

Annual Review 2016

promoting responsible road transport



British Vehicle Rental and Leasing Association

About the BVRLA

What We Do

Established in 1967, the British Vehicle Rental and Leasing Association is the UK trade body for companies engaged in the rental and leasing of cars and commercial vehicles.

The BVRLA's 850+ members operate a combined fleet of around 4.5 million cars, vans and trucks. BVRLA members buy nearly half of all new vehicles sold in the UK, supporting around 317,000 jobs and contributing nearly £25bn to the economy each year.

By consulting with government and maintaining industry standards, the BVRLA helps its members deliver safe, sustainable and affordable road transport to millions of consumers and businesses.

Our Committee of Management

BVRLA Chairman

Simon Oliphant HITACHI CAPITAL CORPORATION

BVRLA Vice Chairman

Matt Dyer LEASEPLAN UK

BVRLA Honorary Treasurer

Brian Back

BVRLA Honorary Life President

Freddie Aldous

BVRLA Chief Executive

Gerry Keaney

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Tim Buchan	ZENITH
Peter Cakebread	MARSHALL LEASING
Benoit Dilly	ARVAL UK
Peter Grime	MILES & MILES
David Hosking	TUSKER
Jon Lawes	HITACHI CAPITAL VEHICLE SOLUTIONS
Tim Porter	LEX AUTOLEASE
David Rowlands	HERTZ UK
Khaled Shahbo	ENTERPRISE RENT-A-CAR
Gary Smith	EUROPCAR GROUP UK
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Who We Are

The BVRLA team and how to get in touch with us

Member Representation



134 Number of new members



404 Communications with government and members about compliance and BVRLA Codes



96 Member representatives on BVRLA committees



2,290 Members of the BVRLA LinkedIn Group



26 Total events held in 2016

Status & Credibility



439 Number of audits carried out as part of the BVRLA's governance programme



1,195 Number of consumers helped by the BVRLA's Conciliation Service



2,018 Number of followers of @BVRLA on Twitter



178 Communications with government



25 Number of government groups in which we represent the industry

Advice & Information

Member Services



18,011

Visits to the BVRLA's setting up a rental company advice page



30,605,265

Records in the BVRLA's Vehicle Mileage Database



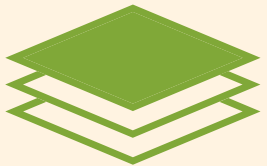
+4.5%

Growth in the number of page views of bvrla.co.uk



851

Members attended BVRLA conferences and forums



24

New and updated fact sheets



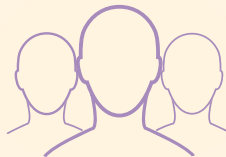
832,819

Searches made using RISC in 2016



962

Guests at the 2016 Annual Dinner



602

BVRLA member staff trained and developed in 2016



4,835

Number of legal queries handled in 2016



90,952

Number of VE103B certificates issued to members in 2016

Achievements in 2016

Audit Programme

Following the introduction of the BVRLA's new compliance programme in 2015, our auditors have conducted close to 500 audits this year for new and existing members. The programme has raised standards across the rental and leasing broker sectors. Members have been quick to give their feedback, praising the auditors for making the process simple, providing constructive criticism and identifying areas for potential growth.

Car Rental Confidence

Our industry continues to work with the Competition & Markets Authority (CMA) and the European Commission to tackle consumer concerns regarding car rental. In October, *Which? Magazine* noted that "improvements have been made since the CMA's review". The CMA moved its investigation into its second stage, looking at car rental brokers and intermediaries. The CMA held workshops with rental brokers and representatives from the BVRLA that resulted in recommendations being provided to brokers to help with transparency on their websites.

Conciliation Service

Since becoming an approved Alternative Dispute Resolution provider in October 2015, the BVRLA's Conciliation Service has helped more than 1,195 individuals with their complaints, resolving all within 30 days. Some 56% of rental and 76% of leasing complaints have been resolved in favour of the member.

CRM

July 2016 saw the BVRLA's new customer relationship management (CRM) system go live. It is already helping us to streamline our business processes and communicate more proactively with members, contacting them with relevant information only.

Dart Charge

The BVRLA secured a new, simplified process for members handling Penalty Charge Notices (PCNs) imposed for non-payment of the fee for using the Dartford Crossing. Now, all transfer of liability requests can be completed within 72 hours as long as members provide the correct information, and members can also make representations in bulk using a spreadsheet.



Events

The BVRLA ran a total of 26 events for members and colleagues in the fleet rental and leasing industry in 2016 – an increase on previous years. From market intelligence and legal updates at our Forums, to socialising at our Golf Day and Annual Dinner, we have been active and accessible.

Fair Wear & Tear Guide

The *Industry Fair Wear & Tear Standard for Drivers and Operators of Contract Hire, Rented and Leased Vehicles over 3.5 Tonnes* was updated. The *HGV Fair Wear & Tear Guide*, as it is commonly known, was unveiled at the Commercial Vehicle Show at the Birmingham NEC. It provides HGV operators with clear guidance on acceptable standards when returning a leased HGV.

Grey Fleet

Using government figures and real fleet data, the BVRLA and the Energy Saving Trust produced a detailed analysis of the grey fleet and its impact on carbon emissions, air quality and costs. This gave members a much clearer view of the scale and scope of grey fleet use in both the private and public sectors.

Training

The year saw an upturn in training and development among BVRLA members – a situation clearly connected with the association's record level of membership. This growth has been driven by continued interest in the City & Guilds Rental Operator Skills Certificate and the IMI Accreditation among Technical Service Advisers.

Workplace Charging

Following extensive lobbying by the BVRLA, the government announced a £35m funding package to support the ultra low emission vehicle market. This included £7.5m for businesses to be given a grant to install electric vehicle charging points at their offices.

Air quality

The BVRLA will be working closely with the Department for Environment, Food & Rural Affairs (Defra) on its proposals for clean air zones. We want to ensure that a national framework is introduced to provide guidance to cities across the UK considering bringing in low emission zones.

Such a framework should provide consistency (an identical standard across zones), certainty (in terms of the permanence or fixed-term nature of such zones), give sufficient notice of their introduction (so fleet operators can make vehicle purchase decisions without unnecessary financial penalties), and provide confidence to the aftermarket.

Brexit

Following the vote to leave the European Union, one of the major hurdles for the industry looking ahead will be the threats and opportunities that arise from Brexit. The Prime Minister is keen to ensure economic stability, and has announced that the government will pass legislation to bring all previously adopted European law into UK law, with an 'opt-out' approach being taken to remove individual laws and regulations considered unnecessary or excessive. The BVRLA will continue to engage with members to identify those EU regulations and directives that are holding back the sector, and will engage further with all relevant government departments to help shape withdrawal negotiations.

Business car taxation

The government has pledged to 'close loopholes' in its current tax regime, but as we have seen with HM Revenue & Customs' approach to salary sacrifice schemes, company cars can often get caught in the crossfire.

In April 2017, the still-to-be-finalised Finance Bill will come into force, a new Vehicle Excise Duty system will take effect, and we may see the result of the government's consultations into ultra low emission vehicle tax bands in the company car tax scheme. The BVRLA has been hard at work trying to promote the strides being made in these areas by members, and this work will continue in 2017.

Meetings have been planned with HM Treasury, HMRC, the Department for Transport, the Department for Business, Energy & Industrial Strategy, the Department for Environment, Food & Rural Affairs, and the Office for Low Emission Vehicles, as well as certain select committee chairs and staff.

FCA

The BVRLA will be working closely with the Financial Conduct Authority in 2017 to ensure that its work around the retained provisions of the Consumer Credit Act does not create additional burdens for members. We will also be looking at key areas of focus for the FCA and assisting the team with their work on vulnerable customers and fair treatment, ensuring firms are clear in their advertising, financial promotions and scope of services being offered and remuneration/commission.

Road Traffic Offences and Private Parking

The BVRLA is looking to overhaul the legislation surrounding road traffic offences and private parking.

In many cases the legislation for the various traffic offences does not recognise the modern world we live in and requires members to post reams of paper to demonstrate that a vehicle is on hire or lease. The BVRLA will be working with the government to try and remove these administrative burdens and ensure a simple, harmonised electronic approach is in place so that the person committing the offence is held to account and has a right to appeal.





Simon Oliphant: tax, grey fleet vehicles, the consequences of the vote to leave the EU, and new technology all raised issues in 2016

So, all in all a quiet year, except for the following...

“MAY YOU LIVE IN INTERESTING times,” goes the old Chinese curse.

This feels like a particularly apt sentiment for those of us trying to plan for the consequences of Brexit, changes to the tax regime, the introduction of new emissions testing standards and the impact of connected vehicles and mobility services. In fact, all we can really say for sure is that the next 12 months are going to be very interesting.

Looking back, many of the predictions I made last year were a safe bet.

While it has rumbled on at a legal and government level, the VW crisis had limited impact on the fleet front line.

Regulators pushed forward with new emissions standards, due to come into effect in 2017, and while we welcome the tightening of thresholds, there is still some uncertainty over their impact on official CO₂ figures and tax bills. This is something that the BVRLA will continue to push for, with more advanced warning and transparency needed next year.

