

Multi asset fleets
need multi asset thinking

Tomorrow. Together

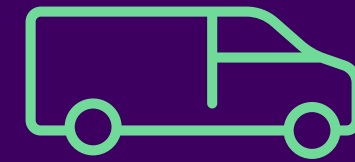
Novuna Vehicle Solutions has the backing of one of the World's largest and respected financial groups

- MUFG Banking Group
- 2,667 locations world wide
- 3.1 trillion USD in assets
- 180,000 employees
- MUFG a shareholder in Hitachi Capital corporation since 2016
- Merger in 2021 between Mitsubishi UFJ and Hitachi Capital Inc. Japan
- UK legal entity change in 2022 from Hitachi Capital UK PLC
- 2022 UK trading style Novuna



Any asset, anywhere

Cars and vans



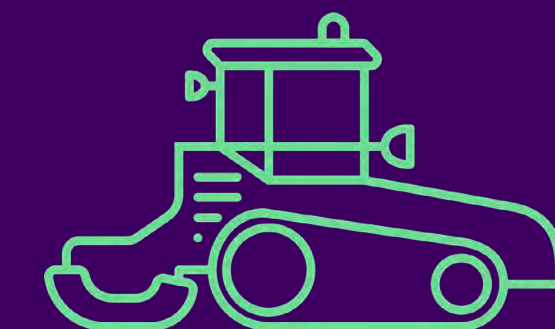
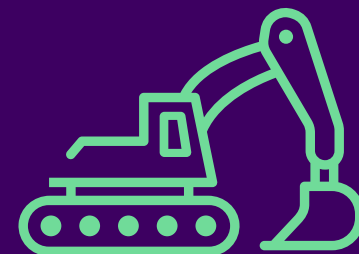
HGVs



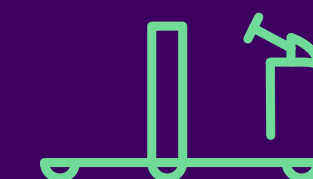
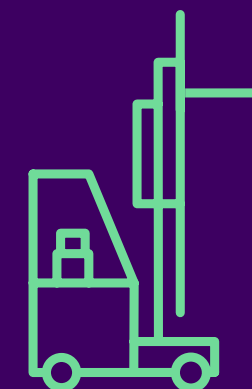
Specialist



