

2021

ANNUAL REVIEW



About the BVRLA

Established in 1967, the BVRLA is the UK trade body for companies engaged in vehicle rental, leasing and fleet management.

BVRLA members register around 50% of all new cars, vans and trucks sold each year and are responsible for a combined fleet of over four million vehicles, that's 1-in-8 cars, 1-in-5 vans and 1-in-4 trucks operating on UK roads. These fleets are leading the charge to decarbonise road transport. The BVRLA's Plug-in Pledge will see the sector registering 400,000 battery electric vehicles (BEVs) per year by 2025, making it responsible for 80% of new battery electric car and van sales.

On behalf of its 1,000+ member organisations, the BVRLA works with governments, public sector agencies, industry associations and key business influencers across a wide range of road transport, environmental, taxation, technology, and finance-related issues. The vehicle rental and leasing industry supports over 465,000 jobs, adds £7.6bn in tax revenues and contributes £49bn to the UK economy each year.

BVRLA membership provides customers with the reassurance that the company they are dealing with adheres to the highest standards of professionalism and fairness.

The association achieves this by maintaining industry standards and regulatory compliance via its mandatory Codes of Conduct, inspection and governance programme and government-approved Alternative Dispute Resolution service. To support this work, the BVRLA promotes best practice through its extensive range of training, events, and information-sharing activities.

In 2021, the association agreed new Vision, Mission and Purpose statements. Together, the statements communicate to members the long-term goal the BVRLA is working towards and highlight its role in the industry.

Vision

To see Government and Industry united in delivering zero-emission road transport that provides environmental, social and economic benefits to everyone.

Mission

To inform, inspire and influence the automotive community in meeting the road transport needs of society.

Purpose

To be an indispensable resource and champion for the road transport community.



Former Minister for the Future of Transport and Decarbonisation,
Rachel Maclean MP

“BVRLA members make the weather when it comes to the UK automotive sector. You buy almost 50% of new vehicles in the UK, support 500,000 jobs, and contribute billions to the UK economy each year.

“That’s a lot of influence and it’s being used in important ways.”

Committee of Management

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



Nina Bell
Chairwoman

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

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



Jon Lawes
Vice Chairman

Jon Lawes is Managing Director of Hitachi Capital Vehicle Solutions. He has almost 30 years' experience in the fleet and leasing industry, having started his career at Wincanton Vehicle Rentals in 1993.

A member of the BVRLA Committee of Management since 2015, Jon was promoted to Vice Chair in April 2021. He was previously Chairman of the BVRLA Commercial Vehicle Committee, responsible for promoting its code of conduct and championing the sector more widely, and is also a fellow of the Chartered Institute of Management Accountants.



Alfonso Martinez
Leaseplan UK

Brian Back
BVRLA Honorary
Treasurer

Greg McDowell
Marshall Leasing

Khaled Shahbo
Enterprise Rent-A-Car

Laskshmi Moorthy
Arval

Mark Gallimore
Go Plant Fleet Services

Martin Brown
Fleet Alliance

Nick Brownrigg
Alphabet (GB)

Paul Gilshan
Tusker

Richard Jones
Lex Autolease

Ron Santiago
Europcar

Simon Grime
Miles & Miles

Tim Buchan
Zenith

Tim Laver
ALD Automotive

COMMITTEE MEMBERS AS AT 21 DECEMBER 2021.

Chairwoman's Comment

Whether it is Covid, climate or semi-conductor related, our industry is successfully adapting to operating through market changes not envisaged two years ago.

With a strength and determination forged in the pandemic-induced adversity of 2020 and early 2021, the BVRLA and its members have continued to tackle a stream of challenges head on this year. The voice of the fleet, rental and mobility services sector has been louder, clearer and more persuasive than ever over the last twelve months.

Nowhere more so than in the speed to decarbonise. During a year of announcements regarding phase-out timelines and zero-emission vehicle mandates, the BVRLA has offered real-world perspectives and pragmatic policy solutions to counter the scare stories, hype and bluster. Your association has engaged with other stakeholders from across the UK economy and used our industry's sustainability credentials to provide fleet-focussed counsel to Ministers, MPs, special advisors and policymakers.

This work will continue in 2022, with expectations that the UK Government will give more details, and much-needed clarity, on how it intends to successfully decarbonise the road network and hit key

milestones in 2030, 2035 and 2040. Across our key decarbonisation workstreams of demand, supply and infrastructure, we will be pushing for tax foresight, a more inclusive charging infrastructure strategy and a joined-up approach to the used electric vehicle market.

Elsewhere, UK regulators are planning changes that could have an equally huge impact on the future business models and prosperity of BVRLA members and their supply chains. Both the CMA (Competition and Markets Authority) and FCA (Financial Conduct Authority) are currently working on a host of new laws and guidelines that could affect almost every vehicle rental and leasing business. These potential new 'rules of engagement' could create a once-in-a-generation shake-up in the way vehicles are marketed, bought, sold, maintained and repaired. The BVRLA is already working at the heart of these discussions, looking for a fair and practical regulatory solution that adapts to new technology and business models while also preserving the competitive, customer friendly market we have today.

It is when faced with extreme challenges such as those posed in 2021 that you truly appreciate the value of having a strong association behind you, representing your views in the corridors of power, sharing business-critical insights that keep you operational, and offering your teams the training required to keep up with a rapidly evolving industry. The BVRLA has achieved

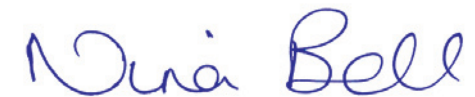
this and more in 2021, as evidenced in this Annual Review.

Across these 40 pages you will see a strong overview of what your association has delivered, backed up by the opinions of members captured in the annual Member Survey.

It is great to see in the survey results that members believe the BVRLA is doing well in providing them status and credibility in the eyes of their customers, while also giving members the advice and information to support them. The majority of members (90%) remain satisfied with the training provided by the BVRLA, while even more (92%) say that the BVRLA does well at representing the voice of the industry.

As a member of the BVRLA family, your association will continue to support you at every opportunity, regardless of what 2022 has in store. The successes of the association rely on the input of members and the diversity of voices speaking up. I would therefore urge you to look through this review and see where you, your colleagues, or your business are able to get involved next year.

I look forward to working with you in 2022 and thank you for your valued support.



**Nina Bell,
BVRLA Chairwoman**



Chief Executive's Foreword

In looking back over the last year, our industry can be immensely proud of the progress it has made. 2021 was always set to be a turbulent year as the UK economy and global supply chains came to terms with the impact of the Covid-19 lockdowns and ensuing recovery.

The only thing we have been able to predict with any certainty has been change.

Change often presents opportunities, and as usual, we have seized these and bounced back. Across many of our departments and services, the BVRLA has had a record year. Record number of members, record number of ministerial engagements and a record number of delegates on our training courses.

After the health and economic crises of 2020 and 2021, which caused so much disruption across the country, the UK Government has re-doubled its policymaking to catch-up on lost time. This presented us with an avalanche of opportunities to engage with decision makers and help shape the business and transport landscape of tomorrow. We have seen a monumental uplift in consultations and policy engagement over the last twelve months, on issues ranging from decarbonisation and air quality to motor finance and future mobility.

Built on the foundations of detailed member input and data, strong policy thought leadership, and collaborative relationships across Government and the wider automotive industry, the BVRLA made a real impact in 2021.

BVRLA campaigning was central to securing the launch of the 2035 Delivery Plan for the transition to zero-emission cars and vans, and has also achieved additional funding for targeted plug-in grants and a 25% increase to AER. Beyond that, our activity is further helping to shape wider policy developments that will give the industry the support it requires. This is evidenced in our activity leading to an increased

focus from the Government on used BEVs and the introduction of OZEV's Used ZEV Market Forum in early 2022, as well as the Transport Decarbonisation Plan recognising the role of shared mobility.

This year's Annual Parliamentary Reception and Leasing Broker Conference spearheaded our return to physical events, enabling many of us to share a room with industry colleagues for the first time in a long while. Meanwhile, our digital programme of online webinars, forums and conferences reached new heights in terms of member attendance and engagement. With an agile focus on the latest policy developments, technologies, market trends and member perspectives, they provided some essential insights to help navigate 2021's choppy waters.

As a degree of confidence, both among customers and business, has returned this year, the BVRLA has been able to invest in areas that support our outputs. Highlights here have been the expansion of our Learning and Development offering, a focus on staff wellbeing, and the successful culmination of our work on the association's IT and compliance infrastructure, which saw us recognised with IASME cyber security accreditation.

We are particularly proud of how our Learning & Development programme has grown in the face of recent challenges. New courses have been developed following member feedback, and those launched this year have been among our most popular. As vehicle technology, attitudes around mobility and ownership models continue to evolve, our learning programme continues to keep pace.

Looking ahead to 2022, we should all prepare for another bumpy ride, full of unpredictable twists and turns. On the automotive front line, BVRLA members look likely to grapple with supply issues for some time yet – whether it is new vehicles, skilled staff or appropriate charging infrastructure.

Your association has no silver bullets for these huge challenges, but it does have a dedicated and passionate team that will hit the ground running in 2022, determined to address or alleviate them.

BVRLA members have always been adaptable, resilient, and innovative, traits that have become even more prominent through 2021. I have every confidence that those positives stand the sector in excellent stead going into next year.

Alongside this, the BVRLA's unwavering commitment to supporting members remains, and we look forward to continuing to work closely with our members to drive growth in 2022 and beyond.

Thank you for your continued commitment to the BVRLA.

Gerry Keaney,
Chief Executive



The Value of Membership

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

The BVRLA welcomes all who are committed to delivering excellence, regardless of size.



Industry Representation

The association works with policymakers to deliver a fair and simple tax and regulatory regime that supports the industry and its customers. It promotes the high professional standards maintained across the sector and the vital role that BVRLA members play in providing affordable, safe and sustainable road transport.



Knowledge Sharing

The BVRLA informs, advises and updates members on the latest industry news, insights and developments via a series of regular communications, including published guidance, industry reports, email bulletins, daily social media posts, and regular online engagement opportunities including digital events, forums, webinars and working groups.



Reputation Enhancing

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

77%

 of members are satisfied with the BVRLA

2021 Member Survey



Learning & Development

Via a combination of free and paid-for remote learning opportunities including instructor led training courses, accreditations, e-learning modules, webinars, and online forums, the BVRLA helps members to develop skills across their organisations, building capability and driving high standards of service.



