

# 2018

# ANNUAL REVIEW



# About the BVRLA

Established in 1967, the British Vehicle Rental & Leasing Association (BVRLA) is the UK trade body for companies engaged in vehicle rental and leasing.

BVRLA membership provides a quality assurance benchmark, reassuring customers that the company they are dealing with adheres to the highest standards of professionalism and fairness.

The association achieves this by maintaining industry standards and regulatory compliance via its mandatory codes of conduct, inspection programme and conciliation service. To support this work, the BVRLA shares information and promotes best practice through its extensive range of training and events.

On behalf of its 950+ members, the BVRLA works with governments, public sector agencies, industry associations and key business influencers across a wide range of road transport, environmental, taxation, technology and finance-related issues.

BVRLA members are responsible for a combined fleet of almost five million cars, vans and trucks, supporting around 465,000 jobs and contributing nearly £49bn to the economy each year.

**BVRLA Fleet Technology Congress 2018**

**Event Sponsors**

- Auto Windscreens
- GEOTAB
- TOMTOM TELEMATICS
- Web Call Group

**Agenda**

- 09:00 The Big Picture: Impact of new technology on the vehicle rental, leasing and automotive sectors
- 10:00 Key trends shaping the wider automotive sector
- 10:30 Coffee Break / An opportunity to visit our sponsors and exhibitors
- 11:00 Lunch / An opportunity to visit our sponsors and exhibitors
- 11:30 Breakfast Session
- 12:30 Lunch / An opportunity to visit our sponsors and exhibitors
- 13:00 Mobility as a Service
- 13:30 Chairman's Closing Comments
- 14:00 Conference Close

**Speakers**

- Gerry Swearsy, Chief Executive, BVRLA
- Paul Carrison, CEO, Transport Systems Catapult
- Matthew Walters, MD, Axi, Powertrain UK Ltd
- Justin Benson, UK Head of Automotive, VWAG
- Chris Kirby, Co-Founder & CEO, TomTom's Journey Ltd
- Jan Wouda, Founder, RUC Car Remanufacturing, LeasePlan Corporation
- Charles Smith, CEO, Colson Management Systems
- Matthew Cauley, UK Fleet Partnership, Insurance & Operations, Driver Adam Lawton, Director, Creative Director, Adborn
- Joseph Khawaja, Partner, J&K Consulting
- Eric Taylor, Head of Future of Mobility, SCV
- Mark Owen, Managing Director at LeasePlan UK
- Visit and explore the home of the Robinson Williams F3 Team

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*91% of members say that the BVRLA provides status and credibility to their organisation.*

2018 Member Survey

# Committee of Management

The Committee of Management is the BVRLA's board of directors, responsible for strategic direction and policy as well as ensuring that the association is run on a sound financial basis.



**Matt Dyer**  
Chairman

With more than 20 years' industry experience, Matt Dyer, Managing Director of LeasePlan UK, is responsible for a business with £150m turnover, £2bn assets and 500 people.

LeasePlan UK serves a broad customer base, including corporate, public sector, SME and a growing retail presence.

Matt has fulfilled several senior roles for LeasePlan, including Commercial Director and Managing Director of LeasePlan International; he has a strong record in delivering commercial growth and strategic change. Matt has also worked abroad, in Belgium and The Netherlands, and has a significant track record in global business.

Prior to joining LeasePlan in 1996, Matt held management roles at Mobil Oil in both sales and procurement; he has also worked for Hewlett Packard.



**Nina Bell**  
Vice Chairman

In her role of Managing Director of Avis Budget Group and Zipcar Northern Region, covering the UK, Norway, Sweden and Denmark, Nina Bell is responsible for the general management of the company's operations and strategic direction, as well as more than 1,800 employees and overseeing revenue generation across all business sectors.

She previously held a number of senior positions in strategy and finance, working at Travelport, a global IT distribution company, where she was Vice President of Market Strategy and Planning, and President of Strategic Programmes. She qualified as a Chartered Accountant with PwC.



**Freddie Aldous**  
1928-2017

**The BVRLA said goodbye to its Honorary Life President, Freddie Aldous, who passed away in December 2017.**

Freddie was an industry pioneer who had a long and illustrious career in the vehicle rental and leasing sectors.

He served as BVRLA Chairman twice, then President and, in later years, as a mark of the industry's respect for him, Honorary Life President.

In recognition of his contribution, the association has named its conference room the Freddie Aldous Room and is introducing the Freddie Aldous Lifetime Achievement Award at the association's Annual Dinner.

<b>Brian Back</b>	BVRLA Honorary Treasurer
<b>David Hosking</b>	Tuskerdirect
<b>Ed Cowell</b>	Fraikin
<b>Gary Smith</b>	Europcar Group UK
<b>Henry Brace</b>	BT Fleet Solutions
<b>Ian Tilbrook</b>	Volkswagen Financial Services
<b>Jon Lawes</b>	Hitachi Capital Vehicle Solutions
<b>Khaled Shahbo</b>	Enterprise Rent-A-Car
<b>Margaret Speirs</b>	Arnold Clark Car & Van Rental
<b>Miguel Cabaca</b>	Arval UK
<b>Nick Brownrigg</b>	Alphabet GB
<b>Peter Cakebread</b>	Marshall Leasing
<b>Peter Collins</b>	MAN Financial Services
<b>Richard Davies</b>	Hertz UK
<b>Tim Buchan</b>	Zenith

# Chairman's Comment

## 2018 has been a year of unprecedented trials for the vehicle rental and leasing industry.

From air quality and electric vehicles to counter-terrorism, connected vehicles and consumer finance, the period has seen BVRLA members getting to grips with a rising number of business-critical issues.

Unsurprisingly, then, it has also been a year of unprecedented activity for the BVRLA. Your association started 2018 with a clear mandate to provide stronger industry representation, a louder voice of influence and a deeper insight into the changes impacting our sector.

I am pleased to report that the last twelve months have seen a real change in our industry's media profile, with more proactive coverage in the national and regional press and on social media.

The association has delivered more than a dozen pieces of original research and insight, much of it providing vital data to underpin our policy asks. Most compelling of all was our updated analysis of the economic impact of vehicle rental and leasing. It now tells the story of an industry that makes a £49bn contribution to the UK economy, supporting over 465,000 jobs and generating £7.6bn in tax revenues each year.

In local Town Hall workshops or in the halls of Westminster our events have been larger, more widely spread across the country, and have involved a wide range of members and other fleet industry stakeholders. 2018 has seen us invited to No 10 to discuss Mobility Credits, and sharing the Zero Emission Vehicle Summit stage with the Prime Minister.

The BVRLA is opening more doors than ever, engaging with politicians, parliamentarians and regulators on a daily basis, developing constructive and ongoing relationships.

As ever, it has been a year of both achievements and setbacks. Nonetheless, I am confident that the BVRLA's increased investment in its research, communications and campaigning activity is already delivering some long-term benefits that extend beyond the life of any one policy issue. The wide range of activities we have undertaken in 2018 are all enhancing our sector's 'political equity' and increasing its ability to influence political and regulatory decisions.

In the pages that follow, I hope we will demonstrate that your association has focused its activities on the issues that matter to you and your business.

The year began with the BVRLA fighting the corner for a rental and leasing sector that was under scrutiny from regulators, politicians and law enforcement. The media was full of stories about our industry's potential fallibility in terms of terrorist 'vehicle-as-a-weapon' attacks' and misselling of motor finance.

The BVRLA has worked closely with the relevant authorities to make sure that they understand how our industry works. It has also published some groundbreaking research into vehicle-based terrorism and updated its governance and training offering. In both areas the vehicle rental and leasing industry's reputation has been enhanced and the threat of regulation has reduced.

In a related development, the association also won a major victory in persuading insurers to 'pool' the risk associated with major motor vehicle-related terrorist claims. The BVRLA continues to engage with the industry to deliver the expected reduction in self-drive hire insurance premiums.

This year has seen a record level of engagement with local authorities. The BVRLA and its members have spent much of the year meeting with fleet

stakeholders and local policymakers to discuss a range of air quality issues and the measures being considered to address them.

The Clean Air Zones that are due to arrive in London, Birmingham, Nottingham, Glasgow, Oxford and a host of other cities in the coming years represent both a threat and an opportunity for BVRLA members and their customers. The threat looms largest for commercial vehicle operators, and the association has worked closely with its colleagues at the RHA, FTA and NFDA to lobby for greater support for truck operators.

Across the UK, the BVRLA's air quality activity has helped demonstrate that vehicle rental, leasing and car clubs will play a vital role in delivering the transition to cleaner urban transport. Each city has its own requirements, but it is essential that we get a robust national framework that gives members the confidence to support businesses and individuals in upgrading to low or zero emission vehicles and changing their transport behaviour.

Regulatory frameworks are essential, as is a fair and well-signposted tax and incentives regime – something that has been sorely lacking in 2018. A 'Perfect Storm' of mismanagement and confusion around the withdrawal of plug-in vehicle incentives, the publication of new company car tax rates and the tax impact of the new WLTP emissions regime is putting the fleet sector under intolerable pressure.

Persuading the government of the need to act – and of the damage from not doing so – has been one of the association's toughest challenges in 2018.

Nonetheless, progress has been made. We have gained unprecedented levels of access to the Treasury this year and have been able to present them with clear, comprehensive and compelling evidence on

what needs to be done. We are hopeful that the tax review announced in the 2018 Budget will be just the start of a more constructive partnership with government that delivers a reliable tax base and a roadmap towards zero-emission motoring.

The BVRLA continues to have one eye on the future, where the most pressing issue is the arrival of the 'mobility services' era and ever-increasing demands to integrate our industry's road transport offerings with other modes.

Mobility as a Service (MaaS) is one of the most over-hyped phrases of recent years, but the concept is high up the agenda of every transport policymaker across the UK, thanks to its promise of reducing congestion, cutting emissions and improving accessibility in cities. Once again, the BVRLA's role is to ensure that the vehicle rental and leasing industry's voice is heard and that members can enjoy a level playing field when it comes to tax and regulation.

Looking back on all this activity, 2018 feels like a year when the BVRLA and its members have gained strength in adversity. By raising its voice, increasing its influence and gaining greater insight, the industry is in a better position than ever to shape its own destiny.

We thank you for your support and look forward to continuing our work in 2019.



**Matt Dyer, BVRLA Chairman  
and Managing Director of LeasePlan UK**



# Chief Executive's Foreword

**In December 2017 the BVRLA launched its first-ever Three-Year Plan, outlining our key strategic priorities and committing the largest financial investment the association has seen in its 50 year history.**

Twelve months on, many of these investments are now in place and have enabled us to scale up both our operations and our effectiveness. We have now updated our plan to emphasise the strategic priorities we will be using to evaluate our activities and progress.

We will be focused on delivering a supportive regulatory and economic environment that helps members grow their businesses.

We will enhance the brand and reputation of the BVRLA and its members by setting a benchmark for compliance, sustainability, security and customer service.

Finally, we want our members to lead the transition to 'future mobility' and will help them to embrace new technology and innovation so that they can help the UK tackle its transport challenges.

It is vital that we increase our capabilities and ambition as we continue to serve the needs of a large and diverse group of members. I am delighted to report that the BVRLA bucked the trend of many trade associations by growing its membership again over the last twelve months. We now have over 950 vehicle rental, leasing and car club members, who own and operate a combined fleet size of nearly five million cars, vans and trucks.

This is not just an endorsement of the work of the BVRLA. It also reflects the growing trend from vehicle ownership to usership and the increased 'consumerisation' of our industry.

As the popularity of transport as-a-service increases, members sign-up with us because they need an organisation that provides reliable market insight and can explain the needs of their evolving business models to policymakers. As our industry faces an increasing media and regulatory spotlight, it is more important than ever that it comes together and demonstrates that it sets and maintains the highest standards.