Plant



MHE

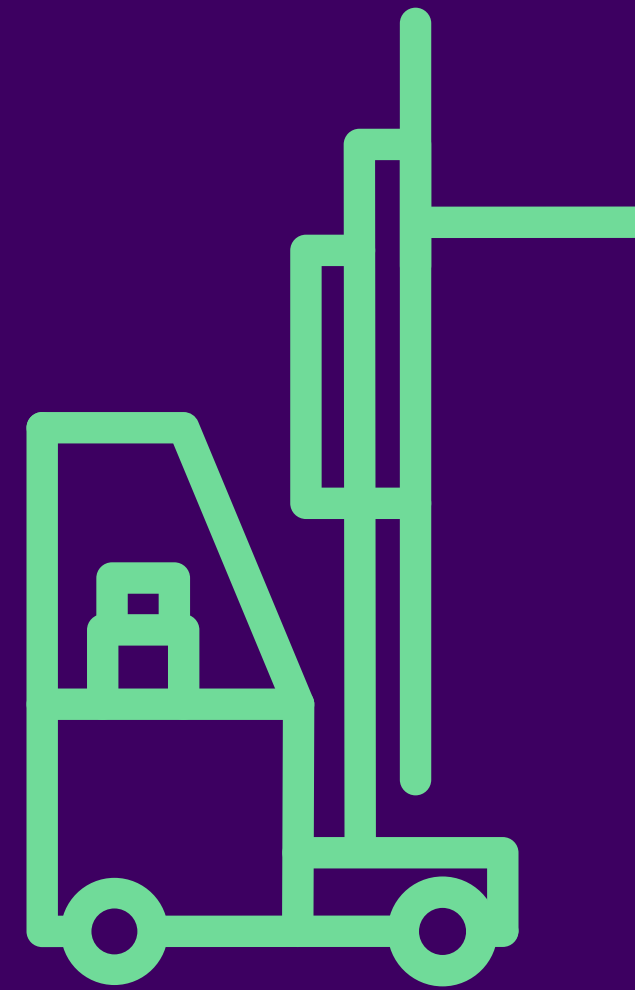


This now includes Mitsubishi forklift trucks



Counterbalance

Lithium-ion batteries
Lead acid batteries
LPG powered
Diesel engine



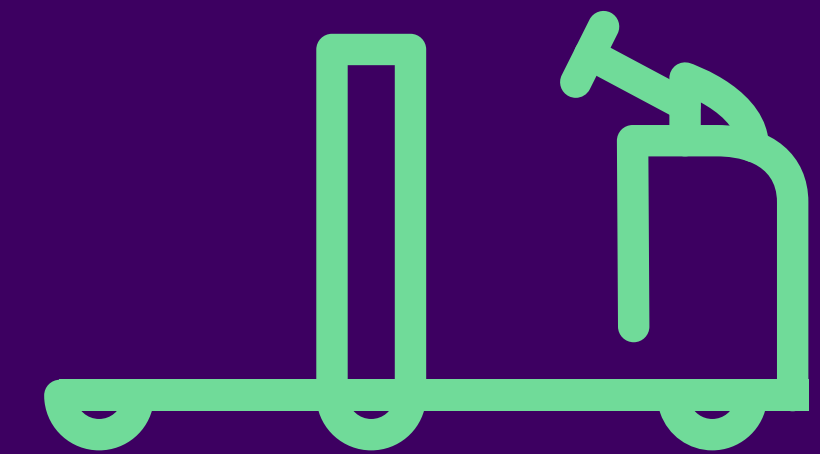
Reach trucks

Lithium-ion batteries
Lead acid batteries



Power pallets

Lithium-ion batteries
Lead acid batteries



Order pickers

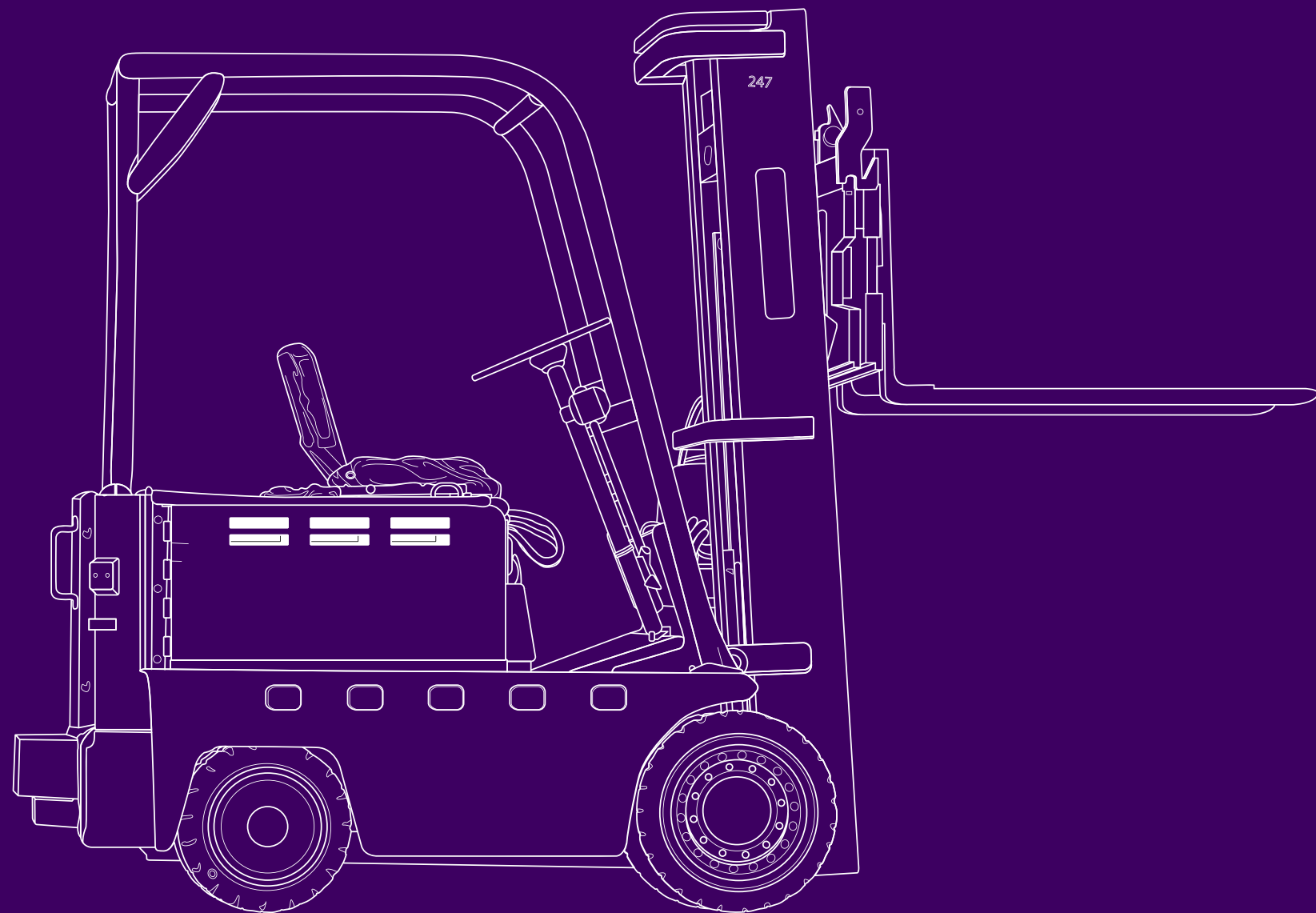
Lithium-ion batteries
Lead acid batteries

Why Mitsubishi Forklift Trucks?



- 1 30 years' experience in material handling solutions
- 2 Over 150 different models - each with different options
- 3 All trucks built with highly durable materials
- 4 Intelligent engine management systems
- 5 Built-in safeguards to reduce maintenance and extend truck life
- 6 Meet all sustainability standards for fuel economy and emissions
- 7 Award-winning research and development team

Best value approach with one trusted partner



Working with one trusted partner for all your vehicle and plant assets provides a consistent and optimised approach based on a holistic view of your entire fleet and the expert management of each individual asset.

The result is lower whole-life operational costs, increased efficiency, and less risk. It also frees up the internal resource spent managing multiple providers for use in areas that will add tangible value to your business operations.