Diesel has continued its graceful decline in fleet market share, with petrol hybrids and electric

vehicles gaining ground. The government has finally addressed some of the hurdles that stand in the way of increasing the adoption of ultra low emission vehicles – announcing the winners of the Go Ultra Low City Scheme, and supporting our calls for a workplace charging grant by putting up £7.5m of funding. Next up, policymakers are keen to improve the nation's charging infrastructure and encourage more standardised chargepoint access.

It is ironic that the government is trying to encourage joined-up thinking among EV charging providers, but it is failing to take this approach itself – nowhere



more so than with tax policy. Current plans to alter the tax treatment of employee benefits and increase taxes like Vehicle Excise Duty and company car tax are set to undermine the push towards low emission vehicles and could threaten the very future of the company car as we know it.

The BVRLA has therefore undertaken a significant communications and lobbying campaign to make sure MPs and other stakeholders understand just what a positive force the company car is – lowering emissions, improving road safety and supporting the UK economy.

Fortunately, we have robust data to support this campaign. A detailed report we commissioned from Oxford Economics revealed how many cars and jobs are dependent on the company car market.

We also have cross-sector support from the CBI and ACFO.

As well as defending the industry, your association has also been proactive in trying to expand the marketplace for vehicle rental and leasing services. The grey fleet has been a relatively unknown and untapped opportunity for too long, and the BVRLA commissioned the Energy Saving Trust to produce a groundbreaking report that shone a light on this sector and the prospects it presents for almost every category of our membership, from car clubs and car rental to vehicle leasing and fleet management. This report hasn't just sat on a shelf either – since the message has been developed, the BVRLA has worked with members and other fleet industry organisations to raise awareness. ▶

As well as defending the industry, the BVRLA has also been proactive in trying to expand the marketplace



Your association relies on the active contribution and engagement of a wide cross-section of members

► The association has also undertaken plenty of communications work to support the roll-out of its new Codes of Conduct and compliance programme. The team in Amersham remains acutely aware that they have asked a lot of members in 2016, but the give-and-take balance should be restored in 2017 as the BVRLA provides members with more training, guidance and communications to support their work on best practice and make customers more aware of just what a quality assurance benchmark the logo represents.

There have been plenty of other positives in 2016, from the updates to the *HGV Fair Wear & Tear Guide* and the publication of the *Fleet Technology White*



Paper, to the behind-the-scenes work to help the growth of the car club sector. You can read more about these achievements within the pages of this *Annual Review*.

In order to continue this work, your association relies on the active contribution and engagement of a wide cross-section of members, so we'd like to thank you for this support and look forward to working with you in 2017.

The year may look as though it is filled with uncertainty, but the optimists among us believe this uncertainty is quite exciting. ❖

Simon Oliphant
BVRLA CHAIRMAN
AND CORPORATE OFFICE
— HITACHI CAPITAL CORPORATION



Gerry Keaney: campaigning, researching, improving and communicating were all at the heart of BVRLA activities in 2016

One golden anniversary... and many golden opportunities

NEXT YEAR THE BVRLA WILL celebrate 50 years as a trade association, but it is not the only significant milestone that is fast approaching.

Your association is on course to welcome its 900th member in the near future, which is likely to take our combined fleet size past five million vehicles for the first time.

Both membership and fleet size have grown by more than 30% in the last three years, and we have been busy scaling up our own operations to ensure that we can meet the increasing demand on our services.

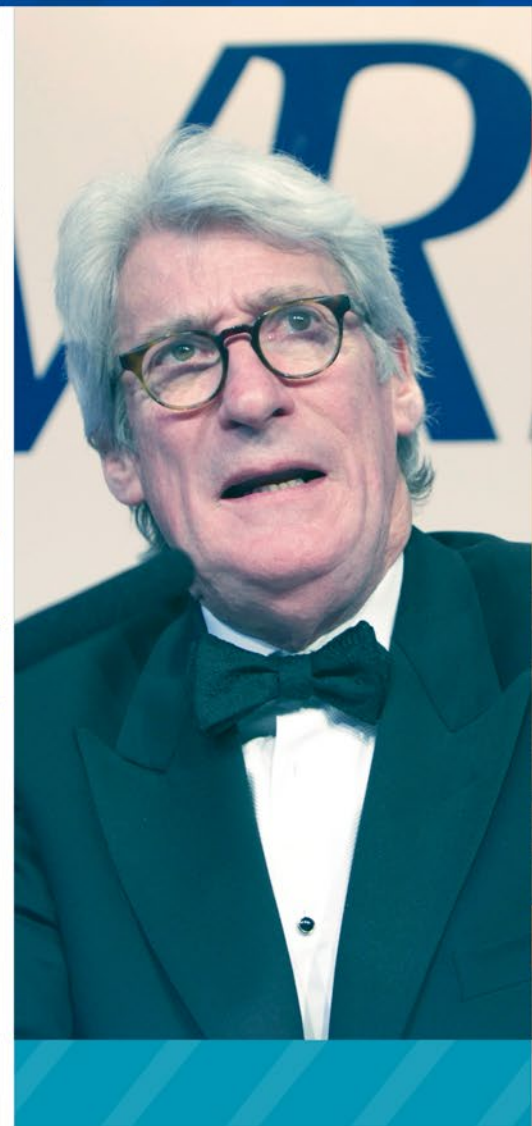
But growth has never been the BVRLA's main concern. We believe it is a welcome by-product of the continued focus we put on campaigning on behalf of the vehicle rental and leasing industry, keeping members informed and advised, helping you to raise standards and nurturing the reputation of our vital sector.

Whichever one of these priorities you look at, we have been hard at work during 2016.

From a campaigning perspective, this year has seen the BVRLA and member representatives sitting down with more MPs, ministers and policymakers than

ever before. We know that there is strength in numbers and we have worked with a wide range of other trade bodies, including ACFO, ICFM, SMMT and the CBI.

Whether we are talking about emissions, tax, road safety or technology, the stories we are telling are now supported by more robust evidence and data, thanks to the increased resources we have allocated to research. In 2016 we produced some groundbreaking reports on grey fleet, company cars and car rental habits, while taking a deeper look at trends within the fleet leasing and leasing broker sectors. Good stories deserve ►



Emissions, tax, road safety, technology: the stories we are telling are supported by robust data

- ▶ to be told, so we have introduced a new Research section on our website and invested in some PR support to make sure we share them with a wider audience.

Another investment came to fruition this year as we went live with a new customer relationship management system (CRM). It is already helping us to streamline our business processes and communicate more proactively with members.

Across the web, social media and email, we are putting more resources behind our digital communications.

With inboxes and screens becoming more cluttered than ever, we are determined to find more engaging and efficient ways of keeping you informed.

More and more of our communication is happening face-to-face and we set further records for the number of member events we held in 2016. We have met thousands of you in a variety of settings, whether networking at our Annual Dinner, Golf Day and Parliamentary Reception, or sharing business insights at our conferences, member forums and policy workshops.



The BVRLA is now interacting with a far wider cross-section of vehicle rental and leasing industry personnel, thanks to our strengthened audit and compliance work.

Our focus for much of 2015 and 2016 was about introducing a more comprehensive and customer-facing Code of Conduct. Looking forward, we will be working with all of our members to help you implement these standards at the heart of your business operations. We have already visited hundreds of branches and websites this year as

part of our audit regime and the response has been overwhelmingly positive.

We hope to further underpin our Code and governance regime in 2017 with a portfolio of training, accreditation and personal development opportunities. From car rental to personal leasing and CV operator compliance, our industry is under more scrutiny than ever. The BVRLA is determined to meet this challenge on the front-foot and ensure that our logo becomes even more of a benchmark for quality assurance.

I would like to finish by thanking members for their contribution to the association and our work. The myriad things you do – welcoming us into your offices, attending our events and training courses, responding to our surveys, reading our newsletters – have been the foundations of our first 50 years.

I hope to meet more of you in 2017 as we celebrate this half-century of achievement. It is a partnership and we look forward to supporting as well as relying on you in the years ahead. ❖

Gerry Keaney
BVRLA CHIEF EXECUTIVE

LEASING BROKER COMMITTEE

Chairman

Mike Potter
Fleetdrive Management

Vice Chairman

Spencer Blake
Wessex Fleet Solutions

Nigel Brain

Leasing Options

Tom Brewer

LeasePlan UK

Martin Brown

Fleet Alliance

Alan Carreras

Bridle Vehicle Leasing

Andy Chatwin

ALD Automotive

Steve Cocks

Lex Vehicle Leasing

Gavin Davies

Alphabet GB

Tony Flood

Benchmark Leasing

Paul Huxford

PHVC

Rod Lloyd

Low Cost Vans

Paul Parkinson

Synergy Automotive

Graham Prince

Neva Consultants

David Snarr

Ogilvie Fleet

Chris Swallow

Hitachi Capital Vehicle Solutions

Todd Williams

Arval UK

If you would like to participate in the work of the Leasing Broker Committee, contact BVRLA Director of Policy & Membership Jay Parmar: 01494 545706
jay@bvrla.co.uk

Auditing boosts business and our broker boom



THE BVRLA now has 300 leasing brokers in membership, up from 219 at the start of the 2016. They are responsible for 232,519 vehicles, an increase of 11.7% since the start of the year. There are 11% more cars on contract and 13% more vans on their books. The biggest growth area is personal contract, with 93% of cars on contract either leased through contract hire (50%) or personal contract hire (43%).