This is where our strategic priorities come from, and this is where we are investing for the future.

We have welcomed three new staff to our policy and communications teams this year and retained the services of two external public affairs agencies. These additions have provided much-needed expertise, capacity, contacts and creative input on a range of vital campaign areas, helping us to put on our biggest-ever Parliamentary Reception, a series of regional air quality roundtables and a workshop on the future of Motoring Taxation.

2018 also saw us expand our research budget with the aim of providing greater insight into the trends shaping the rental and leasing market and more evidence to support our lobbying. Recent highlights include our latest report on the Economic Impact of the Vehicle Rental and Leasing Sector and our Fleet Sustainability Credentials, which are already helping to demonstrate the vital role BVRLA members will play in tackling air quality issues. Behind the scenes, we have been working with members to crunch the numbers on company car tax, producing vital new data that shows how this sector is over-taxed and under-appreciated for the role it plays in driving uptake of low-emission vehicles.

Maintaining and demonstrating high levels of customer service and regulatory compliance is a priority for every member, and the BVRLA

continues to increase its value proposition in this area. Our government-approved Alternative Dispute Resolution service has experienced another record year that saw it deal with more than 4,000 complaints on behalf of members and their customers, from across the UK and Europe.

As the leasing broker sector continues to grow, so has our inspection process, which now features a full-day audit that provides a thorough assessment against FCA compliance. In 2018 the association carried out more than 450 audits of rental and leasing broker members, providing invaluable feedback that can be fed back to participants and used to raise industry standards.

Much of the feedback now gets incorporated into our learning and development activities, which have also made significant progress this year. Our e-Learning platform recently welcomed its 1,000th subscriber and continues to bring affordable and convenient compliance training to members across a range of topics, including fraud avoidance, counter-terrorism, safeguarding the vulnerable and data protection.

The growth of our e-Learning platform is a partial reflection of the difficulty many members, particularly SMEs, face in spending time away from the office or branch. We have welcomed record numbers of people to our forums and conferences this year, but our range of free topical webinars have had a particularly big impact. Almost a thousand of you have registered for our Budget, counter-terrorism and GDPR webinars this year, with a similar number catching up via our growing YouTube channel.

Digital investments are driving huge levels of innovation across our industry and the BVRLA is no different. Our newly updated, GDPR-compliant CRM

system is now integrated with our new website. As a result, our content and communications are more mobile-friendly, dynamic, and easy to find and consume.

We are aware that, from a member communications perspective, one size does not fit all. A key benefit of this investment is that we are now able to deliver more personalised information that fits your profiles and business needs.

Your needs continue to drive the decisions we make. Our latest Member Survey was our largest and most comprehensive yet, with more than 500 responses from over 280 different companies. We have summarised the results throughout this Annual Review. Please rest assured that we are already digesting this feedback and using it to guide our plans for the years ahead.

Whether you are responding to our surveys, attending our events or participating in one of our committees and workshops, your contributions are more vital than ever as we negotiate an increasingly uncertain political and economic landscape.

We thank you for this support and look forward to working with you in 2019.



**Gerry Keaney, Chief Executive.**





# The Value of Membership

BVRLA membership represents a mark of quality and professionalism, providing members' customers with the reassurance that they are dealing with a company that meets the highest industry standards.

From small and medium-sized businesses to large PLCs, the BVRLA welcomes all those who are committed to delivering excellence.



## Industry Representation

The BVRLA works with members, partners and advocates to actively lobby policymakers and regulators in the best interest of the industry, mitigating the risk of over-regulation, anti-competitive behaviour or detrimental policymaking that could adversely affect the vehicle rental, leasing and fleet sectors.



## Developing Skills

Via a combination of free and paid-for webinars, e-learning modules, guidance documents, training courses, forums, seminars and conferences, the BVRLA helps members to develop skills across their organisations, building capability and driving high standards of service.



## Knowledge Sharing

The BVRLA informs, advises and updates members on the latest industry news, insights and developments via a series of regular communications, including published guidance, weekly email updates, daily social media posts and regular face-to-face engagement opportunities.



## Dispute Resolution

Since 2016, the BVRLA has provided a government-approved Alternative Dispute Resolution Service (ADR) giving added reassurance to members and their customers that they have somewhere to go should they find themselves unable to satisfactorily resolve a dispute directly.



## Reputation Enhancing

By adhering to best practice and delivering the highest industry standards, BVRLA members can differentiate themselves from others, assuring customers that they are dealing with a professional company who is subject to regular inspection and adheres to the BVRLA's mandatory Code of Conduct.

121  
organisations joined  
the BVRLA family  
during 2018\*

\* Figures as at 19 November 2018



# 70%

## would recommend the BVRLA

2018 Member Survey



### Customer Qualification

The BVRLA RISC Database provides members with the added reassurance that the person they are renting or leasing a vehicle to does not pose a risk. With over 8,000 individuals and companies previously identified as 'problem customers', this check is invaluable to the customer qualification process.



### Legal Documentation

The BVRLA provides members with VE103B Certificates to issue to customers taking rental or leased vehicles abroad. Having this legally required document to prove ownership ensures that the vehicle does not get refused at the border, or, worse still, impounded.



### Get involved...

To find out more about joining the BVRLA family, contact [membership@bvrla.co.uk](mailto:membership@bvrla.co.uk).



Membership was made easy  
and we felt welcomed.

2018 Member Survey



# Members' Views

The 2018 Annual Members Survey canvassed the opinions of over 5,000 individuals from across all sectors of membership to gain valuable insight into members' views. These views and opinions enable the BVRLA to understand members' priorities, which informs where the association's resources and services should be focussed in the year ahead.


“As a small operator I am very happy. When I have called for advice, I felt supported.”

**70%**  
would  
recommend  
the BVRLA  
2018 Member Survey

# The Value of Membership

What members consider to be the TOP 5 most important benefits of membership:

 **91%** Status and Credibility

 **87%**  
Voice of  
the Industry

 **87%**  
Information  
and Advice






 **78%** Training & Events

 **68%** Conciliation Service

**“The BVRLA is an industry body I can trust. A great reputation.”**  
2018 Member Survey

## The important issues

What members consider to be the TOP 5 policy areas for the BVRLA to focus on in 2019:

-  **62% Economy / Brexit**
-  **48% Regulation**
-  **43% Taxation**
-  **41% Environmental**
-  **30% Vehicle Technology**

# Government Engagement

The BVRLA has been actively campaigning the UK government on behalf of the industry to ensure that regulation and legislation affecting members is fair and supportive of commercial growth.

During 2018, the BVRLA has grown its internal policy and communications teams and enlisted the support of specialist public affairs agencies *WA Communications* and *Tendo* to strengthen the association's ability to be a louder voice of influence amongst policymakers and influencers.

## Air Quality

### Parliamentarians support BVRLA Plug-in-Pledge

30 MPs and Peers joined over 100 BVRLA members and guests at a Parliamentary Summer Reception in the House of Commons to launch the BVRLA 'Plug-in Pledge', outlining the vehicle rental and leasing sector's commitment to increasing its annual purchase of new plug-in vehicles from 17,000 to 300,000 per year.

Whilst at the reception, MPs and Peers added their names in support of the Pledge and took the opportunity to voice their appreciation for the leading role BVRLA members are taking in the drive to improve air quality. Since the event, around 45 Parliamentarians have pledged their support.

“The coming decades are expected to be transformative for our motor industry, our national infrastructure and the way we travel... We want to work in partnership with industry and businesses to make these shared ambitions a reality, so we welcome the commitment made by the BVRLA today.

Transport Minister Jesse Norman MP,  
July 2018



**BVRLA**  
**Our Plug-in Pledge**  
720,000  
by 2025

By 2025, the UK rental and leasing sector will increase its annual purchase of new plug-in vehicles from **17,000** to **300,000** per year. The industry's share of annual plug-in hybrid and pure EV registrations will rise from 36% to 60%. As a result, BVRLA members' total plug-in fleet will rise during this period, from **50,000** vehicles today to **720,000** in 2025.

[bvrla.co.uk](http://bvrla.co.uk)

**BVRLA**  
**Our Policy Asks**

We call on the government to support fleets in their drive to improve air quality through the rapid take-up of plug-in electric vehicles.

- Bring forward **plug-in company car tax incentives** now and not in 2020
- Provide a **five-year commitment** on plug-in vehicle incentives
- Offer **more infrastructure support** for businesses looking to deploy large plug-in fleets

[bvrla.co.uk](http://bvrla.co.uk)

# 94%

of members say the BVRLA is an important voice for the industry

2018 Member Survey

Top 3 most campaigned policy areas in 2018:

1. Taxation



2. Air Quality



3. Vehicle Terrorism



**Position Paper**  
October update  
**Air Quality**

**Position Paper**  
October update  
**Vehicle Terrorism**

**Position Paper**  
October update  
**Taxation**

39

meetings with Ministers, MPs and Select Committees during 2018

## Security



### BVRLA protects the rental sector by helping to secure Motor Insurance Bureau 'YES VOTE'

In July 2018, the Motor Insurance Bureau (MIB) announced that UK motor insurers have voted for MIB to handle and pay the claims from victims involved in a terrorist event where a vehicle is used to kill or injure.

This was a huge success for the BVRLA, which had been lobbying on the issue following a spate of terrorist attacks involving rental vehicles.

“ We are delighted that the motor insurance market has agreed to mutualise this risk instead of leaving individual insurers to carry the risks associated with motor claims arising from terrorist attacks. This provides much needed reassurance for the vehicle rental industry. ”

Gerry Keaney

81

meetings with Government officials and Special Advisers in 2018

25

Parliamentary Questions were put to ministers by MPs on behalf of the BVRLA during 2018

8

MPs supported a BVRLA priority in Parliamentary Debates during 2018

“ I should thank all those involved in the sector for their advice and briefings since last June for the various meetings and events – the BVRLA and Thrifty are just the latest two. ”

Neil Coyle MP, Counter Terrorism and Border Security Public Bill Committee hearing, July 2018



# Regional Engagement

During 2018, the BVRLA has been working with members, trainers, local authorities, trade media and other industry bodies, helping to develop knowledge and skills and taking the voice of the industry out to regional policymakers.

## Air Quality



### Regional Clean Air Zone roundtables

The BVRLA has hosted a series of regional roundtable discussions on the topic of CAZs in partnership with the Energy Saving Trust, Fleet News and ACFO. Each of these events brought local authority representatives from Leeds, Nottingham, Derby, Birmingham and Glasgow together with local businesses, fleet managers and BVRLA members to enable discussions on the potential impact of these zones.

A total of 38 individual local businesses and members attended the regional roundtables, representing public services such as NHS Trusts and police forces, through to utility providers and commercial groups. All of the roundtables produced very positive feedback from council members, officials and participating members. The discussions also provided invaluable insights which have supported the formulation of a set of key recommendations from the association on this topic.



This roundtable event will give us a perfect platform to stimulate some great discussion and no doubt provide us with plenty of information to include in our proposal to government.

Councillor Lucinda Yeadon,  
Leeds City Council



## BVRLA Training & Accreditation in the Regions



- IMI Rental Operator Skills Certificate
- Introduction to the Daily Rental Industry
- IMI Technical Customer Service Staff (Level 3)
- IMI Technical Customer Service Staff (Level 2)
- Customer Service Workshop
- Driving Skills and Knowledge
- BVRLA Fair Wear and Tear Training
- GDPR Workshop
- Introduction to the Vehicle Fleet Industry
- NLP Skills for Effective Selling
- Project Griffin – Counter-Terrorism Workshop
- Selling Contract Hire
- Certificate in Fleet Management

## BVRLA Conferences



- Fleet Technology Congress
- Industry Outlook Conference

“Regional forums have been very helpful.”