Dispute Resolution

The BVRLA provides a government approved Alternative Dispute Resolution Service (ADR) which allows members to provide added reassurance to their customers that they have somewhere to go should they find themselves unable to satisfactorily resolve a dispute directly.

“ BVRLA is the place I turn to with confidence when I want to really understand a topic. The advice is well researched, unbiased and always provided in a positive manner. I am always confident with the advice provided and this high quality is found throughout the organisation, not just in pockets. ”

2021 Member Survey



Customer Qualification

The BVRLA RISC Database provides members with the added reassurance that the person they are renting or leasing a vehicle to does not pose a risk. With over 7,000 individuals and companies previously identified as ‘problem customers’, this check is invaluable to the customer qualification process.



Legal Documentation

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

70% of members say the BVRLA provides value for money

2021 Member Survey

Benefits of Membership

The five most important benefits of membership, as determined by current members:



93% Status and Credibility



92% Voice of the Industry



90% Information and Advice



75% Data and Insight



72% Dispute Resolution Service





Members' Views

The BVRLA's Annual Member Survey was issued to members from across all sectors to canvas their views and gain valuable insights. Each year, the results are considered in detail to enable the BVRLA to understand members' priorities, which ultimately inform how the association commits resources and services.

71% of members would recommend joining the BVRLA

2021 Member Survey

“The BVRLA is excellent at promoting the importance of the leasing and rental industries, and this has been especially so over the last 12-18 months.”

2021 Member Survey

75% of members say that the BVRLA is easy to work with

2021 Member Survey

Member engagement

Within each group, a high level of members feel directly involved with the BVRLA:

72% of **Leasing** members

58% of **Rental** members

54% of **Commercial Vehicle** members







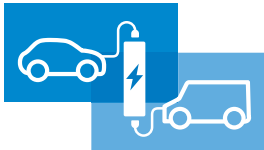



51% of **Leasing Broker** members

58% of members have seen an increase in the breadth of resources and degree of support they have received from the BVRLA

2021 Member Survey

Top 5 policy priorities

The top five policy areas members would like the BVRLA to focus on in 2022:

-  1.  **51% Regulation**
up from 46% in 2021
-  2.  **50% Air Quality & Emissions**
up from 35% last year
-  3.  **46% Taxation**
up from 39% in 2021
-  4.  **40% Decarbonisation**
up from 21% last year
-  5.  **31% Future Mobility**
down from 33% in 2021

Data source: 2021 Member Survey



Voice of the industry

Through 2021, the BVRLA again strengthened its position of influence with policy makers, representing members' views in conversations with Government Ministers, officials, and departments within Whitehall.

Either in collaboration with other industry bodies, or acting independently on behalf of members, the BVRLA engaged across topics including decarbonisation, taxation, future mobility, and motor finance. Engagements spanned targeted campaigns, consultations responses and submitted to select committees, as well as meetings with senior officials, MPs and key external stakeholders.

“ I love the BVRLA, you are all so critical for this transition. You buy half of all the cars and almost all of the vans, and you drive more miles than anyone else. The one thing I can be really certain about today is the role that the fleet sector is going to play. Sharing your experience with each other, with us, with local authorities, is going to be absolutely critical to making this transition. So thank you. ”

Caroline Low CBE, Director of
Environment & Future Mobility,
Department for Transport

92% of members say
that the BVRLA
does well at representing the
voice of the industry.

2021 Member Survey

Top 5 Policy wins of 2021:



Successfully lobbied for a 2035 Phase-out Delivery Plan



Our Van Plan Campaign secured £620m funding for targeted plug-in grants and charging infrastructure



Our used BEV campaign led to the launch of OZEV's new Used ZEV Market Forum



Our advocacy ensured that the role of shared mobility was recognised in the Transport Decarbonisation Plan



Successfully campaigned for the Advisory Electric Rate (AER) to be increased and regularly reviewed

Government Engagement



2021 was a record year for government engagement, seeing the BVRLA respond to 31 consultations and select committees, deliver 12 campaigns, and meet with Government ministers 10 times. This was supported by over 230 participations in roundtables, workshops, and meetings with external stakeholders, and saw the BVRLA engaging with members for input on 180 occasions.

“The BVRLA’s work on transport decarbonisation, particularly relating to electric vans, has been really important this year. It’s been good to work alongside the association to draw attention to the issues confronting the fleet sector, such as the critical challenges being faced by van users looking to upgrade their vehicles to zero emission alternatives.”

Kerry McCarthy, Shadow Minister for Green Transport

“The additional funding (£620m) will support the rollout of charging infrastructure, with a particular focus on local on street residential charging, and targeted plug in grants.

“I welcome the BVRLA’s invaluable support as we continue to drive the industry towards decarbonisation. It’s great to see the growth in zero emission vehicles now on offer in the rental and leasing sector and how BVRLA members continue to support the decarbonisation of passenger and commercial vehicles, with increasing numbers available in their fleets.

“I look forward to continuing to work closely with the BVRLA and its members in 2022.”

Parliamentary Under Secretary, Trudy Harrison MP

“We have always been big supporters of the BVRLA. The lobbying of Government is invaluable for our sector, communications are always decent, and their support with potentially tricky customer conversations has been very helpful.”

2021 Member Survey

Working Groups

BVRLA Working Groups gather subject specialists from across the membership to discuss issues affecting the vehicle rental, leasing and fleet sectors. They play a key role in developing the association's policy positions and messaging.

Ten Working Groups ran through 2021, with the introduction of two new groups to reflect the changing landscape. Most groups have cross-sector representation to ensure diversity of input and allow varied voices to be heard.

- > Electric Vehicles
- > Future Mobility
- > Public Affairs
- > Tax Advisory
- > Fleet Operator
- > EU Exit
- > Parking
- > Regulation & Compliance
- > VAT
- > Rental Learning & Development

The new groups for VAT, and Regulation & Compliance, are bringing participants closer to the regulators, including FCA, FOS and HMRC.

“ I am actively involved with the steering group and find it very useful regarding changes in legislation. ”

2021 Member Survey

Driving Changes



Electric Vehicles Working Group: Van Plan

Following the success of the Working Group in 2020 in shaping the association's response to the Government's phase-out consultation, the Electric Vehicles Working Group continued its influence by helping to devise the BVRLA's Van Plan, launched in summer 2021.

The BVRLA hosted a series of workshops in the first half the year to gather a range of insights and better understand the challenges being faced by members around the decarbonisation of the van fleet. With the inputs of the Working Group, the Van Plan was launched, outlining the barriers that must be overcome to make the transition a success, with the plan being acknowledged positively by Secretary of State for Transport, Grant Shapps.

“ The Government recognises the vital role that van fleet operators play, not only in facilitating our ambitions for decarbonising road transport, but also more widely in contributing to the UK economy across a wide range of industrial sectors including SMEs. ”

Secretary of State for Transport,
Grant Shapps MP

Dispute Resolution Service

The BVRLA runs a Trading Standards Institute-approved alternative dispute resolution (ADR) service, available in circumstances where a customer remains dissatisfied having exhausted a member's complaints procedure.

Unresolved disputes may be referred to the BVRLA by the customer or the member involved. The service then reviews the evidence from both parties and determines if there has been a breach of the relevant Code of Conduct.

94% of members say that the BVRLA's guidance and advice is important to them.

2021 Member Survey

2,400 cases handled in 2021, up 19% year on year, largely due to business and leisure activity picking up following periods of lockdown in 2020.

"I am really appreciative of the BVRLA's understanding of the situation and absolutely impressed by the team acting so swiftly."

Member's customer, 2021

Governance & Compliance

European Car Rental Conciliation Service (ECRCS)

The COVID-19 pandemic again had a significant impact on levels of demand for this service in 2021, as restrictions prevented people from travelling abroad.

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

475 ECRCS cases handled during 2021




"We have made contact a few times for advice on disputes. We got very good simple advice which has helped our customers."

BVRLA member, 2021

89% of members say that the ADR service is important to them, and think the service is well delivered, up from 66% in 2020.

2021 Member Survey



“ I have quite a lot of interaction with the Fleet Services department, who are always helpful and quick at responding. ”

2021 Member Survey

Status & Credibility

BVRLA members give themselves a competitive advantage by adhering to best practice and delivering the highest industry standards, giving customers the assurance that they are dealing with a professional company.

Through a suite of communications toolkits, published guides, training courses and a mandatory Code of Conduct, the BVRLA supports members and their customers when managing the lease or rental of a vehicle, right through the contract to the vehicle being returned.

93% of members say that BVRLA membership adds status and credibility to their organisation.

2021 Member Survey

“ BVRLA is the place I turn to with confidence when I want to really understand a topic. The advice is well researched, unbiased and always provided in a positive manner. ”

2021 Member Survey

80% of BVRLA members see a greater value in making customers aware that they are BVRLA members and are proud to be part of the association.

2021 Member Survey

BVRLA Fair Wear & Tear Guide



The LCV Fair Wear and Tear Guide was reviewed in 2021, with input from members, customers and auction houses. The new standard is more closely aligned with the BVRLA Fair Wear & Tear Guide for Commercial Vehicles and recognises the heavy use most vans are now experiencing. It has also been updated to reflect the growing prevalence of electric vehicles on members' fleets.



During 2021:

Over

110 member organisations subscribed to the BVRLA Fair Wear & Tear Guide e-licence or purchased printed copies for distribution to customers.

138

delegates took part in formal training on understanding the BVRLA Fair Wear & Tear standards.

“The guides help to make our customers feel at ease regarding fair wear and tear.”

2021 Member Survey

Communications

Across print, online and social channels, the BVRLA continued to keep members and wider industry stakeholders updated throughout 2021 with news, insights and guidance. It provided a voice for the industry on a host of key issues, ranging from COVID-19 and Decarbonisation to Road Pricing and the future regulation of Motor Finance.

With a range of materials designed to keep members informed and to aid their own conversations with their customers, the BVRLA's bank of toolkits, guides and news updates covers all parts of the industry, supporting businesses of every shape and size.

Media & PR

By-line articles, press releases and targeted policy communications have been strategically issued to trade, regional and national media outlets. BVRLA messaging covers a host of topics, including statistics and market trends, our industry's perspective on key issues and targeted policy campaigns focussed on getting your views across to policymakers and industry influencers.

79%
of BVRLA members
are satisfied with
the association's
communications

2021 Member Survey

BVRLA publications

In addition to online articles including blogs, how-to guides and industry updates, the BVRLA produced a range of corporate publications in 2021, helping members keep up-to-date with the association's performance, financial results and long-term priorities.



