

March / April 2019

The bimonthly newsletter of the British Vehicle Rental & Leasing Association

Air Quality Campaign intensifies across the UK

It's been a busy start to the year for the BVRLA's air quality campaign, with increased activity across the UK in response to numerous local authority Clean Air Zone (CAZ) announcements.

In Manchester, where the combined authority (GMCA) is co-ordinating plans for the whole region, the association is holding a roundtable with the authority and in April will be hosting a session at the GMCA Freight Forum which will be attended by Greater Manchester Mayor Andy Burnham.

The BVRLA is also in discussions with the Combined Authorities in the West Midlands and the Liverpool City Region, and, in early February, BVRLA Chief Executive Gerry Keaney met with the West of England Mayor, Tim Bowles, to ensure the voice of fleets was heard.

To support this work, the new BVRLA website has become a hub of resources, including factsheets,

guidance pages and the BVRLA Interactive CAZ Map, which offers a single information point to check clean air plans for cities across the whole of the UK.

Ahead of the London Ultra Low Emission Zone (ULEZ), introduced on 8 April, the BVRLA worked with Transport for London to ensure that they promote rental and leasing options for those taking up the new ULEZ van scrappage scheme. TfL also has endorsed recent van auctions where secondhand vehicles, commonly supplied by BVRLA members, are promoted as affordable options for ULEZ-compliant upgrades.



On a national level, the association is regularly meeting with the Department for Transport and the Department for Environment, Food & Rural Affairs Joint Air Quality Unit (JAQU) to influence plans for national resources. This includes ensuring that potential tools, such as vehicle checkers, are fit for fleet purposes. ♦

The BVRLA is calling on members to help with case studies that highlight rental, leasing or car club solutions or demonstrate the real-life impacts these plans have on businesses and residents. Get in touch with rachael@bvrla.co.uk to share your story.

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Welcome to the BVRLA family

Since the previous edition of *BVRLA News* was published, the association has welcomed 19 new members: eight corporate members, seven leasing broker members and four associate members.

Corporate members

Caledonian Highview Ltd	Inverness
Emwood Vehicle Solutions Ltd	Guildford
Fleet & Distribution Management Ltd	Eynsham
J&B Bulk Haulage Ltd	Wiltshire
Pearce Bros Auto Rentals Ltd	Bristol
Pro-Van Hire Ltd	Barnet
Toyota Rental (Millbrook)	Southampton
Toyota Rental (Portadown)	Portadown

Leasing broker members

360 Vehicle Management Ltd	Bury
Capital Fleet Solutions Ltd	Waterlooville
Ei 1Xchange Ltd	Middlesex
Shire Leasing Plc	Tamworth
Simple Leasing Ltd	Penn
The Vehicle Leasing Expert	Knutsford
Willow Leasing Ltd	London

93% of BVRLA members consider information and advice to be an important benefit of membership

– 2018 Member Survey

Associate members



Airmax Remote Ltd
West Midlands
airmaxgroup.com

Airmax Remote provides integrated telematics solutions and an enterprise class software platform to the vehicle leasing and fleet management sectors. Products can be white labelled and integrated with existing systems, encompassing value added services, including vehicle cameras and mileage management solutions. Airmax designs and manufactures its devices in the UK.



Motor Easy Services Ltd
Reading
motoreasy.com

MotorEasy provides extended warranty, servicing/MOTs and repairs to make car maintenance easy and save motorists money. MotorEasy also provide GAP, Cosmetic, Alloy and Tyre repair insurances. Benefits can be found in MotorEasy's innovative motoring platform to support vehicles on fleet, disposals or driver sales. Their state-of-the-art technology coupled with a UK call-centre means they are able to take on any challenge.

BVRLA members buy nearly half of all new vehicles sold in the UK, support around 465,000 jobs and contribute nearly £49bn to the economy each year



JPC Asset Management Ltd
Folkestone
jpcam.co.uk

JPC Asset Management is a commercial arrears and asset recovery specialist working within the UK leasing industry. Services include pre-legal, doorstep collections, tracing services, novation negotiations, settlements and full audits. Their enforcement agents operate fully within NSEA guidelines.



National Tyre Service Ltd
Stockport
national.co.uk

National Tyres understands that keeping businesses' fleets on the road is essential. With over 230 centres UK-wide, National provides a single point of contact for all the needs of a fleet. The mobile and call and collect options offer greater flexibility, whilst National Tyres focuses on keeping the vehicle downtime to a minimum.

