To work out which risks to manage, think about which risks could cause injury, illness or death to workers or others, or are most likely to occur.

Decide which risks to deal with first.

Engage with your workers when assessing your risks.

2



### MANAGE RISKS



Now decide how you will deal with each risk.

First, consider whether the risk can be eliminated. If the risk can't be eliminated, then it must be minimised using control measures.

Check if your current control measures are managing the risk. If not, see what else you could do.

The most expensive control option is not necessarily the best one. If the risk is well-known and if there are commonly accepted control measures to minimise it (e.g. industry standards),

see if you can use these (common controls for common risks).

Engage with your workers when making decisions about the ways to eliminate or minimise the risks.

### MONITOR CONTROL MEASURES

Health and safety systems should be 'living' and become part of business as usual. You should regularly check control measures are being used by your workers and are still minimising the risk.

4



For more guidance and examples about managing risk, see the WorkSafe website [www.worksafe.govt.nz/hsa](http://www.worksafe.govt.nz/hsa) and the fact sheet 'A way to identify, assess and manage work risks'.



*New ramp linking tunnel  
to central Auckland*

## 5.5

YEARS

Enabling works started in 2012, and the project was completed in early 2017.

## 2.4

KILOMETRES

The tunnel-boring machine travelled a total of 4.8 km to bore two 2.4 km long tunnels.

## 13.1

METRES

The tunnels are each 13.1 m in diameter, lined with precast concrete rings trucked to the site.

## 48

METRES

The northbound tunnel will feature an artwork by Graham Tipene 48 m long and 1.5 m high, depicting the lovers Hinemairangi and Tamaireia.

## \$1.4

BILLION

The total project cost of the Waterview Connection is \$1.4 billion – the largest, most expensive and most complex roading project in New Zealand history.



*New ramp linking Northwestern  
Motorway to southbound tunnel*

*Upgraded cycleway between  
West Auckland and the city*

*New ramp linking tunnel to westbound  
traffic on the Northwestern Motorway*



*New ramp linking traffic  
from the city to the tunnel*

*Entrance and exit  
to the tunnels*



*Great new playground, BMX  
park and skate park now open*

WORDS BY **SARAH ELL**

# RUNNING RINGS AROUND AUCKLAND

The \$1.4b development is New Zealand's largest ever roading project, and is the final part of the greater Western Ring Route, which provides a second route through Auckland, bypassing the city centre. The New Zealand Transport Agency hopes this will reduce the current reliance on State Highway 1 and the Auckland Harbour Bridge, creating greater reliability and resilience in the roading system.

A major feature of the connection is the twin 2.4 km long tunnels, each carrying three lanes of traffic, which pass underground between Waterview and Mt Albert, to speed traffic through to the Southwestern Motorway. The tunnels took more than two years to build, using a giant tunnel-boring machine called Alice, and are lined with 24,000 concrete ring segments pre-cast in East Tamaki. Around 800,000 cubic metres of earth was extracted in the process — enough to fill 320 Olympic-sized pools — with the spoil being used to fill and rehabilitate the Wiri Quarry.

When it opens later this year, the eagerly anticipated Waterview Connection will be a significant step in transforming the way people and freight move around Auckland.

As well as helping to cater for future traffic demands, it will also provide more transport options. New bus shoulder lanes will mean faster journeys on public transport, while significant upgrades to the Northwestern Cycleway mean a safe, separated and enjoyable route for pedestrians and cyclists, between the city and western suburbs.

# SAFE HANDS

If safety is a priority in your purchasing decision, then what are your best options? Richard Bosselman selects standouts among vehicles he has tested.

## 01

### SMALL/COMPACT: SUBARU IMPREZA

Trademark permanent all-wheel-drive continues as a good points-scorer, but what truly provides the Impreza with the brightest safety shine is the surprise provision of luxury-car-level crash-prevention technology in a model that, at \$29,990, occupies the budget zone. EyeSight, a stereo-camera-enacted collision avoidance system, is here in a latest format that, in operation with smart cruise control, can identify brake lights ahead and self-brake the car. Lane-assist and autonomous braking with pedestrian detection are also packaged, along with Vehicle Dynamics Control that brakes the inside front wheel to improve turn-in.



## 02

### ONE-TONNE UTILITY: FORD RANGER WILDTRAK

Suggestions about utes becoming more 'car-like' usually refers to comfort and dynamic aptitude. Ford's \$67,040 Ranger Wildtrak has all that, but also stands tall in this sector by having segment-first smart safety systems developed for Blue Oval sedans. So, get ready for an acronym onslaught with Adaptive Cruise Control, Forward Collision Alert, Lane Departure Warning, Lane Keep Assist and Driver Impairment Monitor. What kind of rough-stuff ute needs this? The kind that mainly ignores off-road tracks and instead is increasingly chosen as a recreational family-fun city and highway cruiser.