This growth and these figures will no doubt keep the attention of regulators firmly on our industry, but BVRLA members should rest easy knowing that the association has been doing plenty of work over the past 18 months to reassure both regulators and customers.

The BVRLA's compliance team has conducted 144 audits this year,

with the vast majority resulting in a pass or advisory pass. A number of members expressed concern before their audit and felt that it was unnecessary, given that they had just been through the Financial Conduct Authority's authorisation process. Afterwards, many had high praise for the process – especially as it identified both key weaknesses and areas of potential growth. This will be an ongoing process, and we will continue to enhance our audit programme with feedback from members in 2017.

Another area of ongoing work is our online training programme, which is coming to fruition as we close 2016. We look forward to sharing this information with you over the course of the coming year. ❖

Mike Potter

**COMMITTEE CHAIRMAN
AND MANAGING DIRECTOR,
FLEETDRIVE MANAGEMENT**



Get karter: the hotly contested Broker200 kart race saw 20 teams of racers raising over £6,000 for charity this year

Audit and compliance programme raises standards

The committee has been working closely with CCAS – the auditors appointed by the BVRLA to monitor leasing broker members' standards – to review the key findings from the audit programme. The result of this work is that the committee has been able to track any recurring areas of concern, and subsequently enable the BVRLA to provide members with guidance where necessary. The audit programme will continue to be developed in 2017.

Online training

The committee has been working hard to develop an online training programme for brokers that is supported by leasing members. The programme aims to provide generic governance and compliance training designed to work alongside any product training provided by the funders. The programme is due to be launched in 2017.

Kart race for Ben

The fourth annual BVRLA Broker200 kart race was held in May, raising more than £6,000 for Ben, the automotive industry charity.

More than 20 teams from funders, leasing brokers, rental companies and vehicle manufacturers raced around Daytona Milton Keynes for two-and-a-half hours. The team from Fleetdrive Management crossed the finish line in first place, ahead of Autodata by just 66 seconds. Rounding out the podium was the team from Fleet Assist, who completed 112 laps of the 1,100m International Circuit.

Leasing Broker Survey

The Leasing Broker Committee has developed the association's insight and statistics function, and contributed regularly to the BVRLA's Leasing Broker Survey.

Published twice yearly, this delivers valuable market information to assist leasing broker members with their decision making. By collecting and analysing the records supplied by members on a regular basis, the BVRLA is able to understand how the market is evolving.

The data allows us to quantify market size, establish industry trends, and measure market change across a variety of products. This information is then fed back to committee members.

RENTAL COMMITTEE

Chairman
Brian Swallow
Enterprise Rent-A-Car

Vice Chairman
Robert Shaw
Europcar

Louisa Bell
Avis Budget Group

Alison Chadwick
Thrifty Car Rental

Richard Davies
Hertz UK

Steve Dore
Rabbits Vehicle Hire

Philip Spain
Alley Cat Car and Van Rentals

Margaret Speirs
Arnold Clark

Felix Steinhauser
Sixt Rent a Car

Andrew Strathdee
Isle of Man Rent a Car

Helen Sylvester
Miles & Miles

If you would like to participate in the work of the Rental Committee, contact BVRLA Director of Policy & Membership Jay Parmar: 01494 545706 jay@bvrla.co.uk

Real achievements put the rental sector in a healthy position



THE RENTAL sector is in good health, according to all industry barometers that we have available.

Our research indicates that there are in the region of 10.9 million car rental transactions in the UK each year, and around 7.8 million people who personally rent a car. The UK car rental fleet has grown consistently over the past five years, and the BVRLA's Rental Operator Survey revealed that these vehicles are usually eight months old and producing fewer emissions than the average privately owned car.

This evidence is hard to ignore, and Transport Minister Andrew Jones praised the pay-as-you-go car sector for "giving people extra choice for getting around".

He also noted how it "can make travelling healthier, more sustainable and accessible to all".

In the coming months, we will be using the backing we have been given and the solid evidence we have to lobby against planned changes to the Vehicle Excise Duty refund scheme.

I hope the following summary of our activities over the past year will give you all the proof you need that the association continues to work tirelessly in support of all its rental members, and is positioning car hire as a flexible and sustainable solution to many of the challenges the sector will face in the year ahead. ❖

Brian Swallow

COMMITTEE CHAIRMAN AND VICE PRESIDENT OF RENTAL FOR SOUTH EAST ENGLAND AND LONDON, ENTERPRISE RENT-A-CAR



The Dartford Crossing: penalty charge notices for non-paying users are processed more efficiently, thanks to the Rental Committee

Dart Charge improvements

The committee worked closely with Highways England to make major improvements to the processing of penalty charge notices (PCNs) for non-payment of the Dart Charge. A working group helped develop a way to transfer PCNs to the drivers who incurred them. This work has removed the administrative burden on members, saving both time and money.

Enhanced audit and compliance

The BVRLA audited more than 200 rental branches in 2016. The committee monitored the results of this audit programme closely, making improvements where necessary. It ensured that road safety-related items, such as tyres, became instant fails and has proposed further improvements for 2017. This will give customers and regulators more protection and assurance that members operate high-quality vehicles and offer high levels of service.

CMA investigation

Our industry continues to work with the Competition & Markets Authority (CMA) and the European Commission to tackle areas of consumer concern regarding car rental.

In October 2016, consumer watchdog *Which? Magazine* noted that “improvements have been made since the CMA’s review” and the CMA has also looked at car rental brokers and intermediaries.

The committee supported the BVRLA with its work as part of this investigation. The CMA held workshops with rental brokers and BVRLA representatives that resulted in a series of recommendations being provided to brokers to help with transparency on their websites.

Rental research

The Rental Committee contributed to numerous pieces of BVRLA research in 2016. A TNS online omnibus survey found that more than 20% of UK adults rented a car in the UK or overseas in 2015, while there were 15.5 million rental transactions by UK residents in 2015.

TRL carried out our Car Rental Customer Survey, which concluded that using car rental can help people own fewer cars and adopt more sustainable travel habits. The survey was welcomed by Transport Minister Andrew Jones.

The BVRLA also conducted its Car Rental Operator Survey, which found that the market is split two thirds corporate and one third leisure rentals. From the data supplied, we are seeing a continuing fall in the average emissions to 116g/km CO₂ and the average age of the fleet is 8.4 months.

LEASING & FLEET MANAGEMENT COMMITTEE

Chairman

David Hosking
Tusker

Vice Chairman

Ian Tilbrook
Volkswagen Financial Services

Steve Archer

Inchcape Fleet Solutions

Mark Biggs

Arval

Peter Cakebread

Marshall Leasing

Mark Connor

Zenith

Mel Dawson

ALD Automotive

Jo Elms

LeasePlan UK

Neal Francis

Pendragon Contracts

Andrew Mann

JCT600 Contracts

Guy Mason

Lex Autolease

Philip Newton

Windsor Vehicle Leasing

Matt Sutherland

Alphabet GB

Aled Williams

Days Contract Hire

If you would like to participate in the work of the Leasing & Fleet Management Committee, contact BVRLA Director of Policy & Membership Jay Parmar: 01494 545706 jay@bvrla.co.uk

Committee counter-attacks to save the company car



THE BVRLA now has more than 100 companies involved in leasing

and fleet management, with the quarterly leasing survey revealing that the business fleet leasing sector is now responsible for more than 1.3 million cars and vans on the road – an increase of 4.8% year on year. By the end of Q2 2016, the total car leasing fleet had grown by 10% year on year. Personal contract hire was responsible for 60% of that growth.

The year hasn't been without its challenges despite this substantial growth. We've always been an influential industry and this has never been more apparent than over the last few months as our members have united to respond to government consultations on company cars.

Fortunately, we have a robust defence. The data we provided to HM Revenue & Customs enabled us to present a very strong case. We showed why employer-provided cars should be exempt from proposals to

tax salary sacrifice cars (and company car drivers receiving a cash alternative) in a very simple and comprehensive way.