BVRLA members operate a combined fleet of over 5 million cars, vans and trucks



Chief Executive:
Gerry Keaney

Secretary to the Chief Executive:
Kate McLaren

Management Accountant:
Bharti Ladwa

Accounts Assistant:
Melanie Richardson

Director of Communications & External Relations:
Toby Poston

Public Affairs Manager:
Rachael Hewish

Research & Insight Manager:
Phil Garthside

Media Relations & Communications Manager:
Andrea Davies

Senior Communications Officer:
Helen Lawrence

Senior Digital Officer:
Tamsin Stuczynska

Director of Member Services:
Nora Leggett

Events Manager:
Fran Hampson

Member Services Executive:
Laura Birdsey

Learning & Development Programme Manager:
Ina Hobden

Training & Development Administrator:
Tessa Warn

Director of Policy & Membership:
Jay Parmar

Membership Manager:
Greg Theaker

Senior Compliance Officer:
Adam Holt

Compliance Officer:
Hayleigh Clayton

Compliance & Membership Co-ordinator:
Diane Alexander

CRM Data Manager:
Robert Burford

Senior Policy Advisor:
Catherine Bowen Jinmi Macaulay

Government Affairs Manager:
Paul Thompson

Legal & Policy Executive:
Amanpreet Kalu

Operations Manager:
Amanda Brandon

Conciliation Service Manager:
Sallie Catchpole

Conciliation Service Officers:
Charlotte Day Stephen Dix Sarah Philp Laura Pite

Gerry's note:



Although the B-word still dominates both media and ministerial agendas, Brexit isn't the only show in town for the vehicle rental, leasing and fleets sectors.

With more feet on the ground in Whitehall than ever before, we continue to take the voice of the industry to the heart of government. We are making policymakers aware of the valuable contribution our industry makes to the economy, and importantly we are making sure that they understand the issues that need addressing to help create a supportive business environment.

Recognising the key role that BVRLA members can play in helping to deliver the Road to Zero, shape the future of mobility and boost the productivity of UK Plc, policymakers and parliamentarians have welcomed us to the table.

Our recent *Car and Van Rental in the UK* report shows that the rental sector alone contributes £8.8bn to GDP and £1.9bn in tax. Add to that the contribution of the leasing sector and the figures rise to £49bn GDP and £7.6bn tax. This is the kind of evidence that gets policymakers listening.

As well as continuing to ramp up our political engagement, we have also been increasing our

member engagement. So far this year we have introduced several new subject-specific working groups, launched a series of new training courses and have launched two new conferences.

In May we are hosting our first ever *Leasing Broker Conference*, which is heavily compliance themed. We are delighted to announce the Financial Conduct Authority and Financial Ombudsman Service amongst the speakers. [\(More on page 8.\)](#)

In July we host our very first *Future Mobility Congress*, replacing what was the Fleet Technology Congress. West Midlands Mayor Andy Street will provide a regional perspective on the latest thinking and we will also hear from government as well as other industry leaders on the day. [\(More on page 7.\)](#)

I hope you can make these great events and look forward to seeing you there! ♦

Gerry Keaney,
BVRLA Chief Executive

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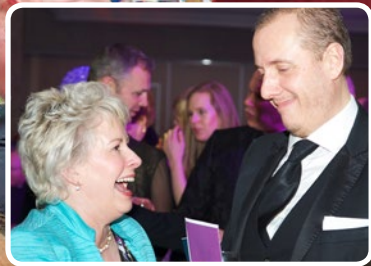
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Chairman Matt Dyer Vice-Chair Nina Bell Honorary Treasurer Brian Back



BVRLA Annual Dinner raises the roof

Over 850 members and their guests attended the BVRLA Annual Dinner at the London Hilton Park Lane, where 'Pub Landlord' Al Murray entertained the crowd. As well as raising the roof with laughter, guests also raised £10,000 on the night for automotive charity BEN. The BVRLA presented its first Freddie Aldous Lifetime Achievement Award to Brian Back in honour of the association's late Honorary Life President, who passed away in 2017. ♦



**SAVE
THE DATE**

Next year's
Annual Dinner
will take place on
Thursday 5 March
2020

Photographs from the event can be viewed via the BVRLA Flickr channel.

The BVRLA would like to thank the evening's sponsors for their support: Enterprise Rent-A-Car, Lombard, Maserati, MS Automotive (London) Ltd, United Rental Group and Vehicle Rental Services.

Fair Wear & Tear Guide for Cars

The *BVRLA Fair Wear & Tear Guide for Cars*, which incorporates the BVRLA Fair Wear & Tear Standard describing the acceptable condition of a vehicle at end of lease, has been updated and is now available for members and their customers.

The guide receives a major review every three years; for this review the BVRLA sought the views of members, de-fleet and other market experts.

The Financial Ombudsman Service (FOS) has received the final version of the new guide and

the BVRLA will liaise with FOS on a regular basis regarding customer feedback and complaint trends.

This year, with personal contract hire amounting to 25% of the BVRLA car fleet, there was extra focus on improving clarity and demonstrating fairness, especially when customers return a vehicle at end of lease.

With many customers new to the concept of vehicle leasing, and possibly unsure of their responsibilities in maintaining the vehicle, members will be providing more help and support during the period of lease or rental.

