

BVRLA

1967 - 2017

British Vehicle Rental & Leasing



2017 ANNUAL REVIEW



Who we are...

Gerry Keaney	Chief Executive	Jay Parmar	Director of Policy & Membership
Kate McLaren	Secretary to the Chief Executive	Greg Theaker	Membership Manager
Bharti Ladwa	Management Accountant	Adam Holt	Compliance & Governance Executive
Melanie Richardson	Accounts Assistant	Diane Alexander	Compliance & Membership Co-ordinator
Toby Poston	Director of Communications & External Relations	Robert Burford	CRM Data Manager
Phil Garthside	Research & Insight Manager	Patrick Cusworth	Senior Policy Advisor
Andrea Davies	Media Relations & Communications Manager	Amanda Brandon	Legal & Policy Executive
Tamsin Stuczynska	Marketing & Communications Executive	Sallie Catchpole	Conciliation Service Manager
Nora Leggett	Director of Member Services	Rick Connors	Conciliation Service Officer
Fran Hampson	Events Manager	Stephen Dix	Conciliation Service Officer
Duncan McMillan	Learning & Development Professional	Sarah Philp	Conciliation Service Officer
Laura Birdsey	Member Services Executive	Mairead Sullivan	Conciliation Service Officer

What we do...

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

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

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

On behalf of its 900+ members, the BVRLA works with governments, public sector agencies, industry associations and key business influencers across a wide range of road transport, environmental, taxation, technology and finance-related issues.

BVRLA members are responsible for a combined fleet of almost five million cars, vans and trucks, supporting around 317,000 jobs and contributing nearly £25bn to the economy each year.

The Committee of Management

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



Matt Dyer
Chairman

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

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

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

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



Simon Oliphant
Vice Chairman

Simon began his career in vehicle leasing and fleet management over 33 years ago. In 1988 he joined Hitachi Credit (UK) Ltd where he was responsible for growing their UK vehicle leasing operations from a handful of cars to a FN50 Top 10 company which now operates more than 70,000 vehicles.

In 2000 Simon was appointed as Chief Executive Officer and Chairman of Hitachi Capital Vehicle Solutions Ltd. He was also appointed as Board member of Hitachi Capital (UK) plc.

In April 2015 Simon became Head of Hitachi Capital Vehicle Solutions Strategy Division and was appointed as a Corporate Officer of Hitachi Capital Corporation (Japan). He is now responsible for expanding Hitachi's vehicle leasing and fleet management operations globally.

Brian Back	BVRLA Honorary Treasurer
Freddie Aldous	BVRLA Honorary Life President
Benoit Dilly	Arval UK
Brian Swallow	Enterprise Rent-A-Car
David Hosking	Tusker
David Rowlands	Hertz UK
Gary Smith	Europcar Group UK
Jon Lawes	Hitachi Capital Vehicle Solutions
Khaled Shahbo	Enterprise Rent-A-Car
Nina Bell	Avis Budget Group UK
Peter Cakebread	Marshall Leasing
Peter Grime	Miles & Miles
Tim Buchan	Zenith
Tim Porter	Lex Autolease
Nick Brownrigg	Alphabet (GB) Ltd
Peter Collins	MAN Financial Services Plc
Ian Tilbrook	Volkswagen Financial Services



Chief Executive's Foreword

During 2017, we have been continuing to work with members to build more customer-focused equity into the BVRLA brand; differentiating a BVRLA member from a non-member, supporting members' product offering and giving confidence to consumers.

In 2015 it was all about writing and deploying the Code of Conduct. During 2016 we built upon that work, embedding the Code and implementing a governance process to raise standards. 2017 has been focussed around refining our communications, services, support, regulatory and

advisory work to be much more tailored to the needs of our individual membership sectors.

BVRLA membership passed the 925 mark in 2017, a year that saw members' total fleet size approach five million vehicles. The range of organisations and business models we represent and the vehicles being managed is wider than ever. As in previous years, the past twelve months have seen us scaling up our operations to meet the needs of our growing and increasingly diverse membership.

We have continued to apply these resources to the priorities set; campaigning on behalf of the vehicle rental and leasing industry; keeping members informed and advised; helping to raise standards; and nurturing the reputation of our vital sector.

This Annual Review provides some insight into what the association has delivered this past year.

Our new e-learning platform is already helping us to address some of these priorities. It is bringing affordable and convenient compliance training to members across a range of topics, including fraud avoidance, treating customers fairly, safeguarding the vulnerable and data protection.

**50
YEARS**

Going forward, these modules, alongside other BVRLA learning & development opportunities, will be co-ordinated with the association's governance and compliance programme, enabling us to react to any emerging trends or compliance issues. Our inspections team really hit its stride this year, visiting more than 400-member sites and branches. Next year we will be looking to improve the quality and depth of reporting that members get from these visits to further support them with compliance and customer care.

It has been another year of growth for the BVRLA Conciliation Service, which has resolved around 3,000 rental and leasing disputes between members and their customers across the UK and Europe. As with our site visits, these interactions give us a vital insight into any potential customer service or compliance issues that we can then feed back into our training and governance support.

The association has also been providing valuable industry insight through its regular Leasing, Leasing Broker, Car Rental Operator and Fleet Technology market surveys. To support our policy and PR activities we have also invested in some authoritative and timely research on topics ranging from fleet air quality and the company car market to mobility credits and the best way of managing the transition from diesel to electric vehicles.

The BVRLA continued to provide a diverse suite of member events, ranging from our ever-popular expert forums to our flagship Fleet Technology and Industry Outlook conferences.

We also introduced some brand-new events, including our ground-breaking Urban Mobility Forum held at London City Hall in March, our CEO Forum in Birmingham and our Leasing Broker Forum held in Twickenham.