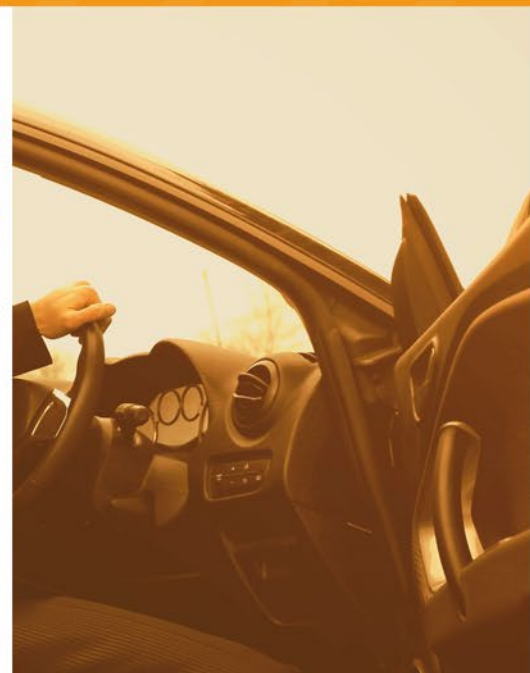
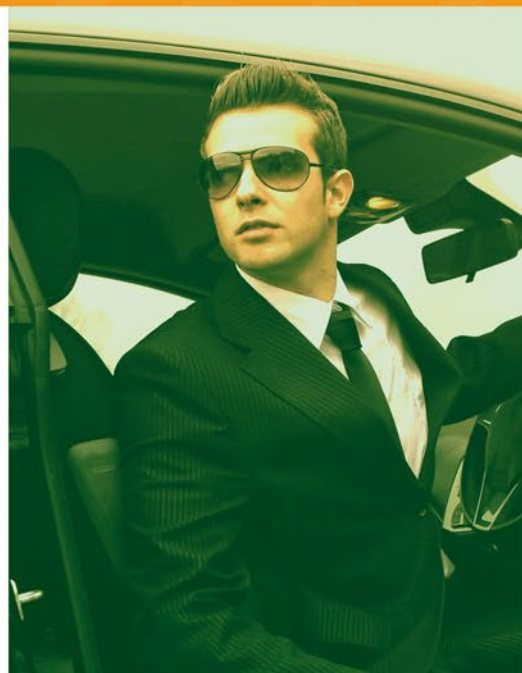
This data isn't the only thing that's been useful when lobbying government. Our grey fleet research project in conjunction with the Energy Saving Trust has examined the impact of companies letting employees use their own vehicles for work purposes, and informed many businesses of the alternatives.

We know that our work is not yet done, but I'd like to thank all members for their support in the last 12 months.

I write this before the Autumn Statement, but you will no doubt be reading this once we know the government's plans. In the unlikely event of a less than positive outcome I'd like to leave you with the words of Jimmy Dean: "I can't change the direction of the wind, but I can adjust my sails to always reach my destination." ❖

David Hosking

**COMMITTEE CHAIRMAN
AND CEO OF TUSKER**



Action stations: the BVRLA has marshalled data to present the business case for the company car following government ‘attacks’

Data and connected vehicles

The committee formed a working group to study the issue of data collected from connected vehicles. Committee members helped shape a document of ‘data principles’ setting out the key points to discuss with manufacturers to ensure that customer data is handled in a way that complies with data protection laws. The committee also contributed to the BVRLA’s Fleet Technology Congress and Survey.

Research and insight

Committee members contributed to the BVRLA’s research in 2016. The quarterly leasing survey enabled the association to relate industry performance to economic confidence – particularly valuable following the Brexit vote. By collecting data on a quarterly basis we are able to monitor the impact on the industry, the changing profile of leasing members’ fleets, and business confidence.

Business car taxation

The HMRC proposals outlined in the consultation document *Salary sacrifice for the provision of benefits-in-kind*, which is estimated to affect 650,000 company car drivers, dominated the committee’s workload in the latter half of 2016.

The association has been working closely with government to demonstrate the value of the company car, and collected a dataset which allowed us to dispel the myth that it’s only the wealthy who benefit from these schemes. The committee’s work enabled us to show that over 75% of salary sacrifice cars are driven by basic rate taxpayers, who, on average, choose cars that emit 100g/km CO₂. We were able to prove that this market supports jobs and growth, and improves road safety as well.

VED reform

Upcoming changes to Vehicle Excise Duty (VED) – due to be introduced in April 2017 – were also on the agenda for the committee this year. The reforms will see vehicles with a list price of more than £40,000 attract a £310 supplement on top of the standard £140 rate after the first year. The committee worked with the BVRLA to produce a fact sheet to advise members of these changes. It includes a detailed description of what is included in the list price, and also explains what is not included.

COMMERCIAL VEHICLE COMMITTEE

Chairman

Jon Lawes
Hitachi Capital
Vehicle Solutions

Vice Chairman

Peter Collins
MAN Financial Services

Dave Adderley

Enterprise Flex-E-Rent

Margaret Clark

Turner Hire Drive

Adam Fairbotham

Ryder

Andy Hill

Lex Autolease

Ryan Long

Zenith

Ian Martin

BT Fleet

Philip Moon

DAF Trucks

Andrew Morley

Prohire

Stuart Russell

Europcar UK

Dave Saxon

Fraikin

Charles Starr

Close Brothers
Commercial Vehicle Solutions

If you would like to participate in the work of the Commercial Vehicle Committee, contact BVRLA Director of Policy & Membership Jay Parmar: 01494 545706 jay@bvrla.co.uk

More growth, more members and more opportunities



THE COMMERCIAL vehicle sector has always had a 'keep calm and carry on' attitude, and nowhere is that more evident than in the approach the sector has taken in 2016.

More than 300,000 new vans and 21,000 trucks have been registered so far this year, with growth coming from the pick-up and rigid truck sectors. The BVRLA has more than 85 commercial vehicle members, responsible for more than 750,000 hired vans and trucks – an increase of around 9% compared with the start of 2015.

This growing membership is reflected in the increased activity of the association. We have found ourselves doing more to explain the vital role our members play in delivering

services to CV operators, and stepping up our campaigning against burdensome regulations that are harming the sector.

This increased activity looks set to keep us busy in the coming years, as the industry looks to explore the opportunities presented by the UK's vote to leave the European Union. A vital part of ensuring operators' success will be for the BVRLA to continue to engage with a variety of stakeholders on legislative and economic issues.

The commercial vehicle rental and leasing industry is uniquely placed to assist policymakers and the wider public to meet their goals in these areas, and we will continue to enable fleets to comply with their environmental and safety requirements. ❖

Jon Lawes

**COMMITTEE CHAIRMAN AND
MANAGING DIRECTOR OF HITACHI
CAPITAL VEHICLE SOLUTIONS**



Growth: more than 300,000 new vans have been registered this year, with BVRLA members responsible for 750,000+ vans and trucks

New audit and compliance programme

The CV Committee monitored the implementation of the BVRLA's new audit and compliance programme. It worked with the auditors (The Automobile Association) to ensure that audits reflect the BVRLA's Commercial Vehicle Code of Conduct and enable members to maintain the sector's key standards.

CV roundtable

The committee attended a successful CV roundtable event, hosted by the BVRLA, which helped to establish a position on several issues facing the commercial vehicle sector: further possible regulation of the van market, a shortage of HGV drivers, and the implications of the Working Time Directive (and whether it will still apply after the UK leaves the EU).

HGV Fair Wear & Tear Guide launched at the CV Show

The committee continued to review the *Fair Wear & Tear Standard for Drivers and Operators of Contract Hire, Rented and Leased Vehicles over 3.5 Tonnes* in 2016. In April, a new version of the standard, commonly known as the *HGV Fair Wear & Tear Guide*, was unveiled at the Commercial Vehicle Show at the Birmingham NEC.

The guide now provides HGV operators with an even clearer understanding of what constitutes acceptable wear and tear when returning a leased vehicle.

CV Informer

The BVRLA worked with Road Transport Media again in 2016 to deliver its *CV Informer* guide to the top 100 CV leasing and rental suppliers. The supplement was based on research conducted amongst committee members and other BVRLA members.

Published in November 2016, *CV Informer* provides estimates of companies' van, truck, and trailer assets; details suppliers' key requirements; and notes trends impacting the industry. In addition to providing valuable insight into the market and its customers, *CV Informer* also helps to increase the visibility of the BVRLA and leasing industry standards amongst CV operators.

Asking questions, crunching numbers

The BVRLA's Research & Insight capability provides members with up-to-date information on our industry. We are about 'getting the right information to the right people to make the right decisions at the right time'!

This is split into two key areas: Market Intelligence and Customer Research.

Working with member groups and committees we are able to identify areas of interest across our community. The BVRLA's unique position allows us to collect data from members and aggregate it to create an industry-wide perspective. The team has an internal capability and expert practitioner contacts, which enables us to devise and deliver poignant research programmes.

Here's a few examples of some of the work we have undertaken in the past year:

Website

Your association added a new research section to its website, bvrla.co.uk, which contains the latest statistics and findings from our Research & Insight portfolio. It includes general industry information, specific details on the rental and leasing sectors, and the results of our completed studies.

Headline information is available to all, but members can access more in-depth detail via the member login. We also ensure that any information is anonymised so that individual responses cannot be attributed to individual members or their customers.



Grey Fleet

Our groundbreaking grey fleet report was compiled by the Energy Saving Trust with the help of the BVRLA and its members. Thanks to this report we now have a much clearer view of the scale and scope of grey fleet use in both the private and public sectors.