2018 Member Survey

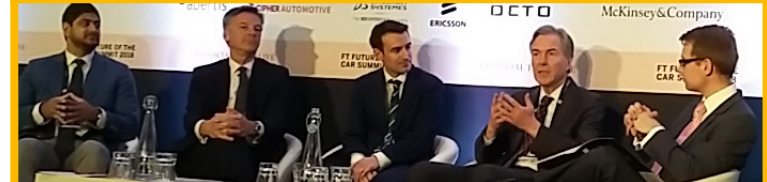


### BVRLA Forums



- > Asset Management and Risk Control
- > Leasing Broker
- > Residual Value and Remarketing
- > Technical and Operational Management

### BVRLA industry experts are guest speakers



- > FT Future of the Car Summit
- > Zero-Emission Vehicle Summit
- > London Automotive Forum
- > Resolution Foundation Future Mobility Event
- > BT Fleet Summit
- > Intelligent Mobility Conference
- > Tech Xclerate Urban Mobility Summit
- > ICFM Conference
- > ACFO Annual Conference
- > Low CVP Conference
- > Energy Saving Trust Air Quality Summit

### BVRLA Roundtables



- > Clean Air Zone roundtables



#### Get involved...

To find out more about the BVRLA's planned regional engagement opportunities, contact [events@bvrla.co.uk](mailto:events@bvrla.co.uk).

# Communications

In addition to increasing the amount of content published via the media and the association's own platforms, the BVRLA has increased the reach of its communications by expanding the range of channels used to include members' own channels and government-owned channels. This has enabled the association to reach more people across a broader range of target audiences.

## Member communications

The *BVRLA Weekly Update* and the association's bimonthly newsletter, *BVRLA News*, provide members with regular updates to ensure that they are kept informed of any news, developments and regulatory changes affecting the industry, as well as the latest news on the association's activities.



291

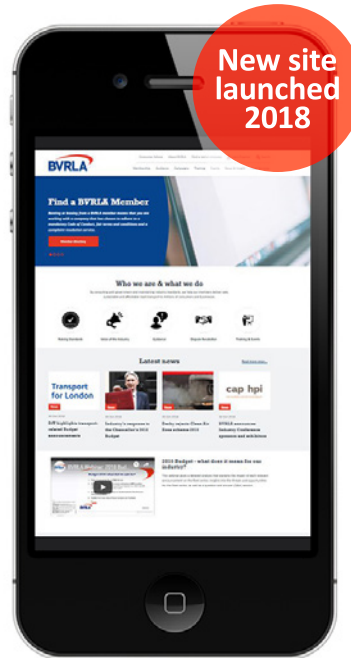
individual news stories published in *Weekly Updates* during 2018

During 2018, the BVRLA has started to publish *BVRLA News* on members' intranets to help keep employees informed of the latest news from the association.



## Digital and social

The BVRLA has made a significant investment into the development of a new improved website. Launched in December 2018, the site includes enhanced functionality for members, more consumer-facing content and provides a better user-experience for all who use *bvrla.co.uk* as a key information resource.



BVRLA Twitter followers, up

17%



BVRLA LinkedIn followers, up

20%

## Corporate communications

The BVRLA produces two annual corporate publications: The *Annual Review* provides an overview of the association's deliverables at the year-end and the *Annual Report* publishes the association's statutory financial statement. In 2018, the association also launched a new corporate communications product, the *BVRLA Three-Year Plan*, which focuses on setting out the association's strategic priorities for the year ahead.





# Media & PR

2018 saw the association receiving unprecedented levels of national, regional and trade media coverage online, on TV and in print. This increased exposure of the BVRLA brand has helped to bring the association's voice of influence to a broader audience.

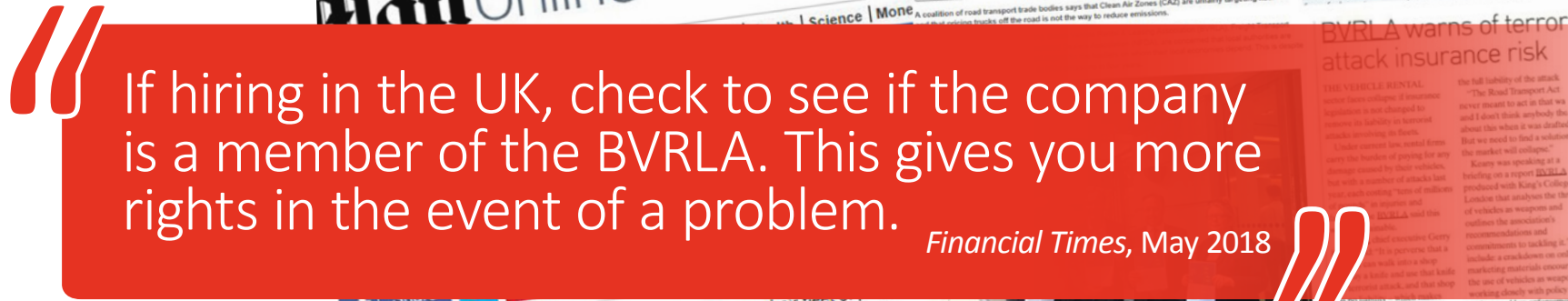
40 press releases issued during 2018

uplift in BVRLA media coverage during 2018 37%

Stories relating to regional Clean Air Zones, the BVRLA Plug-in-Pledge, company car tax, motor finance and vehicle terrorism were all of interest to the mainstream media. The issuing of several consumer advice pieces also led to coverage relating to taking vehicles abroad, leasing scams and what to do in the event of a dispute with a rental or leasing company.

By adopting a proactive PR strategy, the BVRLA has often led the news agenda, building awareness of, and advocacy for, the association's lobbying work as well as promoting the benefits of using a BVRLA member.

\* All figures as at 23 November 2018



# 21

individual research & insight projects delivered during 2018

## Research & Insight

During 2018 the BVRLA carried out more research projects than ever before, delivering against the commitment in the Three-Year Plan to increase the research budget, collate more data and develop deeper industry insights to strengthen its evidence-based lobbying.

The association produced regular sector-specific reports and conducted research activity focusing on a range of business and policy areas.

2018 saw significant investment being made to build deeper industry insight across the rental sector. Four policy areas were also studied in-depth:

### 1. Economy



### 2. Taxation



### 3. Air Quality



### 4. Vehicle Terrorism



The BVRLA increased its research budget by 70% during 2018.

The BVRLA worked with several specialist business research organisations and academics during 2018, some producing independent reports and others working in association with the BVRLA on collaborative projects. The BVRLA's in-house research function also conducted in-house surveys and desktop research.

## Research & Insight



### Research activity carried out in 2018:

1. BiK Tax Research
2. Business Mileage Analysis
3. CAZ-awareness YouGov Poll
4. CV Informer
5. Economic Impact Report
6. Half-yearly Leasing Broker Research
7. Industry Outlook 2019
8. Member Fleet Analysis
9. Member Survey
10. Members' Air Quality Credentials
11. Quarterly Leasing Survey
12. Rental Customer Research
13. Rental Market Sizing
14. Rental Operator Study
15. The Company Car Market
16. VAT Derogation YouGov Poll
17. Vehicles as Weapons Threat Assessment

## Economy



### The Economic Impact of the Motor Vehicle Rental & Leasing Industry

The BVRLA commissioned respected research organisation Oxford Economics to independently analyse the impact the vehicle rental and leasing industry has on the UK economy. The 32-page report, which published in July 2018, revealed that the activities of the vehicle rental and leasing industry contribute around £49bn per year to the UK economy, support over 465,000 jobs and generate £7.6bn in taxation annually.

It also showed that rental and leasing companies spent an estimated £30bn on buying over 1.8 million vehicles in 2017, which included £5.4bn spent on 304,000 UK-assembled cars, vans and trucks. This means that they were responsible for 83% of all vehicles assembled in the UK which were sold domestically.

The report also included a regional economic picture, showing the largest regional contribution to GDP coming from the South East. Relative to the size of the economy in each of the countries and nine English regions, the industry made the largest contribution in the North East and Northern Ireland. In terms of jobs, the industry's biggest impact came in the West Midlands, where it supported 55,100 jobs, and the North West, where it supported 53,800.



“ This report underlines the role that rental and leasing plays in the UK economy. The industry will play a crucial role in delivering the UK's transition to connected, autonomous and zero-emission road transport in the years ahead.

Gerry Keaney





# Compliance & Advice

During 2018, the BVRLA has continued to work closely with the AA and Consumer Credit Advisory Service (CCAS) to carry out regular compliance audits across new and existing member organisations throughout the UK.

The BVRLA audit regime forms part of the association's wider governance programme to ensure that members are adhering to the highest industry standards and, during 2018, the audits have been strengthened to provide a more in-depth, robust assessment of processes, procedures and standards.

A combination of desktop audits and on-site visits verify that members are adhering to the association's Code of Conduct and are meeting their regulatory obligations. Advice and guidance are provided to address any shortcomings, ensuring that best practice is met and standards are raised.

500  
BVRLA new and  
existing member  
inspections carried out  
during 2018

The BVRLA 360° governance programme raises standards	
	<b>BVRLA conciliation service...</b> is a government-approved Alternative Dispute Resolution service available free to members and their customers who find themselves unable to resolve a dispute directly. By highlighting trends and emerging issues, the conciliation service alerts members of areas of concern and works with the BVRLA inspection team to consider what more can be done to improve standards and help to deliver a better customer experience.
	<b>BVRLA inspection programme...</b> is an ongoing programme designed to ensure that members are meeting the appropriate standards in line with the Code of Conduct and regulatory requirements. The inspection regime consists of desktop audits and on-site visits. A post-inspection report provides advice and guidance on steps to take to make necessary improvements where needed, to get ready for delivering the highest industry standards.
	<b>BVRLA advice, guidance and training...</b> is available for members to help build corporate knowledge, develop employees' skills and ensure compliance with industry best-practice. The association supports members via a range of tools including telephone advice, factsheets, guidance documents and a wide range of learning and development resources, including an e-Learning Platform, forums, training courses, seminars, webinars and conferences.
The BVRLA Code of Conduct sets the standard	

The BVRLA compliance team works closely with colleagues in policy, communications, dispute resolution and training to ensure that members are kept informed of any issues and regulatory or legislative changes affecting the industry.

The association also issues VE103 certificates to members, enabling their customers to meet their legal obligations when taking vehicles abroad.

64,778  
VE103B certificates  
issued during 2018

## Regulation & Compliance

### Enhanced audit regime launched in 2018

Driven by members' feedback, the BVRLA introduced a new, tougher, audit regime during 2018. With the support of committee members, the decision was taken to introduce two new initiatives to enhance and strengthen the value and effectiveness of the inspection regime.

The rental inspection regime became more robust with the introduction of unannounced visits, a deeper-dive inspection and an improved feedback report.

The leasing broker inspection regime was also enhanced by introducing:

1. **Full day inspections** to allow time for looking at members' compliance monitoring and sales processes, providing a deeper-dive enhanced inspection.
2. **More detailed interviews** with senior management and other relevant members of staff as part of the inspection to test their understanding of regulatory requirements.
3. **A revised 'Get Well' process** which may subject members to a further remote desktop review if needed to support the member's implementation of mandatory polices and registers.



It was a good process to go through which I believe will help... any leasing broker's business. My advice is to embrace the BVRLA inspection, learn from it and use it to fill any knowledge gaps.



2018 Leasing Broker Member

“ The audit resulted in some extremely valuable advice. Great at giving advice on difficult questions.