This year's events calendar concludes with our Annual Parliamentary Reception at the House of Commons, the culmination of what has been a very busy and productive year of policymaker and stakeholder engagement. The BVRLA and its members have sat down with more MPs, Ministers and policymakers than ever this year and this activity will grow in 2018 as we get to grips with an unprecedented breadth of increasingly regional policy issues.

As expected, our lobbying and campaigning has been mirrored by our PR and media relations efforts. Across the communications spectrum, 2017 saw records broken for media coverage, web traffic and social media engagement.

This year has also seen investment made in office space and equipment and we look forward to welcoming many more members to our offices next year, hosting you with a more expansive and well-

equipped range of rooms for committees, training, presentations and meetings. There will also be significant investment moving forward into 2018 as we look to address internal requirements in communications and external representation for lobbying activity.

Other priorities have left little opportunity to focus on the association's previous achievements, so it was all the more special to spend an evening with so many past and present industry stalwarts at our Annual Dinner last March. We were able to reflect on some key highlights from the last half-century, and were lucky enough to have many of the leading protagonists in the room. Such occasions help put our industry's present-day challenges in perspective and show what can be achieved when a group of normally competitive businesses pull together in attaining common goals.

Looking back over the last twelve months I can see that this same spirit and determination is just as evident in 2017 as it was back in 1967.

To finish, I must say that it has been a privilege to lead the BVRLA through its 50th year of representing the vehicle rental and leasing sector. The association is well set for the next fifty years and we remain at our members' service.

Gerry Keaney, Chief Executive.



Matt Dyer
Conference Chairman



#FleetTech

Chairman's Comment

For years road transport has been something that business leaders, the general public and many policymakers have taken for granted. It has run quietly and efficiently in the background, underpinning many aspects of our economy and our society, largely unnoticed.

Not anymore.

2017 has seen our particular part of it well and truly enter the limelight, and not always for positive reasons. The 'demonization' of diesel, a spotlight on motor finance and questions about vehicle rental security have all

dominated media headlines and risen up the agendas of both the Government and regulators.

Of course, these are not the only challenges that the vehicle rental and leasing sector has to deal with. Amidst this fast-moving, media and policy activity, the BVRLA is plotting the industry's course towards a fairer motoring tax regime, a competitive model for sharing and monetising connected vehicle data and a sustainable market for electric vehicles.

We know that our sector has an important role to play in driving UK plc through these topics as well as the uncertainty around Brexit.

When it comes to all of these issues, BVRLA members are not the only constituents with 'skin in the game'. These challenges are in the media and political spotlight because they represent a threat or business opportunity to almost every industry, politician or citizen in the UK.

In a nutshell, the association is having to talk to more people, about more things, than ever before.

As well as pounding the streets of Whitehall and collaborating with its counterparts across the automotive

BVRLA FLEET TECHNOLOGY CONGRESS 2017

50 YEARS

industry, the BVRLA has been meeting with local authorities, talking to environmental campaigners and working with influential business organisations and think-tanks.

Tackling these issues does not come easy, and, in many cases, the achievement comes from persuading policymakers, regulators or parts of the supply chain not to do things or to encourage them to tackle them in a different way.

Against this backdrop, I am pleased to report that the BVRLA is making good progress.

By pulling together a range of industry data and commissioning some ground-breaking research, it is promoting the importance of clean, modern diesel vehicles, and the need to ensure a managed, consistent and imaginative approach to emission-free urban transport. In the cities that are most affected, the association is helping bring members, businesses and policymakers face to face so that they can address specific local challenges.

An unprecedented level of engagement with government and law enforcement organisations has seen the BVRLA take a proactive approach in the aftermath of a horrific series of car, van and truck rental-based terrorist attacks. By sharing best practice and intelligence the rental industry is

determined to do more in deterring and defeating this threat.

By focussing on higher standards, a stronger governance regime and a wider and more accessible training portfolio, the BVRLA is working hard to demonstrate that its members are not only compliant with motor finance or consumer regulations, but are setting benchmarks for the wider industry.

The association continues to assemble more allies as it promotes the vehicle and rental industry's immense influence as a buyer and operator of the cleanest and most technologically advanced vehicles. There is a growing acceptance of its central role within this exciting shift to a world of connected, autonomous and electrified transport. We are building up an increasing evidence base that shows policymakers must intervene to support this change with a fairer tax regime and set of data-sharing regulations.

I can assure you that the BVRLA is working across all of these diverse work streams in the sector's best interests.

The very nature and scale of the issues being addressed means that the association needs all our support more than ever. Whether you are supplying

data for some of our research, participating in one of our workshops or committees, or just letting us know about something that is affecting your business, these contributions are vital.

We thank you for this support and look forward to working with you in 2018.

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



Members' Views

The 2017 Annual Members Survey canvassed the opinions of over 4,000 individuals from across all sectors of membership to gain valuable insight into members' views. These views and opinions enable the BVRLA to understand members' priorities, which informs where the association's resources and services should be focussed in the year ahead.

“EVERYBODY AT THE BVRLA IS EXTREMELY FRIENDLY, KNOWLEDGEABLE AND HELPFUL.”