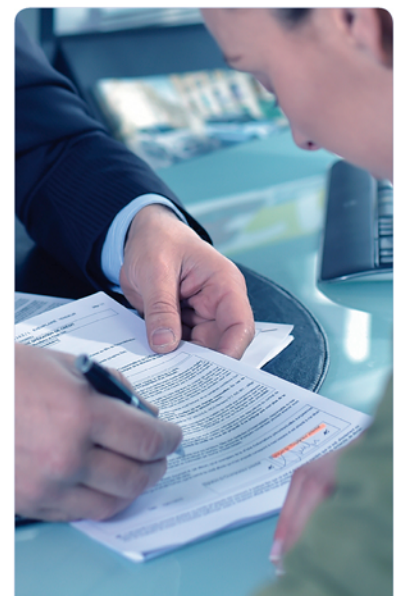
Since its publication in the summer of 2016 this report has been the catalyst for the start of some very productive discussions.



Leasing Broker

Industry activity can often be based on hearsay and gut instinct. Our Leasing Broker Survey, which is published twice yearly, delivers valuable market information to assist in decision making.

By collecting and analysing the records supplied by members on a regular basis we are able to understand how the market is evolving. The data allows us to quantify market size, establish industry trends, and measure market change across a variety of products.



Fleet Technology

Our fleet technology research provided a backbone for the 2016 congress.

The research enabled us to establish attitudes towards technology, what the positive impacts of technology were likely to be, and what threats might influence the adoption of fleet technology within our industry.

We were able to gain more of an understanding about telematics, including barriers to their use and how they might develop and change in the future.

CV Informer

The BVRLA worked with Road Transport Media again in 2016 to deliver a *CV Informer* supplement as a guide to the top 100 commercial vehicle leasing and rental suppliers. The supplement was based on research conducted among our members and is used to estimate van, truck, and trailer assets, suppliers' key requirements, and trends impacting the industry.

In addition to providing valuable insight into the market and its customers, we were able to increase the visibility of the BVRLA and leasing industry standards amongst CV operators.

Car Rental

Our 'staycation' car rental research delivered actionable research findings and a great PR opportunity on a small budget. Using an omnibus survey research partner we were able to gather information on the value and benefits of using a hire car while holidaying in the UK.

The research was used to generate a press release promoting the use of car rental during the holiday season and spelling out the benefits of using a BVRLA member when renting a vehicle. This included links to our top tips and provided access to the Code of Conduct and our Conciliation Service.



Quarterly Leasing

Our quarterly leasing survey helps us to relate the industry's performance against economic confidence. This was particularly valuable this year given the Brexit vote. By collecting data on a quarterly basis we are able to monitor the impact on the industry. The study reports on:

- Confidence in the economy in general and in the fleet leasing sector in particular.
- The business fleet leasing sector
- The total car leasing fleet
- Average contracted mileage
- Average total fleet CO₂ emissions
- The proportion of petrol, diesel and electric vehicles in total fleet.

For more information on BVRLA surveys and statistics, contact Research and Insight Manager Phil Garthside.

Contact

Phil Garthside
01494 545717
phil@bvrla.co.uk

According to responses to our 2016 Member Survey...

The top three reasons for joining the BVRLA were:

- 1** Strong voice to represent the industry
- 2** Status and credibility
- 3** Source of information and advice

The top three policy priorities outlined by members were:

- ★ Brexit Impact/ Preparations
- ★ Business and Motoring Taxes
- ★ Cutting Red Tape and Bureaucracy

Statistics

- 87%** of members say the BVRLA is easy to work with
- 76%** of members believe the BVRLA delivers good or very good value for money
- 87%** of members are satisfied with the BVRLA overall

Comments...

“ BVRLA are great to deal with and support us whenever we're up against it

“ Publicise to consumers the benefits of choosing a BVRLA member

“ I attended one of the regional forums recently and found it to be really informative

In the Spotlight : media highlights 2016

January

The fleet press all published our forecast for the year ahead and our member statistics. We also gave reassurance that the new lease accounting standard was very much a case of business as usual.

February

We provided comment on the government's driverless cars trial, and insight into the growth of the leasing broker sector in 2015. Ahead of the Budget, our calls to the Treasury to stop punishing company cars were echoed by *Fleet News* and *Fleet World*.

March

Business Car ran our Budget reaction on its front page. Our Annual Dinner generated a diverse range of articles – including stories in regional newspapers, as our award winners were from Scotland and Wales. Policy papers and plug-in leased vehicle stats also proved popular.

April

We urged drivers to get their VE103Bs ahead of the May bank holiday, and entertained a host of journalists at the CV Show when we relaunched our *HGV Fair Wear & Tear Guide*. We also commented on an air quality report, highlighting the need for consistency across clean air zones.

May

We welcomed the government's motoring services strategy, expressed concern at Mayor of London Sadiq Khan's air quality plans and announced that Volvo was going to sponsor our Fleet Tech Congress. Our Broker200 karting race raised £6,000 for charity.

June

Director of Communications & External Relations Toby Poston appeared on BBC Radio 4's *You & Yours* to represent the car rental industry. We were quick to calm the industry after the vote to leave the EU. We also showcased our data principles document.

July

We gave a half-year progress report and revealed the results of our Fleet Technology Survey. We reacted to the new-look DfT, and published our biggest-ever research piece on grey fleet vehicles (see pages 22-23). We also conducted research into 'staycations' in the wake of the Brexit vote. The latter topics received national newspaper coverage.

August

With figures from HMRC revealing that the number of drivers paying benefit-in-kind tax increased for the first time since it was introduced, we were quick to suggest how the numbers might not show the full picture. Elsewhere, our August Bank Holiday car hire research gained coverage in the *London Evening Standard* and on the radio.

September

The impact of the government's proposed changes to salary sacrifice and employee benefits hit the headlines, resulting in the BVRLA being quoted in *The Times*, *Financial Times* and *Daily Mail*.

October

We continued our defence of employee benefits, securing stories in HR titles, trade publications and the fleet press. We also published our car rental customer survey, which was praised by Transport Minister Andrew Jones.

November

We reacted to the Chancellor's Autumn Statement, which resulted in our comments being used by the Fleet Press. We also joined forces with *Motor Transport* to produce the annual *CV Informer* supplement.



For more information on the BVRLA's PR work, contact Media Relations & Communications Manager Jamie Fretwell.

Contact
Jamie Fretwell
01494 545710
jamie@bvrla.co.uk

BVRLA 50th Anniversary 1967-2017

In 2017, the BVRLA's golden anniversary year, keep an eye out for our special gold star events celebrating 50 years of representation for the British vehicle rental and leasing industry.

For details of these and all other BVRLA activities, contact our Events Executive, Fran Hampson: 01494 545703, fran@bvrla.co.uk or see www.bvrla.co.uk



February

2
Technical & Operational Management Forum

8
Residual Value & Remarketing Forum

March

2
Annual Dinner

London Hilton, Park Lane



April

20
Asset Management & Risk Control Forum

Shoosmiths LLP, Northampton

25-27
CV Show

NEC, Birmingham

May

Broker200 Karting Race

Daytona, Milton Keynes

In support of Ben

Date to be confirmed



June

8
Technical & Operational Management Forum

15
Residual Value & Remarketing Forum

26 ★
50th Anniversary Evening Event: Midlands
 The Belfry

27 ★
50th Anniversary Evening Event: North
 Oulton Hall, Leeds

29 ★
50th Anniversary Evening Event: Scotland
 Westerwood Hotel, Glasgow

THE BVRLA WILL HOLD A NUMBER OF POLICY ROUNDTABLES THROUGHOUT 2017. THE DATES OF THESE WILL BE ANNOUNCED EARLY IN 2017, BUT WILL FOCUS ON TOPICS SUCH AS COMPANY CAR TAX, AIR QUALITY AND LEASE ACCOUNTING.

July

5
Fleet Technology Congress
 Williams F1, Oxfordshire

11 ★
50th Anniversary Evening Event: South
 Oxford Belfry

September

6
Golf Day
 The Oxfordshire

October

12
Asset Management & Risk Control Forum
 Shoosmiths LLP, Northampton

19 ★
Leasing Broker Forum & Lunch

November

2
Technical & Operational Management Forum

15
Residual Value & Remarketing Forum

30
Industry Conference

★
Parliamentary Drinks Reception
 House of Commons
 Date to be confirmed



Getting better all the time

THIS YEAR HAS SEEN AN outstanding upturn in training and development among BVRLA members and 2017 looks even more promising.

The growth has been driven by interest in the City & Guilds Rental Operator Skills Certificate and the IMI Accreditation for Customer Service and Technical Customer Service Advisers.

Our Learning and Development Professional, Duncan McMillan, joined us in late March and

was tasked with reviewing and growing our training portfolio. Working with our accredited training providers, and responding to members' demands, the BVRLA is now well placed to support key sectors of membership.

A key focus is the leasing broker sector, with an important project to develop a unified online learning platform to help leasing broker members meet their regulatory requirements. Next year will also see the BVRLA

introduce its own Continuing Professional Development (CPD) scheme for members to engage with, promoting positive learning and development through a variety of activities and options.