The published guide is now in two parts. The first contains information for drivers about how they can avoid end of lease charges, where they get

BVRLA Fair Wear & Tear Standard

- NEW** > Chips: acceptable chips are 3mm or less – a maximum of 4 chips on any panel, 6 per door edge, 8 on a forward-facing panel.
- NEW** > Dents: acceptable dents are 15mm or less – no more than 2 per panel, provided the paint surface is not broken.
- NEW** > Scratches of 25mm or less are acceptable provided they can be polished out – maximum 4 surface scratches on one panel.
- NEW** > Windscreens and lamp units: if replaced, they must be recalibrated to the vehicle's ADAS.
- NEW** > The windscreen standard is in keeping with the UK MOT.
- NEW** > The driver warrants that the mileage is correct.
- NEW** > Damage in excess of 10mm in the driver's line of vision (a vertical strip 290mm wide, centred on the steering wheel), or in excess of 40mm elsewhere in the area swept by the vehicle's wiper blades, is not acceptable.



advice on routine maintenance and servicing, tips on appraising the vehicle at end of lease, what they can expect on the day the vehicle is returned and how to complain if things go wrong. The second part, the BVRLA Fair Wear & Tear Standard, is summarised left. ♦

Copies of the guide can be ordered on the BVRLA website. Email fleet@bvrla.co.uk for information about

the e-licence version of the guide.

Joining the BVRLA team...

The BVRLA is delighted to welcome Catherine Bowen, Senior Policy Advisor, and Charlotte Day, Conciliation Officer, to the BVRLA team.

Catherine will report to Director of Policy & Membership Jay Parmar and Charlotte will report to Conciliation Service Manager Sallie Catchpole.



Catherine will support the BVRLA's policy and lobbying activities with specific focus on air quality, future mobility, vehicle terrorism and vehicle technology and data.

Catherine has worked in senior policy roles for over 12 years and has experience of working within private, public sector and not-for-profit organisations. She has previously worked for the British Retail Consortium, where she held the post of senior policy lead for crime and security.



Law graduate Charlotte developed a passion for dispute resolution during her training and wanted to work on the reviewing of dispute case evidence and determining of an outcome, which she now does in line with the BVRLA Code of Conduct.

Before starting with the BVRLA, Charlotte worked as a paralegal in a law firm.

Please join us in welcoming both Catherine and Charlotte to the BVRLA family. ♦



Paul Thompson: our man in Downing Street

A voice of influence... ...at the heart of government

Jay Parmar and Paul Thompson from the BVRLA policy team recently met with Downing Street officials to take the views and concerns of members to the heart of government.

The meeting provided an opportunity for the BVRLA to emphasise the importance of the vehicle rental, leasing and fleet sectors in terms of both driving the government's environmental ambitions and supporting the wider economy.

Top of the agenda was a discussion on the impact of WLTP on the sector. The BVRLA took the opportunity to stress the need for the Treasury to take action to ensure that the fleet sector is not adversely affected.

Other key areas of discussion included the economy and the role of the rental and leasing sector in getting people, goods and services around the UK, the future of mobility, and the need for EV infrastructure. ♦

To discuss how you can work with the BVRLA to help influence policymakers, contact BVRLA Government Affairs Manager Paul Thompson.

Business mileage warrants higher VAT reclaim

Despite being presented with independent findings to show that a typical company car driver's work-related mileage is closer to 60%, the government has decided to maintain the VAT derogation level at 50%.

VAT derogation simplifies the tax accounting for lease or rented cars by providing an average VAT percentage that is applied to the finance element of the rental payment.

Reviewed every three years, the current level of VAT derogation is due to expire on 31 December 2019. The present rate of 50% has been in place since 1995, based on the assumption that approximately

half of a typical company car driver's mileage is business-related.

HMRC had suggested that the derogation should be reduced, due to data they had collected which suggested that the average proportion of business mileage was less than 50%. Such an adjustment to the derogated VAT recovery rate would increase the tax bill for all UK businesses using leased and hired cars.

To counter this risk, the BVRLA commissioned two surveys, from YouGov and Sewells, to help establish whether the current 50% business/leisure mileage split assumption was correct. Both samples found

that the average proportion of business mileage was closer to 60%.

The BVRLA presented its findings to government in November 2018, recommending that UK firms should be able to lawfully and fairly reclaim 60% of the VAT paid on the finance element of the hire or lease payments.

BVRLA Chief Executive Gerry Keaney said: "Our data provides the strongest evidence yet to support an increase to the current 50% derogation. It also supports our message that the company car remains an essential tool for UK businesses." ♦



...in the corridors of power

How you can help:

Together with our fleet industry colleagues the BVRLA was able to produce over 150 responses to the government's WLTP consultation. Now we are urging fleet industry colleagues to continue the campaign by writing to ministers or their local MP.

You can do this via the campaign page on the BVRLA website: [Taking action on WLTP](#).

TAXATION



Brexit is not the only show in town for fleets

With Brexit dominating the agenda, the BVRLA is continuing to remind policymakers that there are other urgent issues that also need to be prioritised by government.

The BVRLA recently wrote to the Chancellor of the Exchequer, Philip Hammond, reminding him of the importance of getting the tax regime right to support the fleet sector.

The letter, sent in advance of the Spring Statement, emphasised the influence of BVRLA members and made clear the importance of getting the tax system right, making clear that unintended tax rises from the transition to WLTP is an added complexity that the sector could do without.

The BVRLA has also been taking this message to other parts of Whitehall, attending meetings with officials at HM Treasury, the Department for Transport, BEIS and Downing Street.



Chancellor Philip Hammond

Read the BVRLA's letter to the Chancellor on the [BVRLA website](#).