64%
have been
in membership
for over five years

The value of membership

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

1. Status and Credibility
2. Information and Advice
3. Voice of the Industry
4. Conciliation Service
5. Training & Events

84%

are satisfied with the BVRLA

85%

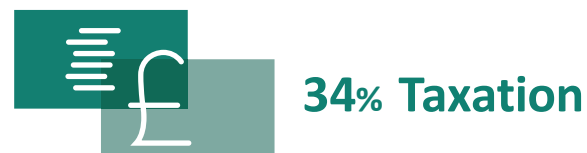
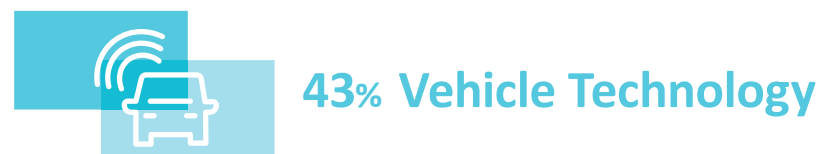
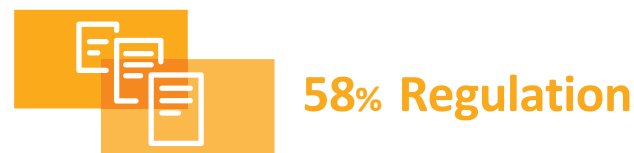
say that the BVRLA is easy to deal with

74% would recommend the BVRLA

73% say the BVRLA offers good value for money

The important issues

What members consider to be the TOP 5 policy areas for the BVRLA to focus on in 2018:





103
committee
members attended
21 meetings in 2017

28
new faces joined our
committees in 2017

Member Committees

The BVRLA hosts regular committee meetings with each of its four core member categories: Commercial Vehicle, Leasing Broker, Leasing & Fleet Management, and Rental. These committees play a vital role in helping the association to prioritise its efforts and allocate its resources.

Chaired by a member, each committee brings together a cross-section of members from different sectors of the industry, representing large, medium and small businesses. The meetings provide an opportunity for members to ensure that the association is aware of any issues, areas of concern or emerging developments affecting their sector.

Working with their colleagues at the BVRLA, committee members address a wide range of operational, regulatory and technical issues and help to steer the association's training, events, research, policy and communications activities.

The BVRLA also hosts two regular subject-driven committees who focus solely on issues relating to 'Technical & Operational Management' and 'Residual Value & Remarketing'.

Each committee is held three or four times a year at the BVRLA offices in Amersham, Buckinghamshire.



Members wanting to participate in any of the committees should contact BVRLA Director of Policy & Membership, Jay Parmar.

jay@bvrla.co.uk

01494 545706



Members can propose an agenda item by contacting committee administrator and BVRLA Legal & Policy Executive, Amanda Brandon.

amanda@bvrla.co.uk

01494 545701

MEMBERS:

Andrew Morley
Prohire Plc

Andy Hill
Lex Autolease

Charles Starr
Close Brothers
Commercial Vehicle Solutions

Dave Adderley
Enterprise Flex-e-Rent

Dominic Hutchinson
Hitachi Capital Commercial Vehicle

Ian Martin
BT Fleet Ltd

James Rafferty
T.O.M. Vehicle Rental

Keith Atkins MAN | Finance
Fraikin Ltd

Mark Gallimore
Essential Fleet Services

Matt Cranny
ARI Fleet

Nigel Martin
Ryder Plc

Paul Winter
Turner Hire Drive

Peter Collins
MAN Financial Services plc

Philip Moon
DAF Trucks

Ryan Long
Zenith

Stuart Russell
Europcar UK Ltd

Commercial Vehicle Committee



Bolstered by a growing membership that has almost reached 100-mark, the BVRLA CV Committee's work was dominated by three key themes this year – air quality, road safety and counter terrorism.

International and national standards like the Euro emissions and Operator Licensing regimes underpin the safe and sustainable operation of goods vehicles. Local and variable standards will damage the competitiveness and efficiency of fleet operators and will often fail to deliver the desired local safety and environmental benefits.

We have pushed for the government and local authorities to provide a national framework and consistent approach to Clean Air Zones and other air quality measures, ensuring that members can continue to provide the right vehicles at the right time in the right locations. Recent research commissioned on our behalf by the BVRLA, has shown

that the government needs to focus attempts to reduce diesel usage on the car market, where there are affordable and useable ultra-low emission alternatives. The majority of commercial operators still have no viable alternative to diesel.

Together with our colleagues at the RHA and FTA we have also raised our concerns about TfL's attempts to introduce its own road safety standards, plans that could create huge uncertainty for operators about which vehicles to invest in.

2017 has also seen our industry forge ever closer links with law enforcement organisations in responding to the recent spate of van and truck rental attacks. By sharing information and best practice we hope to deter and prevent similar atrocities.

Peter Collins
Committee Chairman and
Chief Executive Officer,
MAN Financial Services PLC

4%
growth
in CV members' combined
fleet size during 2017

MEMBERS:

Alan Carreras
Bridle Vehicle Leasing

Andy Chatwin
ALD Automotive

Chris Swallow
Hitachi Capital Vehicle Solutions Ltd

David Snarr
Ogilvie Fleet Ltd

Graham Conway
Alphabet (GB) Ltd

Graham Prince
Neva Consultants Plc

Jane Pocock
Vansdirect Ltd

Martin Brown
Fleet Alliance

Nigel Brain
Leasing Options Ltd

Paul Fagan
AFL Ltd

Paul Parkinson
Synergy Automotive Ltd

Rod Lloyd
Low Cost Vans

Spencer Blake
Wessex Fleet Solutions

Stephen Greenstreet
Greenfleets Ltd

Steve Cocks
Lex Vehicle Leasing

Todd Williams
Arval UK Ltd

Tom Brewer
LeasePlan UK Ltd

Tony Flood
Benchmark Leasing Ltd

Leasing Broker Committee



Leasing brokers are playing an increasingly important role, responsible for a growing share of the motor finance market and BVRLA membership.

One of our biggest responsibilities on the Leasing Broker Committee is to ensure that this growth is sustainable, and the big priority here is compliance. Our sector is under more scrutiny than ever and it is vital that we work closely with the FCA, the BVRLA and its inspection partners to continually demonstrate that we are meeting and surpassing regulatory standards.