BVRLA News:

a digital newsletter issued twice a year to give members and their employees the latest news and highlights.



The Annual Review:

a comprehensive round up of the association's key activity and member feedback.



Annual Report:

published early each year to present the BVRLA's financial performance from the previous 12 months.



The three-year Business Plan:

updated every year to set out the association's strategic priorities for the years ahead and how they will be reached.

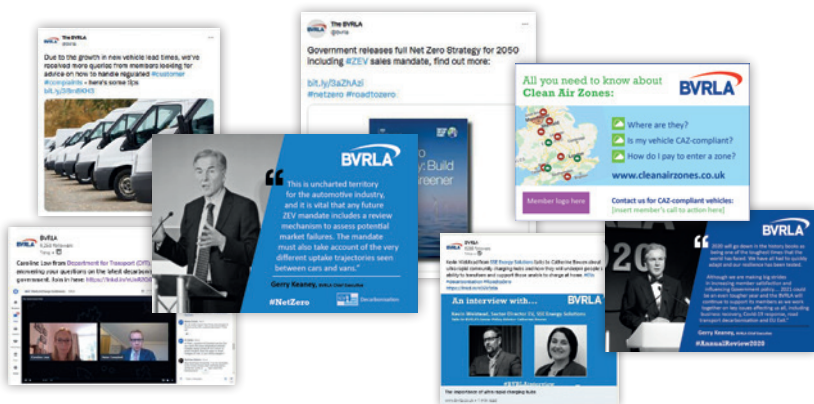
Digital world

Through 2021, the BVRLA's Weekly Update bulletin – issued to over 9,000 recipients every Tuesday - provided timely, industry-focussed information to members. A series of Policy Update emails and videos provided members with a swift analysis of key Government events, including the Autumn Budget and publication of the Net Zero Strategy.

Our social media engagement continued to grow in 2021, with our audiences responding positively to content being shared in alternative ways via more video footage and stakeholder engagement.

 **6,258** followers,
up 10% from 2020

 **3,636** followers,
up 3% from last year



Average time on BVRLA.co.uk per visit has increased by **21%**

450+ stories shared with members via *Weekly Update*

88% say the BVRLA website is effective

2021 Member Survey

“The Weekly Update is good at keeping up to date with current legislation, particularly during the pandemic period and Brexit.”

2021 Member Survey

95% of members find the weekly update effective (43%) or very effective (52%)

2021 Member Survey

The BVRLA three-year plan

BVRLA Business Plan 2021 - 2023

This three-year period will see the association focus on improving member influence, engagement and value.

Driving the association's three long-term strategic priorities:

1. Business Growth
2. Brand & Reputation
3. Future Mobility

Build our capability	Improve our offering	Increase our influence	Strengthen our sector
<ul style="list-style-type: none"> • Grow our revenue streams: Focused on training, research, data and the dispute resolution service. • Increase political influence: Deeper relationships, earlier involvement on key issues. • Develop our digital capabilities: Continued investment in new platforms, security and internal IT expertise. • Staff wellbeing and development: Working with our employees to create a more flexible working environment with opportunities for professional development. • Develop a robust independent governance structure: Increasing confidence in our industry's model of self-regulation. 	<ul style="list-style-type: none"> • Focus on industry skills: Providing a wider range of professional development opportunities. • Keep members well-informed: Delivering more accessible advice, guidance and information to help members and their customers. • Roadmap for recovery: Helping members to thrive in a post-Brexit, post-Covid pandemic world. • Leverage digital: Using data to provide more personalised, streamlined communications. • Industry perspective: Become the pre-eminent source of data and insight for the fleet and mobility sector. 	<ul style="list-style-type: none"> • Work with central government: Having more frequent proactive and constructive discussions with key policymakers and influencers. • Work with local government: Developing relationships with local authorities and devolved administrations. • Work with regulators: Ensuring that members' business models are understood and their professionalism is acknowledged. • Industry collaboration: Working more closely with colleagues across the automotive supply chain. • Driving decarbonisation: Ensuring that every part of the fleet sector plays a part in delivering a net zero roadmap. 	<ul style="list-style-type: none"> • Build more customer-focused equity into the BVRLA brand: Increasing brand recognition and improving consumer confidence. • Establish our industry credentials: Produce robust statistics and research that demonstrates the vital role played by our industry. • Thought leadership: Help all members embrace the potential of decarbonisation and future mobility. • Creating a fleet community: Providing more opportunities for our members to share their insights and perspectives. • Reducing Red Tape: Secure a regulatory environment that reduces uncertainty and encourages innovation.

Delivered through increased communications and engagement

Stronger industry representation	Louder voice of influence	Deeper industry insight	Wider service offering	Greater membership value
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BVRLA

Date: March 2021 ©Copyright BVRLA 2021

Key Annual Events

2021 saw the return of some physical events, which supplemented the BVRLA's busy calendar of webinars, digital forums and conferences.

The return to physical events was led by the BVRLA's Parliamentary Reception and Leasing Broker Conference, which welcomed a combined total of around 300 people in the Autumn. Online, an additional six forums, one conference and nine webinars took place, each giving delegates an opportunity to gather business insights, understand industry best practice and hear about the impact that latest trends will be having on their business.

Parliamentary Reception

September saw the BVRLA launch its latest Road to Zero Report Card and sustainability credentials as part of its annual reception hosted in the House of Commons.

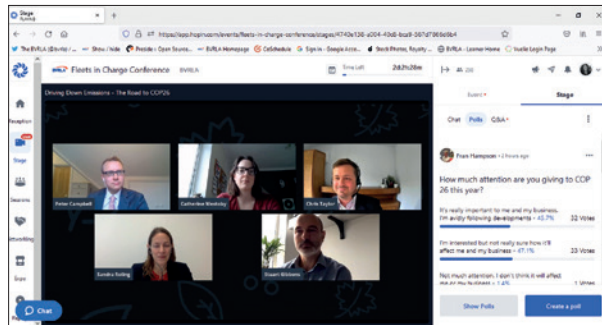
Each year this event provides the opportunity for members, Ministers, MPs, Peers and other influential guests to come together and discuss the vital contribution of the fleet and mobility services sector.



Over 2000
attendees were welcomed
across the full events calendar,
giving an overall satisfaction
rating of 7.8/10

Fleets in Charge Conference

As part of the active webinar series, the Fleets in Charge digital conference was attended by 360 industry professionals, who were able to interact



with expert panels, share information and network. Focussing on road transport decarbonisation, the programme explored the latest technologies and business models, as well as the surrounding policy environment.

“The content was great. The panel of experts was fantastic!”

2021 Fleets in Charge Conference attendee

“The BVRLA brought together diverse experts and quizzed them using an experienced auto journalist to help the audience better understand the key issues for fleets.”

2021 Fleets in Charge Conference attendee



Leasing Broker Conference

Over 120 BVRLA members, guests and speakers attended, with delegates given the long-overdue opportunity to network with colleagues face-to-face and hear from expert speakers. The one-day conference looked at automotive trends, technology, fleet management, compliance and industry reputation, as well as opportunities and threats facing the sector.

“Attending the Conference this year reinforced the benefits of engaging with the BVRLA in order for them to best represent our industry and our interests.”

2021 Leasing Broker Conference attendee

Industry Outlook

The bi-monthly series of Industry Outlook webinars – exclusively available to BVRLA members – gave delegates access to the latest data and insights at key moments through 2021.

Bringing together the latest market data and insights to create a platform where BVRLA members can share their perspectives and hear from industry experts, the series shone a light on topics including the response to the pandemic, developments in mobility solutions, and the key findings from the BVRLA's quarterly outlook reports.

Webinars included individual presentations and panel discussions, each giving delegates the opportunity to put questions to the speakers and engage with the content.

560+

delegates hosted across the Industry Outlook webinar programme in 2021



Industry Outlook

Marc Palmer
Brand Director, Auto Trader

Will be speaking at:
A spotlight on 2021's key trends
Webinar, 17 November 2021

In partnership with

BVRLA **AutoTrader** **Sotera** **cap hpi** **apd**
FOR SMARTER AUTOMOTIVE DECISIONS™ GLOBAL RESEARCH

Topics of discussion in 2021:

- Spotlight on business recovery
- Where next for the company car?
- Challenges presented by the pandemic
- Spotlight on mobility solutions
- Changing automotive landscape
- 2021's key trends

The 2021 webinar programme was supported by:



Fleets in Charge

Designed to explore the latest technologies, business models and the policy environment surrounding road transport decarbonisation, the BVRLA's Fleets in Charge programme was made up of a regular webinar series and standalone virtual conference in 2021.

Open to all industry professionals, the content of the programme covered all corners of the industry, considering vehicle, infrastructure and regulatory challenges, tying in with BVRLA-led research projects including the Van Plan and Road to Zero Report Card.

Sessions regularly featured representatives from the UK Government or its associated bodies, delivering insights to delegates and fielding questions relating to legislation, policy and Net Zero targets.

1,061 industry professionals attended a Fleets in Charge event this year

“ It [COP26] will be a chance for the UK, as host, to show global leadership. Leadership that can only be realised if government and industry work together to bring about a green economy. So that's why today's event is so important, and why my door is always open to the BVRLA... Indeed, if we are to achieve decarbonisation on our roads, and do so swiftly, it will be largely due to the people in this room. ”

Former Minister for the Future of Transport and Decarbonisation, Rachel Maclean MP. Speaking at the BVRLA Fleets in Charge Conference, October 2021



Natasha Robinson
Joint Head
Office for Zero Emission Vehicles

Will be speaking at:
2021 - An electrifying year in review webinar, 8 December

In partnership with **bp pulse**

BVRLA Delivering road transport decarbonisation



Webinar
2021 - an electrifying year in review
8 December 2021
9.00 - 10.00am
#FleetsinCharge
bvrla.co.uk/fleetsincharge

In partnership with **bp pulse**

BVRLA Delivering road transport decarbonisation

Governance & Compliance

The BVRLA governance programme audits members against the BVRLA Code of Conduct and ensures that they meet the standards required by other relevant regulations or regulators including GDPR, FCA and CMA.

With vehicle rental and motor finance coming under increasing media and regulatory scrutiny, the programme provides members with a way of evidencing that they are compliant and trustworthy. Customers seeing the BVRLA logo can be sure that the company they are dealing with has been visited by an independent auditor and passed the BVRLA's governance checks. Members are subject to these visits and receive support and guidance from the BVRLA in addressing any issues.