One... supplier

One... point of contact

One... leasing solution

One... trusted partner for all assets

One... way of working

We fund and support multi asset fleets in some very demanding industry sectors



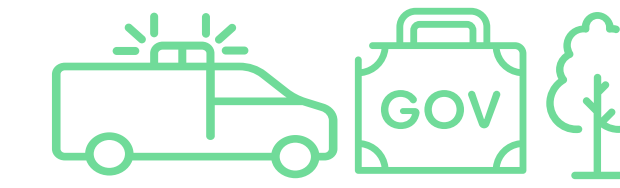
Utilities



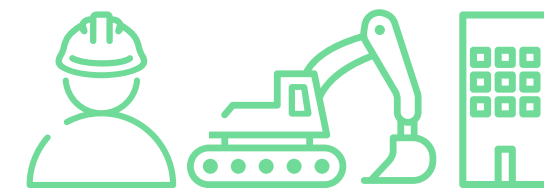
Recycling & waste



Energy



Public sector



Construction



Bulk liquids



Infrastructure



Food & beverage



Quarries



Retail & on-line

Core fleet management services



Dedicated driver line



Booking service



Compliance



Downtime



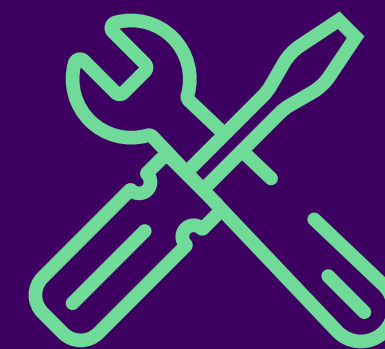
Breakdown



Tyre management



Glass



Maintenance control



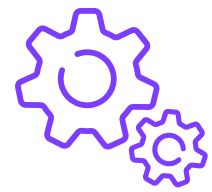
Recharges

Specialist asset sales channel proposition

Pre-life account management



Asset specification specialist



Asset review process



Supplier pricing reviews



Pre-life save projects



Alternative fuels

In-life account management



Account manager



Customer review meetings



Customer policy & strategy



In-life save projects



Fleet insights



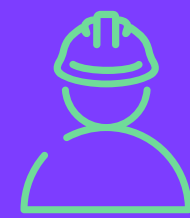


Specialist asset sales channel proposition

Support functions



TCO pricing modelling



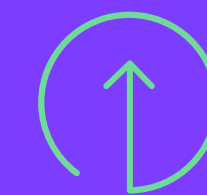
Build management



Procurement



Infrastructure funding



Asset efficiency



Customer fleet manager



Field engineers



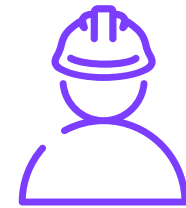
Fleet manager portal

Specialist asset sales channel proposition

Supplier management
& contracts



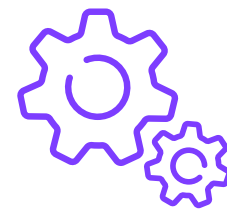
Supplier agreements



Supply chain engineers



Supplier sites



ISO compliance



Group legal



Supplier audits



Supplier management



Procurement



Specialist asset sales channel proposition

Optional services we offer



Risk management



Fine management



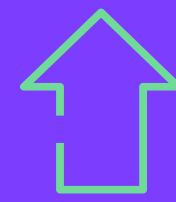
Ancillary telematics



Power site surveys



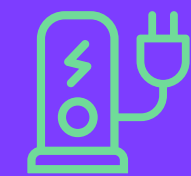
Accident management



Asset utilisation



RFID asset tracking



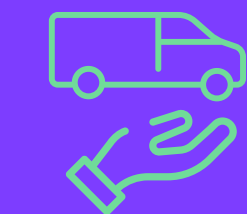
Charging infrastructure



Driver walk-around checks



Telemetry



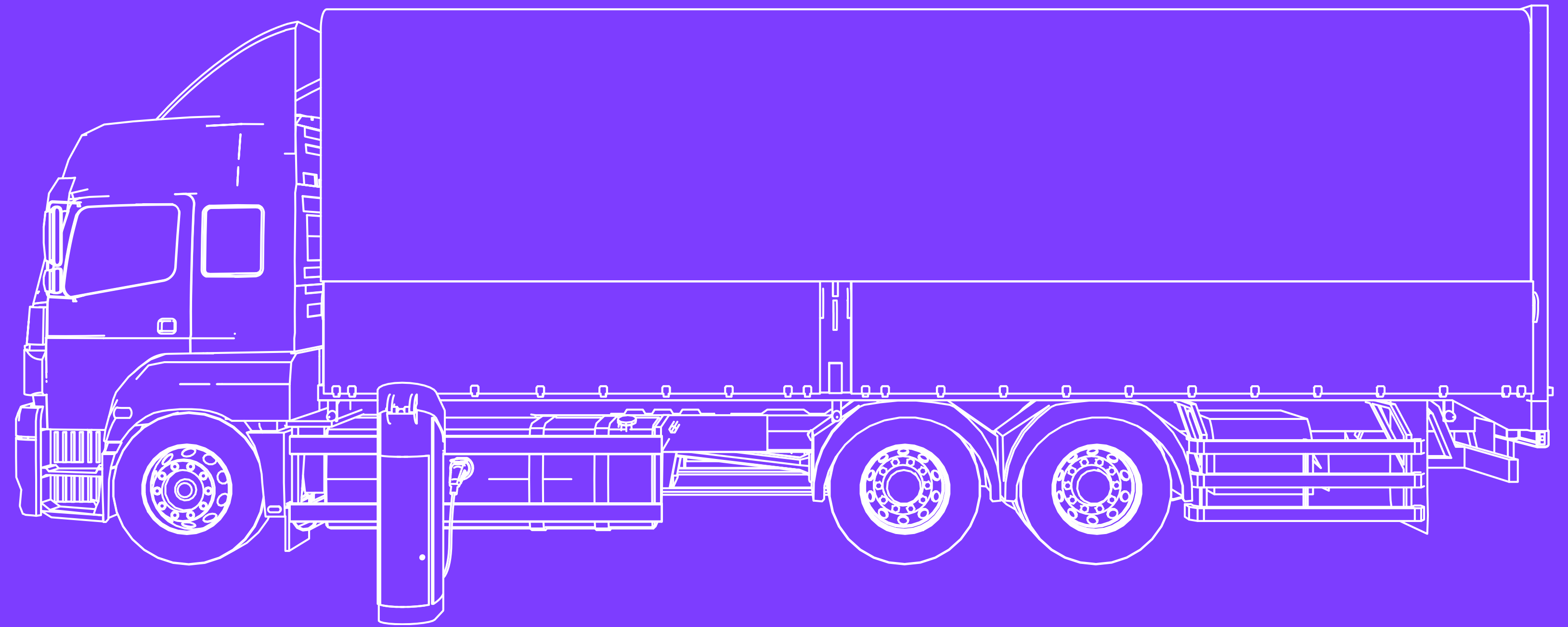
Rental



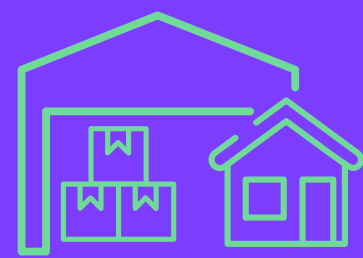
Infrastructure support

Supporting our customers through their low carbon fleet transition is our main strategy

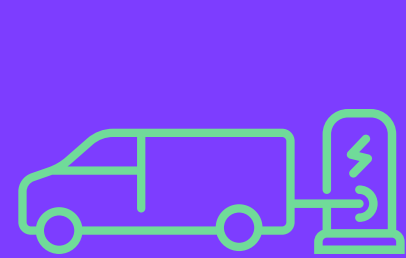
A dedicated team to support each customer's journey



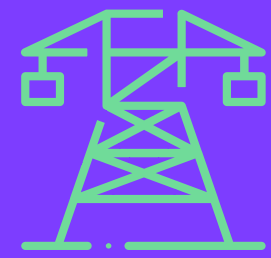
Charging infrastructure and energy solutions



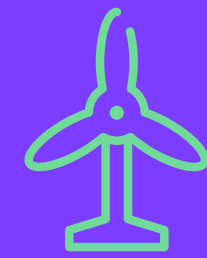
Depot and home



Charging infrastructure



Local power network



Renewable energy

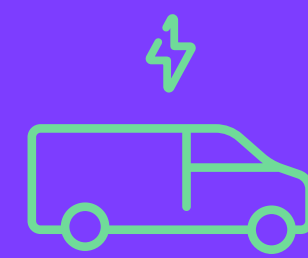
Depot proposition



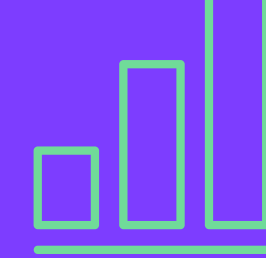
Energy storage



Funding options

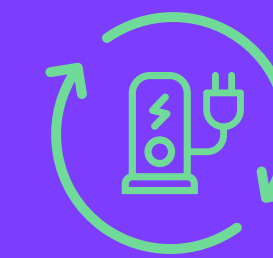


Vehicles and assets



TCO Models

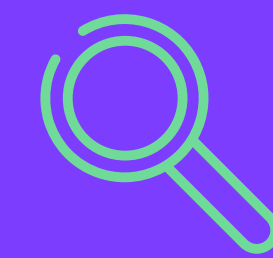
Data management



Charging cycles



Energy needs



Battery monitoring

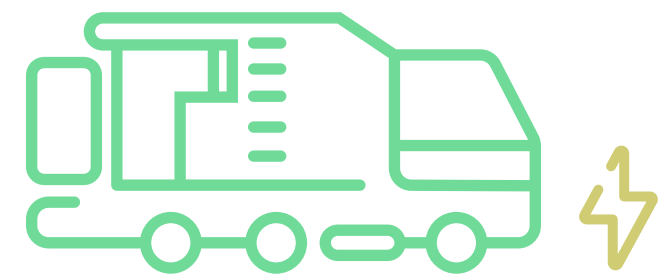


Optimised charging

Being a multi asset supplier we are also helping our customers reduce carbon in other asset types