We will also launch our first webinar-based training programme next year. Comprising four workshops on the vital subject of customer service, this blended programme will contain both group and workplace learning elements and will be highly practical. ✦

City & Guilds Rental Operator Skills Certificate	This qualification recognises best practice. It is suitable for members who have undertaken the 'Introduction to Daily Rental' course and have at least three months' experience in this sector.
Fair Wear & Tear Standards Training	This programme provides a working knowledge of the BVRLA's Fair Wear & Tear standards – our guidelines for the condition expected of vehicles returned at the end of a lease. It is for staff who assess returned vehicles, field enquiries or arrange finance options.
IMI Accreditation for Customer Service and Technical Customer Service Advisers	The BVRLA administers this accreditation in partnership with the Institute of the Motor Industry (IMI). Assessments involve written and practical tests of communication skills, task management and technical knowledge. The Automotive Technician Award (ATA) is awarded to individuals with high standards of competence in these roles.
Introduction to Daily Rental	A two-day workshop on the skills and knowledge required in daily rental. It looks at customer service, customer qualification, marketing approaches, interpreting tariffs, legislation, and understanding insurance products. It provides essential training for anyone who intends to sit the City & Guilds Rental Operator Skills Certificate.
Introduction to the Vehicle Fleet Industry	A one-day overview for new staff and those who need a refresher. It includes: key players in the sector, common funding options, whole-life costs and consumer credit regulations.
Professional Fleet Consultant Development Programme	Developed in partnership with the Institute of Car Fleet Management (ICFM), this programme is designed to promote effective fleet management. It provides essential training for senior sales, account and business development managers.
Selling Contract Hire	This two-day course is suitable for sales professionals in the contract hire and leasing sector and those overseeing or managing vehicle fleets. It covers contract hire as a funding option, including its tax treatment. It provides essential selling skills, including client qualification and needs identification, explaining products effectively and managing objections.
Selling, Regulation & Compliance	Aimed at leasing brokers, this programme covers product knowledge, taxation, and legislation, and enables participants to compare whole-life costs for customers.

Our one-stop shop for support

THE BVRLA HAS A NUMBER of products and services designed to help members and their customers.

For example, sending a lease or rental vehicle abroad is fraught with problems unless you are fully prepared. The BVRLA is one of the few organisations authorised to sell the Vehicle on Hire Certificate (VE103). The BVRLA has streamlined its processes to make it easy for members to ensure their customers have the required documentation.

In April, the BVRLA launched a new version of its *HGV Fair Wear & Tear Guide*, the accepted industry-wide standard for fair wear and tear on heavy commercial vehicles at the end of a rental lease or finance agreement. Our revisions ensure there are no grey areas.

The BVRLA met with ACFO in 2016 to start discussing the revision of the *LCV Fair Wear & Tear Guide*. The aim was to establish what prompts customers to complain at end of lease and how greater understanding and transparency

can be achieved in end-of-lease charges and processes. The BVRLA is planning to publish the revised guide next year.

RISC is the BVRLA's risk management tool for rental and leasing companies. It allows businesses to qualify their customers – preventing, detecting and controlling fraud and other losses. Information is shared with BVRLA members in accordance with Data Protection guidelines. In 2017, the BVRLA will develop RISC further. ❖

Business Support	The BVRLA offers business support and legal advice to all members with industry-related enquiries – including questions about new legislation. The BVRLA Conciliation Service, an approved Alternative Dispute Resolution provider, is available to help resolve complaints about members.
Fair Wear & Tear Guides	The BVRLA standard is aimed at drivers of leased or financed cars, heavy goods vehicles, and light commercial vehicles (including minibuses with up to 17 seats). Our guides explain the difference between fair wear and tear and unacceptable damage, thereby reducing end-of-contract charges. Hard copy booklets are available for purchase by members and non-members alike and we also offer an online format, for purchase by our members, which can be added to their own websites.
Online Resources	The BVRLA produces a wide range of literature to assist members, such as suggested terms and conditions for rental, and guides to standard quotations and contracts for leasing brokers. Our website provides advice on all aspects of vehicle rental and leasing.
RISC Database	RISC is the BVRLA's free, quick and easy-to-use risk management tool for our rental and leasing company members. Users are able to gather and share information about prospective customers, in accordance with Data Protection guidelines, which can then help prevent, detect and mitigate fraud, theft, late payments and other damaging activities. RISC can be used as a standalone database as well as being integrated into in-house or proprietary counter systems.
VE103B Vehicle on Hire Certificate	A Vehicle on Hire Certificate must be carried when sending a leased or rented vehicle abroad. The certificate shows that the driver has the owner's permission, contains details of the vehicle and the hirer and is the only legal substitute for the V5C. The BVRLA's VE103B certificate can be supplied to members as a single form, for in-house completion, or in pads of 50 with your registered keeper address printed on each form for quick completion.
Vehicle Mileage Database	The BVRLA's Vehicle Mileage Database holds over 28 million mileage records for vehicles disposed of by our members. Private buyers and traders can access them through provenance providers, such as Experian and HPI, in order to verify the mileage of a vehicle before purchase.

FURTHER INFORMATION Member Services Executive Laura Birdsey: 01494 545714, laura@bvrla.co.uk

Membership Listing

Corporate Members

- 121 Rental
1st City Van Hire
2 Rent UK
3F EV
4Hire
4x4 Vehicle Hire
55 Car Rental
- A** A10 Auto Centre
Aberconwy Car & Van Hire
Accessible Motor Company
Accident Exchange
Acrobat Vehicle Rental
Adapted Vehicle Hire
Advance Vehicle Rental
Affinity Motor Credit
Afford Rent A Car
Agility UK
Agnew Corporate
ALD Automotive
All Vehicle Contracts
Alley Cat Car & Van Rentals
Alliance Asset Finance
Allied Vehicle Rentals
Allied Vehicles
Allied4vans
Alltruck
Alpha Hire Solutions
Alphabet (GB)
Amber Leisure
AMT Vehicle Rental
Amvale
Apex Car Rental
APL
Applegate Van Hire
ARI Fleet UK
Arian Finance
Arnold Clark Finance
Arrow Self Drive
Arval UK
Athol Car Hire
Atlantis Rentals
Auto Leasing UK
Auto Surefit
Autohorn
Auxillis Services
Avis Budget UK
- B** B & T Hire (Hertfordshire)
Barford Hire
- Barnes Hire City
Batchelors Online
Bathwick Car & Van Hire
Bayfield Vehicle Hire
Beerhouse Self Drive Hire
Ben Nevis Motors
Berkeley Square Vehicle Services
Berkshire Van Hire
Big White Cube Vehicle Hire
Blakedale
Blenheim Cars
BMW Rental¹
BMW Financial Services (GB)
BNP Paribas Rental Solutions
Bognor Motors Vehicle Solutions
Boleyn Car & Van Hire
Bollore SA
Bossretty
Brecon Car Rentals
BT Fleet
Bucks Car Hire
Bury Van Hire
- C** C & C Vehicle Solutions
C A Trott (Plant Hire)
Cambridge Car & Van Rental
Campervan Tours
Campervantastic
Capital Hire
Car2go UK
Carillion Fleet Management
Causeway Campers
Central Accident Management Services
Central Vehicle Hire
Cheshire Vehicle Rental & Sales
Chief Vehicle Rentals
City Inter-Rent
City Mini
Clarkson of Glasgow
CLM Fleet Management
Close Brothers Vehicle Hire
CMW Group
Cocoon Vehicles
Cole Services
Commercial Legal
- Crash Cushion Rental Solutions
Crash Services
- D** DAF Trucks
Dash Drive
Days Fleet
DFC (NI)
DGC Vehicle Rental & Contract Hire
Direct Rental Group
DPC Sales & Service
Drive Car Hire
Drivenow UK
DriveTime Vehicle Rental
- E** Easi Drive
Easirent.com
Eden EV
Eden Garage
EL-GS Leasing Associates
Enterprise Rent-A-Car
Essential Fleet Services
Eurohire Vehicle Rentals
Eurolink Ventures
Europcar Group UK
Excel Vehicle Hire
Exclusive Vehicle Contracts
- F** F1 Prestige (Group)
Falcon Vehicle Solutions
Farnworth 2000
FCA Fleet Services UK
First Self Drive
Fleet 96 Rentals
Fleet Assist
Fleet Dynamic
Fleet Efficiency
Fleet Evolution
Fleet Financial
Fleet Hire
Fleet Logistics
Fleetcare (PSCSM)
FleetEurope
Fleetway Vehicle Rental
Flexible Vehicle Contracts
Focus Vehicle Rental
Folkestone Vehicle Rental
Ford Rental²
Fourways Self Drive
Fraikin
- Franklin Hire
Freeway Vehicle Hire
Frontline Leasing and Fleet Management
Frosty Hire & Sales
Fulton Network
FVTH Self Drive
- G** Gallagher Car & Van Rentals
Gap Vehicle Hire
Gates Leasing
Gemini
Get Motoring UK
Gifford Van Hire
Gill Bradley Vehicle Hire
GKL Leasing
GlenRental
Global Autocare
Global Self Drive
Go Rentals
Golds Garages
Green Motion Vehicle Rental
Green-Line Vehicle Rentals
Grosvenor Contracts Leasing
- H** H & H Van Hire
Herd Hire
Hertz UK
Hexagon Leasing
Hirus Vehicles
Hitachi Capital Vehicle Solutions
Holmbush Commercials
Horton Commercials
Howard Self Drive Hire
Howarth Bros Haulage
Howe Rentals
- I** ICR
Ideal Car Hire
Inchcape Fleet Solutions
Isle of Man Rent A Car (Isle of Man Airport)
Iveco Capital
J & R Car & Van Hire
J P Vehicle Rentals
- J** J S Vehicle Rental
J4R
James & Jenkins Garages
JCT600 Vehicle Leasing Solutions