“Although it is frustrating that we must continue to wait for further clarity, we will use that time to continue to campaign for a swift, tax-neutral and well-signposted approach, that recognises the vital role that company cars and fleets play in reducing road transport emissions and delivering the government’s Road to Zero.”



BVRLA Chief Executive Gerry Keaney

Leasing sector outperforms wider market

The association's Q4 2018 Quarterly Leasing Survey shows that the BVRLA car leasing fleet shrank by 4% year-on-year, which compares to SMMT data showing that total new car registrations fell by 7% last year.

These figures have been delivered against a backdrop of growing economic uncertainty, with both the CBI and BVRLA business confidence indicators hitting their lowest point since Q2 2016.

The survey shows that a 24% surge in the personal contract hire fleet between Q4 2017 and the same period of 2018 helped offset an 11% drop in business fleet leasing.

This backs up the findings of the BVRLA's recent **Industry Outlook Report** which said that the association's members were adapting to the prevailing business conditions and finding new customers and routes to market.



Elsewhere in the survey is further evidence of a substantial shift in fuel type as new registrations of petrol cars overtook diesel for the first time. This picture is in stark contrast to only four years ago, when diesel cars outnumbered petrol by three-to-one.

This change in fuel mix is also combining with the introduction of WLTP-tested vehicles to drive an increase in CO₂ emissions. Average emissions for the BVRLA member car fleet have risen to 113.2g/km CO₂, while for new registrations they have jumped to 118g/km. ♦

The BVRLA Quarterly Leasing Survey and the Half Year Leasing Broker Statistics can be viewed on the BVRLA website.



This continuing rise in average emissions is the price we are paying for diesel demonization and the government's misaligned and contradictory taxation and environmental policies.

Gerry Keane, BVRLA Chief Executive

NEW: BVRLA Leasing Broker Conference

This brand new one-day conference for leasing broker members of the BVRLA will uncover the opportunities and threats facing the sector. It will also enable plenty of time to network with industry peers.

WHERE

One Birdcage Walk, London – the headquarters of the Institute of Mechanical Engineers.

WHEN

21 May 2019, 10:30-16:00 – followed by a drinks reception.

BVRLA Leasing Broker members and funders can attend the event free-of-charge.

For others, tickets may be purchased for £175 + VAT. Find out more and book places on the BVRLA website.



Car and Van Rental in the UK

The BVRLA has launched a pioneering state of the nation report providing comprehensive insight into car and van rental in the UK.

Delivering against its 2019 Business Plan, the BVRLA is continuing to invest in research, enabling more activity to strengthen its evidence-based lobbying and provide deeper industry insight.

The 55-page report, *Car and Van Rental in the UK*, is the culmination of six separate research projects undertaken by the association in 2018, including a survey of 4,500 customers, a market-sizing omnibus survey, an operators' study, a series of senior executive interviews, and detailed analysis of both the economic impact and sustainability credentials of the rental sector.

With an estimated workforce of 32,600 people and an annual turnover of £5.5bn, the sector buys around 400,000 vehicles per year. It operates a combined fleet of approximately 570,000 vehicles – including 342,000 cars, 205,000 vans and 23,000 trucks.

More than 16 million car and van rental transactions took place last year, with nearly 20% of UK licence holders hiring a vehicle.

Source: BVRLA *Car and Van Rental in the UK* report



*“The BVRLA *Car and Van Rental* report is an excellent piece of work containing a great insight into our sector. It will be very useful to our future marketing activity.”*

Margaret Spiers, Operations Manager at Arnold Clark Car & Van Rental and BVRLA Rental Committee Chair



“The industry has a key role to play in the delivery of integrated mobility networks that will help tackle congestion and improve air quality in our cities. But that’s only possible if you understand consumer behaviour when it comes to emerging technologies, the sharing economy and how people choose to travel. The BVRLA has gone a long way to broaden that understanding with this study.”

Ben Lawson, Vice President of Strategy and Mobility at Enterprise Rent-A-Car UK & Ireland

The report also includes analysis and insight from transport consultants Steer. They use the report to explore the role of car rental within the wider transport ‘ecosystem’, including new developments such as Mobility-as-a-Service (MaaS) and the extent to which transport modes overlap each other.

The report also examines the potential for car rental to link with public transport and other shared travel modes in providing an alternative to privately-owned vehicles.



Whether you need a picture of the vital role that the rental sector plays in daily life or want to understand how the market is adapting to new technology and business models, this report is a must-read.

Gerry Keaney, BVRLA Chief Executive

As well as making the report freely available for members, the BVRLA will be sharing highlights with policymakers across the UK, encouraging them to give proper consideration to this vital portion of the UK transport scene. ♦

Members can download the report free from the BVRLA website. It is also available for non-members at the cost of £695 (+VAT).



Free Internal Audits for members

Members not scheduled to receive a full on-site audit this year are advised to request an Internal Audit.

Free of charge to members, these audits can help to provide valuable reassurance that things are being done correctly, in line with regulatory requirements and the BVRLA Code of Conduct.

Members can request an Internal Audit any time, but it may be particularly useful for those members who have had a recent change in their terms and conditions or website content. The audit checks that the right information is available and displayed appropriately.