In 2021, the BVRLA invested in its compliance team by hiring a new Head of Compliance & Governance, plus the appointment of a new audit partner to ensure the programme is constantly kept up to date and administered in an effective, reliable and fair way.

“ We have consulted the BVRLA on several occasions in relation to FCA guidance and compliance questions with very much success. ”

2021 Member Survey

The BVRLA 360° Governance Programme raises standards



BVRLA dispute resolution service... is a government-approved Alternative Dispute Resolution service available free to members and their customers who find themselves unable to resolve a dispute directly. By highlighting trends and emerging issues, the conciliation service alerts members of areas of concern and works with the BVRLA inspection team to consider what more can be done to improve standards and help to deliver a better customer experience.



BVRLA inspection programme... is an ongoing programme designed to ensure that members are meeting the appropriate standards in line with the Code of Conduct and regulatory requirements. The inspection regime consists of desktop audits and on-site visits. A post-inspection report provides advice and guidance on steps to take to make necessary improvements where needed, to get ready for delivering the highest industry standards.



BVRLA advice, guidance and training... is available for members to help build corporate knowledge, develop employees' skills and ensure compliance with industry best-practice. The association supports members via a range of tools including telephone advice, factsheets, guidance documents and a wide range of learning and development resources, including an e-Learning Platform, forums, training courses, seminars, webinars and conferences.

The BVRLA Code of Conduct sets the standard

“It’s great to know I can speak to a member of the BVRLA team on a wide range of legal, compliance and legislative issues and always find them to be friendly and supportive.”

2021 Member Survey

Security



Accreditations, Cyber Essentials Plus

The BVRLA further emphasised the value it places on cyber security in 2021, demonstrated by obtaining the Government’s Cyber Essentials Plus accreditation.



Having first being awarded the basic Cyber Essentials accreditation in 2019, the enhanced ‘Plus’ certification is the latest milestone as the association enhances its IT capabilities. The accreditation, awarded by the National Cyber Security Centre’s partner IASME, demonstrates that the BVRLA meets the standards of IT security required to help protect against cyber attacks.

Successful accreditation shows that the organisation meets standards in five key areas:

1. Ensuring a secure internet connection
2. Applying the most secure settings to secure devices and software
3. Controlling access to data and services
4. Protecting against viruses and other malware
5. Keeping devices and software up to date

Areas of focus for Get Well Plans in 2021:

The number of Get Well Plans created for members following an audit is steadily decreasing year on year, demonstrating an increasing level of compliance and understanding among members. Of the GWPs developed in 2021, the main topics of focus were:

1. SM&CR
2. Financial Crime Policy & Procedure
3. Compliance Monitoring & Reporting

“Our Audit was comprehensive and was a great validation of what we do.”

2021 Member Survey

Auditing process



Effective from October, Product Partnership Limited (PPL) was selected as the preferred supplier to support the BVRLA’s Leasing Broker Governance Programme.

PPL is a specialist compliance consultancy with significant knowledge of, and experience in working with, motor dealers and finance brokers. It conducts regular audits across the sector, focusing on the specific requirements of the Financial Conduct Authority (FCA)’s CONC and SYSC sourcebooks.

“Given PPL’s extensive knowledge and experience in the industry, we are confident in their ability to conduct the programme and to uphold the high standards demanded by our BVRLA members.”

Shashi Maharaj, Legal & Membership Director, BVRLA

Learning & Development

As members continued to operate through the pandemic, the BVRLA's Learning & Development team kept a strong focus on virtual and remote learning. They delivered a full schedule of e-Learning self-study modules, instructor-led online training courses, online qualifications, webinars and free online resources.

It was a record-breaking year for the BVRLA's instructor-led programme in 2021, with 11 new courses being launched as a direct result of input and suggestions from members. This saw the BVRLA deliver an unprecedented 83 sessions, with a further 17 'on-demand' courses delivered online or in person on a direct-to-member basis.

4,864
individuals received
formal BVRLA
training during 2021,
a BVRLA record

694 delegates
completed an
instructor-led course,
with an average course
rating of 4.7 out of five



“Excellent training course. Highlighted how little I knew about all things EV!
2021 delegate, Electric Van & Truck, Operational Technical Support & Fleet Management”

“Great course which covered various areas in depth, very helpful and informative.”
2021 delegate, BVRLA Fair Wear & Tear Standard for Cars



“ The EV course was very informative, thorough, on topic, and has greatly assisted me when speaking with my prospects, clients and industry contacts. ”

2021 Member Survey

Top three courses in 2021:

- New for 2021** 1. Electric Vehicles (Cars) Operational Technical Support
- 2. BVRLA Fair Wear & Tear Standard for Cars
- New for 2021** 3. Penalty Charge Notice Masterclass



e-learning platform



The BVRLA's e-Learning Platform continued to provide members with access to high quality learning, enabling members to evidence their compliance with the BVRLA's Code of Conduct and the Financial Conduct Authority's (FCA) training and competence regime.

The system enables members to reach learners working in different locations and delivers consistent standards. As a member-led initiative, the e-learning platform aims to improve and drive consistent standards within the rental, leasing and fleet industry.

2,250 subscribers to the BVRLA e-learning platform, up 5% year on year

In 2021, two new e-learning modules were launched into the programme, covering Personal Contract Hire (PCH) Compliance, and Dealing with Vulnerable Customers.

“ We are a new member this year and have found the training very comprehensive and easy to access. ”

2021 Member Survey

BVRLA e-Learning Platform, developed in partnership with:



Industry Insight

The BVRLA continued to invest in research during 2021 to support its policy work and campaigning, understand key market trends, and prepare for the evolving needs of its diverse membership.

The BVRLA's in-house activity provided vital data on the growth of electric vehicle uptake, staffing challenges across the industry and supply chain constraints.

Through work with multiple external experts, the association's projects have monitored the government's performance on decarbonisation and the future of mobility, as well as demonstrating the evolution of the leasing sector in terms of vehicle and finance choices.

These collaborations enabled the BVRLA to collate actionable insights across a broad range of current business and policy priorities, while also preparing for the challenges of tomorrow.

Three areas were studied in depth:



1. Road to Zero & Sustainability



2. Vehicle leasing market



3. The industry's market data needs

Top 5 most popular BVRLA reports in 2021:

1. Leasing Outlook (quarterly)
2. Road to Zero Report Card
3. BVRLA Van Plan
4. BVRLA in numbers
5. Business Impact Survey

82% of members say that BVRLA data and insight is important to them.

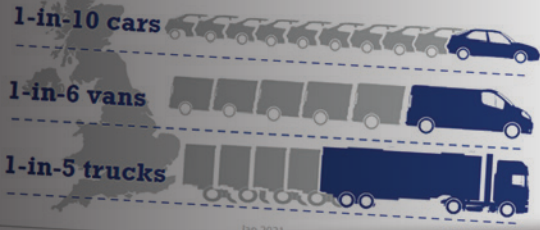
2021 Member Survey

BVRLA
Van Plan

The destiny of road transport decarbonisation lies in the hands of the fleet sector

BVRLA

members are responsible for 4 million vehicles on UK roads



Jan 2021

BVRLA

Road to Zero:
Report Card 2021

Industry Insight

Leasing Outlook

Oct 2021

Out of Stock

How an imbalance between supply and demand is creating new challenges for leasing companies

Opinion

Industry outlook

Lengthening lead times

Partner insights

Decarbonisation



The annual update of the BVRLA's 'Road to Zero Report Card' was presented at the Parliamentary Reception in September. The report, first published in 2019, provides a traffic-light assessment of the Government's progress towards meeting its road transport decarbonisation targets.

In 2021, the report compared the progress for cars, vans and trucks separately for the first time, assessing the progress towards zero emission fleets in terms of EV supply, EV demand and charging infrastructure. The split showed a significant discrepancy from one sector to another.

Whilst the picture for cars was mostly encouraging, the report showed that things are more challenging for vans and trucks.

BEV infrastructure, supply and demand for vans all got an 'Amber – brakes-on' assessment. This reflects growing concerns about a shortage of suitable electric vans for many key use cases, issues with public charging infrastructure, and

insufficient government support in the form of grants and tax incentives.

The report's biggest concerns were reserved for the HGV market, which received a blanket 'Red – parked' rating. There is precious little momentum in this fleet segment, with no phase-out delivery plan, no technology roadmap, no mainstream vehicles, and no charging infrastructure.

The findings of the Report Card informed a series of recommendations for the Government to undertake to accelerate this progress. They will underpin BVRLA campaigning through 2022 ahead of the next Road to Zero update later in the year.

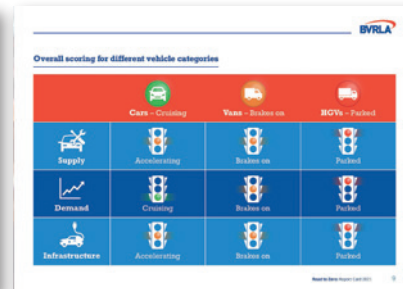
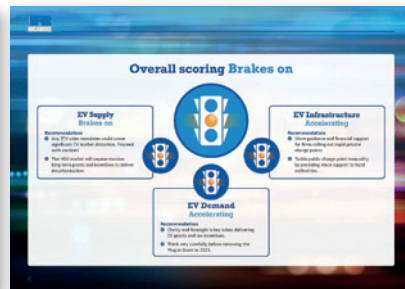
70%

of members are satisfied with the quality of BVRLA reports.

2021 Member Survey

Research projects delivered in 2021 included:

- BVRLA in Numbers
- Road to Zero
- Industry Sustainability Table
- Business Impact Survey
- Industry EV Census
- Quarterly Leasing Outlook report
- Half Yearly Leasing Broker Report
- Member Feedback on BVRLA services
- Industry Data Strategy (Discovery Phase)



“As decarbonisation speeds up across the fleet sector, it is vital to understand where progress is accelerating and where the brakes are still on.”

Forums

Although they were held digitally rather than physically in 2021, BVRLA forums continued to provide a platform for members to hear from industry experts while sharing insights and experiences on a range of specialist subjects.

With two separate streams, Technical & Operational Management (TOM), and Residual Values and Remarketing (RVR), each having three forums annually, the sessions also facilitated networking opportunities for all attendees, with a return to physical events being targeted for 2022.

In 2021, the TOM forums focussed on aftermarket trends such as tyres & network capacity, vehicle maintenance, EVs, impact of ADAS & in-car connectivity, and issues relating to aftermarket skills.

Topics that dominated the RVR forums this year included market trends, the used marketplace, forecasting and the future of residual values, and the political and economic landscape.