BVRLA CORPORATE MEMBERS AS OF 1 NOVEMBER 2016

¹ BMW RENTAL HAS FOUR COMPANIES IN MEMBERSHIP

² FORD RENTAL HAS 12 COMPANIES IN MEMBERSHIP

- Jeffery Williams
Jolly Good Van Hire
Just Vehicle Solutions
- K** Kendall Cars
Kenhire
Key Drive Car & Van Rental
Kindertons Accident Management
- L** Landcruise Motorhome Hire
LC Vehicle Hire
LCVR
Lea Valley Fairrent
LeasePlan UK
LesLineyAutos&VehicleHire
Lex Autolease
Licensed Carriage Hire
Lincs Van Hire
Lobster Van Hire
London Car Rentals
London Hire
Long Marsh
Lookers Leasing
Loughton Self Drive
LU Car & Van Rental
Luteaim
- M** M & A McManus
Mac's Truck (Rental Leasing)
Mainstream Distribution
MAN Financial Services
Manchester Car & Van Hire
Manchett's Car, Truck & Van Centre
Maple Motor Services
Marshall Leasing
MC Rental
MCH Vehicle Rental
McLays Car Sales
McRent London
Measham Self Drive
Mercedes-Benz Finance
Mercury Rent A Car
Meridian Vehicle Solutions
Midland Motorhomes
Miles & Miles
Minibus World
Minster Self Drive
MJA Car Sales
MNH-Platinum
- Mocars
Mold Car Hire
Montreal Prestige
Motability Operations
Motiva Group
MSL Vehicle Rental
MTCR Marketing
Multifleet Vehicle Management
MV Commercial
Mylchreests Car Rental
- N** N.L. Commercials
Nationwide Vehicle Rental
Newark Self-Drive Hire
North East Truck & Van
North West Rural Services
Northgate Vehicle Hire
- O** Occasion Car Hire
Octopus Finance & Leasing
Ogilvie Fleet
Oh Cars
Otis Vehicle Rentals
- P** Palmer and Martin Rentals
Park Lane Self Drive
Parkhurst Self Drive Hire
Paul's Vehicle Rental
Pavilion Car Rental
Pendragon Vehicle Management
Penny Car Hire
Peugeot Car & Van Rental³
Pitter Self Drive
Practical Car & Van Rental⁴
Premier Prestige Cars
Premier Vehicle Rental
Premiere Velocity
Prestige Carriages
Priority Hire
Prohire
PSA Finance
PT Hire
- R** Rabbits Vehicle Hire
RB Autobodies
RCI Financial Services
Red Kite Vehicle Consultants
Refuse Vehicle Solutions
Rent 2 Own Cars
- Rent Direct Car and Van Rental
Rental Choice
Riverside Truck Rental
Roberts Transport Self Drive Hire
Robertson Self Drive
Robins & Day Chiswick
Rovewide
Ryder
- S** S & J Self Drive Hire
Salford Van Hire
Sandcliffe Motor Contracts
Scania Truck Rental
SDML
Season Car Hire
SG Fleet UK
SHB Hire
Signature Global
Sinclair Finance & Leasing
Sixt Rent A Car
Skewbald
Skipton Self Drive
SL1 Vehicle Hire
Smart Platform Rental
SMV Commercials
Southwest Motorhomes Sales Service and Hire
Spaceships Campervan
Specialised Hire Solutions
Specialist Fleet Services
Specialist Vehicle Hire
Specialist Vehicle Rental
Stan Car & Van Hire
Star Rent A Car
Steve's Self Drive
Storage Centre Wales
Stratford-Thorne
Sun Kissed Campers
Sun Organisation
SuperVan & Superbike Rental
Sutton Maddock Vehicle Rental
- T** T.O.M. Vehicle Rental
TC Harrison 1960
Ten 05 Hire
Thame Service Station
The Car & Van Rental Co
- The Civilised Car Hire Company
The Kay Group (UK Holdings)
Thrifty Car & Van Rental
TJS Self Drive
TonHire
Toomey Leasing Group
Torque Car Hire
Total Motion
Toyota Rental⁵
Transglobe
Translease Services
Turner Hire Drive
Tusker
- U** U Storeall
U-Drive
U4 Vehicle Hire
Ubeeqo
United Rental Group
- V** Vantastec
Venson Automotive Solutions
Vic Young (South Shields)
Victoria Hire
Vincent Vehicle Hire
VMS (Fleet Management)
Volkswagen Financial Services (UK)
Volkswagen Rental⁶
Vospers Motor House
- W** Watts Van Hire
West Berks Van Hire
West Country Self-Drive
West Wallasey Car Hire
White Car
White Dove Contracts
Wicked Campers
Wilcox & Co (limousines)
Wilson's Automobiles and Coachworks
Windsor Vehicle Leasing
Winner Vehicle Rentals
Witham Motor Company
Woodfield Facilities
WVC Vehicle Solutions
- X** XL
Zenith LeaseDrive Holdings
Zipcar UK
- Z** Zoocars

³ PEUGEOT CAR & VAN RENTAL HAS 18 COMPANIES IN MEMBERSHIP⁴ PRACTICAL CAR & VAN RENTAL HAS 152 COMPANIES IN MEMBERSHIP⁵ TOYOTA RENTAL HAS FOUR COMPANIES IN MEMBERSHIP⁶ VOLKSWAGEN RENTAL HAS 58 COMPANIES IN MEMBERSHIP

Membership Listing

Leasing Brokers

- 1st Choice Vehicle Finance
21st Century Motors
- A** A & W Fleet Solutions
ABC Leasing
Abridge Vehicle Management
Academy Leasing
Accl
ACL Automotive
Active Vehicles
Adept Vehicle Management
Advanced Vehicle Contracts
Advanced Vehicle Leasing (Stockton)
AFL (Fleet Management)
Albion Vehicle Contracts
Alexanders Leasing
Alliance Asset Management
Allied Ventura
Alpha Contracts Leasing
Alpha Motors (Wigan)
Alternative Route Finance
Amber Vehicle Solutions
AMG Autolease
AMT Vehicle Rental
AMVS
Andrew Mole
Anthony K Associates
Any Car Online
Applewood Vehicle Finance
Applied Leasing
Armstrong Nationwide
Ash Vehicle Contracts
Ask Motor Company
Asset Finance Management
Asset Finance Solutions (UK)
Astute Motoring
Auric Car Leasing
AutoEase Vehicle Management
Autograph Contracts
Autohorn
Automia
Automotive Funding Solutions
Autoprocurement
Autorama UK
Autosave Affinity Partners
- B** B & B Vehicle Contracts
Balgores Leasing
BCL (Birmingham)
Benchmark Leasing
Bentley Walker Vehicle Solutions
Best Business Finance
Big Media Presence
Bingham Motor Company CC Leasing
Blue Chilli Car Contracts
- Bluepoppy Vehicle Solutions
Blueroc
Bowater Price
Britannia Car Finance
Butlers Vehicle Solutions
- C** C J Tafft
Caledonian Independent Leasing
Camel Consultants
Cameron Clarke Leasing
CanDo Contracts
Capital Vehicle Management
Car Contracts Britain
Car Leasing
Car Leasing Solutions
Car Van Finance
Car4Leasing
Carisma Vehicle Solutions
Carlease (UK)
Carmyke Leasing
Cars2vans.com
Carsave UK
Castle Vehicle Leasing
CBVC Vehicle Management
Central (UK) Vehicle Leasing
Central Accident Management Services
Central Contracts (Sot)
Claris Vehicle Solutions
Clayton Car Contracts
Commercial Finance & Leasing
Commercial Vehicle Contracts
Company Vehicle Solutions
Compass Contract Hire
Complete Vehicle Management
Concept Automotive
Corporate Business Finance
Cort Vehicle Contracts
Countrywide Vehicle Contracts
Covase
Crown Hawk Properties
Crusader Vehicles
Crystal Lease
CVSL
- D** Daley Associates
Dart Solutions
DCMD
Demo
Dennis Buyacar
DM Finance
Drayton Vehicle Solutions
Drivespeed (UK)
DSG Auto Contracts
Dynamic Vehicle Solutions
- E** E-Drive West Midlands
Eclipse Partnership
Economy Leasing UK
EFL Vehicles
Eiger Vehicle Leasing
Elite Vehicle Leasing
Eurocar Group
Eurofunding
- F** FFVM
Finance One
First European Finance (Scotland)
First Step Leasing
First Vehicle Finance
Fish Car Leasing
Fishergate Leasing
Fleet Alliance
Fleet Elite Vehicle Management
Fleet Sales
Fleet Solutions Network
Fleet UK
Fleetdrive Management
Fleetprices.co.uk
Four Counties Leasing Contract Hire
Freedom Vehicle Contracts
Frontier Vehicle Leasing
Fulton Leasing
- G** G F Vehicle Solutions
Gateway2Lease
GB Vehicle Contracts
GB Vehicle Leasing
Genus Vehicle Solutions
Genus Vehicle Solutions (Stirling)
Glynn's Vehicle Contracts
Go For Finance
Go Green Leasing
Go Leasing
Greenfleets
Griffin Tax Free
GVE London
GWA (UK)
- H** H N Vehicles
Hamborough Enterprises
Harry Kennedy
Hawkins Vehicle Leasing
Higher Cars
Highland Vehicles
Hills Contracts
Hippo Vehicle Solutions
Holdcroft Select
Holmwood Leasing
Horizon Vehicle Leasing
Howlett Leasing
Hyper Car Leasing