2018 Member Survey ”

68,000 +  
Fair Wear & Tear Guides  
issued during 2018



Over 5,000  
requests for advice answered  
during 2018

93%

of BVRLA  
members  
consider information  
& advice to be an  
important benefit  
of membership

BVRLA Member Survey

“ The health-check visit was very interactive, and recommendations made were on point.

2018 Member Survey ”

# 73%

of members consider the BVRLA dispute resolution service to be important to them

2018 Member Survey

## Dispute Resolution

The BVRLA's government-approved Alternative Dispute Resolution (ADR) service provides members' customers with the added reassurance of knowing that they have somewhere to go should they need to escalate a complaint that has not been resolved directly.

Once internal complaints processes have been exhausted, members' customers can escalate the matter to the BVRLA free-of-charge, for independent adjudication. The reassurance of knowing that this service is available can incentivise customers to prefer a BVRLA member when deciding which company to use to rent or lease a vehicle.

The ADR is not only a valuable member benefit, it is also a key part of the wider BVRLA governance programme, helping the association to keep abreast of any emerging issues and trends that may require addressing through additional industry training or guidance.

# 20 days

was the average time taken to conclude cases during 2018

The BVRLA encourages members to welcome feedback from customers, as that is what drives a culture of continuous improvement and ultimately makes for a better customer experience.

I am very impressed by how quickly and efficiently your department has handled my complaint.

*A member's customer 2018*

# 2,100

cases handled during 2018

Demand for the ADR has increased by almost a third during 2018, driven largely by the continued increase in personal contract hire (PCH) and there being a greater awareness of the service. Mainstream media and consumer advice outlets have been actively encouraging consumers to do business with companies that provide an ADR, as this gives consumers more rights. The BVRLA welcomes this and has expanded the ADR team to ensure that service levels can continue to be met.



### The European Car Rental Conciliation Service (ECRCS)

The ECRCS has been run by the BVRLA on behalf of Leaseurope in Brussels for the past eight years. The service helps customers with unresolved complaints concerning cross-border vehicle rentals within Europe. Member organisations include Alamo, Avis, Budget, Enterprise, Europcar, Firefly, Hertz, National and Sixt.

# 1,700

ECRCS cases handled during 2018

“ Thank you. It is reassuring to see that consumers still have options to defend their interests. ”  
*A member's customer 2018*

“ You provide an excellent service. Thank you! ”

## Regulation & Compliance



### Customer qualification

The BVRLA RISC Database holds the details of over 8,000 individuals and companies who have been identified as posing a potential risk, due to having previously failed to comply with the terms and conditions of a rental or lease contract.

Members can access the BVRLA RISC Database as part of the customer qualification process, to help protect the asset, mitigate the risk of releasing a vehicle to the wrong person and avoid future dispute.

# Over 2,200

new records added to the BVRLA RISC Database during 2018



## Key annual events...

The BVRLA hosted a wide range of different events during 2018, including forums, webinars, roundtables and the association's four flagship annual events.

Around 300 industry leaders convened at this year's two annual conferences to hear expert views and opinion on a range of subjects affecting the industry.

**JULY**

### Fleet Technology Congress

Technology was the focus of the day, with specialists sharing views and opinions on issues such as the future of electric motoring, understanding connectivity and vehicle data, and mobility as a service.

**DECEMBER**

### Industry Outlook Conference

Keeping an eye on the year ahead, industry experts shared their views on what they consider will be the hot topics affecting the industry in the year ahead. Presentations, panel debates, breakaway discussions and networking with industry colleagues form part of the day.

“The Parliamentary Reception in the summer was great.”

**JULY**

### Parliamentary Reception

Around 100 BVRLA members and guests were joined by 30 MPs and Peers at the House of Commons, where the association unveiled its Plug-in Pledge, reinforcing the industry's commitment to driving the uptake of electric vehicles.

“The best way to get a true understanding of the changing landscape in increasingly challenging times.”

“I came away energised about strategy and with a great overview of what issues are important in the industry now and in the future.”

**52%**  
annual increase in  
event attendance  
during 2018

**27**  
BVRLA events  
hosted during 2018



**MARCH**

## Annual Dinner

941 tickets sold for the association's Annual Dinner. The industry's most illustrious social gathering was a huge success, with guests enjoying the London Hilton's fantastic food – whilst stand-up comedian and TV panel show star Katherine Ryan kept everybody entertained.

“The evening was excellent. My colleagues and guests had a super time.”

### Get involved...

To find out more about how you can attend, sponsor, exhibit or speak at a BVRLA event, contact [events@bvrla.co.uk](mailto:events@bvrla.co.uk).



“More members than ever before attended a BVRLA event in 2018.”

# Professional Development

The BVRLA delivered a record number of training and professional development opportunities during 2018, enhancing the skills and knowledge of employees across all core membership sectors, helping to build capability, raise standards and support member compliance.

The association has made learning even more accessible to a broader range of individuals by offering formal classroom training, group knowledge-sharing and remote distance-learning opportunities.

Via a combination of free and paid-for webinars, e-learning modules, guidance documents, training courses, forums, seminars and conferences, the BVRLA encourages members to promote a culture of continuous professional development.



**10,856**  
CPD hours delivered by the BVRLA during 2018

**45**  
BVRLA training courses delivered in 2018

“Every person working in the industry should go on the BVRLA Fair Wear & Tear training course. Excellent.”

2018 Course Delegate

**78%**  
of members consider training and events to be important to them  
2018 Member Survey

The BVRLA Fair Wear & Tear training course was the most popular course during 2018, closely followed by the counter-terrorism awareness course.



individual users registered for e-learning in 2018

1,025

40

new e-learning modules launched in 2018

1,456

individuals have tuned into a BVRLA webinar during 2018



**Get involved...**

To find out more about the BVRLA's learning and professional development opportunities, contact [training@bvrla.co.uk](mailto:training@bvrla.co.uk).

**Learning & Development**



The flexibility and cost-effectiveness of learning remotely via the BVRLA e-Learning Platform and the association's series of webinars have made these two methods of learning the most popular during 2018.

**Webinars**

During 2018, the BVRLA ran eight live webinars covering a range of subjects including customer service, GDPR, treating customers fairly, conflicts of interest and incentives, commissions and remuneration, counter-terrorism awareness, leasing broker audit programme and 2018 post-Budget analysis.

“ 2018 post-Budget analysis webinar attracted unprecedented numbers of attendees with 236 tuning in live. ”

**e-learning**

During 2018, four new packages were launched. Two tailored for leasing broker members and two for rental and commercial vehicle members. Each package contains ten learning modules providing generic and sector-specific governance and compliance training to meet the requirements of the Financial Conduct Authority, funders and the BVRLA Code of Conduct.

“ The BVRLA e-learning portal definitely helps demonstrate that we are taking compliance seriously. ”

Leasing Broker Member,  
Select Car Leasing

BVRLA e-Learning Platform, developed in partnership with:



# Working Groups

During 2018, the BVRLA hosted nine different working groups, providing specialists from across member organisations with the opportunity to come together to discuss a particular issue affecting the industry. Members from across all sectors, and from businesses of all sizes took part.

150  
individuals  
attended a  
BVRLA working  
group in 2018



“Plenty of interaction in many forms during 2018.”

2018 Member Survey

62%  
of members  
feel involved  
with the BVRLA

Specialists from a cross-section of member organisations took part in one or more of the BVRLA's Working Groups, focusing on business-critical issues relating to:

- > Brexit
- > Compliance
- > Customer Service
- > Fair Wear & Tear
- > Future Mobility
- > Motor Finance
- > Motor Insurance
- > Public Affairs
- > Taxation

The BVRLA and its members also took part in a Vehicle Terrorism Working Group, hosted by the Department for Transport, to ensure that the views of the sector were considered by policymakers looking to mitigate the risk of rental vehicles being used as weapons in terrorist attacks.

**45**  
organisations took part in  
9 BVRLA Working Groups  
during 2018

## Taxation

The Tax Advisory Working Group has been established to bring together tax specialists from a cross-section of member organisations, who convene quarterly to discuss and consider the impact of future taxation issues affecting the industry.

During 2018, the group has helped to shape the BVRLA tax-related policy asks in areas such as Company Car Tax and Vehicle Excise Duty, and was instrumental in influencing the decision to invest in a market survey to build an evidence-based case to persuade policymakers of the benefits of having a fairer company car tax regime.

The group also formulates and distributes general advice and provides clarity on key tax issues affecting members and monitors legislative and tax policy proposals within the UK and EU.



## Get involved...

Working Groups meet two, three or four times a year in Amersham. To express an interest in taking part in any of the groups, contact [rachael@bvrla.co.uk](mailto:rachael@bvrla.co.uk).



# Residual Value and Remarketing Committee

The RVR Committee consists of member representatives from the rental, leasing and fleet sectors who focus on issues relating to the residual value of vehicles and resale as part of the de-fleet process.

“ RVR Forums are excellent. ”  
2018 Member Survey



**Malcolm Fryer**  
Committee Chairman  
and Head of Remarketing,  
Avis Budget UK

## Committee Members:

<b>Andy Hartley</b>	Lex Autolease
<b>Antony Martin</b>	Zenith
<b>Brian Hinshelwood</b>	Marshall Leasing
<b>Chris Neal</b>	Enterprise Rent-A-Car
<b>David Chapple</b>	Europcar
<b>Gareth Gailes-Webb</b>	ALD Automotive
<b>Greg Wood</b>	Motability Operations
<b>Ian Gosling</b>	Arval UK
<b>Jim McNally</b>	Volkswagen Financial Services
<b>Lee Hamlett</b>	Inchcape Fleet Solutions
<b>Leigh Merry</b>	Hitachi Capital Vehicle Solutions
<b>Malcolm Fryer</b>	Avis Budget UK
<b>Neal Coleman</b>	Alphabet GB
<b>Paul Titchmarsh</b>	JCT600 Contracts
<b>Steve Jones</b>	LeasePlan UK

## Objectives:

- Determine the content of the Residual Value and Remarketing Forum, which takes place three times a year.
- Identify and address the key remarketing and vehicle residual values issues.
- Comment on current and future legislative issues affecting remarketing and residual values.
- Creating the environment for members to establish and share industry best practice in areas such as vehicle disposal and vehicle collection, and develop suitable training programmes where gaps are identified.
- Assess economic forecasts and implications of fiscal policy changes that would impact upon the future value of vehicles.

One of the main areas of work currently being undertaken by the committee is around air quality and the impact the various regional proposals being considered could have on residual values for diesel vehicles.

Other areas we have been looking at in 2018 include best practice around data deletion from vehicles at end of rental and lease, a review of the car fair wear and tear guide, remarketing messages for electric vehicles, and discussion of the ASA ruling with regards to the selling of ex-rental and leased vehicles.

## Get involved...

This committee meets three times a year in Amersham. To express an interest in taking part or to find out more about attending one of the three annual regional RVR Forums, contact [events@bvrla.co.uk](mailto:events@bvrla.co.uk).



# Technical and Operational Management Committee

The TOM Committee consists of member representatives from the rental, leasing and fleet sectors who have an interest in new technologies and innovations affecting operational effectiveness.

“informative with plenty of interesting topics covered.”