I am delighted to say that my colleagues on the committee and across the wider membership have really stepped up to the

plate, embracing the new BVRLA inspection regime, taking part in our workshops and webinars and providing input and feedback through a host of other channels.

Leasing Brokers have really made their presence felt in the association this year, which has seen the launch of our new E-Training platform, Leasing Broker Forum and newsletter.

There is plenty more to do in 2018, when we must focus on meeting the challenge of complying with ever-tighter FCA rules and the incoming GDPR regulation. Brokers will also have a big role to play in helping the leasing industry address customer concerns around air quality and connected vehicles.

Spencer Blake
Committee Chairman and
Director, Wessex Fleet

10%
growth in the number
of vehicles on BVRLA
leasing broker fleet in 1st half of 2017

Leasing & Fleet Management Committee

MEMBERS:

Aled Williams
Days Contract Hire

David Hosking
Tusker Ltd

Guy Mason
Lex Autolease

Ian Tilbrook
Volkswagen Financial Services (UK) Ltd

Malcolm Plunkett
Arval Ltd

Mark Connor
Zenith

Matthew Rumble
Inchcape Fleet Solutions

Neal Francis
Pendragon Contracts Ltd

Paul Walters
JCT 600 Vehicle Leasing Solutions Ltd

Peter Cakebread
Marshall Leasing

Philip Newton
Windsor Vehicle Leasing

Simon Carr
Alphabet GB Ltd

Stuart Houlston
LeasePlan UK Ltd

Tim Laver
ALD Automotive



The BVRLA now represents 110 leasing and fleet management companies, who operate in a growth market being led by demand for vans and personal contracts.

There has been little increase in the company car market, despite a growing economy and rise in employment. The company car is under threat from the government's poorly designed tax regime and poorly communicated air quality strategy, which is encouraging more and more drivers to take cash and do their own thing. Whichever way you look at it, from an environmental, road safety or cost efficiency perspective, this is not a good thing.

Through the committee, BVRLA members have helped the association in its ongoing discussions with government around planned changes

to Salary Sacrifice rules, Vehicle Excise Duty, VAT disallowance and company car tax. An increasing part of this debate relates to the future of diesel vehicles and we have commissioned some new research that helps provide a transition roadmap towards ultra-low emission vehicles.

On the subject of emissions, we have also been working with vehicle manufacturers, data providers and members to look at how data from the new WLTP test can be used by member quotation systems.

Connected vehicles and data have been another constant theme. Here we are pushing for a new regulatory and business environment that will enable the whole fleet supply chain to benefit from the huge opportunities on offer.

Ian Tilbrook
Committee Chairman and
Fleet Director, Volkswagen
Financial Services (UK) Ltd

8%

How much cleaner new cars registered by BVRLA leasing members are than all new cars registered in the UK

Rental Committee



The BVRLA has welcomed a number of new rental members this year and seen its combined car rental fleet rise past the 270,000 mark.

The industry provides an increasingly popular source of flexible and affordable motoring to millions of individuals and businesses and we have spent much of 2017 ensuring that this remains the case.

Vehicle Excise Duty reform remains a priority and we continue to lobby government for fairer rules that don't penalise rental companies for their shorter fleet cycle.

Our AA quality assurance inspection programme is now established and providing members with all the advice, guidance and support they need to demonstrate that they are running a compliant operation. This work provides a great overview of emerging trends within the sector

and has led to follow-up activity such as the development of best practice and guidance on a range of issues including Ad-Blue refuelling and data cleansing.

The BVRLA's ability to bring the industry together to agree standards and address common issues will be more important than ever as we face growing scrutiny in the areas of counter-terrorism and car rental customer service.

We are working more closely than ever with law enforcement organisations and consumer regulators in the UK and Europe and are determined to take a proactive approach to tackling these challenges and promoting the positive contributions made by BVRLA members.

Brian Swallow
Committee Chairman and
Vice President of Rental,
South East England,
Enterprise Rent-A-Car

92%
of BVRLA
rental members' fleets
are Euro 6 compliant

MEMBERS:

Andrew Strathdee
Isle of Man Rent a Car

Brian Swallow
Enterprise Rent-A-Car

Helen Sylvester
Miles and Miles

Linda Malliff
Thrifty Car Rental

Louisa Bell
Avis Budget Group

Margaret Speirs
Arnold Clark

Nicole Strathdee
Hertz Rent a Car

Philip Spain
Alley Cat Car and Van Rentals

Robert Shaw
Europcar

Scott Jenkins
Autohorn Ltd

Steve Dore
Rabbits Vehicle Hire

Tim Veters
Sixt Rent a Car

Engaging with Government

As a voice of the industry, the BVRLA campaigns at an industry level with UK and EU governments, lobbying in Whitehall and Brussels to ensure that regulation and legislation affecting our members is fair and supportive of commercial growth.

By commissioning and compiling independent research and insight, the association presents evidence-based persuasive arguments to help influence government policy in areas that affect the vehicle rental and leasing sector.

Air Quality



WORKING FOR MEMBERS

Clean Air Zones (CAZ)

The London Ultra-Low Emission Zone takes effect on 8 April 2019. Birmingham, Leeds, Nottingham, Derby and Southampton are due to implement their CAZs by the end of 2019. The other 23 cities are due to follow suit by the end of 2020.

BVRLA are campaigning for:

- › Consistent approach across the UK to standards, signage, operation and enforcement.
- › Realistic notice period to allow businesses to prepare.
- › Financial support and adequate notice for commercial vehicle operators, particularly SMEs.
- › Focused intervention rather than blanket ban on diesel.
- › Subsidised car sharing to offer an alternative to vehicle ownership in affected areas.
- › Subsidised car rental and car clubs (mobility credits) should be offered as scrappage incentives for businesses and individuals affected by air quality measures.