The BVRLA has a range of guidance tools to support members following an Internal Audit, including factsheets, webinars and templates. The BVRLA

Compliance Team will provide ongoing support after the audit and follow-up with advice and guidance to address any gaps that are identified.



Compliance Officer Hayleigh Clayton (left) said: “Last year the most common issues we came across related to terms and conditions and complaints procedures. Conducting the Internal Audits gives us useful insight, which helps to inform the development of our future guidance and training provision for members.

“I would encourage members to take up the opportunity of having this free, added value health check. We anticipate that by the end of the year we will have conducted over 200 Internal Audits across rental, leasing broker and commercial vehicle members’ organisations.” ♦

Are you offering Flexible Rental products?

Those offering flexible rental options exceeding 90 days need to be regulated by the Financial Conduct Authority (FCA) and the BVRLA is now offering a new Flexible Rental Audit to help support members with compliance.

The BVRLA has partnered with Consumer Credit Advisory Services (CCAS) to deliver a review of all FCA requirements, including compliance monitoring, conflicts of interest and financial promotions. The audit also includes follow-up

support and information that members can provide to potential customers.

The BVRLA and CCAS recently conducted a pilot audit with member XL Ltd, which operates a flexible rental business. Dean Anderson, Commercial Manager at XL Ltd, said: “I would highly recommend the audit. It is vital to be compliant with up-to-date legislation: it is about protecting your assets as a business and understanding how to apply the law and where to go if things don’t go right.” ♦



Ask Adam

Send your questions about the BVRLA inspection programme to Senior Compliance Officer Adam Holt at adam@bvrla.co.uk.

Q: I recently had a rental audit and was advised that I did not include a customer disclaimer for using the BVRLA RISC system. What does this mean?

A: It is important that members using the BVRLA RISC system include a statement within T&Cs and privacy policies to make clear to customers what their details can be used for if they break the terms of the agreement. An example statement could be: ‘You agree that if you break the terms of this agreement, we can pass your personal information to credit-reference agencies, debt collectors, the police or any other relevant organisation. We can also give this information to the British Vehicle Rental & Leasing Association (BVRLA), which can share your personal information with its members to prevent crime and protect their assets, as allowed under the General Data Protection Regulation (GDPR).’

Q: I have received a letter saying that I am to have an unannounced audit. Is this different to the announced audits?

A: As well as scheduled visits, the BVRLA also arranges unannounced visits where an inspector can turn up anytime, usually midweek. Anybody receiving an unannounced visit will be informed prior to the visit taking place, although the exact date of the visit will not be confirmed. Upon arrival, the inspector will ask to see the branch manager or, in their absence, a senior staff member. In all other respects, the visit is no different to a scheduled audit and the same areas and documentation will be reviewed.

To find out more about audits, please email the BVRLA Compliance Team at compliance@bvrla.co.uk



Mobility Credits Scrappage Scheme

The BVRLA has made a case for a nationally funded, locally targeted vehicle scrappage scheme that offers a mobility credit in exchange for a household scrapping its older, more polluting vehicle. As well as reducing emissions, the scheme would help the shift away from private car ownership and increase the availability of road space in crowded urban areas.



sustainable journeys involving public, shared and active transport (walking or cycling).

BVRLA member Enterprise Rent-A-Car is working with Transport for West Midlands on a Mobility Credits Scrappage Scheme pilot. Ben Lawson, Vice President of Strategy and Mobility at Enterprise Rent-A-Car, said:

“Mobility Credits represent a real opportunity to change the behaviour of residents and will see a rise in people opting to use a variety of modes to meet their needs.” ♦

[The Mobility Credits Scrappage Scheme paper can be read on the BVRLA website.](#)

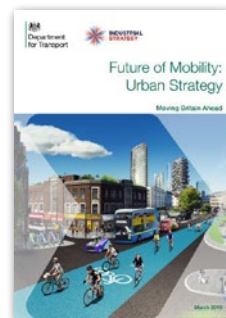
In its *Mobility Credits Scrappage Scheme* policy paper, the BVRLA explains that a Mobility Credits scheme can be used in conjunction with new technologies such as integrated Mobility as a Service (MaaS) platforms to incentivise more

Government unveils Urban Strategy

The Department for Transport has published a strategy outlining its approach to maximising the benefits from transport innovation in cities and towns.

The document sets out the principles that will guide the Government’s response to emerging transport technologies and business models.

Responding to the report, which announced the launch of a £90m competition for four new ‘Future Mobility Zones’, the BVRLA’s Director of External



Relations, Toby Poston, highlighted the key role that the vehicle rental, car club and leasing sector will play in realising the full potential of Connected, Shared, Autonomous and Electric (CASE) vehicles. He said: “BVRLA members are already delivering the future of urban mobility by providing clean, flexible and affordable mobility to local businesses and residents in London, Birmingham, Manchester and every other major town and city across the UK.” ♦

[Read the Future of Mobility: Urban Strategy on the Gov.uk website.](#)



Be part of the Future of Mobility

The BVRLA Future Mobility Congress on 4 July in Birmingham will explore the way new technology, supply chains and business models are tackling today’s urban transport challenges.

The increasing devolution of transport in the UK has massive implications for the fleet sector. Air quality, congestion and road safety are priorities for the Mayor of London, the seven new Metro Mayors and dozens of other cities across the UK.