2018 Member Survey



**Dave Tanner**  
Committee Chairman  
and Operations Manager,  
Lex Autolease

## Committee Members:

<b>Antony Martin</b>	Zenith
<b>Chris Joyce</b>	Fleet Hire
<b>Cliff Irvine</b>	Hertz UK
<b>Craig Andrews</b>	Arval UK
<b>Darren Adams</b>	Hitachi Capital Vehicle Solutions
<b>Dave Tanner</b>	Lex Autolease
<b>Kit Wisdom</b>	Tusker
<b>Mark Hammond</b>	TCH Leasing
<b>Martin Brown</b>	Marshall Leasing
<b>Neil Dixon</b>	LeasePlan UK
<b>Phil Turle</b>	ALD Automotive

## Objectives:

- Determine the content of the BVRLA Technical and Operational Management Forum, which takes place three times a year.
- Stimulate discussion and debate on issues relating to vehicle service and repair, as well as vehicle and contract administration.
- Improve communications between vehicle manufacturers, suppliers, service providers and BVRLA members.
- Promote best practice and administration improvements to provide added protection for members under their ‘duty of care’ responsibilities.
- Discuss and review impending legislation to protect BVRLA members’ interests and promote benefit to the supply chain.
- Continue to develop professional standards in the sector by providing members with technical and customer service support training, and development and accreditation opportunities.

One of the main areas of work currently being undertaken by the committee has been around the impact of the new worldwide harmonized light vehicles test procedure (WLTP), including how to manage customers through the change, and producing guidance for the wider membership.

Other areas we have looked at in 2018 include improving relationships with private parking companies, developing fleet services with the DVLA, and making improvements to the IMI accreditation to take into account developments in hybrid and electric vehicle technology.



## Get involved...

This committee meets three times a year in Amersham. To express an interest in taking part or to find out more about attending one of the three annual regional TOM Forums, contact [events@bvrla.co.uk](mailto:events@bvrla.co.uk).

# Commercial Vehicle Committee

The Commercial Vehicle Committee consists of member representatives from a cross-section of large and small organisations operating LCVs and HGVs.



**Peter Collins**  
Committee Chairman  
and MAN Financial Services  
Director

## Committee Members:

<b>Andrew Goodwin</b>	BT Fleet
<b>Andrew Morley</b>	Prohire
<b>Andy Hill</b>	Lex Autolease
<b>Charles Starr</b>	Close Brothers Commercial Vehicle Solutions
<b>Colin Melvin</b>	Fraikin
<b>Dave Adderley</b>	Enterprise Flex-e-Rent
<b>Dean Hedger</b>	Alphabet GB
<b>Dominic Hutchinson</b>	Hitachi Capital Commercial Vehicle
<b>Ian Martin</b>	BT Fleet
<b>Lisa Spong</b>	LCV Hire Solutions T/A Reflex Vans
<b>Mark Gallimore</b>	Essential Fleet Services
<b>Matt Cranny</b>	ARI Fleet
<b>Nigel Martin</b>	Ryder
<b>Paul Winter</b>	Turner Hire Drive
<b>Philip Moon</b>	DAF Trucks
<b>Ryan Long</b>	Zenith
<b>Stuart Russell</b>	Europcar UK
<b>Tim Bailey</b>	Northgate Vehicle Hire

“ 78% of Commercial Vehicle members are satisfied with the BVRLA. ”

Leasing Broker Member 2018

The Commercial Vehicle Committee has been principally concentrating on air quality in 2018, in particular lobbying at a national and regional level to ensure that clean air zones and other air quality measures being considered do not adversely impact the sector. As HGVs are one of the most frequently impacted vehicles within the planned zones the committee has offered essential guidance on the association's related approach and recommendations.

Another issue upon which the committee has been focusing its efforts is the government's review of van VED tax. Committee members have provided important insights to inform the association's consultation response and related campaigning activity.

In addition, the committee has helped steer and advise the association's work to prevent the use of vehicles as weapons in acts of terror, resulting in the successful lobbying of the Motor Insurance Bureau for mutualisation of risk by insurers.

The committee has also been keeping a watching brief on the direct vision standard being considered in London and assisting with the association's response regarding changes to the company van tax regime.

13% growth in CV members' combined fleet size during 2018

65% of BVRLA members' combined HGV fleet is CAZ-compliance, compared to 36% of the wider UK fleet

## Get involved...

This committee meets quarterly in Amersham. To express an interest in taking part, contact [amanpreet@bvrla.co.uk](mailto:amanpreet@bvrla.co.uk).





# Leasing Broker Committee

The Leasing Broker Committee consists of member representatives from a cross-section of large and small organisations, including intermediaries operating in vehicle leasing and their funders.

“ The BVRLA are really looking out for our wellbeing, making sure that we are doing everything right. ”

Leasing Broker Member 2018



**Spencer Blake**  
Committee Chairman  
and Director, Wessex Fleet

## Committee Members:

Alan Carreras	Bridle Vehicle Leasing
Andy Chatwin	ALD Automotive
Chris Swallow	Hitachi Capital Vehicle Solutions
Graham Conway	Alphabet (GB)
Graham Prince	Neva Consultants
Jane Pocock	Vansdirect
Martin Brown	Fleet Alliance
Mike Thompson	LeasePlan UK
Nigel Brain	Leasing Options
Paul Parkinson	Synergy Automotive
Rod Lloyd	Low Cost Vans
Stephen Greenstreet	Greenfleets
Steve Cocks	Lex Vehicle Leasing
Todd Williams	Arval UK
Vince Pemberton	Rivervale Cars

The Leasing Broker Committee's key focus during 2018 has been to further enhance the inspection programme to make it more robust and to develop a broader range of accessible learning opportunities to support compliance and the delivery of high standards.

The committee supported the development of two additional e-learning packages tailored for leasing brokers, each incorporating ten new modules. There has also been an increase in the delivery of regional engagement with the wider leasing broker community by hosting a series of regular Leasing Broker Forums across the country. The first being held in Lancashire.

Practical advice has also been given by the committee to inform and direct the association's consumer communications related to the transition to WLTP testing. The feedback received from the committee has resulted in updated resources to help members explain the changes clearly and succinctly to their customers. The committee has also been instrumental in reviewing the BVRLA Leasing Broker Code of Conduct.

40 leasing brokers joined the BVRLA in 2018

5% growth in members' leasing contracts in first half of 2018

61% of new contracts in first half of 2018 were PCH



## Get involved...

This committee meets quarterly in Amersham. To express an interest in taking part, contact [amanpreet@bvrla.co.uk](mailto:amanpreet@bvrla.co.uk).

# Leasing & Fleet Management Committee

The Leasing & Fleet Management Committee consists of member representatives from a cross-section of large and small organisations who own or manage leased vehicles.

“ 73% of leasing members say that BVRLA membership provides good value for money. ”  
2018 Member Survey



**Ian Tilbrook**  
Committee Chairman  
and Fleet Director,  
Volkswagen Financial Services UK

## Committee Members:

David Cooper	Arnold Clark
Graham Hale	SG Fleet
Guy Mason	Lex Autolease
Joel Lund	Arval
Lesley Slater	LeasePlan UK
Mark Connor	Zenith
Matthew Rumble	Inchcape Fleet Solutions
Neal Francis	Pendragon Vehicle Management
Paul Gilshan	Tusker
Paul Walters	JCT600 Vehicle Leasing Solutions
Peter Cakebread	Marshall Leasing
Philip Newton	Windsor Vehicle Leasing
Simon Carr	Alphabet GB
Tim Laver	ALD Automotive

The Leasing & Fleet Management Committee has been primarily concentrating on two key policy areas that are having a big influence on the sector: air quality and taxation.

Particular attention for the committee has been given to the issue of WLTP and its impact on the sector as well as the future of the company car. The committee offered invaluable feedback on the everyday challenges beginning to emerge, particularly for customers due to delays caused by WLTP. Committee members also provided important insights to support the formulation of the association's key asks to the Chancellor on the topic of company car tax and WLTP.

The growing number of Clean Air Zones being implemented across the UK has been another area of significant interest for the committee. The association's engagement work on the topic with stakeholders and government has been greatly supported by the committee's views and input. Other priority areas have included agreeing an approach in response to the Financial Conduct Authority's Motor Finance Review.

87% of car fleets are Euro 6 compliant

10% How much cleaner new cars registered by BVRLA leasing members are than the UK average



## Get involved...

This committee meets quarterly in Amersham. To express an interest in taking part, contact [amanpreet@bvrla.co.uk](mailto:amanpreet@bvrla.co.uk).

# Rental Committee

The Rental Committee consists of member representatives from a cross-section of large and small organisations operating in the vehicle rental and car club sectors.

“BVRLA’s motor insurance lobbying was a big success and will save many operators from the risk of closure.”



**Margaret Speirs**  
Committee Chairman  
and Operations Manager,  
Arnold Clark Car & Van Rental

## Committee Members:

<b>Ben Lawson</b>	Enterprise Rent-A-Car
<b>Linda Malliff</b>	Thrifty Car Rental
<b>Louisa Bell</b>	Avis Budget Group
<b>Nicole Strathdee</b>	Hertz Rent a Car
<b>Philip Spain</b>	Alley Cat Car and Van Rentals
<b>Robert Shaw</b>	Europcar
<b>Scott Jenkins</b>	Autohorn
<b>Simon Grime</b>	Miles and Miles
<b>Tim Veters</b>	Sixt Rent a Car

The Rental Committee has been working on issues relating to the reputation of the sector over the last year, including closely monitoring complaint and audit trends and developing guidance and training solutions to help raise industry standards.

The committee has also been instrumental in reviewing the BVRLA Rental Code of Conduct, supporting the development of guidance for the wider membership to support compliance both with the Code and regulatory requirements affecting the sector, such as the new General Data Protection Regulation.

Other areas of work have included discussion on how to increase engagement with the wider membership, and the committee has been instrumental in helping to ensure that the voice of the sector has been heard by government officials developing policy to mitigate the risk of rental vehicles being used as weapons in acts of terror.

**47** rental firms joined the BVRLA in 2018

**94%** of BVRLA members’ car rental fleet is CAZ-compliant

**56%** of BVRLA members’ van rental fleet is Euro VI-compliant, compared to 13% UK average



### Get involved...

This committee meets quarterly in Amersham. To express an interest in taking part, contact [amanpreet@bvrla.co.uk](mailto:amanpreet@bvrla.co.uk).

# Membership Directory

## Corporate Members | Companies who own and operate fleets

121 Rental Limited  
1st City Van Hire Ltd  
2 Rent UK Ltd  
3B Hire & Servicing  
3F EV Ltd  
4 Rent Vehicle Hire Ltd  
4Group  
4x4 Vehicle Hire Lancashire  
4x4 Vehicle Hire Ltd  
4x4 Vehicle Hire UK Ltd  
55 Car Rental

A10 Auto Centre Ltd  
AAM Group  
Abacus  
Aberconwy Car & Van Hire Ltd  
Abridge Van Centre  
Accident Exchange Ltd  
Acrobat Vehicle Rental Ltd  
Addhire Vehicle Rentals  
Addison Lee Ltd  
Admiral Self Drive Van Hire  
Affinity Motor Credit  
Afford Rent A Car  
Agility Fleet  
Agnew Corporate Ltd  
Alan Day Van Centre (Southgate)  
ALD Automotive  
Alex Creasy Ltd  
All Road Vehicle Rental  
All Vehicle Contracts Ltd  
Alley Cat Car & Van Rentals Ltd  
Allied Vehicle Group  
Allied Vehicle Rentals Ltd  
Allied4vans Ltd  
Alltruck Plc  
Alphabet (GB) Ltd  
AM Auto Rent  
AM Phillip Trucktech Ford Rental  
AMT Vehicle Rental Ltd  
Amvale Ltd  
Anthony Motors Van Centre  
Apex Car Rental  
APL  
Applegate Van Hire Ltd  
ARI Fleet UK Ltd  
Arian Finance Ltd  
Arnold Clark Finance Ltd  
Arrow Self Drive  
Arval UK Ltd  
Ashby Auto Finance Ltd  
AT & T Rentals Ltd  
Athol Car Hire  
Atlantis Rentals Ltd  
Autohaus Van Centre (Wellingborough)  
Autohorn  
AutoXotica Ltd  
Auxillis Services Ltd  
AVH  
Avis Budget UK Ltd