Today

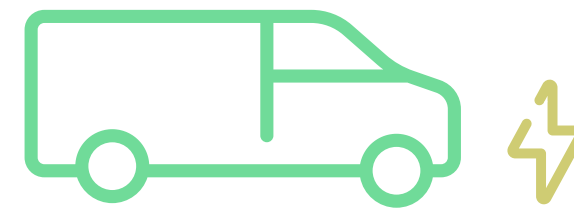
Future



Electric HGVs in some urban applications



Biogas HGVs in some distribution applications



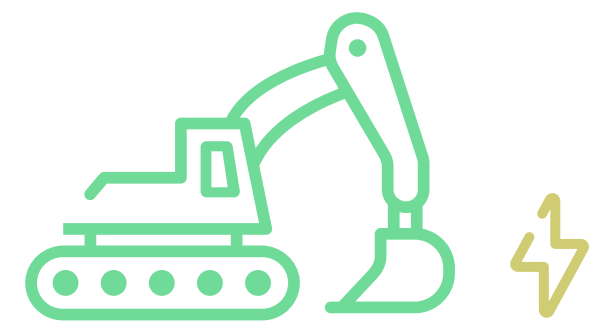
Electric in some van applications



Electric and hydrogen in most HGV applications



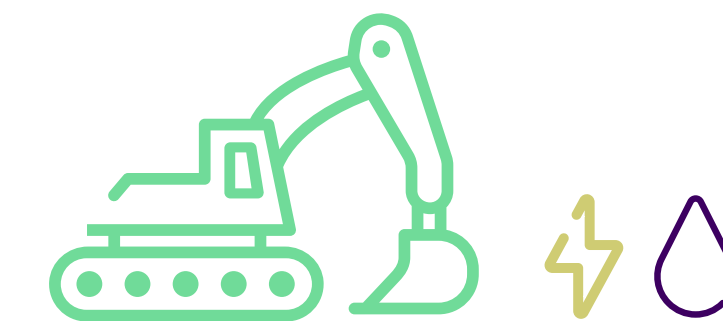
Electric and hydrogen in most van applications



Electric in some plant applications



Electric and gas in some MHE appliances



Electric and hydrogen in most plant applications



Electric and hydrogen in most MHE applications

 Electric  Biogas  Gas  Hydrogen

1: Employee safety

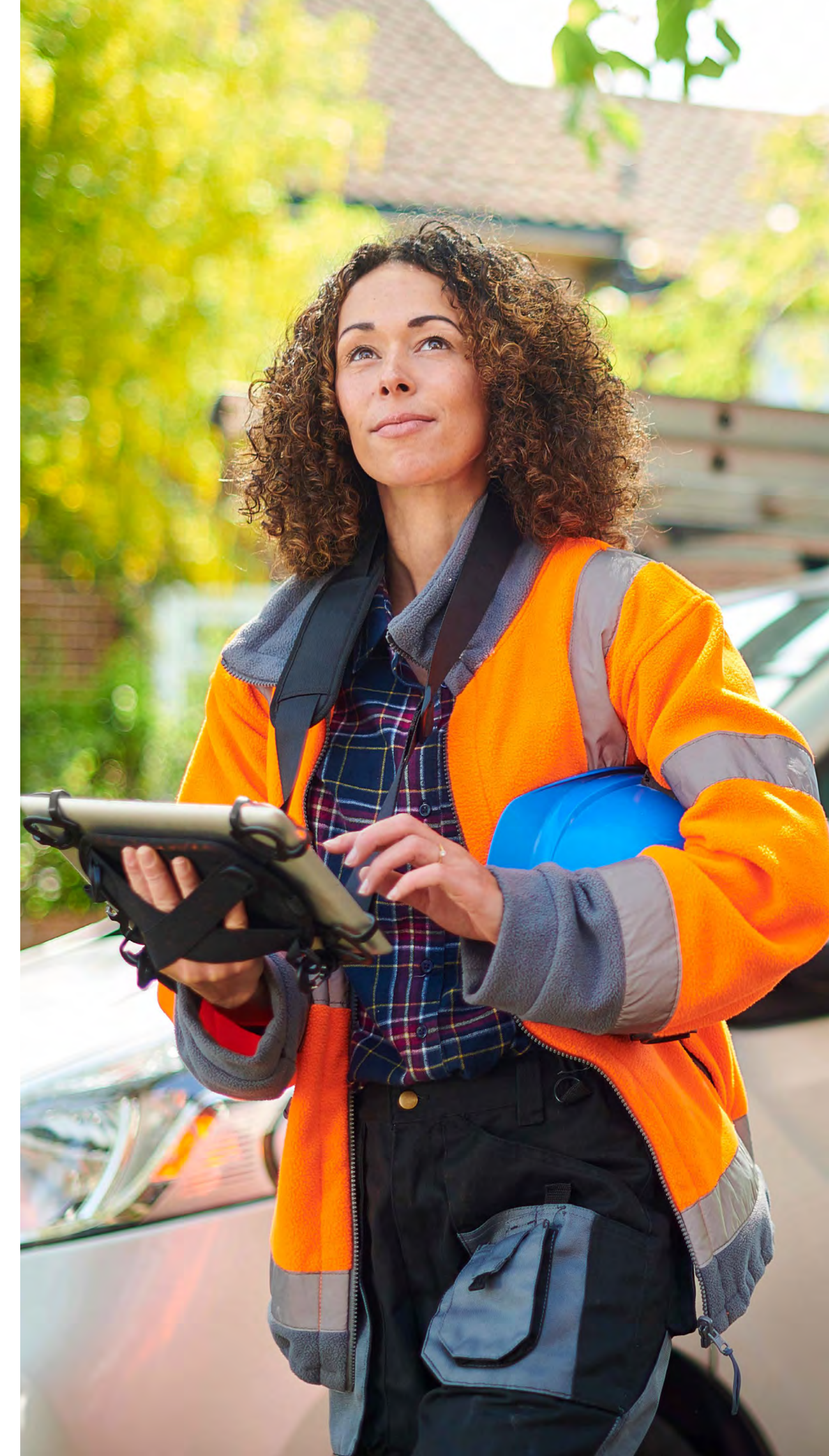
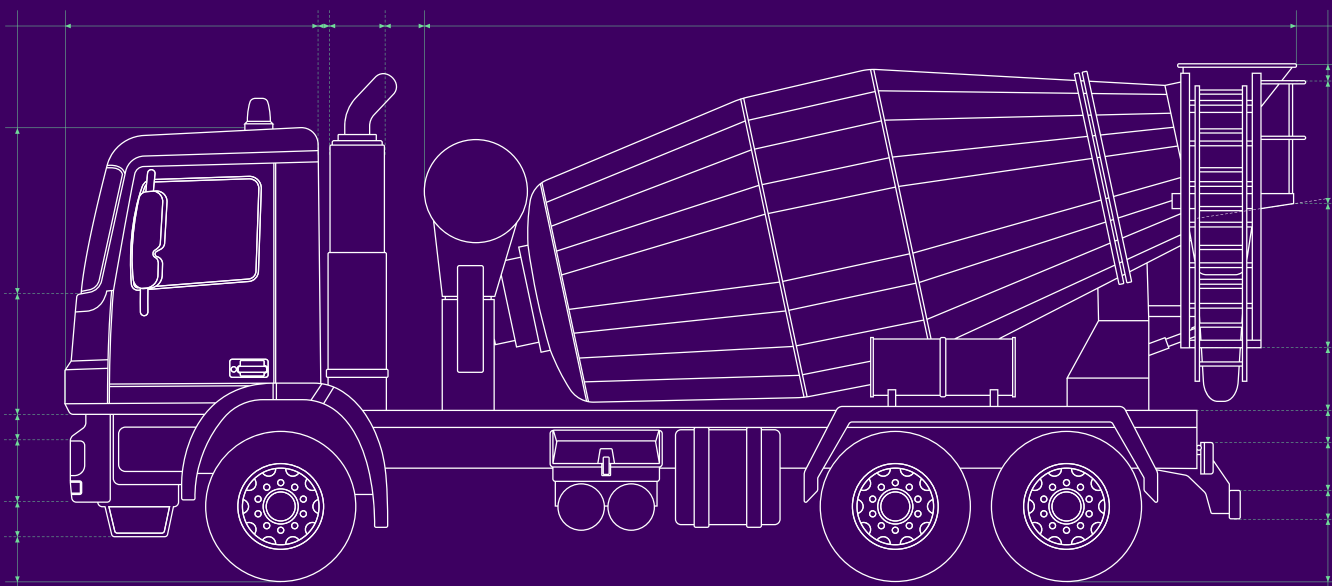
Employee safety is paramount in our thinking right across our propositions. In design and specification, our pre-life asset specialists work with your operational and health and safety colleagues to understand how you use your assets and then work together to eliminate any potential risks to your employees.