- I** Ian Rockingham
Imperial Commercials
Industrial & Vehicle Leasing
Insight Vehicle Management
Intelligent Car Leasing
- J** J & R Leasing
J G Leasing
Jane Combes
Jasu
Jelf Commercial Finance
Jet Vehicle Finance
Jigsaw Finance
John Paul O'Leary
Jorvik Motor Leasing
- K** KeyFleet
KG Vehicle Solutions
Kudos Vehicle Management
KV Leasing
- L** LDF Operations
Lease Comparison
Lease Lounge
Lease Options
Leaseline The Vehicle Specialists
Leaseline Vehicle Management
LeasePlan UK
Leasepoint Vehicle Management
Leasewell (UK)
Leasing & Vehicle Contracts
Leasing Options
Lindsay Finance
LMC of Farnham
Logical Vehicle Management
Lookers Leasing
LVC Central
Lync
- M** M W Vehicle Contracts
Mann Island Finance
Marsh Wall Leasing
Maxi-Lease
MD Leasing
Mercury Vehicle Solutions
Meridian Finance Partners
Minstrel
Morgan Highfield and Land
Motoplan
Motor Depot
Motor Vehicle Solutions
Motoragents
- Multifleet Vehicle Management
Multileasing
My Big Green Fleet
- N** National Fleet Services
Nationwide Vehicle Contracts
NCA Vehicle Management
Neva Consultants
New Car Deals
New Car Leasing Company
New Star Leasing
New Vehicle Solutions
Newgate Finance
- O** Oak Leasing (UK)
Omega Vehicle Contracts
One Call Leasing
OSV
OVL Group
- P** P J Leasing
Palmers (St. Albans)
Pedigree Automotive Solutions
Pendle Vehicle Contracts
Peregrine Asset Finance
Phrasers
PHVC Vehicle Management
Plan
Planet Leasing
Platinum Funding
Premier Leasing Options
Professional Vehicle Solutions
Profit Tree Finance
Proleasing
Promas Enterprise
Prospectus Vehicle Solutions
Pure Vans
Pure Vehicle Leasing
- R** Radar Finance and Leasing
Refleet
Reliance Vehicle Management
Renescence Vehicle Leasing
Rivervale Cars
- S** Scorpion Vehicle Management
Select Contracts UK
Select Fleet Management
Select Vehicles
Silverstone Fleet Management
Silverstone Vehicle Management
Skyfleet
Sprint Contracts
- Sterling Vehicles
Sure Vehicle Solutions
Sussex Vehicle Finance
Swansway Garages
Swiss Vans
Synergy Automotive
- T** Tamar UK Finance
Target Car Leasing
TDF Leasing
Thames Valley Leasing
The Car Network
The Leden Group
The Vehicle Partnership
THW Vehicle Leasing
Tilsun Vehicle Contracts
Total Fleet Services
Trade Price Cars
Transport Management Contracts
Tyson Cooper
- U** UK Carline
Ultimate Cost Solutions
- V** V4B
Vansdirect
Vantage Leasing Solutions
Vehicle Consulting UK
Vehicle Contracts
Vehicle Options EH CS
Vehicle Professionals
Vehicles 2 Lease
Venus Fleet Management
Venus Vehicle Solutions
Vesource
Voozo Dealer
- W** Weblaine
Wessex Fleet Solutions
West Midland Vehicles
Westfield Leasing
WestWon Fleet
Wileman Sales Consultancy
WMG Vehicle Management (Retail)
- X** XLCR Vehicle Management
- Y** Yes Lease
Yorkshire Fleet Management
Yorkshire Vehicle Finance
YRAM Solutions
- Z** Zalda

Rental Brokers

Assured Vehicle Rental
Cartrawler

Fourways Vehicle Solutions
Fownd

Nexus Vehicle Management
Yello Hire

Associate Members

- A** ADESA
All Fleet Services
All Star Business Solutions
Ambrosetti (UK)
American Car Rental Association
Andeva Underwriting Agency
APD Research & Development
Arthur J Gallagher Insurance Brokers
ASAP Ventures
Assured Group
Aston Barclay
ATD Solutions
ATS Euromaster
Audi UK
Auto Trader
Autoclenz
Autodata
Autofutura
Automobile Association
Autorola
- B** Barclays Corporate
BCA
Beijing Leasing Association
Black Horse Fleet Finance
Blake Morgan
BMW (UK)
BYNX Europe
- C** CAP Automotive
Cassiopae
CD Auction Group
CDL Vehicle Information Services
ChipsAway International
CHP Consulting
Clifford Thames
Clydesdale Bank
Compliancy Services
Consumer Credit Advisory Services
Consumer Credit Trade Association
Copart UK
Cox Automotive UK
- D** Daniels Silverman
Dekra Expert
Drive Software Solutions
- E** Ebbon-Dacs
Epyx
Experian
- F** Fiat Chrysler Automobiles UK
Finance & Leasing Association
FMG Support (Group)
Ford Motor Company
Freight Transport Association
- G** Gain Solutions
General Motors UK
Geotab Inc.
Glass's Information Services
Gowling WLG
Grant Thornton UK
Grosvenor Training Services
GRS Fleet Graphics
GTG Training
- H** Hill Dickinson
Honda UK
HPI
Hudson Kapel
Hyundai Motor UK
- I** I247 Group
Independent Fleet Consultants
Innovation Group
Insurance Initiatives
International Decision Systems
Investec Asset Finance
Invigors EMEA
Isuzu Truck (UK)
IT Fleet Automotive
Iveco
- J** Jaama
Jaguar Cars
- K** KeeResources
Kia Motors (UK)
Kwik-Fit Fleet
- L** Landar
Licence Check
Lloyds Bank
Lombard Corporate Finance
- M** M&P Insurance Solutions
Macquarie Asset Leasing (UK)
Man Truck & Bus UK
Maserati (GB)
- Mercedes-Benz UK
Merthyr Tydfil Car Auctions
Michelin Tyre
Miles Smith Insurance Solutions
Mix Telematics Europe
Morton Fraser
Motor Cycle Industry Association of Great Britain
MS Automotive (London)
- N** Nissan Motor (GB)
- P** Paragon Automotive
PJM Group
Pricewaterhouse Coopers
Professional Inspirations
Prohire Software Systems
PSA Citroën UK
PSA Peugeot
- R** R2C Online
Renault UK
Retail Motor Industry Federation
RGI Solutions
- S** Safo UK
Seat UK
Shoosmiths
Shoreham Vehicle Auctions
ŠKODA
SMA Vehicle Remarketing
SMH Fleet Solutions
Society of Motor Manufacturers & Traders
Sofico
Stevensdrake Solicitors
- T** The Miles Consultancy
Thule Towing Systems
Towergate Insurance
Toyota (GB)
Tracker Network (UK)
Trak (Global Solutions)
- V** Vale Vehicle Movements
Vehicle Leasing Association of Ireland
Vertu Motors
Vodafone Automotive UK
Volkswagen (UK)
Volvo Car UK
- W** White Clarke Group

Who We Are : the BVRLA team

Chief Executive's Office

We provide accounting and administrative support to the Chief Executive and have responsibility for facilities management as well as health and safety.



Chief Executive
Gerry Keaney
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Management Accountant
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Secretary to the Chief Executive
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Accounts Assistant
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Communications

We keep members informed and advised, promote the industry and its reputation among the wider public, and help to influence the media and policymakers. We oversee the BVRLA website, publications and research.



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Marketing & Communications Executive
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Member Services

We organise forums, conferences, seminars and social events for members. We run training courses and accreditation programmes, and manage a range of services, including RISC Online, VE103Bs and the BVRLA's Vehicle Mileage Database.



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Member Services Executive
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Policy & Membership

We lobby on issues affecting the industry, advise members, manage the BVRLA Conciliation Service, and oversee member recruitment and retention.



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