BVRLA engagement includes:

- › Fleet Air Quality roundtables in major air quality cities, organised with ACFO, Fleet News and Energy Saving Trust.
- › Joint Air Quality Unit (JAQU) roundtables with BVRLA members invited to participate.
- › Rental Committee working group set up.
- › Air Quality presentations at Fleet Management Live and Credit Hire Organisation conference.
- › Working with policymakers and senior officials including Transport Minister Jesse Norman, Client Earth, Oxford City Council, Birmingham City Council and London Councils.
- › BVRLA members invited to participate in a UK government-funded trial of real-world air quality-measuring telematics.

12
government
consultation
responses
submitted

26
The number
of government
groups in which
we represent
the industry

During 2017, the BVRLA responded to consultations relating to air quality, data & connected vehicles, motor finance, insurance, MOT changes and taxation. These submissions enable the association to formally communicate its views and position with regards to specific issues and policy areas, ensuring that the industry's voice is heard amongst policymakers.

The TOP 3 most campaigned policy areas in 2017 were:

1. Air Quality



2. Data & Connected Vehicles



3. Taxation



10

meetings with Ministers,
MPs and Select Committees

18

meetings across
government departments
with policymakers and
special advisers

174

MPs invited
to the BVRLA
Parliamentary
reception



Members can find out more about the association's work with government by contacting BVRLA Senior Policy Advisor, Patrick Cusworth.

patrick@bvrla.co.uk

01494 545712

50
YEARS

Regional Engagement

During 2017, the BVRLA has been proactively working with local authorities, law enforcement organisations and mayoral offices across the UK; consulting and collaborating to influence change in areas affecting the vehicle rental and leasing sectors.

The regional approach to tackling air quality issues has brought focus to those towns and cities preparing to implement Clean Air Zones or other air quality measures. Changes to the toll systems at the Dartford Crossing and the Mersey Gateway have also required our attention.

The association hosted several regional working groups and roundtable discussions, enabling authorities and members from across the regions to share ideas and formulate plans to best support members, their customers and the wider economy.

The TOP 3 most most frequently discussed policy issues across the regions in 2017 were:

1. Brexit & Economy



2. Air Quality



3. Security



94%

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



Members can find out more about opportunities to take part in regional policy discussions by contacting BVRLA Legal & Policy Executive, Amanda Brandon.

amanda@bvrla.co.uk

01494 545701



Members can find out more about conferences, forums and social events by contacting

BVRLA Events Manager, Fran Hampson.

fran@bvrla.co.uk

01494 545703



12 forums, roundtables and conferences were hosted across the regions in 2017 attracting over 1,000 individuals

Security



WORKING FOR MEMBERS

Rental vehicles and terrorism

Europe has been hit by a series of vehicle-related terrorist attacks in 2017, many involving rental cars, vans or trucks. Working closely with government, the BVRLA has engaged with members and law enforcement organisations across the UK to explore ways of improving the sharing of intelligence and preventing future atrocities.

BVRLA engagement includes:

- > Working with the Department for Transport and the Home Office to discuss ways in which the industry can better protect itself.
- > Working with Counter-Terrorism and Secret Service organisations across the UK to explore opportunities to improve the sharing of intelligence and the reporting of suspicious activity.
- > Liaising with Police Forces across the UK to help with their enquiries relating to the use of rental vehicles in the committing of criminal offences.
- > Liaising with the Association of British Insurers (ABI) and the Motor Insurers Bureau (MIB) to discuss how to reduce the risk of insurers dealing with massive claims on motor insurance policies following terrorist atrocities.
- > Coordinating communications across member organisations to provide advice and guidance relating to rental vehicles and terrorism.

Research & Insight

The BVRLA has continued to invest in its research capabilities throughout 2017. A combination of in-house analysis and externally commissioned research has enabled the association to build a stable of industry insight providing it and its members with an invaluable knowledge bank.

The association produces regular sector-specific reports showing data trends across the leasing, leasing broker and rental sectors. In addition, detailed market analysis reports are produced to investigate specific topics in greater depth. These are used to support our lobbying work when influencing government policy.

Research & Insight

2017 Projects:

1. Fleet Technology Survey
2. Economic Research & Analysis
3. Grey Fleet Sustainability Analysis
4. VED Economic Impact Analysis
5. Half-yearly Leasing Broker Survey
6. Quarterly Leasing Survey
7. Annual Rental Operator Survey
8. Industry Outlook
9. Company Car Market Assessment
10. Training Needs Assessment
11. Member Fleet Analysis
12. Commercial Vehicle Member Summary
13. Member Survey
14. Associate Member Survey

Data & Connected Vehicles



Fleet Technology Survey

The BVRLA Fleet Technology Survey provided some much-needed insight into the sector's views on connected vehicle and driver data.

There were nearly 300 responses to the survey, with BVRLA members and fleet managers sharing their views on data access, control, protection, sharing and cost. In a separate questionnaire, drivers were asked about their attitudes on sharing data.

The results were unveiled at the 2017 BVRLA Fleet Technology Congress on 5 July 2017 and a summary of the results were presented in a two-page infographic.