# 03

## SPORTS UTILITY: **VOLVO XC90**

The car that took Volvo into a new age, under new ownership, the \$104,900–\$139,900 XC90 is two years old now but still sets the standard for the completeness of its protective shield. Volvo is a Latin word meaning ‘I roll’ but, if that or worse were to happen, the model that forms the base of the Gothenburg-based concern’s plan to eliminate fatalities and serious injuries to those driving its products in Sweden by 2020 has been proven through independent testing to stand up extremely well, thanks to its structure and IntelliSafe suite of occupant-protection technologies.



# 04

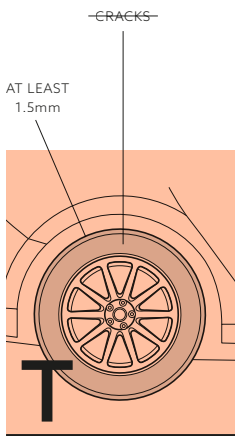
## PREMIUM CAR: **BMW G30 FIVE SERIES**



The smartest car that BMW builds, the new G30 Five Series — packing in the \$99,990–142,900 band — is stacked with Munich’s latest, best and most brilliant safety and comfort assists. It’s also not a car waiting for an accident to start happening before it responds. Standard functions including speed-sign recognition, a speed limiter, active cruise control that operates down to stop-start traffic, front and rear cross-traffic warning, 360-degree camera, lane keeping assistant and parking assist are a very strong first line of defence. Ability to electronically communicate with other Fives about driving conditions is very ‘tomorrow today’, and this is another car on the verge of achieving fully autonomous driving, if it were allowed to. The smarts for this arrive with a Driving Assistant Plus package, which utilises a suite of radar and camera sensor systems, allowing it to self-follow the car in front in traffic, stay within its lane on the motorway and even change lanes to overtake a slower-moving vehicle if prompted to do so by the driver.

# GIVE IT A TWIRL

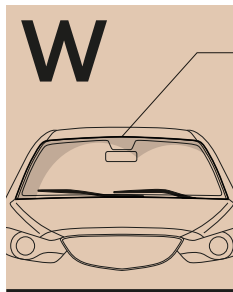
With most newer vehicles requiring a Warrant of Fitness check only once a year, it's up to drivers to make sure their ride is in a safe condition in between. The New Zealand Transport Agency recommends giving your vehicle a regular 'TWIRL' — a quick check of the main safety features — to make sure it's roadworthy and legally compliant.



## TYRES

Check the tread depth (over 1.5 mm is legal, but the more the better), and that the tyres are inflated to the correct pressure.

Look for any cracks in the tyre wall or sharp objects that might have become embedded in the tyres.



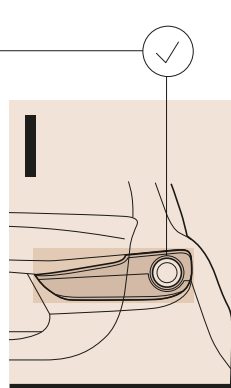
## WINDSCREEN, WIPERS AND MIRRORS

Check and change your wiper blades regularly.

Make sure your mirrors and windscreen are clean, inside and out.

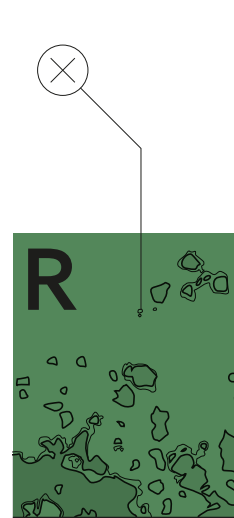
Get any cracks or chips in the windscreen fixed.

Top up your windscreen-washing fluid.



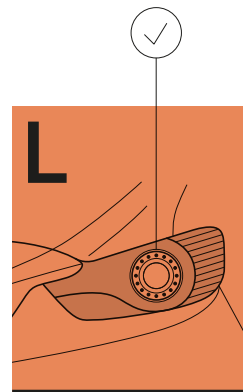
## INDICATORS

Turn on your hazard lights and walk around the car, to make sure all your indicators are working.



## RUST

Modern cars are much less susceptible to corrosion, but have a look for any obvious weak spots.



## LIGHTS

Make sure your headlights, backing lights and brake lights are all working.