Our pre-life asset specialists work across a number of industry sectors looking at new technology and best practice to improve the efficiency and safety of all assets.

Our dedicated compliance team will book all of the compliance events, such as O licence inspections and LOLER checks, for the whole of the asset's life, with confirmed appointments and escalation to stakeholders when no-shows occur.

There is the option of taking our drivers walk-around app proposition which helps us manage compliance. Employee safety is improved over a paper system as we can manage defects more effectively. We also have a proposition around an app that gives you the capability to manage lone working and work environment, asset use, and risk assessments.

Our risk management proposition looks at combining driver insight in areas such as driving technique (telemetry), accident data, speeding fines, damage and maintenance overspend, to arrive at an employee risk score which allows us to put forward a plan around training etc. to reduce the score and risk to your employee.



2: Asset compliance

Throughout the lifespan of each asset, our compliance team takes responsibility for booking all compliance events. This includes items such as LOLER checks and O licence inspections. Each appointment will be carefully confirmed and, if a no-show occurs, this will be quickly escalated to the relevant stakeholders.

This team are CPC trained and understand transport law, including the importance of compliance, which plays a key part in keeping employees safe and your company's professional reputation intact. We play a big part in supporting our HGV customers to keep their O licence status, helping them with their OCRS scoring.

Some customers have specific operational requirements around different assets. For example, some vans may have 12-weekly safety inspections and plant assets may have other safety checks. These are not based on the manufacturer's recommendations but would be deemed necessary depending on the asset's operational environment.

We support paper and electronic defect reports that come from the daily asset checks performed by your employees. We also support the option of an electronic app that helps us manage compliance as we can manage defects more effectively and thus improve employee safety.

We have a customer portal that shows customers' compliance status and stores compliance certification etc. We also track and report on LCV and HGV compliance, including MOT pass rates, which forms part of our regular customer reviews.



3: Asset cost control

Our pre-life asset specialists work with our pricing team to produce total cost of ownership modelling over a number of options, with different manufacturers, specifications, and contract terms etc.

We present the TCO model with a number of elements that make up the true cost, i.e. fuel and downtime, along with the other budgetary elements that form part of our TCO modelling process. This gives a number of options and helps us put forward our informed recommendations for the best value option.

All assets are on a fixed term contract which means no price increases over the contract period. This covers fixed funding, maintenance, tyres etc. meaning your only risk of a price increase is through any regulatory changes, such as RFL etc.



Our maintenance controllers are made up from time-served mechanics, or people with fleet experience who understand the importance of controlling asset costs. The team manage our own at-risk maintenance portfolio across all asset types.

We use the same methodology and approach to managing customer costs which are out of contract spend. We use the 1link authorisation platform and we will challenge all costs that we don't feel are justified within the authorisation process. Out of contract spend trends, and customer savings achieved through targeting spend trend areas, are reported via a tracker at regular customer review meetings.

Our dedicated downtime team monitor all assets that are off the road, chasing suppliers and keeping customers informed of delays and completion times. Keeping high asset availability is an important part of operating an efficient fleet and managing down the need to hire replacement vehicles reduces additional cost. Fleet availability forms part of our customer KPI measures and is reported on at our regular customer review meetings.

4: Asset utilisation

When looking at TCO modelling, our pre-life asset specialists always take into account manufacturer capabilities and support levels. As downtime is one of the elements used in the process, we have utilisation in mind before making those best value recommendations. This is also the case when looking at ancillary equipment fitted to the asset.

Contract implementation, mapping of repairers close to customer locations, and fully understanding the customer's operation, are key to high levels of fleet availability. Having a proactive repairer that is close to a customer's location supports a quick vehicle turnround for defects or small damage repairs.

Maintaining the highest level of asset availability reduces the unwanted additional cost of hiring replacement vehicles. When assets are off the road, our expert downtime team rigorously chase suppliers and keep you informed of any delays and up-to-date completion times. Asset availability is therefore a critical part of our customer KPIs and is reported and discussed during our regular customer review meetings.