Cambridge Car & Van Rental  
Camfleet  
Camperco  
Campervan Tours  
Campervantastic Ltd  
Capital Hire Car & Van Rental  
Car Hire Hebrides Ltd  
Car or Van Specialist Vehicle Hire  
Carrs Van Centre (Exeter)  
Carrs Van (Liverpool)  
Castle Rentals  
Causeway Campers  
Central Accident Management  
Services Ltd  
Central Self Drive  
Charles Hurst Car & Van Rental  
Charter Vehicle Hire  
Cheltenham Van Centre  
Cheshire Vehicle Rental & Sales Ltd  
Chesterfield Car Consultants  
Chief Vehicle Rentals Ltd  
Choice Vehicle Rentals Ltd  
Circle Leasing Ltd  
City Inter-Rent  
City Mini Ltd  
Citygate (Colindale)  
Citygate Volkswagen Van Centre  
(High Wycombe)  
Clancy Plant Ltd  
Clark Commercial Dundee  
Clarks Commercial Aberdeen  
Clarkson of Glasgow  
Class 1 Vehicle Hire  
CLM Fleet Management Ltd  
Close Brothers Motor Finance Ltd  
Close Brothers Vehicle Hire Ltd  
CMW Group  
Cocoon Vehicles Ltd  
Colbornes Van Centre (Guildford)  
Cole Hire  
Collison Vehicle Rental  
Conister Bank Ltd

Beadles Van Centre (Dartford)  
Beechwood Leasing Limited  
Beerhouse Self Drive Hire  
Benfield Van Centre  
Berkshire Van Hire  
Big White Cube Vehicle Hire Ltd  
Blakedale Ltd  
Blue Point Solutions  
BMW Financial Services (GB) Ltd  
BNA Car Hire Ltd  
BNP Paribas Rental Solutions Ltd  
Bognor Motors Vehicle Solutions  
Boleyn Car & Van Hire  
Brecon Car Rentals Ltd  
Breeze Van Centre (Poole)  
Breeze Van Centre (Southampton)  
Bridgwater Van Centre  
Brookshire Vehicle Rental  
BT Fleet Solutions  
Bucks Car Hire Ltd  
Burscough Self Drive  
Bury Van Hire Ltd  
Bussey Vehicle Leasing

DAF Trucks Ltd  
Dallas Rentals Ltd  
Dash Drive  
Days Fleet  
DCL Vehicle Hire Ltd  
DFC (NI) Ltd  
DGC Vehicle Rental & Contract Hire  
Direct Rental Group Ltd  
Donnelly Bros Van Centre (Dungannon)  
Donnelly Bros Van Centre  
(Enniskillen)  
Donnelly Bros Van Centre  
(Londonderry)  
Donnelly Fleet  
Dorset Vehicle Rentals  
Douglas Park BMW  
Downeys Rental Ltd  
Drive Car Hire  
DriveNow UK Ltd  
Drivespeed Leasing Ltd  
Drover Ltd

Easi Drive Ltd  
Easirent.com  
Eastern Rent A Van  
Eden Garage  
Electric Zoo  
EL-GS Leasing Associates Ltd  
Empire Luxury Car Rental  
Enterprise Rent-A-Car  
Envirowan Ltd  
Euro Self Drive Ltd  
Euro Van Hire  
Eurohire Vehicle Rentals Ltd  
Europcar Group UK Ltd  
Evans Halshaw (Manchester)  
Excel Vehicle Hire Ltd  
Exclusive Vehicle Contracts Ltd

F.Cross (Marshall's Scunthorpe)  
Falcon Vehicle Solutions  
FCA Automotive Services UK Ltd  
Firecracker Ltd  
First Self Drive Ltd  
Fitzrovia Car Hire  
Fleet Assist Ltd  
Fleet Dynamic  
Fleet Efficiency Ltd  
Fleet Financial Ltd  
Fleet Logistics  
Fleet Services Direct Ltd  
Fleetcare (PSCSM) Ltd  
Fleetdrive Management Ltd  
FleetEurope Limited  
Fleetway Vehicle Rental  
Flexible Vehicle Contracts Ltd  
Fleximobility  
Focus Vehicle Rental

Folkstone Vehicle Rental Ltd  
Fourways Self Drive  
Fraikin Ltd  
Free 2 Move Lease  
Freeway Vehicle Hire  
Frontline Leasing and Fleet  
Management Ltd  
Frosty Hire & Sales Ltd  
Fulton Asset Finance Ltd  
FVTH Self Drive  
Fyna Vehicle Hire Ltd

Gallagher Car & Van Rentals Ltd  
Gap Vehicle Hire Ltd  
Gates Leasing Ltd  
Gatwick Car & Van Rental  
GBV Rentals  
Gemini Ltd  
Giants Car Club Ltd  
Gilford Van Hire Ltd  
GKL Leasing  
GlenRental  
Global Autocare Ltd  
Global Self Drive Ltd  
Go Plant Fleet Services Ltd  
Go Rentals Ltd  
Goldcar Rental UK Ltd  
Golds Garages Ltd  
Gowings Mobility Group Ltd  
Green Motion Vehicle Rental  
Greenhouse Van Centre (Bilston)  
Grimsvy Van Centre  
Grosvenor Contracts Leasing Ltd

H & H Van Hire Ltd  
Hatfield Van Centre  
Hawco Van Centre  
Herd Hire Ltd  
Herd Hire (Ashford)  
Herd Hire (Heathrow)  
Herd Hire (Reading)  
Herd Hire (Slough)  
Herd Hire (Tiptree)  
Heritage Volkswagen Van Centre  
(Bristol)  
Heritage Volkswagen Van Centre  
(Westbury)  
Hertz UK Ltd  
Hexagon Leasing Ltd  
Hills of Woodford Green  
Hire Me Vehicle Rentals  
Hireco TL Ltd  
Hirus Vehicles Ltd  
Hitachi Capital Vehicle Solutions  
Hodgson Toyota (Gateshead)  
Holmbush Commercial Ltd  
Howard Self Drive Hire Ltd  
Howarth Bros Haulage Ltd  
Howe Rentals Ltd  
HSBC Equipment Finance (UK) Ltd  
Hyundai Finance & Kia Finance

ICR Leasing  
Imperial Volkswagen Commercial  
Van Centre (Stoke)  
Inchcape Fleet Solutions Ltd

Inchcape Fleet Solutions Ltd  
Indeal Limited  
InMotion Ventures Ltd  
Intack Self Drive Ltd  
Isaac Agnew Van Centre  
Isle of Man Rent A Car  
(Isle of Man Airport)  
Iveco Capital Contract Hire

J & R Car & Van Hire Ltd  
J P Vehicle Rentals  
J S Vehicle Rental  
J4R Ltd  
Jam Jar Rentals  
JCB Sittingbourne Van Centre  
JCT600 Vehicle Leasing Solutions Ltd  
JCT600 Van Centre (York)  
JCT600 Van Centre (Hull)  
JCT600 Van Centre (Sheffield)  
John Beer Motor Repairs  
John Grose  
Just Go Motorhomes  
Just Vehicle Solutions

K2 Lease Ltd  
Kardi Vehicle Rentals  
Kendall Cars Ltd  
Kenhire Ltd  
Kens Garage  
Key Drive Car & Van Rental  
Kindertons Accident Management  
Knights Van Hire

Landcruise Motorhome Hire  
LC Vehicle Hire  
LCH  
LCVR  
LeasePlan UK Ltd  
Leasys UK Ltd  
Leicester Van Centre  
Leighton Vans  
Les Liney Autos & Vehicle Hire Ltd  
Lex Autolease  
Lincoln Vehicle Hire  
Lincs Van Hire Ltd  
Listers Van Centre (Coventry)  
Listers VW Van Centre  
(Worcestershire)  
Lobster Van Hire  
London Car Rentals  
London Hire Ltd  
Longmarsh Ltd  
Lookers Leasing Ltd  
Lookers Van Centre (Newcastle)  
Loughton Self Drive Ltd  
Low C Rent  
Lowestoff Car Hire  
LU Car & Van Rental

M & A McManus  
Mac's Truck (Rental Leasing) Ltd  
Magna Accident Services Ltd  
MAN Financial Services  
Manchester Car & Van Hire  
Manchester Van Centre  
Manchets Car, Truck & Van Centre  
Mannys Motorhomes  
Marshall Leasing Ltd  
Mayday Vehicle Rentals  
MC Rental Ltd

MCH Vehicle Rental  
McRent London Ltd  
Measham Self Drive  
Mental-Rental Ltd  
Mercedes-Benz Finance  
Mercury Rent A Car  
Meridian Vehicle Solutions Ltd  
Midland Motorhomes Ltd  
Miles & Miles Ltd  
Minehead Van & Car Hire  
Minibus World  
Minster Self Drive Ltd  
Mold Car Hire  
Mon Motors Ford Rental  
Montreal Prestige Ltd  
Motability Operations Ltd  
MSL Vehicle Solutions Ltd  
Multitek Vehicle Solutions  
MV Commercial  
My Rental  
Mylchreests Car Rental Ltd  
Myles Hire

N. L. Commercial Holdings Ltd  
Newark Self-Drive Hire  
North East Truck & Van Ltd  
Northgate Vehicle Hire Ltd

Ogilvie Fleet Ltd  
Otis Vehicle Rentals Ltd

Palmer and Martin Rentals  
Park Lane Self Drive Ltd  
Parkers Car & Truck Rental  
Parkhurst Self Drive Hire Ltd  
Paul's Vehicle Rental  
Pavilion Car Rental  
Pembrookshire Self Drive Hire  
Pendragon Vehicle Management Ltd  
Penny Car Hire Ltd  
Performance Car Hire  
Perrys Ford Rental  
Peugeot Rental (Central Office)  
PHVC Ltd  
Pitter Self Drive Ltd  
Practical Car & Van Rental Ltd  
Premier Ford  
Premier Prestige Cars Ltd  
Premier Truck Hire Ltd  
Premier Vehicle Rental Ltd  
Premiere Velocity  
Premium Vehicle Solutions Ltd  
Prestige Carriages Ltd  
Prestige Contract Rental Ltd  
Preston Van Centre  
Priory Rentals  
Prohire Ltd  
Proximo Ltd  
PSD Vehicle Rental  
PT Hire

Rabbits Vehicle Hire Ltd  
Raw Motors Ltd  
RB Hire Fleet  
RBR Van Rental  
RCI Financial Services Ltd  
Red Kite Vehicle Consultants Ltd  
Reeve Derby Ltd  
Reflex Vehicle Hire

Refuse Vehicle Solutions Ltd  
Regal Car Van & Truck Rental  
& Buzzard Van Rental  
Research Garage Group  
Riverside Truck Rental Ltd  
Roberts Rentals  
Roberts Transport Self Drive Hire Ltd  
Robertson Self Drive  
Robins and Day (Bristol)  
Robinsons Van Centre (Norwich)  
Robinsons Van Centre (Peterborough)  
Run Your Fleet  
Ryder Ltd