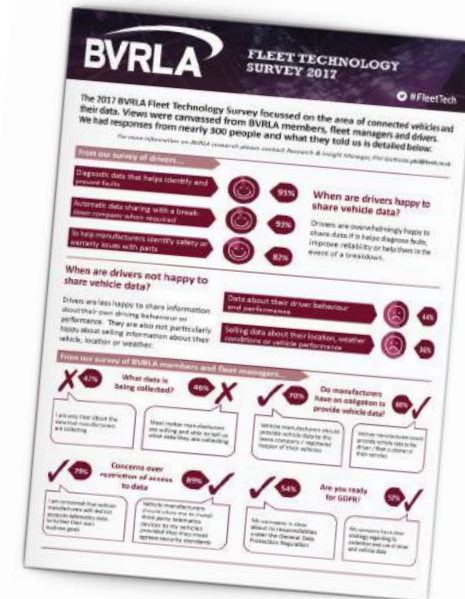
Findings included:

Around 70% of BVRLA members and fleet managers believe that vehicle manufacturers have an obligation to provide vehicle data, with 86% saying that they should not have to pay for it.

79% of respondents said they were concerned that vehicle manufacturers would restrict access to telematics data in order to further their own business goals.

89% of them believe that manufacturers should allow them to install third party telematics devices, provided that they meet agreed security standards.

With the introduction of the new General Data Protection Regulation less than a year away, more than 50% of respondents said that their company had a clear strategy regarding its collection and use of driver and vehicle data and understood its responsibilities.



18

individual research
& insight projects
delivered during 2017



Members can find out more about the association's research activities by contacting BVRLA Research & Insight Manager, Phil Garthside.

phil@bvrla.co.uk
01494 545717

Three topics were researched in depth during 2017:

1. Data & Connected Vehicles



2. Air Quality



3. Taxation



“THE BVRLA PROVIDES GOOD UP-TO-DATE KNOWLEDGE OF THE INDUSTRY.”

Communications & PR

During 2017 the BVRLA Communications team took part in radio and television interviews and issued a range of proactive communications including press releases, articles, statements, infographics, weekly news updates, newsletters and social media posts.

The association achieved coverage in a range of business and consumer media, resulting in the publication of 1,509 articles online and 213 in print. There were also mentions of the BVRLA on 101 regional and national radio stations and TV interviews on SKY News, BBC News 24 as well as a feature on BBC Breakfast.



50
YEARS

26
press releases
issued during 2017

1,722
articles mentioning
the BVRLA published
during 2017



As a well-respected voice of the industry, the BVRLA also write articles for a variety of management and sector-specific trade publications, enabling the association to share its perspective on a range of issues affecting the vehicle rental and leasing sector.



5 issues of *BVRLA News* were published in 2017



The BVRLA Communications team also writes and publishes the *Weekly Update*, *Leasing Broker Latest* emails and the association's 12-page bimonthly newsletter, *BVRLA News*. These help to keep members informed about any newsworthy developments affecting the rental and leasing sectors. A series of annual publications are also published to promote the work of the association.

2,528

Followers of @bvrla on Twitter



2,000

Followers of BVRLA on LinkedIn



19

byline articles issued during 2017

The association has expanded its use of social media during 2017, increasing engagement across LinkedIn, Facebook and Twitter, where the number of followers has grown across all channels. Supported by the introduction of our new Social Media Strategy, we are posting more frequently and are being more targeted, focusing on industry news and learning & development.

The number of people visiting the BVRLA website continues to grow, with 474,070 page views during 2017.

The Top 3 most visited web pages in 2017 were:

- 1. Fair Wear & Tear Guides**
- 2. Returning Your Leased Vehicle**
- 3. Conciliation Service**



Members can find out more about the work of the communications team by contacting Director of External Relations & Communications, Toby Poston.

toby@bvrla.co.uk

01494 545700

Learning & Development

During 2017, the BVRLA expanded its selection of learning offerings and methods of delivery to provide members with easier access to a wider range of sector-specific learning opportunities.

We have introduced webinars on YouTube, launched our Continuous Professional Development Programme and added an e-learning platform to our stable of valued and respected training courses, forums, seminars, workshops and conferences. These combine to provide members with a broader selection of learning and development opportunities, tailored to meet their needs.

Whether its via independent studies at your desktop, formal classroom-based accreditations or group-based learning from debates and discussions at forums, seminars and conferences, the BVRLA is committed to supporting members in raising standards and professionalism across the vehicle rental and leasing sectors.



Members can find out more about BVRLA learning opportunities by contacting BVRLA Learning & Development Professional, Duncan McMillan.

duncan@bvrla.co.uk

01494 545719



Members can find out more about BVRLA conferences and forums by contacting BVRLA Events Manager, Fran Hampson.

fran@bvrla.co.uk

01494 545703

72%
of members consider BVRLA events and training to be important to them

53
training courses delivered during 2017

Learning & Development



e-Learning Platform

The launch of our new e-learning platform enables members to access learning modules directly from their workplace and users have been particularly impressed with the flexibility of the platform, which is compatible with mobiles, tablets, Macs and PCs.

181 individuals subscribed to the new BVRLA e-learning platform within its first month of launch

10 Modules launched on the e-Learning platform during 2017:

1. Anti-Bribery
2. Complaints Handling
3. CONC: Consumer Credit Standards
4. Data Protection
5. Fraud Prevention
6. Money Laundering Prevention
7. Personal Conflicts of Interest
8. Safeguarding the vulnerable (persons)
9. Treating Customers Fairly
10. Whistleblowing

1,537
individuals benefited from BVRLA L&D opportunities during 2017

86%

of attendees on BVRLA Training courses said the course 'met' or 'exceeded' their needs

“ I FOUND ALL THE PRESENTATIONS AT THE TOM FORUM TO BE INFORMATIVE AND RELEVANT. ”

“ A WELL-PRESENTED, ENJOYABLE COURSE THAT EXCEEDED MY EXPECTATIONS. EXCELLENT! ”

“ A GREAT OPPORTUNITY TO GET NEW IDEAS, CHALLENGE THE WAY YOU DO THINGS, AND TO NETWORK. ”

22

conferences, forums, workshops and seminars delivered across the UK

50
YEARS

Compliance & Governance

During 2017, the vehicle rental and leasing sectors have been faced with a growing number of legislative and regulatory demands, placing additional burden on members.