As well as these items you can check at home or the office, there are a few other things that you can test when you're on the road. There isn't another cool acronym, but keep an eye on:

## BRAKES

How do they feel? If they feel spongy, make a squealing noise, or if the steering pulls to one side or vibrates when braking, it's time to get them checked out.

## EXHAUST

Is it noisy or smoky? Can you smell fumes when driving? Get it looked at.

## SUSPENSION AND STEERING

Does the steering wheel shake a lot after you hit a bump or pothole, or feel unstable on unsealed surfaces? Your shock absorbers might need to be changed.

## NOISES

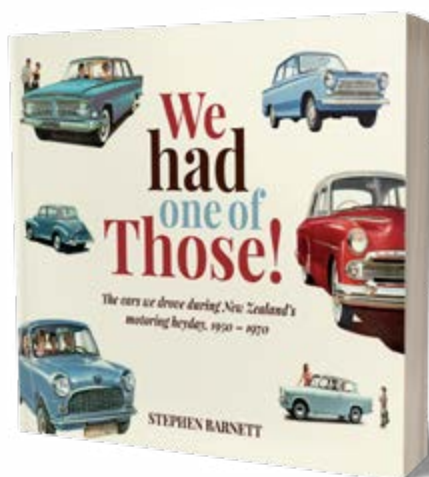
Is your car making any funny noises? Turn the radio down and have a good listen.

The other two major pieces of safety equipment in your car are its airbags and seatbelts. Make sure your seatbelts are all in good working order, with the retractor operating correctly and the belt clipping firmly. Make sure your airbags get checked if the SRS or airbag warning light comes on, and make sure you are always wearing your seatbelt as well — an airbag won't save your life without one.

If you have any questions, call LeasePlan's Technical Asset Management team on 0800 LEASEPLAN.

# CURL UP WITH A BOOK

The change of season is a great excuse to get your nose into a good book. Here are some recent local releases to start you off.



## WE HAD ONE OF THOSE!

BY **STEPHEN BARNETT**  
Potton & Burton \$49.99

Maybe it was a Holden Kingswood, maybe a Hillman Imp. The cars our parents and grandparents drove may be mostly gone from our roads, now packed with shiny Japanese SUVs, but the memories linger on. This book features a selection of classic cars from the 1950s–70s loved by Kiwi motorists, illustrated with contemporary sales artwork, for a real trip down memory lane.



## SLOW COOKED

BY **ALLYSON GOFTON**  
Penguin, \$50

Cold winter nights are made for comfort food, and there's nothing more comforting than a slow-cooked meal. Subtitled 'satisfying food for the oven or slow cooker', veteran food-writer Gofton's latest offering features not only hearty soups, casseroles and stews — often with a modern twist — but also tasty puddings. Time to fire up the crockpot...



## SURVIVING 7.8: NEW ZEALANDERS RESPOND TO THE EARTHQUAKES OF NOVEMBER 2016

BY **PHIL PENNINGTON**  
HarperCollins, \$45

Major earthquakes seem to be New Zealand's 'thing' this decade, but fortunately Kiwis are made of tough stuff. This book is by Radio New Zealand journalist Pennington, who was one of the first to arrive in Kaikoura post-quake, and tells the story of the response to the disaster, drawing on quotes, tweets, Facebook posts and stories from everyday New Zealanders caught up in the quake.



## WOMAN IN THE WILDERNESS

BY **MIRIAM LANCEWOOD**  
Allen & Unwin, \$36.99

While many of us dream of chucking in our job and going bush, few people actually do it. Lancewood is one of the brave ones, deciding to leave the rat race and live off the grid in New Zealand's wild places with her husband. This book tells the story of their years living in huts or tents, foraging and hunting, and their epic traverse of Te Araroa.



## NEW ZEALAND WINE: THE LAND, THE VINES, THE PEOPLE

BY **WARREN MORAN**  
Auckland University Press, \$69.99

Fifty years ago, you'd be hard pressed to get a decent glass of local wine. Today, our viticultural industry has come of age, and is world-renowned. Here, academic and wine enthusiast Moran outlines the development of the local industry, raising a glass to each of the main wine regions and the families and companies which have built our reputation and brought so much enjoyment.





Lease  
Me

FROM  
**\$76** +GST  
per week\*



Isuzu D-Max RT87 3.0TD LS 4X2 Double Cab Manual

Includes a tank of fuel and 1,000km of RUC.

Our **Small Fleet** options are the smart way to grow.  
Visit us today at [leaseplan.co.nz/smallfleet](http://leaseplan.co.nz/smallfleet)

Find out more:

**0800 LEASEPLAN**

\* T's & C's apply.



*It's easier to leaseplan*