The event will provide plenty of opportunities to share new policy thinking, hear about innovative urban mobility solutions and explore opportunities for future collaboration. ♦

[Find out more about the event on the BVRLA website.](#)



FCA compliance training

To support regulated members with FCA-compliance, the BVRLA has launched three new training courses. The first is an insight into the new Senior Managers and Certification Regime (SM&CR). There are also two Compliant Selling courses which cover what the FCA has highlighted in its recent motor finance report – the importance of giving customers the right information at the right time to help them make an informed choice about the product.

SM&CR: are you ready?



This course provides the necessary insight into the upcoming SM&CR, helping businesses to get ready for the go-live on 9 December 2019. It will provide detail of the potential impact as a result of the move from the Approved Person Regime into

SM&CR and will assist with the next steps required to ensure Regulatory Compliance. The key learning outcome for attendees is a takeaway specimen Statement of Responsibilities suitable for the industry.

The SM&CR: are you ready? course will be delivered by Steve Bloor

(pictured), a Technical Director with CCAS, the auditors for the BVRLA governance programme. He has also been actively involved in the implementation of SM&CR as a compliance adviser. ♦

Course duration: three hours.
Check availability and book on the BVRLA website.

Compliant Selling: Selling with Integrity

This course is designed to help delegates with the regulatory requirements of selling, in order to prevent consumer detriment, protect the employer's reputation and attract repeat business.

It is ideal for those who want a greater understanding of how and why FCA requirements shape the sales process. ♦

Course duration: one day.
Check availability and book on the BVRLA website.

Compliant Selling: The Roadmap to Successful Sales



This course is designed to help delegates gain the necessary competences to support a compliant sales process. It covers how to ask the right questions to ensure that the customer is offered the right product.

This course is suitable for any sales broker who would like to improve their ability to deliver a compliant sale and to close

a deal that is right for the customer.

The Compliant Selling courses will be delivered by Tony Doidge (left). Tony is an FCA compliance consultant in the automotive industry and a financial services expert. He specialises in the sales process, consultative sales and sales management. ♦

Course duration: one day.
Check availability and book on the BVRLA website.



COUNTER
TERRORISM
POLICING



ACT
ACTION
COUNTERS
TERRORISM

ACT | ACTION
COUNTERS
TERRORISM

Counter-terrorism awareness training

The National Counter Terrorism Security Office has developed a new Action Counters Terrorism (ACT) Awareness training product, free to access, and now available on the BVRLA e-learning platform.

The course modules are designed to provide an understanding of the terrorism threat to the UK and covers how to spot the signs of suspicious behaviour and what to do if an attack should take place.

This package is relevant to all members as it provides general awareness training to support security plans for all sectors and industries. ♦

Register on the BVRLA website.



Certificate in Fleet Management course is a winner!

The BVRLA was delighted to invite Jennifer Wilson from Inchcape Fleet Solutions to this year's Annual Dinner to receive an award for achieving the highest ever mark on the Certificate in Fleet Management course.

Operational Account Manager Jennifer said: "I really enjoyed taking part in the course. I thought the content was excellent and the skills and knowledge I have learnt will definitely enable me to deliver value to my customers."

Jennifer's employer was also delighted with her achievement. Jennifer Davis, Sales Director at Inchcape Fleet Solutions, said: "This achievement reflects Jennifer's hard work and dedication to her studies and she thoroughly deserves the recognition. This is also a prime example of how our investment in employee development is supporting our efforts to fully understand the needs of our customers and provide them with a journey delivered with care, warmth and pride."

The Certificate in Fleet Management accreditation is run by the Institute of Car Fleet Management (ICFM) and externally accredited by the Institute of Leadership

and Management (ILM). It provides a nationally recognised professional qualification and associate membership of the ICFM.

The programme has been designed to give participants an insight into current best practice for effective fleet management. It will help them to deliver a superior value-added service to their customers.



Jennifer Wilson of Inchcape

Jennifer shared some further benefits of completing the programme: "I have been able to share best practice from the course at team meetings and with my internal colleagues, how improvements can be made for customers, how customers' policies can be improved and how to approach a review. This has increased service levels and we've particularly seen a change in how we carry out reviews, recommendations and proposals. This all helps towards customer retention.

"This is a really good course and would definitely benefit anyone in my sector, it broadened my understanding of consultancy for the customer. The course has a good balance of content and it was extremely beneficial to meet the other candidates from different backgrounds." ♦

Find out more about the Certificate in Fleet Management course on the BVRLA website.



CONFERENCES

LEASING BROKER CONFERENCE
21 May, London

FUTURE MOBILITY CONGRESS
4 July, Birmingham

WEBINARS

FAIR WEAR & TEAR GUIDE – CARS
23 April, 11.00 – 12.00

ALL YOU NEED TO KNOW ABOUT VE103Bs
24 April, 11.30 – 12.30

TRAINING COURSES

INTRODUCTION TO THE DAILY RENTAL INDUSTRY
10 April, Chesterfield

CERTIFICATE IN FLEET MANAGEMENT
May/July (2 modules), Amersham

FINANCE ESSENTIALS FOR ACCOUNT MANAGERS
21 May, Amersham

SM&CR: ARE YOU READY?
23 May, Amersham

FORUMS

ASSET MANAGEMENT AND SECURITY FORUM
9 May, Amersham

TECHNICAL AND OPERATIONAL MANAGEMENT
6 June, Thatcham

RESIDUAL VALUE AND REMARKETING
12 June, Wakefield

Business fleet leasing continues to decline

In the spotlight...