Your customer fleet manager contact is alerted to problems with assets that are off the road longer than anticipated and, if needed, can escalate any issues to one of our network engineers who will work with the downtime team and repairer to minimise delays. Your customer fleet manager contact will communicate with the relevant customer contact, keeping them informed of any delays etc.

We have a customer portal that shows customer fleet availability and, in some cases, we have access to customer's telemetry systems which can help our people on a daily basis. Fleet availability, including any assets that have been off the road, is reported with reasons why and actions taken. These are then discussed at our regular customer review meetings.



5: Asset decarbonisation

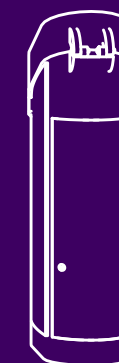
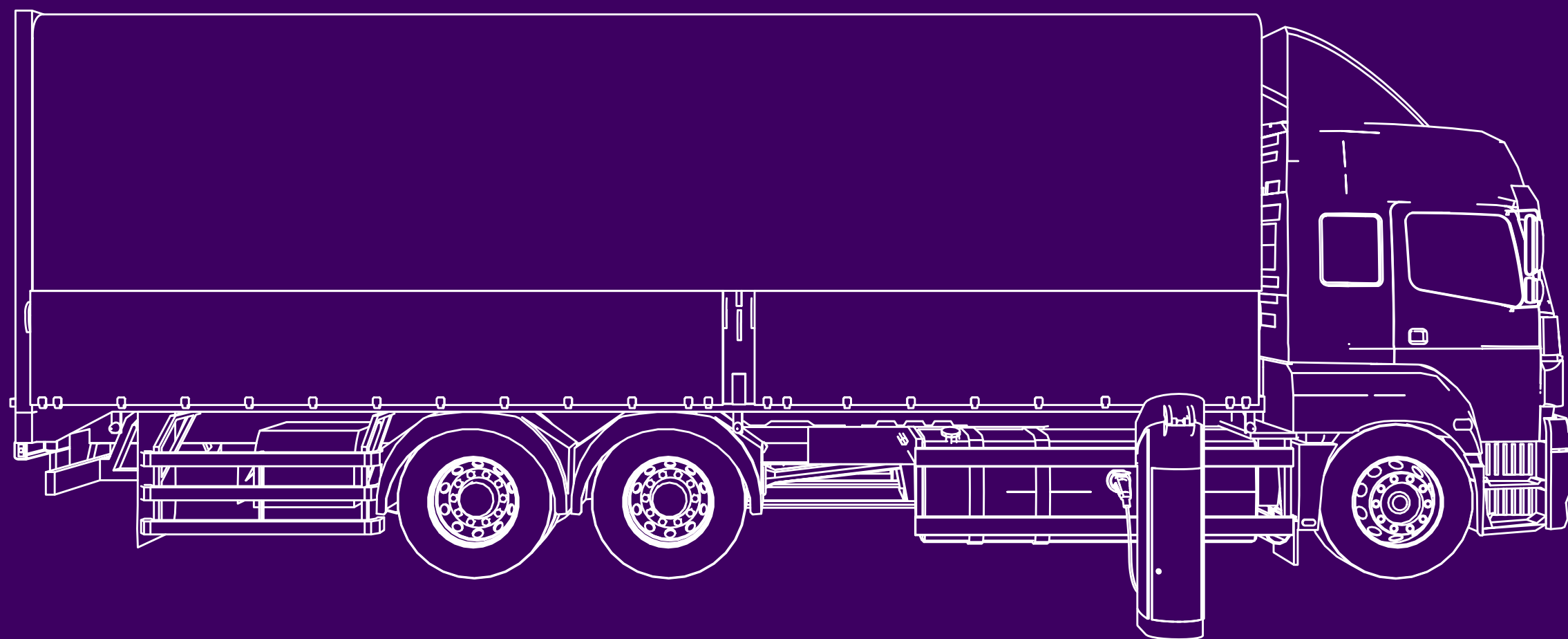
We have a dedicated de-carbonisation team that work across all asset types, covering electric and biogas. The team are also researching hydrogen for future asset applications. Within our total cost of ownership modelling process, we look at fuel and energy costs, as well as other elements, to arrive at our best value recommendations.

As part of our EV depot proposition, we carry out site surveys for power supply needs, as well as managing groundworks and charging infrastructure installation. We can also install charging units for employees that operate from home.

Our EV proposition doesn't stop at the installation of charging infrastructure. It covers supporting the infrastructure during its lifecycle and capturing data from the vehicle or its on-board telemetry system, combined with data from the charger, which helps us manage optimum charging patterns, vehicle range, and can help optimise the power supply tariffs that are available.

Operating low carbon assets involves many elements and we are supporting our customers on their journey to meeting their low carbon fleet aspirations. Supporting our customers on extensive EV & biogas vehicle trials has helped us, and our customers, arrive at the best solution for their operation.

We have strong low carbon propositions across all asset types and embraced the move to leasing low carbon assets and supporting our customers to achieve a lower carbon footprint as part of an overall business strategy.



6: Continuous improvement

Our pre-life asset specialists are always looking at new technologies to increase asset efficiency, employee safety, and cost reduction. They also look at ways of combining assets to reduce fleet size and costs. We call this the Swiss knife approach, meaning that one asset carries out the work/capabilities of two or three assets, which in turn reduces the amount of assets needed and therefore increases utilisation and reduces costs.

We always look to 2nd life ancillary equipment and bodybuilder conversations to help spread the capital costs over two or three vehicles. This supports our thinking around the circular economy, i.e. recycling and using again, this also helps our customers with their overall carbon footprint.



Our in-life account managers analyse customer asset and fleet data to identify trends around utilisation and out of contract spend. This data comes from our operating platform, which holds the cost data, or from the vehicles telemetry system, where we are looking at vehicle usage and driver behaviour patterns that cause out of contract spend.

Once the trends or problem areas are identified, your in-life account manager will formalise a plan to help support changes that will result in cost savings. We track these savings and they are presented at our regular customer review meetings.

Our decarbonisation team work with our pre-life asset specialists to support our customers journey towards a greener fleet operation and, with our support services, we combine insight and availability of charging infrastructure to deliver what our customers need to operate their fleet effectively.

Using telemetry and RFID to drive safety improvements and efficiency

Telemetry is only valuable when somebody is monitoring the data, analysing the impact, and taking actions to lower risk, reduce cost, and improve operational performance.