S & J Self Drive Hire  
Salford Van Hire Ltd  
Sandbach Truck and Van Ltd  
Sandcliffe Motor Contracts  
Santander Consumer Contract Hire  
Scania Truck Rental  
Season Car Hire  
Seymour Hire Ltd  
SFS  
SG Fleet Solutions UK Ltd  
Shaikly Motor Company Ltd  
SHB Hire Ltd  
Sheffield Van Hire Ltd  
SHS Hire  
Signature Global Ltd  
Simple Self Drive Ltd  
Sinclair Finance & Leasing Ltd  
Sinclair Van Centre (Cardiff)  
Sinclair Van Centre (Swansea)  
Sixt Rent A Car Ltd  
Skipton Self Drive Ltd  
Sky Van Hire Ltd  
Smart Platform Rental Ltd  
Smarthire Vehicle Rental  
Southern Motor Group Tonbridge  
Southern Self Drive  
Southwest Motorhomes Sales  
Service and Hire  
Spaceships Campervan  
Spear Hire  
Specialist Vehicle Rental  
St Albans Car & Van Hire  
Star Rent A Car Ltd  
Steve's Self Drive  
Storage Factory  
Struans Rentals  
Sun Kissed Campers Ltd  
Sunrent Organisation Limited  
Supervan Self Drive  
Sutton Maddock Vehicle Rental Ltd

Tailors of Boston  
TCH Leasing  
Terminus Contract Hire  
The Car & Van Rental Co Ltd  
The Civilised Car Hire Company Ltd  
Thrifty Car & Van Rental  
Tim Norton Motor Services Ltd  
TJS Self Drive  
TonHire  
Toomey Leasing Group Ltd  
Total Fleet Solutions Ltd

Total Motion Ltd  
Transglobe  
Translease Services Ltd  
Triangle of Chesterfield  
Trott Rentals  
Turner Hire Drive Ltd  
Tusker  
Twizy Tours

U Storeall Ltd  
Ubeeqo  
U-Drive Ltd  
United Rental Group Ltd

Value Van Rental UK Ltd  
Vantastec Ltd  
Vehicle Procurements Ltd  
Vehicle Rental Services  
Vehicle Save Contract Hire and Leasing  
Venson Automotive Solutions Ltd  
Vic Young Rentals  
Victoria Hire LLP  
Vincent Rental  
Vincent Vehicle Hire  
Vindis Van Centre (St Ives)  
Virtuo / Go Virtuo  
VMS (Fleet Management) Ltd  
Volkswagen Financial Services (UK) Ltd  
Volkswagen Rental (Ashford)  
Volkswagen Rental (Northampton)  
Volkswagen Van Centre (Birmingham)  
Volkswagen Van Centre  
(Bury St Edmunds)  
Volkswagen Van Centre (Chelmsford)  
Volkswagen Van Centre (Edinburgh)  
Volkswagen Van Centre (Swindon)  
Volkswagen Van Centre (Wrexham)  
Vospers Rental (Plymouth)  
Vospers Rental (Truro)

Watts Van Hire  
West Midlands Hire  
West Wallasey Fleethire Services  
West Yorkshire Van Rental  
Westwood Motor Group  
Wheels 4 Sure.com  
White Car Ltd  
Whitgift Hire  
Wicked Campers Ltd  
Wilcox Limousines  
Wilson's Automobiles  
& Coachworks Ltd  
Windsor Vehicle Leasing Ltd  
Winner Vehicle Rentals  
Wolsey Van Centre  
Woodfield Facilities  
Workshop Van Hire Ltd

XL Ltd  
Y3 Hire Ltd

Zenith  
Zi Car & Van Hire  
Zipcar UK Ltd  
Zoocars Ltd

Refuse Vehicle Solutions Ltd  
Regal Car Van & Truck Rental  
& Buzzard Van Rental  
Research Garage Group  
Riverside Truck Rental Ltd  
Roberts Rentals  
Roberts Transport Self Drive Hire Ltd  
Robertson Self Drive  
Robins and Day (Bristol)  
Robinsons Van Centre (Norwich)  
Robinsons Van Centre (Peterborough)  
Run Your Fleet  
Ryder Ltd

S & J Self Drive Hire  
Salford Van Hire Ltd  
Sandbach Truck and Van Ltd  
Sandcliffe Motor Contracts  
Santander Consumer Contract Hire  
Scania Truck Rental  
Season Car Hire  
Seymour Hire Ltd  
SFS  
SG Fleet Solutions UK Ltd  
Shaikly Motor Company Ltd  
SHB Hire Ltd  
Sheffield Van Hire Ltd  
SHS Hire  
Signature Global Ltd  
Simple Self Drive Ltd  
Sinclair Finance & Leasing Ltd  
Sinclair Van Centre (Cardiff)  
Sinclair Van Centre (Swansea)  
Sixt Rent A Car Ltd  
Skipton Self Drive Ltd  
Sky Van Hire Ltd  
Smart Platform Rental Ltd  
Smarthire Vehicle Rental  
Southern Motor Group Tonbridge  
Southern Self Drive  
Southwest Motorhomes Sales  
Service and Hire  
Spaceships Campervan  
Spear Hire  
Specialist Vehicle Rental  
St Albans Car & Van Hire  
Star Rent A Car Ltd  
Steve's Self Drive  
Storage Factory  
Struans Rentals  
Sun Kissed Campers Ltd  
Sunrent Organisation Limited  
Supervan Self Drive  
Sutton Maddock Vehicle Rental Ltd

Tailors of Boston  
TCH Leasing  
Terminus Contract Hire  
The Car & Van Rental Co Ltd  
The Civilised Car Hire Company Ltd  
Thrifty Car & Van Rental  
Tim Norton Motor Services Ltd  
TJS Self Drive  
TonHire  
Toomey Leasing Group Ltd  
Total Fleet Solutions Ltd

Total Motion Ltd  
Transglobe  
Translease Services Ltd  
Triangle of Chesterfield  
Trott Rentals  
Turner Hire Drive Ltd  
Tusker  
Twizy Tours

Value Van Rental UK Ltd  
Vantastec Ltd  
Vehicle Procurements Ltd  
Vehicle Rental Services  
Vehicle Save Contract Hire and Leasing  
Venson Automotive Solutions Ltd  
Vic Young Rentals  
Victoria Hire LLP  
Vincent Rental  
Vincent Vehicle Hire  
Vindis Van Centre (St Ives)  
Virtuo / Go Virtuo  
VMS (Fleet Management) Ltd  
Volkswagen Financial Services (UK) Ltd  
Volkswagen Rental (Ashford)  
Volkswagen Rental (Northampton)  
Volkswagen Van Centre (Birmingham)  
Volkswagen Van Centre  
(Bury St Edmunds)  
Volkswagen Van Centre (Chelmsford)  
Volkswagen Van Centre (Edinburgh)  
Volkswagen Van Centre (Swindon)  
Volkswagen Van Centre (Wrexham)  
Vospers Rental (Plymouth)  
Vospers Rental (Truro)

Watts Van Hire  
West Midlands Hire  
West Wallasey Fleethire Services  
West Yorkshire Van Rental  
Westwood Motor Group  
Wheels 4 Sure.com  
White Car Ltd  
Whitgift Hire  
Wicked Campers Ltd  
Wilcox Limousines  
Wilson's Automobiles  
& Coachworks Ltd  
Windsor Vehicle Leasing Ltd  
Winner Vehicle Rentals  
Wolsey Van Centre  
Woodfield Facilities  
Workshop Van Hire Ltd

XL Ltd  
Y3 Hire Ltd

Zenith  
Zi Car & Van Hire  
Zipcar UK Ltd  
Zoocars Ltd

# Membership Directory

## Leasing Broker Members | Companies who are acting as an intermediary in the leasing of vehicles

1st Choice Vehicle Finance Ltd  
21st Century Motors Limited

ABC Leasing Ltd  
Abridge Vehicle Management Ltd  
Absolute Vans  
Academy Leasing Ltd  
Active Fleet Management Ltd  
Active Vehicle Consultants Ltd  
Adept Vehicle Management  
Advanced Vehicle Contracts Ltd  
Advanced Vehicle Leasing (Stockton) Ltd  
AFL (Fleet Management) Ltd  
Allcarleasing  
Allied Vehicle Contracts  
Alpha Contracts  
Alpha Lease  
Alternative Route Finance Ltd  
Amber Vehicle Solutions Ltd  
AMC Prestige Cars Ltd  
AMG Autolease Ltd  
AMT Vehicle Rental Ltd  
AMVS  
Andrew Mole  
Anthony K Associates Ltd  
Any Car Online  
Applewood Vehicle Finance Ltd  
Applied Leasing Limited  
Ash Vehicle Contracts  
Ask 4 Leasing  
Asset Finance Management Ltd  
Asset Finance Solutions (UK) Ltd  
Astute Motoring Ltd  
Athena Leasing Ltd  
Auric Car Leasing  
Auto Choices Ltd  
AutoEase Vehicle Management Ltd  
Autoebid  
Autograph Contracts Ltd  
Autohorn  
AutoLyne  
Automotive Funding Solutions  
Autoplan Vehicle Contracts  
Autoprocurement Ltd  
Avail Vehicle Contracts

B&B Vehicle Contracts Ltd  
Balgores Leasing Ltd  
Benchmark Leasing Ltd  
Best Contract Cars  
Best Van Deals  
Bestcarfinder  
Blossom Vehicle Leasing  
Blue Chilli Car Contracts Ltd  
Bluepoppy Vehicle Solutions Limited  
Bluestone Vehicles  
Bowater Price Plc  
Britannia Car Finance  
Butlers Vehicle Solutions Limited  
BW Minibusleasing

C J Tafft Ltd  
Caledonian Independent Leasing Ltd  
Cameron Clarke Leasing Ltd  
CanDo Contracts Ltd  
Capital Vehicle Management Ltd  
Car Leasing Ltd  
Car Leasing Solutions Ltd  
Car4Leasing  
Carisma Vehicle Solutions  
Carlease (UK) Ltd  
Carleasing-Online  
Carmyke Leasing Ltd  
Carnoisneur Leasing  
Cars & Vans Direct  
Cars2vans.com Limited  
Carsave Leasing Limited  
Carsite Leasing  
CarVanGo Leasing  
Castle Minibus  
CBVC Vehicle Management Ltd  
CC Leasing  
Central (UK) Vehicle Leasing Ltd  
Central Accident Management Services Ltd  
Central Contracts (SOT) Ltd  
Churchill Vehicle Leasing Ltd  
Claris Vehicle Solutions Ltd  
CLVR  
Coastal Leasing  
Colour Car Sales Ltd  
Commercial Finance & Leasing  
Commercial Vehicle Contracts Ltd  
Company Vehicle Solutions Ltd  
Compass Contract Hire  
Complete Leasing Limited  
Complete Vehicle Leasing Ltd  
Concept Vehicle Leasing  
Contract Hire Supermarket  
Contractcars.com  
Cort Vehicle Contracts  
Countrywide Vehicle Contracts Ltd  
Covase Ltd  
Cruise Car Leasing  
Crusader Vans  
Crystal Lease  
CVM  
CVSL Ltd

Daley Associates Ltd  
Days Fleet  
Dennis Buyacar Ltd  
DFC (NI) Ltd  
Drayton Vehicle Solutions  
Dreamlease Ltd  
Drive Vehicle Leasing  
Driven Leasing  
DSG Auto Contracts Ltd  
Dynamic Vehicle Solutions Ltd

Easi Lease  
ecofleet  
Economy Leasing UK Ltd  
E-Drive West Midlands Ltd  
EFL Vehicles Ltd  
Egg Fleet Services Limited  
Eiger Vehicle Leasing  
EW Fleet Services

Finance One Limited  
Carlease (UK) Ltd  
First European Finance (Scotland) Ltd  
First Vehicle Finance Ltd  
First Vehicle Leasing  
Fish Car Leasing  
Fishegate Leasing  
Fleet Alliance Ltd  
Fleet Elite Vehicle Management Ltd  
Fleet Operations Ltd  
Fleet UK  
Fleetbuyer  
Fleetdrive Management Ltd  
Fleetprices.co.uk Ltd  
Four Counties Leasing  
Freedom Vehicle Contracts Ltd  
Frontier Vehicle Leasing  
FSD Vehicle Leasing Ltd  
Fulton Network Ltd