Reasons to attend:

1. Hear from expert speakers
2. Assist with company strategy
3. Aid personal development



BVRLA FORUM Residual Value & Remarketing

Speaking at the RVR Forum:
Lee Hamlett
Commercial Director
Kinto UK



18 November 2021



BVRLA FORUM Technical & Operational Management

Speaking at the TOM Forum:
Kit Wisdom
Operations Director
Tusker



4 February 2021

“Attending the forums is very important. They are well prepared and the content is informative.”
2021 Member Survey

429 members attended a BVRLA forum in 2021, up 14% on last year

Forum partners in 2021




FOR SMARTER AUTOMOTIVE DECISIONS™







RVR and TOM Committees

Residual Value and Remarketing Committee

The Residual Value and Remarketing Committee gives BVRLA members the opportunity to debate and discuss all aspects of remarketing, including pre-procurement stages, whole life costs and all matters relating to the resale of the asset.



Lee Hamlett
(Committee Chairman)
Kinto

Committee Members:

Andy Hartley	Lex Autolease
Brian Hinshelwood	Marshall Leasing
David Chapple	Europcar Group
Gareth Webb	ALD Automotive
Geoff Grindle (Vice Chairman)	Arval
Innes Mackay	Avis Budget Group
Karl Lord	Enterprise Rent A Car
Leigh Merry	Hitachi Capital Vehicle Solutions
Matt Gibney	Motability Operations
Matthew Curtis	LeasePlan
Neal Coleman	Alphabet
Paul Titchmarsh	JCT600 Vehicle Leasing Solutions
Stephen Barlow	Zenith

Technical and Operational Management Committee



Kit Wisdom
(Committee Chairman)
Tusker

The Technical and Operational Management Committee provides BVRLA members with a platform to discuss and share issues relating to all operational aspects of vehicle leasing and rental including vehicle service, maintenance and repair.

Committee Members:

Antony Martin	LeasePlan UK Ltd
Blaine Colston	Inchcape Fleet Solutions
Clive Buhagiar (Vice Chairman)	Alphabet GB Ltd
Darren Adams	Hitachi Capital Vehicle Solutions
Dave Tanner	Zenith
Gary Bishop	SG Fleet Solutions
Mark Hammond	TC Harrison 1960
Mel Mizen	Marshall Leasing
Phil Turle	ALD Automotive
Shaun Deverell	Arval UK Ltd



Get involved...

These committees meet three times a year. To express an interest in taking part or to find out more about attending one of the three annual Forums, contact events@bvrla.co.uk.

“ I find the TOM forums well prepared and very informative. ”
2021 Member Survey

Commercial Vehicle Committee

“ We’ve been grateful for the huge support on decarbonisation and assistance provided to LCV operators during the pandemic. ”

2021 Member Survey



Mark Gallimore
(Committee Chairman)
Go Plant Services

Committee Members:

Andrew Morley	Prohire
Andy Hill	Lex Autolease
Charles Starr	Close Brothers Vehicle Hire
Colin Melvin	Fraikin
Dave Adderley	Enterprise Rent A Car (Flexerent Shrewsbury)
Gary Harrison	Rivus Fleet Solutions
Lisa Spong	Reflex Vehicle Hire
Paul Probert	Ryder
Philip Moon	DAF Trucks
Ryan Long	Zenith
Simon Ridley	Dawsongroup Vans
Stuart Russell	Europcar UK
Tim Bailey (Vice Chairman)	Northgate Vehicle Hire
Tim Hartles	Hitachi Capital Vehicle Solutions

The Commercial Vehicle Committee promotes the BVRLA Code of Conduct within the sector and highlights the importance of integrity and compliance with BVRLA guidelines.

It ensures that an accurate representation of members’ views and opinions is presented to government on specific issues that affect the sector. The committee includes member representatives from a cross-section of large and small organisations operating LCVs and HGVs.

79%

of commercial vehicle members see greater value in making customers aware that they are BVRLA members

100% of commercial vehicle members say that the BVRLA has a strong voice and does well at representing the industry

20% of all trucks and vans on UK roads are part of the BVRLA member fleet



Get involved...

This committee meets quarterly. To express an interest in taking part, contact compliance@bvrla.co.uk.

DATA SOURCE: 2021 MEMBER SURVEY.
COMMITTEE MEMBERS AS AT 21 DECEMBER 2021.

Leasing Broker Committee

“As a member of the leasing broker committee, I find our meetings an invaluable source of information to both our business and my personal development. The topics, wealth of knowledge and members’ desire to help improve our sector is a huge benefit.”

2021 Member Survey



Paul Parkinson
(Committee Chairman)
Synergy Car Leasing

Committee Members:

Alan Carreras (Vice Chairman)

Andy Chatwin	Bridle Vehicle Leasing
Chris Swallow	ALD Automotive
Graham Conway	Hitachi Capital Vehicle Solutions
Lynette Randall	Select Car Leasing
Martin Brown	Alpha Contracts Leasing
Mike Thompson	Fleet Alliance
Richard Chadwick	LeasePlan
Rod Lloyd	Alphabet
Spencer Blake	Crown Hawk Properties
Stephen Greenstreet	Wessex Fleet Solutions
Steve Cocks	Greenfleets
Todd Williams	Lex Autolease
Vince Pemberton	Arval
	Rivervale Cars

The Leasing Broker Committee provides an arena for members of this growing part of the leasing industry to develop and discuss new ideas and share experience and knowledge.

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

72%
of leasing broker members
find the BVRLA’s market
data and insight important
to their business

80%

of leasing broker members
say the association delivers
those insights well



Get involved...

This committee meets quarterly.
To express an interest in taking part,
contact compliance@bvrla.co.uk.

DATA SOURCE: 2021 MEMBER SURVEY.
COMMITTEE MEMBERS AS AT 21 DECEMBER 2021.

Leasing & Fleet Management Committee

87% of leasing members say the BVRLA has provided information that has helped them in their day job.

2021 Member Survey



Tim Laver
(Committee Chairman)
ALD Automotive

Committee Members:

Chris Black	LeasePlan
Craig McNaughton	Lex Autolease Limited
David Cooper	Arnold Clark Car & Van Rental
Guy Mason	SG Fleet Solutions UK Ltd
Ian Hughes	Zenith
Joel Lund	Arval
Keith Townsend	Agility
Kit Wisdom	Tusker
Lucy Hill	Hitachi Capital Vehicle Solutions
Matthew Rumble	Kinto U.K. Limited
Neal Francis (Vice Chairman)	Pendragon Vehicle Management
Richard Baird	Marshall Leasing
Sebastiano Fedrigo	Leasys
Spencer Halil	Alphabet (GB) Ltd

The Leasing and Fleet Management Committee works to protect and improve the sector's competitiveness and implement programmes that will enhance the leasing industry's operational standards.

It is made up of member representatives from a cross-section of large and small organisations which own or manage leased vehicles.

87%
of leasing companies are satisfied with the BVRLA

84%
of leasing companies would recommend the BVRLA, up from 82% last year



Get involved...

This committee meets quarterly. To express an interest in taking part, contact compliance@bvrla.co.uk.

DATA SOURCE: 2021 MEMBER SURVEY.
COMMITTEE MEMBERS AS AT 21 DECEMBER 2021.

Rental Committee

“The committees I attend are always a useful source of information and an opportunity to bring our issues and experience to the table.”
2021 Member Survey



Simon Grime
(Committee Chairman)
Miles & Miles

Committee Members:

Alan Olivier-Smith	Avis Budget UK Ltd
Ben Lawson	Enterprise Rent A Car
Bob Baillie	United Rental Group
Jason Rogerson	Herd Hire
Kevin Rand	Europcar Group
Linda Malliff	Thrifty Car & Van Rental
Margaret Speirs (Vice Chairwoman)	Arnold Clark Car & Van Rental
Nicole Strathdee	Hertz
Phil Spain	Alley Cat Car & Van Rentals
Ross Batting	3B Vehicle Hire
Scott Jenkins	Autohorn Fleet Services
Stephen Gale	Steve's Self Drive
Tim Vettors	Sixt Rent A Car

The Rental Committee works to implement best practice and guidance to maintain the high standards of the industry. It ensures that the association achieves the highest possible profile for the industry in the press and in government lobbying.

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

75%
of rental members are satisfied with the BVRLA

71%
of rental members say membership is good value for money



Get involved...

This committee meets quarterly. To express an interest in taking part, contact compliance@bvrla.co.uk.

DATA SOURCE: 2021 MEMBER SURVEY.
COMMITTEE MEMBERS AS AT 21 DECEMBER 2021.

Partner Engagement

The fleet and mobility services sector is built on partnerships. The BVRLA embraced that mindset more than ever in 2021 as it collaborated with a range of partners from across the supply chain.

BVRLA associate members made a massive contribution to the association's activities this year, participating in our policy workshops and supporting some of our key lobbying campaigns with data and case studies.

For our Industry Outlook and Fleets in Charge channels, our partners worked with the BVRLA to share their insights and expertise in the form of reports, blogs and interviews, as well as by presenting as part of the events programme or by participating in panel discussions. Partners also made a similar contribution in developing and delivering our Forum agendas.

“We found the event very enjoyable, an effective way to get the word out about our new platform. We're looking forward to working with the BVRLA on our exciting new project.”