Working closely with the AA and Consumer Credit Advisory Services (CCAS), the BVRLA has carried out compliance inspections across member organisations throughout the UK to verify whether members are adhering to the association's Code of Conduct and are meeting their legal obligations. Advice is subsequently provided to ensure that any shortcomings are rectified, helping to ensure best practice and improve industry standards.

448

BVRLA new and existing member inspections carried out during 2017

132

internal audits carried out across all member sectors

“ COMPLIANCE INSPECTION WAS VERY WELL HANDLED. ”

96%

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

50
YEARS

“YOUR LEGAL TEAM
ARE EXTREMELY
HELPFUL AND
KNOWLEDGEABLE.”

The BVRLA Compliance team works closely with colleagues in Legal & Policy, Communications and Learning & Development to ensure that members are made aware of any regulatory or legislative changes affecting the sector, and are provided with information and advice to support them with compliance.

4,200
business and legal queries
answered by the BVRLA during 2017



Members can find out more about compliance and the inspection programme by contacting BVRLA Compliance & Governance Executive, Adam Holt.

adam@bvrla.co.uk

01494 545718

Regulation & Compliance



Financial Promotions

During 2017, the inspection regime identified a trend showing a need to improve the way in which members communicate financial promotions information to consumers to ensure compliance with Financial Conduct Authority regulations.

The BVRLA compliance team worked with the wider BVRLA team to produce a series of tools to support members with compliance in this area. This included the production of a webinar. Attracting a record number of attendees, the original twenty-minute webinar proved extremely successful and was subsequently made available on YouTube.



71%
of attendees who provided feedback
rated the webinar as EXCELLENT

Conciliation Service

The BVRLA Conciliation Service provides members and their customers with access to a government-approved Alternative Dispute Resolution service, dealing with unresolved complaints from customers renting or leasing from members in the UK.

The service provides customers of BVRLA members with the added reassurance that there is a referral process in place should a complaint fail to be resolved satisfactorily directly with the rental or leasing company. Once internal complaints processes have been exhausted, customers can then escalate the matter to the BVRLA Conciliation Service, free-of-charge, for independent adjudication.

27% of cases found in favour of the customer during 2017

Demand for the service increased throughout 2017. This was driven largely by the increase in personal contract hire (PCH) and there being a greater awareness of the service as members are being more proactive at promoting their complaints procedures.

1,730 cases handled during 2017



“ TO RELY ON A CONCILIATOR WHICH TAKES COMPLAINTS SERIOUSLY, AND OFFERS DETAILED EXPLANATIONS OF ITS FINDINGS TO CUSTOMERS WHO RAISE CONCERNS, HAS RESTORED MY FAITH MANY TIMES OVER. ”

76% of members consider the Conciliation Service to be important to them

17 days was the average turnaround time to conclude cases during 2017

The Conciliation Service works closely with the BVRLA compliance, member services and communication teams to share information on key trends and areas of concern across the rental and leasing sectors. These are then addressed through our training programmes, Code of Conduct and inspection regime to increase awareness and improve standards and professionalism across the industry.



Members can find out more about the BVRLA Conciliation Service and ECRCs by contacting BVRLA Conciliation Service Manager, Sallie Catchpole.

sallie@bvrla.co.uk

01494 545711

“ I HAVE ALWAYS HAD A THOROUGH AND WELL-MEASURED RESPONSE TO THE DISPUTES THAT GO TO THE CONCILIATION SERVICE. ”

Regulation & Compliance



The European Car Rental Conciliation Service (ECRCs)

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



1,380 cases handled during 2017

Every six months the European Consumer Centre (ECC) audits the ECRCs to assess whether objectivity and fairness is being applied to case-handling and decision-making. During 2017, the audit concluded that the way the ECRCs handles cases and reaches decisions is both fair and equitable.

45% of cases found in favour of the customer during 2017



Other Member Services...

The BVRLA offers a number of additional resources to members, providing support in a range of areas including risk management, compliance and guidance on assessing fair wear and tear.

The association also issues VE103 certificates to members, which meets a legal requirement for driving in mainland Europe. The document is provided to those renting and leasing vehicles in lieu of the vehicle registration document (V5c).

86,506
VE103 forms issued during 2017



Over 150,000
Fair Wear & Tear Guides issued during 2017



Members can find out more about member services from BVRLA Member Services Executive, Laura Birdsey.

laura@bvrla.co.uk
01494 545714

Security



The Vehicle Mileage Database

The BVRLA Vehicle Mileage Database hosts a central repository of vehicle mileage records helping to identify and prevent illegal 'clocking', and providing reassurance to purchasers of previously rented or leased vehicles sold on by BVRLA members.

Over 3 million
new records submitted during 2017

The RISC Database

The BVRLA RISC Database contains details of over 7,000 individuals and companies who have been identified as a potential risk based on the previous experience of rental and leasing organisations. Members can access the system as part of their customer qualification process.

Over 1,400
new records submitted during 2017

Key Annual Events...

“THE BVRLA IS TO BE CONGRATULATED ON A FABULOUS EVENT.”

Annual Dinner

The BVRLA was proud to once again host the association's Annual Dinner, the rental and leasing industry's most illustrious social event of the year, at the London Hilton.

960 members and guests attending the BVRLA Annual Dinner in 2017

Fleet Technology Congress

The BVRLA Fleet Technology Congress welcomed delegates to a day packed full of expert analysis and intelligent debate giving members and guests the vital insight needed to inform business strategy and deal with key operational issues.