Gateway2Lease  
GB Car Loans Limited  
GB Vehicle Contracts  
Genus Leasing  
Genus Vehicle Solutions (Stirling) Limited  
Get Car Leasing Here  
Glynns Vehicle Contracts  
Go Green Leasing  
Go Leasing Limited  
GoFor Finance Limited  
Greenfleets Finance Ltd  
Greenfleets Ltd  
Griffin Military & Diplomatic  
GWA (UK) Ltd

H N Vehicles Ltd  
Hanborough Enterprises Limited  
Harpندن Vans  
Hawkins Velocity  
Hills Contracts  
Hippo Vehicle Solutions  
Holdcroft Select Ltd  
Holmwood Leasing Ltd  
Horizon Vehicle Leasing Ltd  
Howlett Leasing  
HV Motor Finance  
Hyper Car Leasing Ltd

Ideal Vehicle Leasing Ltd  
Industrial & Vehicle Leasing  
Intelligent Car Leasing

J & R Leasing Limited  
J G Leasing  
Jelf Commercial Finance Ltd  
Jet Vehicle Finance Ltd  
Jigsaw Finance Limited  
Johnsons Fleet Services  
Jorvik Motor Leasing Ltd

Kew Vehicle Leasing Limited  
Key2Lease  
KeyFleet  
Kudos Vehicle Management  
KV Leasing

Lease Comparison Ltd  
Lease Profiles Ltd  
Lease your next Car.com  
Lease4less  
LeaseEasy  
Leasehub  
Leaseline  
Leasepoint Vehicle Management Ltd  
Leaseshop  
Leasewell (UK) Ltd  
Leaseyournewcar.co.uk  
Leasing & Vehicle Contracts  
Leasing 4 U  
Leasing Options Ltd  
Leden Leasing  
LetsTalkLeasing  
LMC of Farnham Ltd  
Logical Vehicle Management Ltd  
Low Cost Vans  
LV Contracts  
LVC Central Ltd  
LVM  
LVS Lytham

M W Vehicle Contracts Ltd  
Mad Sheep Leasing Ltd  
Mann Island Finance Ltd  
MB Lease UK  
Mercedes On Lease  
Meridian Finance Partners Limited  
Mick George Vehicle Leasing Limited  
Middlewood Solutions  
Millhouse Leasing  
Mint Lease  
Morgan Highfield and Land Ltd  
Motion Vehicles  
Motoplan Ltd  
Motor Depot Ltd  
Motor Select  
Motorlet Ltd  
Multileasing Ltd  
My Big Green Fleet  
My Car Boutique  
MyLeaseGroup

National Fleet Services Ltd  
National Vehicle Solutions  
Nationwide Vehicle Contracts Ltd  
Nationwide Vehicle Leasing Ltd  
NBU Consulting Ltd  
NCA Vehicle Management Limited  
Neva-Consultants.com Limited  
New Car Contract  
New Car Deals Ltd  
New Car Leasing Company LLP  
New Vehicle Solutions Ltd  
Newgate Motoring Solutions Ltd  
Nujun Car Leasing

Octopus Electric Vehicles Ltd  
Omega Vehicle Contracts  
One Call Leasing  
Optimum Contract Hire Ltd  
OSV Ltd  
OVL Group Ltd

P J Leasing  
Pedigree Automotive Solutions  
Pendle Vehicle Contracts Ltd  
Pentland View Leasing Ltd  
Peregrine Leasing  
Phrasers Limited  
PHVC Ltd  
Pike & Bambridge  
Plan (GB) Ltd  
Planet Leasing Ltd  
Platinum Funding  
Platinum Leasing Ltd  
Prestige Leasing  
Professional Vehicle Solutions Ltd  
Prospectus Vehicle Solutions  
Pure Vans Ltd  
Pure Vehicle Leasing

Quorum Fleet Solutions Ltd

Radar Finance and Leasing Ltd  
Rapid Vans Leasing Ltd  
RB Associates  
Refleet Ltd  
Reliance Vehicle Management Ltd  
Renasence Vehicle Leasing Ltd  
RGW Vehicle Contracts Ltd  
Ringways Hire and Leasing Ltd  
Rivervale Contract Hire & Leasing  
Rosedale Car and Commercial Leasing

Scorpion Vehicle Management Ltd  
Select Car Leasing  
Select Vehicles Ltd  
Sensible Cars Ltd  
Silverstone Fleet Management  
Silverstone Vehicle Management Ltd  
Simply-Leasing  
Skyfleet Ltd  
Smart Leasing Solutions Ltd  
Sprint Contracts Ltd  
SSD Contract Hire and Leasing  
Sterling Motors

Sterling Vehicles Limited  
Sure Vehicle Solutions  
Sussex Vehicle Finance Ltd  
Swiss Vans Limited  
Synergy Automotive Ltd

Tamar UK Finance Ltd  
Thames Valley Leasing Ltd  
The Car Network Ltd  
The Car Sales Company  
The Clyde & Tay Group Ltd  
The Vehicle Partnership Ltd  
Thinkvans.com Limited  
Tilsun Vehicle Contracts Ltd  
TMC Vehicle Solutions  
Total Fleet Services  
Total Motion Limited  
Total Vehicle Leasing Limited  
Totally Vans  
Traction Finance  
Troman Finance Ltd  
TrueFleet  
Tyson Cooper Ltd

U Choose Contracts  
UK Car and Van Leasing Limited  
UK Carline Ltd  
Ultimate Vehicle Leasing Ltd

Van Monkey Ltd  
Van Sales UK  
Vanarama  
Vantage Leasing  
Vehicle Consulting UK Ltd  
Vehicle Contracts Ltd  
Vehicle Options EH CS  
Vehicles 2 Lease  
V4B Ltd  
Vehicles 4 Business Ltd  
Vehiclesavers.com  
Venus Fleet Management Ltd  
Vertu Lease Cars  
Vesource  
VIP Gateway Limited  
Voozo Dealer Limited

Wessex Fleet Solutions Ltd  
West Mid Vehicles  
Westfield Leasing  
WestWon Limited  
White Oak UK  
White Rose Vehicles Limited  
WVG Vehicle Management (Retail) Ltd

XLRC Vehicle Management Ltd

Y3 Leasing  
Yellow Car Shop  
Yes Lease Ltd  
Yorkshire Fleet Management Ltd  
Yorkshire Vehicle Finance Ltd

Zalda Ltd

# Membership Directory

## Rental Broker Members

Companies who are acting as an intermediary in the rental of vehicles

Assured Vehicle Rental Ltd  
Auto International Car Rental Ltd

Flexible Car Hire.com Ltd  
Fourways Vehicle Solutions Ltd

CarTrawler  
Compello

Nexus Vehicle Rental

Yello Car Hire Ltd

BVRLA RENTAL BROKER MEMBERS AS OF 9 NOVEMBER 2018

## Associate Members

Companies who supply products or services to our industry

ABN Amro Lease N.V, UK Branch  
ADESA  
All Fleet Services Ltd  
All Star Business Solutions Ltd  
American Car Rental Association  
APD Global Research Ltd  
Arthur J Gallagher Insurance Brokers  
Association of Car Rental Industry System Standards  
Assured Group Ltd  
Aston Barclay Ltd  
ATS Euromaster Ltd  
Audi UK  
Australian Fleet Lessors Association  
Auto Trader Ltd  
Auto Windscreens  
Autoclenz Ltd  
Autodata Ltd  
Autofutura Ltd  
autoXP Ltd

Barclays Corporate  
BCA Marketplace Plc  
Beijing Leasing Association  
Black Horse Fleet Finance  
Blake Morgan  
BMW (UK) Ltd  
BYNX Europe Ltd

cap hpi  
Cazana  
CD Auction Group Ltd  
ChipsAway International  
Clifford Thames Ltd  
Clydesdale Bank Plc  
Compliance Services Ltd  
Consumer Credit Advisory Services (CCAS)  
Consumer Credit Trade Association  
ContractHireAndLeasing.com  
Copart UK Ltd  
Corporate Insurance Partners (CIP)  
Cox Automotive UK  
Creative Clarity Ltd

Dekra Automotive  
DMN Logistics Ltd  
Drive Software Solutions Ltd

Ebbon-Dacs Ltd  
Epyx Ltd  
Experian Ltd

Fiat Chrysler Automobiles UK  
Finance & Leasing Association  
FMG  
Ford Motor Company Ltd  
Freight Transport Association

Gain Solutions Ltd  
Geotab GmbH  
Glass's Information Services  
GMG Asset Valuation Ltd  
Grant Thornton UK LLP  
Grosvenor Training Services Ltd  
GTG Training Ltd

Hill Dickinson LLP  
Honda UK  
Hudson Kapel Ltd  
Hyundai Motor UK Ltd

i247 Group  
Inchcape Retail Ltd  
International Decision Systems Ltd  
Investec Asset Finance plc  
Invigors EMEA LLP  
Isuzu Truck (UK) Ltd  
IT Fleet Automotive Ltd  
Iveco Ltd

Jaama Ltd  
Jaguar Land Rover  
Jimpisoft  
JPC Asset Management Ltd

KeeResources Ltd  
Kia Motors (UK) Ltd  
Kwik-Fit Fleet

Legate Group Ltd  
LexisNexis Risk Solutions Ltd  
LHE Finance Ltd  
Licence Check Ltd  
Lloyds Bank  
Locke Lord (UK) LLP  
Lombard Corporate Finance

Macquarie Corporate and Asset Finance  
Man Truck & Bus UK Ltd  
Maserati (GB)  
Masternaut Ltd  
Mercedes-Benz UK Ltd  
Merthyr Motor Auctions  
Michelin Tyre Plc  
Morton Fraser  
Motorcycle Industry Association Ltd  
MS Automotive (London) Ltd

Nissan Motor (GB) Ltd  
Northridge Finance

Paxen Group Ltd  
PJM Group Ltd  
POD Point Ltd  
Premia Solutions Ltd  
Pricewaterhouse Coopers  
Professional Inspirations Ltd  
Prohire Software Systems Ltd  
PSA Group

Renault UK Ltd  
Retail Motor Industry Federation  
Ridecell, Inc  
Rival Insurance Services Ltd

SAFO EUROPE  
Seat UK  
Sentinel Insurance Solutions Ltd  
Shoosmiths LLP  
Shoreham Vehicle Auctions  
Skoda  
SMH Fleet Solutions Ltd  
Society of Motor Manufacturers & Traders Ltd  
Suzuki GB Plc  
Synectics Solutions Ltd

The AA  
The Miles Consultancy  
TomTom Telematics B.V.  
Towergate Insurance  
Toyota (GB) Plc  
Tracker Network (UK) Ltd  
Trak (Global Solutions) Ltd  
Trakm8 Ltd

V Group International  
Vale Fleet Solutions  
Vehicle Leasing Association of Ireland  
Vodafone Automotive UK Ltd  
Volkswagen (UK) Ltd  
Volvo Car UK Ltd

Wagonex Ltd  
White Clarke Group Ltd  
WSP UK Ltd

BVRLA ASSOCIATE MEMBERS AS OF 9 NOVEMBER 2018

# The BVRLA Team



**Gerry Keaney**  
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Chief Executive  
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01494 545708  
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Accounts Assistant  
01494 545722  
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**Toby Poston**  
Director of Communications  
& External Relations  
01494 545700  
toby@bvrla.co.uk



**Andrea Davies**  
Media Relations &  
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01494 545710  
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**Phil Garthside**  
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**Rachael Hewish**  
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