Supporting Partner,
2021 Leasing Broker Conference

Through 2022, the BVRLA will be offering a wider range of thought leadership opportunities, with each giving an alternative way by which a spokesperson or company can communicate their messages and share knowledge that will support members:

1. Blogs
2. “5 things to know about...” video series
3. Podcasts
4. Q&A articles or recorded interviews
5. “Five minutes with...” guest spots at BVRLA events



Membership Directory

Corporate Members | Companies who own and operate fleets

1st Call Auto Rentals	Badshot Lea Self Drive	DAF Trucks Ltd	Frosty Hire & Sales Ltd	Landcruise Motorhome Hire	Ocean Trail	S & J Self Drive Hire	Toomey Leasing Group Ltd
2 Rent UK Ltd	Barford Hire Ltd	Dallas Rentals Ltd	FVTH Self Drive	L Vehicle Hire	Octopus Electric Vehicles Ltd	Salford Van Hire Ltd	Total Fleet UK Ltd
365 Hire Plus Ltd	Bathwick Car & Van Hire Ltd	Dash Drive	Fyna Vehicle Hire Ltd	LCH	Ogilvie Fleet Ltd	Sandbach Truck and Van Limited	Total Motion Limited
3B Vehicle Hire Limited	Bayfield Vehicle Hire	Dawsongroup vans		LCVR	One Call Claims Limited	Sandcliffe Motor Contracts	Translease Services Ltd
4Group	BDS Van Hire Ltd	Days Fleet		LeasePlan UK Ltd	Onto	Sandwell Metropolitan Borough Council	Trott Rentals
4x4 Vehicle Hire Ltd	Beehire	DGC Vehicle Rental & Contract Hire	Gallagher Car & Van Rentals Ltd	Leasing Plus Ltd	Palmer and Martin Rentals	Santander Consumer Contract Hire	Turner Hire Drive Ltd
55 Car Rental	Beerhouse Self Drive Hire	Direct Rental Group Ltd	Gatwick Car & Van Rental	Leasys UK Ltd	Park Lane Self Drive Ltd	Scania Truck Rental	Tusker
7 Ways Rental.com Ltd	Berkshire Van Hire	Donnelly Fleet	GBV Rentals	Leighton Drive Ltd	Parkhurst Self Drive Hire Ltd	Scenic Getaway & Big White Cube	U Storeall Ltd
	Blakedale Ltd	Dorset Vehicle Rentals	Gemini Ltd	Les Liney Autos & Vehicle Hire Ltd	Paull's Vehicle Rental	Sefton Hire Ltd	U-Drive Ltd
A10 Auto Centre Ltd	BMW Financial Services (GB) Ltd	Douglas Park BMW	Gilford Van Hire Ltd	Lex Autolease	Pavilion Car Rental	Senior Vehicle Rental Ltd	United Rental Group Ltd
AAM Group	Bognor Motors Vehicle Solutions	Drive Car Hire	GKL Leasing	Lincoln Vehicle Hire	Pearce Bros Auto Rentals Limited	Seymour Hire Ltd	
Abacus Vehicle Hire	Boleyn Car & Van Hire	DriveElectric	GlenRental	Lincs Van Hire Ltd	Pembrokeshire Self Drive Hire	SFS	Value Van Rental UK Ltd
Aberconwy Car & Van Hire Ltd	Bordon Vehicle Hire Ltd	Drivespeed Leasing Ltd	Global Autocare Ltd	Lobster Van Hire Ltd	Pendragon Vehicle Management Ltd	SG Fleet Solutions UK Ltd	Vehicle Rental Services
Academy Pro Ltd	Brecon Car Rentals Ltd	Dualdrive	Global Go! Ltd	London Car Rentals	Pentagon Motor Group	Sheffield Van Hire Ltd	Venson Automotive Solutions Ltd
Access Commercials UK Ltd	Bridle Vehicle Leasing		Go Explore (Scotland) Ltd	London Hire Ltd	Performance Car Hire	Shelbourne Vehicle Rental	Vic Young Rentals
Ace Rent A Van Ltd	Brookhire Vehicle Rental	EA Vehicle Rental	Go Plant Fleet Services	Longmarsh Ltd	Perrys Ford Rental	SHS Hire	Victoria Hire LLP
Acrobat Vehicle Rental Ltd	BT-HS	Easi Drive Ltd	Gold's Garages Ltd	Looks Leasing Ltd	PHVC Vehicle Management	Signature Car Hire/Signature Van Hire	Vincent Vehicle Hire
Addhire Vehicle Rentals	Bucks Car Hire Ltd	Easirent	Gowings Mobility Group Ltd	Loughton Self Drive Ltd	Pitter Self Drive Ltd	Silcox Rentals	Virtuo / Go Virtuo
Admiral Self Drive Van Hire	Burscough Self Drive	Eastern Rent A Van	Green Motion Vehicle Rental	Low Cost Vans	Pivotal	Simple Car Funding	VMS (Fleet Management) Ltd
Affinity Motor Credit	Bury Van Hire Ltd	Easy Lease (UK) Ltd	Grosvenor Contracts Leasing Ltd	Lowestoft Car Hire	Postmill Vehicle Hire	Simple Self Drive Ltd	Volkswagen Van Rental
Afford Rent A Car	Bussey Vehicle Leasing	Economy Hire (Southern) Ltd		Lucy and Ben's Motorhomes	Practical Car & Van Rental Ltd (HO)	Sinclair Finance & Leasing Ltd	Volvo Car Financial Services UK Ltd
Agility Fleet	BuzzEV Limited	Eden Garage	H & H Van Hire Ltd		Premier Rental	Sixt Rent A Car	
Agnew Leasing Ltd	BVR Vehicle Rentals	EL-GS Leasing Associates Ltd	Halesowen Self Drive	M & A McManus	Premier Truck Hire Ltd	Sixt Rent A Car Ltd (HO)	
ALD Automotive		Electric Zoo	Herd Hire Ltd	Maben Vehicle Hire	Premium Vehicle Solutions Ltd	Skipton Self Drive Ltd	Watts Van Hire
Alley Cat Car & Van Rentals Ltd	CA Cars	Emwood Vehicle Solutions Ltd	Hertz UK Ltd	Magna Accident Services Ltd	Prestige Carriages Ltd	Sky Van Hire Ltd	West Wallasey Fleethire Services
Allied Vehicle Group	Cambridge Car & Van Rental Ltd	Enterprise Rent A Car	Hexagon Leasing Ltd	Manchester Car & Van Hire	Prestige Contract Rental Ltd	SM Vehicle Hire	Westwood Motor Group
Allied Vehicle Rentals Ltd	Camperco	Envirovan Ltd	Hills of Woodford Green	Manchett's Car, Truck & Van Centre	Priory Rentals	Smart Platform Rental Ltd	Wheels Van Hire Ltd
Allied4vans Ltd	Campervan Tours	Euro Self Drive Ltd	Hire Me Vehicle Rentals	Marshall Leasing Ltd	Pro-Van Hire Ltd	Smartshare Vehicle Rental	Whitgift Hire
Alltruck Plc	Campervantastic Ltd	Eurohire Vehicle Rentals Ltd	Hireco TL Ltd	Mayday Vehicle Rentals	Prohire Limited	SMV Rentals	Wicked Campers Ltd
Alphabet (GB) Ltd	Capital Hire Car & Van Rental	Euronet Leasing Ltd	Hitachi Capital Vehicle Solutions	MC Rental Ltd	Proximo Limited	Snap Car Hire	Wilson's Automotives and Coachworks Ltd
AM Auto Rent	Car Hire Hebrides Ltd	Eurocar Group UK Ltd	Holmbush Commercials Ltd	McRent (London)	PSD Vehicle Rental	Snows Rental (Millbrook)	Woodfield Facilities
AM Phillip Trucktech Ford Rental	Car or Van Specialist Vehicle Hire	EV HIRE	Howarth Bros Haulage Ltd	Measham Self Drive	PT Hire	Sogo Mobility Ltd	Workshop Van Hire Ltd
AMK Self Drive	Care by Volvo	Evans Halshaw	HSBC Equipment Finance (UK) Limited	Mercury Rent A Car		Southern Self Drive	
AMT Vehicle Rental Ltd	Castle Rentals	Evesham Self Drive Ltd	Hyundai Finance, Kia Finance, Genesis Finance	Meridian Vehicle Solutions Limited		Spaceships Campervan	
Amvale Ltd	Causeway Campers	Evogo Ltd		Midland Motorhomes Ltd		Speare Hire	
Anker Van Hire Ltd	Cazoo Limited	Excel Vehicle Hire Ltd	ICR Leasing	Miles & Miles Ltd		Specialist Trailer Hire Ltd	
Apex Car Rental	Chard Self Drive	Exclusive Vehicle Contracts Ltd	Intack Self Drive Ltd	Minster Self Drive Ltd		Specialist Vehicle Hire	
APL	Charles Hurst Car & Van Rental	Executive Luxury Hire	Intelligent Mobility Ltd	Mold Car Hire		Specialist Vehicle Rental	
Arnold Clark Finance Ltd (HO)	Charter Vehicle Hire		Inter Hire	Mon Motors Ford Rental		Specialist Vehicle Solutions Ltd	
Arrow Self Drive	Chase Van Hire	Falcon Vehicle Solutions	Invicta Lease	Moneyway Motor Finance and V12 Vehicle Finance		Splend Ltd	
Arval UK Ltd	Cheshire Vehicle Rental & Sales Ltd	FCA Automotive Services UK Ltd		Montreal Prestige Ltd		St Albans Car & Van Hire	
Ashby Auto Finance Ltd	Chesterfield Car Consultants	Firecracker Ltd	J & R Car & Van Hire Ltd	Motability Operations Ltd		Stable Hire Ltd	
AT & T Rentals Ltd	Chief Vehicle Rentals Ltd	First Self Drive Ltd	J P Vehicle Rentals	Multitek Vehicle Solutions		Steve's Self Drive	
Athlon	Choice Vehicle Rentals Ltd	Fisk Group Hire Ltd	J S Vehicle Rental	MV Commercial		Storage Factory	
Athol Car Hire	Circle Leasing Ltd	Fleet & Distribution Management Ltd	J&B Ltd	MVH		Struans Rentals	
Atlantis Rentals Ltd	City Inter-Rent	Fleet Dynamic	JAR Ltd	Mychreests Car Rental Limited		Sun Kissed Campers Ltd	
Autohorn	Clancy Plant Ltd	Fleet Efficiency Ltd	Jarmite Car Rentals Ltd	Myles Hire		Supervan Self Drive	
Autosecure Limited	Clapham Commercials Ltd	Fleet Evolution Ltd	JCT500 Vehicle Leasing Solutions Ltd			Sutton Maddock Vehicle Rental Ltd	
Auxillis Services Ltd	Clarkson of Glasgow	Fleet Financial Ltd	John Grose	N.L. Commercials Holdings Ltd		Swift Van Hire Ltd	
AVH	Class 1 Vehicle Hire	Fleet Logistics	JusDrive	Network Vehicle Hire Ltd			
Avis Budget UK Ltd	CLM Fleet Management Plc	Fleetcare (PSCSM) Ltd	Just Go Motorhomes	New Horizon Campervan Hire			
AVR	Close Brothers Motor Finance Ltd	Fleetway Vehicle Rental	Just Vehicle Solutions	Newark Self-Drive Hire			
AW Rentals Ltd	Close Brothers Vehicle Hire Ltd	Flexible Vehicle Contracts Ltd		Niche Motorhome Hire			
AX	CMS Hire Ltd	Fleximobility	KDM Hire Ltd	Niche Vehicle Solutions Ltd			
	CMW Group	Focus Vehicle Rental	Kendall Cars Ltd	Norfolk Hire Ltd			
	Cocoon Vehicles Ltd	FOD Mobility Group	Kenhire Ltd	North East Truck & Van Ltd			
	Cole Hire	Fourways Self Drive	Kens Garage	North500 Motorhomes			
	Collison Vehicle Rental	Franklin Ltd	Keys Van Rentals (Nottingham)	Northgate Vehicle Hire Ltd			
	County Car & Van Rental	Free 2 Move Lease	Kindertons Accident Management				
	Crash Services Ltd	Free2Move Rent	Kinto				
	CTM Hire Ltd	Freedom Rental Ltd	Knights Van Hire				
	CVM World	Frontline Leasing and Fleet Management Ltd					
	CVS Car Hire						
	CVS Vehicle Group						