In the first quarter of 2019, the BVRLA was mentioned in 375 pieces of media coverage. During this period sixteen press releases were issued:

- 1 Government fails to act on advice from industry and Select Committee.
- 2 Government backs Leeds Clean Air Zone charging plans.
- 3 Membership grows as BVRLA expands.
- 4 Drivers urged to think ahead when driving abroad.
- 5 BVRLA marks Safer Internet Day by urging vigilance about vehicle leasing scams.
- 6 BVRLA rallies industry response to vehicle tax consultation.
- 7 BVRLA leasing broker statistics show steady growth.
- 8 Treat fleets fairly or risk derailing the 'Road to Zero', warns BVRLA.
- 9 It's time to shift gear on motoring tax.
- 10 'No more excuses' for motor finance sector, says BVRLA.
- 11 Growth in personal contacts bolsters resilient leasing sector.
- 12 BVRLA Annual Dinner honours a lifetime contribution to industry.
- 13 ULEZ policy needs a fleet focus, says BVRLA.
- 14 Brexit is not the only show in town for the fleet sector.
- 15 BVRLA members are delivering the future of urban mobility.
- 16 Vehicle rental: The Big Picture.

Steady growth in leasing broker market, reports BVRLA

'The time for excuses has passed': industry reacts to FCA report

By Christopher Marchant | March 6, 2019

BVRLA membership at 20-year high

Initial response to FCA report has been positive to shopping exercises

The BVRLA has claimed its membership figure is at a 20-year high following a pledge to scale up its operations to meet its increasing diverse member base.

According to the fleet organisation, it grew its membership categories including brokers and associates in 2018 with SMEs also joining the association.

A focus of FCA criticism is the current model which gives a perceived lack of information in finance deals at the

"We expanded the team, extended the building, increased research, launched a new website and boosted our internal and external expertise. We are already starting to see the impact of this investment. Greater levels of engagement, higher volumes of interactions and increased operational effectiveness are being delivered across all areas of the association," said Gerry Keaney, the BVRLA's chief executive.

From an industry body perspective, Gerry Keaney, British Vehicle Rental and Leasing Association (BVRLA) chief executive, said: "The time for excuses has passed. This is the motor finance sector for companies that are unwilling to meet the FCA requirements for business

FAILURE TO SUPPORT FLEETS COULD JEOPARDISE ROAD TO ZERO PLANS, WARNS BVRLA

15TH FEBRUARY 2019

The Government's plan for road transport will be threatened if it does not take consistent and consistent compliance, the BVRLA has warned

Responding to the Treasury's WLTIP consultation, the said WLTIP-related uncertainty and a lack of visibility on future tax systems that could help tackle design including urban air quality and congestion

It added that as a result, some staff members may end up leaving the industry, meaning that as a result, some of the fleet industry will be reversed. "If the Government fails to manage the impact of the tax changes, it will accelerate," it warned.

In its response to the consultation the BVRLA called for the Government to:

- Adjust future VED and company car tax bands for electric vehicles to account for the increase in
- MAAS refers to digital platform shared and private transport:

Call to seize advantages of MAAS

Date: 30 January 2019 | Author: Sean Keywood

Government support is wanted for a technological revolution that could transform organisations. Sean Keywood reports.



A parliamentary report that industry backing.

Fleet operator organisation, evidence to a House of Commons which have now been published.

MAAS refers to digital platform shared and private transport:

BVRLA meets with TfL over ULEZ



or changing their ownership models to get themselves into a Euro 6 van."

Five management companies are already in the process of adopting low-emission and electric vehicles, partly in response to the launch of ULEZ in the UK and Europe, and several others at the BVRLA said. "TfL has an enormous task ahead of it to support the hundreds of small businesses who essentially rely on vans but will be caught out by the new ULEZ in a few months' time."

"BVRLA members stand ready to help offer affected businesses advice on how to

BVRLA warns motorists to be wary of online leasing scams

06/02/2019 in Latest Fleet News



Was this article useful? Click the thumbs up >



BVRLA's chief executive Gerry Keaney (pictured) said: "We are urging the public to exercise vigilance and think twice before

To mark Safer Internet Day, the British Vehicle Rental and Leasing Association (BVRLA) is reminding people to be wary of scammers who are promoting bogus vehicle leasing deals online to extract money from unsuspecting customers.

The BVRLA first brought this issue to light in September 2018, having been alerted of a spate of online scams advertising vehicle leasing deals that require 'No credit checks', 'promote 'No deposit' and ask people to 'Direct Message' via text to get the deal.

Fleet industry heroes recognised at BVRLA Annual Dinner

By Natalie Middleton / 3 days ago / Large, Latest News, Medium, Small / No Comments

The BVRLA has announced the winners of its 2019 awards, which were presented last night at its annual gala dinner including the first-ever Freddie Aldous Lifetime Achievement Award.