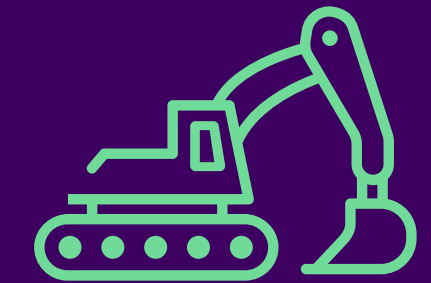
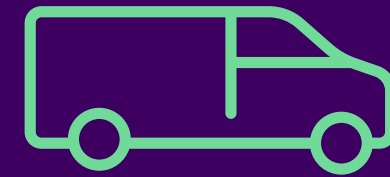
Our experts use the critical data collected from each asset's on-board telematic or RFID device to make clear and actionable recommendations designed to have a tangible impact on the safety, utilisation and efficiency of individual assets and your fleet as a whole.



Fleet policy



Our pre-life asset specialists work with customers to agree a framework around the type of assets that should be available to various operational departments within the customers business. This framework normally includes engagement from fleet, operations, and health and safety, around how the assets are safely used in their working environment.



The total cost of ownership modelling process will determine best value for each type of asset. This is agreed with all stakeholders and we then build a full specification catalogue identifying each asset type that will be used in the business. This has a change control process to minimise build issues and this approach forms part of the fleet policy around how assets are designed, specified, and procured, within the agreed framework.

Our in-life account management team support you in building fleet policy around your in-service fleet. For example, customer review meetings, the frequency and how they are conducted to suit your internal governance, contract performance reporting based on our KPI dashboard approach to meet with your operational requirements, and out of contract spend authorisation limits etc.

We also support customers with things like building specific driver handbooks, risk management policy, driver training, and agree how we can use customer telemetry information within GDPR guidelines to identify problem trends and maximise fleet performance.

We work with our supply chain partners to set up supply and policy in other areas where you may require other support services, such as telemetry, accident management, rental etc. The policy is detailed around governance, authorisation levels, escalation and other necessary controls.

Fleet strategy

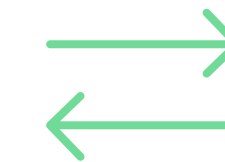


Your account sponsor, working with the account management team, will engage with the customer's stakeholders around the formulation of a mutually agreed fleet strategy that firmly supports the customer's company values and board approved strategic planning that appears in the annual shareholders report, i.e. employee safety, decarbonisation, growth, moving into new markets, supporting the circular economy etc.

These are just some of the areas that will need to be covered off within a comprehensive fleet strategy plan, including governance, budgetary planning, system needs analysis, change implementation, employee needs, and training etc.



Customers looking to transition to asset leasing



We manage asset sale and leaseback transactions on a regular basis, where we purchase owned assets from a customer and lease them back, meaning that we take all the risks away, including residual values and maintenance.

We can also manage customer-owned fleets that are transitioning to leasing from the outright purchase model on a legacy management basis and we replace the old assets with new leased assets when they are due to be replaced.

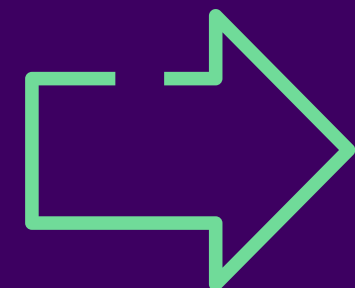
Traditional asset operating models

- Mix of hired and owned assets
- Outright purchase ties up valuable capital in depreciating assets
- Long term hire is expensive
- Lack of focus on asset utilisation, cost control and risk management
- Alternative fuel assets may not fit within the existing operating model

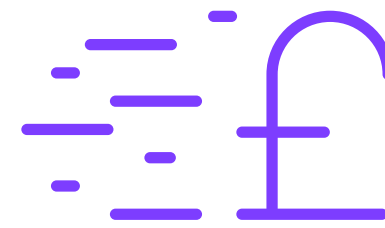
New outsourced asset operating model

- Leasing model (TCO best value)
- Frees up valuable capital
- One way of working and managing assets
- Known costs - managed utilisation and risk management
- Supports transition to new technology alternative fuel assets

New outsourced asset operating model



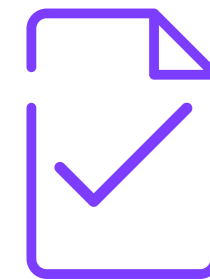
Leasing is more cost effective than long term hire



Valuable business capital released from depreciating assets



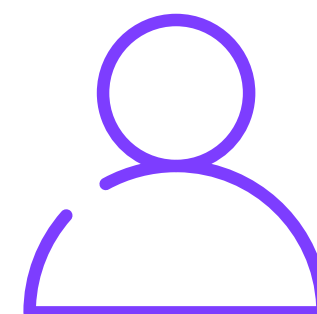
Unified reporting metrics informs better decision making



Consistent management of all assets optimises asset utilisation



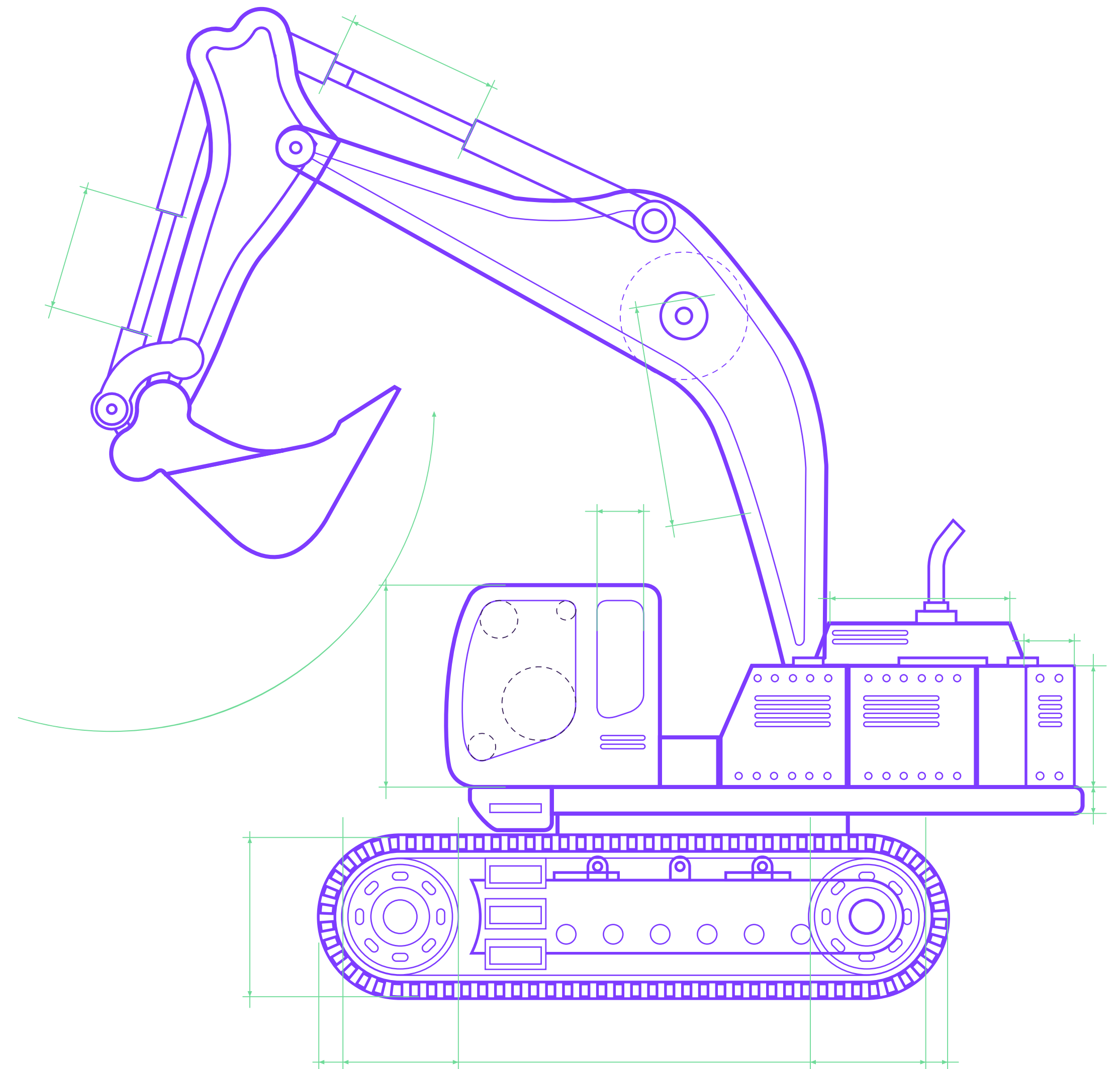
Comprehensive asset management and incident reporting reduces operational risk