Membership Directory

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

1st Choice Leasing UK Ltd
1st Choice Vehicle Finance Ltd
21st Century Motors Limited
360 Vehicle Leasing
4 Wheels UK Ltd

ABC Leasing Ltd
Absolute Vans
ACL Automotive Ltd
Active Fleet Management Ltd
Active Vehicle Consultants Ltd
Adept Vehicle Management
Advanced Vehicle Contracts Ltd
Advanced Vehicle Leasing (Stockton)
Alerion Leasing
All Vehicle Contracts Ltd
Allcarleasing
Allied Vehicle Contracts
Alpha Contracts
Alpha Lease
Amber Car Leasing Ltd
AMG Autolease Ltd
AMT Contract Hire & Leasing Ltd
Any Car Group Ltd
Applewood Vehicle Finance Ltd
Applied Leasing Limited
ARRH Vehicle Solutions
Ask 4 Leasing
Asset Finance Solutions (UK) Ltd
Auric Car Leasing
Auto Choices Ltd
autoclub leasing
Autobid
Autograph Contracts Ltd
Autohorn
Autoleasing.co.uk
AutoLyne
Autoprourement Ltd
Avail Vehicle Contracts

B&B Vehicle Contracts Ltd
Balgores Leasing Ltd
Bay Vehicles Ltd
Belmont Vehicle Leasing Ltd
Benchmark Leasing Ltd
Best Contract Cars
Best Van Deals
Bestcarfinder
Blossom Vehicle Leasing
Blue Chilli Car Contracts Ltd
Bluepoppy Vehicle Solutions Limited
Bluestone Vehicles
Bowater Price Plc
Bridle Leasing
Bridle Vehicle Leasing
Britannia Car Finance
British Fleet Services
Bussey Vehicle Leasing
Butlers Vehicle Solutions Limited

C J Tafft Ltd
Caledonian Independent Leasing Ltd
CanDo Contracts Ltd
Capital Fleet Solutions Ltd
Capital Vehicle Management Ltd
Car Lease Agent
Car Lease Genie Limited
Car Leasing Ltd
Car Leasing Made Simple
Car Leasing Solutions Ltd
Car4Leasing
Carlease (UK) Ltd
Carleasing-Online
Carparison Ltd
Cars & Vans Direct
Cars2vans.com Limited
Carsave Leasing Limited
Cartime Motor Company Ltd
Castle Minibus
CBVC Vehicle Management Ltd
CC Leasing
Cebotec Ltd
Central (UK) Vehicle Leasing Ltd
Central Contracts (SOT) Ltd
Chicane Leasing
Clapham Commercials Ltd
Clarix Vehicle Solutions Ltd
Click4 Car Leasing
CLN
CLVR
Coastal Leasing
Commercial Finance & Leasing
Commercial Fleet Ltd
Commercial Vehicle Contracts Ltd
Company Vehicle Solutions Ltd
Complete Car Leasing Solutions
Complete Leasing Limited
Complete Vehicle Leasing Ltd
Concept Vehicle Leasing
Contractcars.com
Cort Vehicle Contracts Ltd
Countrywide Vehicle Contracts Ltd
Covase Ltd
Creditplus
Crusader Vans
Crystal Lease
CVM
CVSL Ltd

D. P. Leasing Ltd
Dawsongroup vans
Days Fleet
Dennis Buyacar Ltd
DMT Vehicle Leasing UK Ltd
Dorset Car Leasing & Dorset Van Leasing
Dreamlease Ltd
DriveElectric
Drivesmart
Dynamic Vehicle Solutions Ltd

E-Drive West Midlands Ltd
e-ve
Eastern Western Leasing
eCo-Lease Fleet Management
ecofleet
Economy Leasing UK Ltd
EFL Vehicles Ltd
Eiger Vehicle Leasing
Elliott Jarvis Leasing Ltd
Eurodrive Motor Finance
EV Carshop Ltd
Every Vehicle Lease Ltd

Finance One Limited
First Vehicle Finance Ltd
First Vehicle Leasing
Fishergate Leasing
Fleet Alliance
Fleet Electric Leasing Limited
Fleet Elite Vehicle Management Ltd
Fleet Operations Ltd
Fleet UK
Fleet-E Limited
Fleetbuyer
Fleetmate Ltd
Fleetprices.co.uk Ltd
Four Counties Leasing
Freedom Vehicle Contracts Ltd
Frontier Vehicle Leasing
Fulton Network Ltd

Gateway2Lease
GB Vehicle Contracts
GB Vehicle Leasing
Genus Vehicle Solutions (Stirling) Ltd
Global Vans
Glynns Vehicle Contracts
Go Lease Lightning Limited
Go Leasing Limited
GoFor Finance Limited
Grange Contract Hire and Leasing
Greenfleets Finance Ltd
Greenfleets Ltd
GRIDSERVE
GWA (UK) Ltd

H N Vehicles Ltd
Hampton Rose Vehicle Funding
Harpenden Vans
Hills Contracts
Hippo Vehicle Solutions
Holdcroft Group Leasing
Holmwood Leasing Ltd
Horizon Vehicle Leasing Ltd
Horsepower Leasing Ltd
Hot Car Leasing
Howlett Leasing
HV Motor Finance

Ideal Autolease and Ideal
Autolease Northern Ireland
Ideal Vehicle Leasing Ltd
Innovation Cars (UK) Ltd
Intelligent Car Leasing

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

Kardi Vehicle Rentals
Key2Lease
KeyFleet
KG Vehicle Solutions Ltd
Kudos Vehicle Management Ltd

Latitude Leasing Limited
LCV Finance & Leasing Ltd
Leap Vehicle Leasing Limited
Lease Car Direct
Lease Force Ltd
Lease Profiles Ltd
Lease your next Car.com
Lease4less
LeasEasy
Leaseline
Leasepoint Vehicle Management Ltd
Leaseyourcar.co.uk
Leaseyournewcar.co.uk
Leasing & Vehicle Contracts
Leasing 4 U
Leasing Gorilla Ltd
Leasing Options Ltd
Leasing Route Limited
Leasing Your Way
leasing.cars
Leden Leasing
Lets Talk Finance Ltd
LetsTalkLeasing
Lime Leasing Ltd
LMC of Farnham Ltd
Loaded Car Leasing
LOC ESSEX
Logical Vehicle Management Ltd
Lookers Personal Leasing
Love Electric Financial Services Ltd
Low Cost Vans
LVC Central Ltd
LVM

M W Vehicle Contracts
M1 Auto Lease
Mad Sheep Leasing
MAF Vehicle Management
Mann Island Finance Ltd
Maxi-Lease
Meridian Finance Partners Limited
Middlewood Solutions
Midlands Car & Van Leasing Ltd
Milease UK Ltd
Millhouse Leasing
Mint Lease
Motion Vehicles
Motoplan Ltd
Motor Depot Ltd
Motor Select
MotorAid Ltd
Motorfinity Leasing
Motorlet Ltd
MPH Vehicle Solutions Ltd
Multileasing Ltd
My Big Green Fleet

Nathaniel Car Sales Ltd
National Fleet Services Ltd
National Vehicle Solutions
Nationwide Vehicle Contracts Ltd
NBU Consulting Ltd
NCA Vehicle Management Limited
New Car Contract
New Car Leasing Company LLP
New Cars Online
New Vehicle Solutions Ltd
Newgate Motoring Solutions Ltd
Northridge Cars Vehicle Leasing
Northumbria Vehicle Leasing Ltd

Octane Vehicle Leasing Ltd
Octopus Electric Vehicles Ltd
Omega Vehicle Contracts
OSV Ltd
OVL Group Ltd

P J Leasing
Pedigree Automotive Solutions
Pendle Vehicle Contracts Ltd
Peter Vardy Leasing
Phrasers Limited
PHVC Vehicle Management
Pike & Bambridge
Plan (GB) Ltd
Planet Leasing Ltd
Premier Leasing Solutions
Premier Vehicle Leasing Ltd
Proctor Fleet Management
Professional Vehicle Solutions Ltd
Pure Vehicle Leasing

Radar Finance and Leasing Ltd
Rapid Vans Leasing Ltd
RB Associates
Ready2Lease Ltd
Red Kite Leasing Limited
Reliance Vehicle Management Ltd
Renescence Vehicle Leasing Ltd
RGW Vehicle Contracts Ltd
Richard Lawson (Autoecosse) Limited
Ringways Hire and Leasing Ltd
Rivervale Contract Hire & Leasing
Roy Wood Transits Ltd

Sabre Motor Company Limited
Sagitta Automotive Ltd
Select Car Leasing
Sensible Cars Ltd
Sherwood Car and Van Leasing Ltd
Shire Leasing Plc
Silverstone Fleet Management
Silverstone Vehicle Management Ltd
Simple Leasing Ltd
Simply-Leasing
Skyfleet Ltd
Smart Leasing
Smarter Leasing Limited
Spectro Car Leasing
SSD Contract Hire and Leasing
ST Vehicle Contracts
Sterling Motors
Sterling Vehicles Limited
Stoneacre Leasing
Sure Vehicle Solutions
Synergy Car Leasing

Tamar UK Finance Ltd
Tate Leasing and Contracts
The Car Network Ltd
The Leasing Lounge Ltd
The Vehicle Leasing Expert
Think Auto Leasing
Think Vans
Tilsun Leasing
Time Finance
Total Motion Limited
Total Vehicle Leasing
Traction Finance
Troika Vehicle Leasing Ltd
TrueFleet
Tyson Cooper Ltd

U Choose Contracts
UK Carline Ltd
UK Prestige Car Brokers Ltd
Ultimate Vehicle Leasing Ltd
United Vehicle Leasing

V4B Ltd
Van Monkey Ltd
Vanarama
Vanaways UK Ltd
Vanleasing.com
Vanology
Vans NorthWest Ltd
Vantage Leasing
Vavoom Leasing
Vehicle Consultancy Ltd
Vehicle Consulting Group Ltd
Vehicle Contracts Ltd
Vehicle Partners Ltd
Vehicles 2 Lease
Vehiclesavers.com
Venter Vehicle Leasing
Venus Fleet Management Ltd
Vertu Lease Cars
VIP Gateway
VIP Group
Voozo Dealer Limited

Wessex Fleet Solutions Ltd
West Mid Vehicles
Westfield Leasing
WeVee
White Oak UK
White Rose Vehicles Limited
Whittle Hall Finance Ltd
Willow Leasing
Wizborn
WMG Vehicle Management (Retail) Ltd

XLCR Vehicle Management Ltd

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

Zest Vehicle Leasing Ltd
zeVie cars
Zoom EV

Membership Directory

Rental Broker Members

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

Assured Vehicle Rental Ltd
Auto International Car Rental Ltd

Fourways Vehicle Solutions Ltd

CarTrawler
City Transport Solutions Ltd
Compello

Nexus Vehicle Rental

Yello Car Hire Ltd

MEMBERSHIP AS AT 8 DECEMBER 2021

Fleet Operator Members

Companies who are own-account fleet operators

Centrica Plc
Royal Mail Fleet

Car Club Members

Ubeego UK Ltd
Zipcar UK Ltd

MEMBERSHIP AS AT 8 DECEMBER 2021

The vehicle rental and leasing industry supports
over 465,000 jobs



Get involved...