The BVRLA annual dinner saw Brian Back (centre) presented with the inaugural Freddie Aldous Lifetime Achievement Award.

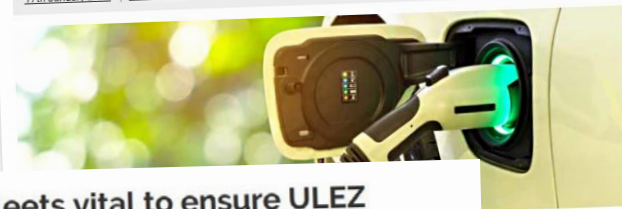
Created in honour of the BVRLA's Honorary Life President, who passed away in 2017, the inaugural Freddie Aldous Lifetime Achievement Award went to Brian Back who has held leadership positions in some of the industry's most successful companies, chaired numerous BVRLA committees and spent more than 20 years on the BVRLA Board. He has also spent over a decade on the board of industry charity Ben.

BVRLA chief executive Gerry Keaney said: "Freddie Aldous made an outstanding contribution to the industry and the BVRLA. We are remembering his legacy by dedicating an award in his name to those that have followed in his footsteps and provided great service to our association and the wider industry.

"I am delighted that the industry has

BVRLA LAMENTS GOVERNMENT EV APPROACH

17th January 2019 | Alan Feldberg



Support for fleets vital to ensure ULEZ success, says BVRLA

By Natalie Middleton / 22 hours ago / Latest News / No Comments

Policymakers must work more closely with fleets to help ensure vehicle compliance with the London Ultra-Low Emission Zone (ULEZ) – particularly if the zone does become zero-emission from 2025.

So says the BVRLA as it highlights how increased communication and support for operators could help with ambitions to cut pollution and congestion.

There's less than a month to go until the ULEZ launches in London on 8 April, before expanding up to the North and South Circular in October 2021 – according to the BVRLA, many are already predicting that it will become zero-emission from 2025.



February 8, 2019
As the closing date approaches on government's consultation Review of WLTIP and vehicle taxes, the BVRLA is urging the fleet industry to respond.

In its consultation, which closes on February 17, the Government is seeking more information

Road to Zero!
New findings include:

- Nine organisations representing economists, fleets, motorists, the automotive industry, energy providers, and local government have contributed to the report
- "No change" on vehicle tax isn't an option for drivers and the environment are too big to ignore are too great
- New technologies present an opportunity to give fleets and motorists a clearer and more sophisticated tax system that could be based on distance travelled, time of journey and more
- CO2 emissions and incentives need to give fleets and motorists a clearer and more sophisticated tax system that could be based on distance travelled, time of journey and more

London ULEZ

or changing their ownership models to get themselves into a Euro 6 van."

Five management companies are already in the process of adopting low-emission and electric vehicles, partly in response to the launch of ULEZ in the UK and Europe, and several others at the BVRLA said. "TfL has an enormous task ahead of it to support the hundreds of small businesses who essentially rely on vans but will be caught out by the new ULEZ in a few months' time."

"BVRLA members stand ready to help offer affected businesses advice on how to

Communications Toolkit is a hit!

The BVRLA has launched a *Communications Toolkit* to provide members with access to a free suite of useful digital, social and print resources to support members' own communications activity relating to a range of topics.

BVRLA Communications Manager Andrea Davies said: "Within a week of launching this toolkit we could see from the online statistics that it had been well received. The resources have been designed to help members to share useful information with customers and demonstrate alignment with industry best practice.

"It also helps to promote that you are a BVRLA member, which can help to build trust and confidence in your brand. We expect it to be particularly helpful for SMEs that may have limited in-house communications resources and have been delighted to see some of our large corporate members also wanting to use the material."

The toolkit launched in April with three initial sets of campaign resources on 'Top Tips for Renting a Vehicle', 'Taking a Vehicle Abroad' and 'ACT (Action Counters Terrorism)'. Resources include an A5 leaflet, digital banners and Social Media images for LinkedIn, Facebook and Twitter (pictured). ♦



More campaign resources are being added, so members are encouraged to login and visit the Communications Toolkit page of the BVRLA website.

Have you set your preferences?

The BVRLA's website now has personalisation technology to enable members to update their settings to receive content that is most relevant and of interest to them.

This involves five easy steps. To begin, visit the login page on the BVRLA website. ♦

The BVRLA Blog



The BVRLA Blog shares knowledge, experiences and views of specialists and industry experts, covering a range of topics of interest to members.

A recent newcomer to the BVRLA Blogger community is Iain Forbes, Head of the Centre for Connected and Autonomous Vehicles at the Department for Transport and BEIS.

In his blog, Iain explains how BVRLA members are at the heart of the next mobility revolution.

He says: "The government has recently published the *Future of Urban Mobility: Urban Strategy*. Our aim was to set out our view of the trends that will impact on transport in the coming years, and the principles we will use to help shape them.

"We will need the innovations and the insights of organisations who are at the forefront of this change. That includes the members of the BVRLA." ♦

If you want to be a BVRLA Blogger, please contact Helen in the BVRLA communications team.

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