Less internal administration and management resource

We offer a comprehensive consultancy programme to help you compare an existing fleet or plant operating model with a new outsourced solution

Let's take a look at an example of a traditional approach that uses customer owned plant assets sourced from a bulk standard plant hire supplier and then compare it with the benefits on offer from a new outsourced plant operating model.



Traditional plant operating models

Owned plant

- Using valuable capital on depreciating plant assets
- What is your true plant utilisation?
- Do you know where all your plant assets are all of the time?
- Are all your plant assets safe and compliant?
- Managing your own disposal process
- Missing out on supplier innovation
- Lack of MI/insight, tracking, or best practice
- Lack of risk management
- No transition partner to support a move to alternative fuels

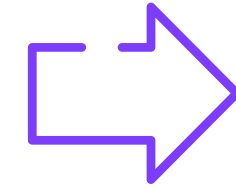
Plant hire supplier

- Transactional approach
- Win tenders based on best tariff pricing
- Added extras (examples: collection/delivery and fuel)
- No supplier innovation
- Lack of MI/insight, tracking, or best practice
- Lack of risk management
- Lack of proactivity around cost saving initiatives
- Always wanting you to increase your spend with them
- Long term hire is more expensive than leasing
- Lack of interest in utilisation of their hired plant, or your owned plant
- Lack of interest in chasing down off-hires (longer hires are better for them)
- No transition partner to support a move to alternative fuels

New outsourced plant operating model

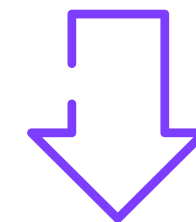
Collaborative approach to integrating our resource within a customer's existing structures

- Fleet - operations - finance
- Health and safety user group
- Asset design - value engineering
- Alternative fuel options
- Alternative fuel infrastructure
- Funding and support
- Best value TCO leasing model
- Lease core long term plant assets
- Supplier framework management
- Tenders - SLAs - KPIs
- Compliance management
- Cost control - utilisation
- Risk management
- Operational account management

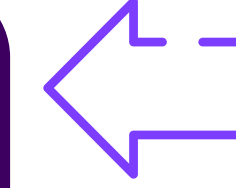


The Benefits

- Consultative, collaborative approach
- Aligned future plant policy and strategy
- Account management framework
- Contract performance management
- One way of working and managing plant
- Compliance and risk management
- Strong operational delivery
- Best value approach
- Frees up valuable capital
- Effective cost control
- Manage all plant suppliers
- Valuable MI/insight reporting
- Alternative fuel transition partner

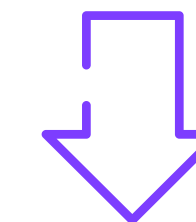


Option to adopt new fully outsourced operating model early through a sale and leaseback



Collaborative approach to integrating our resource to manage existing plant suppliers

- Supplier framework management
- Tenders - SLAs - KPIs
- Plant manufacturers
- Plant hire suppliers
- Manage plant hire bookings
- Off-hires - invoice tariffs - costs

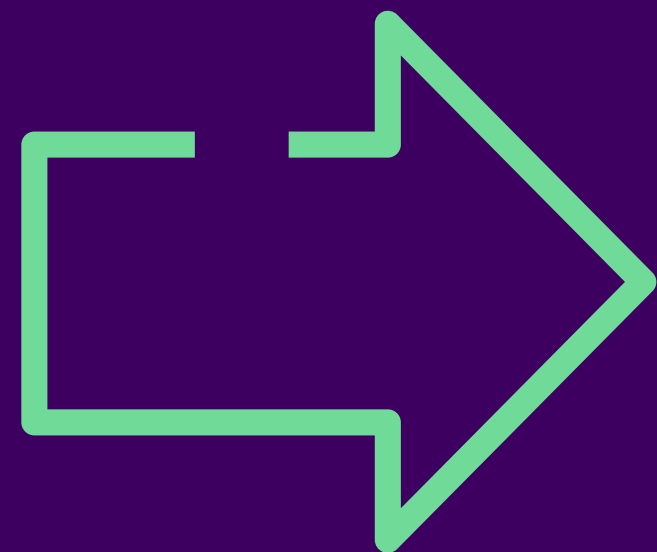


Centralising 3rd party plant supplier management delivers a consolidated view of all plant operations and reduces the amount of internal administrative resource required

Managing all plant suppliers

We manage manufacturer and plant hire provider tender processes to procure assets based on employee safety, best practice, operational efficiency, and best value.

Our procurement team are vastly experienced, and our internal legal team makes sure we have strong terms and conditions in place, including performance KPIs and SLAs for all supplier contracts.



- Consistent management of all plant providers
- Legacy funder asset management
- Novuna Plant Desk
- Centralised reporting
- Demand verification
- Fewer long-term hires
- Invoices checked and validated
- Expert tariff management
- Fewer hire days and lower spend
- Less 'site maverick' spend opportunities
- Reduced internal administration resource
- Expert management of maintenance spend

Any questions?

You can contact our team on **0344 375 5501**
or visit **[NovunaVehicleSolutions.co.uk](https://www.novunavehiclesolutions.co.uk)**

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Tomorrow. Together