To find out more about joining the BVRLA Family, contact Membership Manager Greg Theaker or email membership@bvrla.co.uk.

Associate Members

Companies who supply products or services to our industry

ABN AMRO Lease
ACRISS
ADESA
Airmax Remote Limited
All Fleet Services Ltd
American Car Rental Association
Anglia (UK) Ltd
APD Global Research & Compliance Solutions
Approved Valeting UK Ltd
Arthur J Gallagher Insurance Brokers
Asset Finance International Limited
Assured Group Ltd
Aston Barclay Ltd
Audi UK
Australian Finance Industry Association
Auto Trader Limited
Autoclenz Ltd
Autofutura Ltd
Auxillias Limited

Barclays Mercantile Business Finance
Beijing Leasing Association
Blake Morgan
BMW (UK) Ltd
bp pulse
British Car Auctions Ltd
BYNX Europe Ltd

cap hpi
cars2buy
Cazana
CD Auction Group Ltd
ChipsAway International
Citrus Funding Limited
Clifford James Consultants Limited
Clydesdale Bank Plc
Coastr
Consumer Credit Advisory Services (CCAS)
Consumer Credit Trade Association
Copart UK Ltd
Cox Automotive UK

Dayinsure.com Ltd
DEKRA Automotive Limited
DMN Logistics Ltd
Drax Electric Vehicles
Drive Software Solutions Ltd

Ebbon Group
Engage
Epyx Ltd
Experian Ltd

Finance & Leasing Association
Fleetcor
Ford Motor Company Limited

GEFCO UK Ltd
Geotab GmbH
Grant Thornton UK LLP
Grosvenor Credit Management & Investigations Ltd
Grosvenor Training Services Ltd
GTG Training Ltd

Haynespro (UK) Ltd
Henshin Group Ltd
Honda UK
Hudson Kapel Ltd
Hyundai Motor UK Ltd

i247 Group
IMS (Insurance & Mobility Solutions)
Inchcape Retail Limited
Innogy eMobility
International Decision Systems Ltd
Investec Asset Finance plc
IT Fleet Automotive Ltd
Iveco Ltd

Jaama Ltd
JPC Asset Management Limited

KeeResources Ltd
Kia UK Limited
Kwik Fit Fleet

Leaseloco Ltd.
Leasing.com
Legate Group Limited
Licence Check Ltd
Logistics UK
Lombard Corporate Finance

Macquarie Green Investment Group
Man Truck & Bus UK Ltd
Masternaut Limited
Mer
Mercedes-Benz Cars UK Ltd
Merthyr Motor Auctions
MG Motor UK Limited
Motor Easy
Motorcycle Industry Association Ltd
MotorLease
MS Automotive (London) Ltd

National Tyres & Autocare
Nexus Business Solutions Group Ltd
Nissan Motor (GB) Ltd
Northridge Finance

Peak Collections Ltd
PJM Logistics Ltd
Porsche Cars Great Britain Ltd
Premia Solutions Limited
Product Partnerships Limited
Prohire Software Systems Ltd
PVS Group

QV Systems

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

SAFO UK LTD
Seat UK
Sentinel Insurance Solutions Ltd
Shoosmiths LLP
Shoreham Vehicle Auctions
Skoda
SMH Fleet Solutions Ltd
Society of Motor Manufacturers & Traders Ltd
Sofico
SSE Enterprise
Stellantis N. V.
Suzuki GB Plc
Synectics Solutions Ltd
SYNETIQ Limited

Taranto Systems Limited
Tasker Insurance Brokers Ltd
The AA
The Algorithm People Ltd
The Association of Professional Compliance Consultants
The Miles Consultancy
TMD Friction UK Ltd
Towergate Insurance
Toyota (GB) Plc
Trakm8 Ltd

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

Wagonex Limited
Webfleet Solutions
Woodside Motorfreight Ltd

Zeti

MEMBERSHIP AS AT 8 DECEMBER 2021

Employer of choice

The BVRLA places a great deal of value on being an employer of choice, which has been reflected in the association's rolling Business Plan including objectives around building internal capabilities to develop team members.

Those objectives were refined in 2021 to place a greater focus on staff wellbeing, which saw the association pledge to work with employees to create a more flexible working environment in the face of changing attitudes influenced by the pandemic. With a focus alongside that on attracting and retaining individuals that will help the association achieve its goals, the BVRLA will continue that progress in 2022 to further develop its supportive, inclusive culture.

“It's always a pleasure interacting with the BVRLA team. They are quick to respond, extremely knowledgeable, and professional at all times.”

2021 Member Survey

2021 was the third year the association ran its **Employee Engagement Review**, using the internationally recognised Gallup Q12 survey. Results continued the trend of having improved year on year since the first survey in 2019, with the biggest gains being seen in how team members view how they are nurtured and the development opportunities available to them.

The survey also considers areas varying from how valued staff feel, the association's commitment to quality, and how worthwhile they feel their role is. Overall, every metric in the survey is up from 2019 values, with eight of 13 either matching or surpassing 2020 values too.

Human Resources



The Taskforce and staff wellbeing

In response to the changing work environment in 2020, the BVRLA introduced a Taskforce, comprising of team members from across the organisation. The Taskforce is responsible for representing the workforce, consulting with colleagues and providing the senior management team with vital feedback on important matters such as the team's emotional wellbeing, attitudes towards flexible working, and returning to the office post-Covid.

The work of the Taskforce continued through 2021 and evolved in the face of additional pressures from uncertainty and increased workloads. One of the great successes of the Taskforce was a vibrant series of social events, all run and managed online and designed with the idea of bringing team members together outside of their daily responsibilities. The social calendar supplemented a full programme of training courses, wellness sessions and educational workshops to allow people to develop in their roles, looking at resilience, wellbeing and performance management.

The BVRLA Team



Gerry Keaney
Chief Executive
01494 545716
gerry@bvrla.co.uk



Kate McLaren
PA to Chief Executive
and Office Manager
01494 545709
kate@bvrla.co.uk



Bharti Ladwa
Management
Accountant
01494 545708
bharti@bvrla.co.uk



Wilma Bowles
Accounts Assistant
01494 545722
wilma@bvrla.co.uk



Toby Poston
Corporate Affairs Director
01494 545700
toby@bvrla.co.uk



Phil Garthside
Research &
Insight Manager
01494 545717
phil@bvrla.co.uk



Adam Forshaw
Head of Communications
01494 545710
adamf@bvrla.co.uk



Helen Lawrence
Senior Communications
Officer
01494 545735
helen@bvrla.co.uk



Shaheb Khan
Senior Digital
Communications Officer
01494 545707
shaheb@bvrla.co.uk



Fran Hampson
Events Manager
01494 545703
fran@bvrla.co.uk



Thomas McLennan
Head of Policy &
Public Affairs
01494 545738
thomas@bvrla.co.uk



Rachael Hewish
Public Affairs Manager
01494 545739
rachael@bvrla.co.uk



Catherine Bowen
Senior Policy Advisor
01494 545712
catherine@bvrla.co.uk



Eleanor Bruce
Policy & Public
Affairs Advisor
01494 545731
eleanor@bvrla.co.uk



Shashi Maharaj
Legal & Membership
Director
01494 545706
shashi@bvrla.co.uk



Harry Madan
Head of Compliance
& Governance
01494 545718
harry@bvrla.co.uk



Hayleigh Morris
Compliance &
Governance Officer
01494 545727
hayleigh@bvrla.co.uk



Amanpreet Kalu
Corporate Governance
Specialist
01494 545728
amanpreet@bvrla.co.uk



Nicholas Beveridge
Junior Compliance
Officer
01494 545727
nicholas@bvrla.co.uk



Greg Theaker
Membership Manager
01494 545705
greg@bvrla.co.uk



Josh Saunders
Membership
Support Officer
01494 545720
joshua@bvrla.co.uk



Michael Skinner
Head of IT
01494 545726
michael@bvrla.co.uk



Rob Burford
CRM Data Manager
01494 545702
rob@bvrla.co.uk



Sarah Philp
Conciliation
Service Officer
01494 545711
sarah@bvrla.co.uk



Amanda Brandon
Fleet Services Director
01494 545701
amanda@bvrla.co.uk



Sallie Catchpole
Conciliation Service
Manager
01494 545715
sallie@bvrla.co.uk



Laura Birdsey
Fleet Services Executive
01494 545714
laura@bvrla.co.uk



Laura Pite
Conciliation Service
Officer
01494 545711
laurap@bvrla.co.uk



Stephen Dix
Conciliation Service
Officer
01494 545711
stephen@bvrla.co.uk



Nora Leggett
Human Resources
Director
01494 545713
nora@bvrla.co.uk



Mark Pow
Head of Learning
& Development
01494 545730
mark@bvrla.co.uk



Tess Warn
Learning & Development
Coordinator
01494 545719
tess@bvrla.co.uk



British Vehicle Rental & Leasing Association

River Lodge | Badminton Court | Amersham | Buckinghamshire | HP7 0DD

Tel 01494 434747 Email info@bvrla.co.uk

www.bvrla.co.uk

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