300 delegates attended the 2017 Fleet Technology Congress & Industry Outlook Conference

Industry Outlook Conference

The 2017 Industry Outlook Conference provided an in-depth briefing on how changing economic and legislative factors will affect the future shape of the industry.



Members can find out about our annual events by contacting BVRLA Events Manager, Fran Hampson.

fran@bvrla.co.uk

01494 545703

“THE FLEET TECHNOLOGY CONFERENCE WAS REALLY WORTHWHILE AND GAVE INVALUABLE INSIGHT INTO THE GROWING IMPORTANCE OF TECHNOLOGY AND DATA IN OUR INDUSTRY.”



Membership Directory

Corporate Members

Members who own and operate fleets

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

A10 Auto Centre Ltd
AAS Rhydymwyn
Abacus
Aberconwy Car & Van Hire Ltd
Abridge Van Centre
Accident Exchange Ltd
Acrobat Vehicle Rental Ltd
Addhire Vehicle Rentals
Addison Lee Ltd
Advance Vehicle Rental Ltd
Affinity Leasing Ltd
Agility Fleet

Agnew Corporate Ltd
Alan Day Van Centre
ALD Automotive
All Road Vehicle Rental Limited
All Vehicle Contracts Ltd
All-Electric Chauffeur Services
Alley Cat Car & Van Rentals Ltd
Alliance Asset Management Ltd
Allied Vehicles Ltd
Allied Vehicle Rentals Ltd
AlliedAvans Ltd
Alltruck Plc
Alphabet (GB) Ltd
AM Auto Rent
AM Phillip Ltd
Amber Leisure
AMT Vehicle Rental Ltd
Amvale Ltd
Andover Self Drive
Anthony Motors Van Centre
Apex Car Rental
APL

Applegate Van Hire Ltd
ARI Fleet UK Ltd
Arian Finance Ltd
Arnold Clark Finance Ltd
Arnold Clark Vehicle Management
Arrow Self Drive
Arval UK Ltd
Athol Car Hire
Atlantis Rentals Ltd
Autohaus Van Centre
Autohorn
AutoXotica Ltd
Auxillis Services Ltd
AVH
Avis Budget Group

B & T Hire (Hertfordshire) Ltd
Badshot Lea Self Drive
Barford Hire Ltd
Barnes Hire City Ltd
Bathwick Car & Van Hire Ltd
Bayfield Vehicle Hire (Colwyn Bay)
Bayfield Vehicle Hire (Ely)
Bayfield Vehicle Hire (Shrewsbury)
Beadles Van Centre
Beerhouse Self Drive Hire
Benfield Van Centre
Berkshire Van Hire
Big White Cube Vehicle Hire Ltd
Blakedale Ltd
Blenheim Cars Ltd
Blue Point Solutions
BMW Financial Services (GB) Ltd
BNP Paribas Rental Solutions Ltd
Bognor Motors Vehicle Solutions
Boley Car & Van Hire
Botley Garage
Bowker Preston Ltd
Brecon Car Rentals Ltd
Breeze Van Centres
Bridgwater Van Centre
Brookhire Vehicle Rental
BT Fleet
Bucks Car Hire Ltd
Bury Van Hire Ltd
Bussey Vehicle Leasing

Cambridge Car and Van Rental Ltd
Camfleat Ltd
Campervan Tours
Campervantastic Ltd
Capital Hire Car & Van Rental
Car or Van Specialist Vehicle Hire
Carillion Fleet Management
Carmmunity
Carrs Van Centre
Castle Rentals
Causeway Campers
Central Accident Management
Services Ltd
Central Self Drive
Charles Hurst Can & Van Rental
Charter Vehicle Hire
Cheltenham Van Centre
Cheshire Vehicle Rental & Sales Ltd
Chesterfield Car Consultants
Chief Vehicle Rentals Ltd
City Inter-Rent
City Mini Ltd
Citygate
Citygate Volkswagen Van Centre
Clancy Plant Ltd
Clarkson of Glasgow
CLM Fleet Management Ltd
Close Brothers Motor Finance Ltd
Close Brothers Vehicle Hire Ltd
CMW Group
CNH Industrial Capital Ltd
Cocoon Vehicles Ltd
Colbornes Van Centre

Colire Hire
Collison Vehicle Hire
Commercial Legal Ltd
Conister Bank Limited
Cordwallis Rental
County Car & Van Hire
Coutts Luxury Car Hire
Crash Cushion Rental Solutions Ltd
Crash Services Ltd
CVS Car Hire

DAF Trucks Ltd
Dash Drive
Days Fleet
DFC (NI) Ltd
DGC Vehicle Rental & Contract Hire
Direct Rental Group Ltd
Donnelly Bros Van Centres
Dorset Vehicle Rentals
Douglas Park Ltd
Drive Car Hire
DriveNow UK Ltd

Easi Drive Ltd
Easirent.com
Eastern Rent a Van
EasyDrive
Eden EV
Eden Garage
EL-GS Leasing Associates Ltd
Empire Luxury Car Rental
Enterprise Rent-A-Car
Envirovan Ltd
Essential Fleet Services Ltd
Euro Self Drive
Eurohire Vehicle Rentals Ltd
Europcar Group UK Ltd
Eurovans Van Centre
Evans Halshaw
Excel Vehicle Hire Ltd
Exclusive Vehicle Contracts Ltd

F1 Prestige (Group) Ltd
Falcon Vehicle Solutions
Fast Rent Luton Ltd
First Self Drive Ltd
Fleet Assist Ltd
Fleet Dynamic
Fleet Efficiency Ltd
Fleet Evolution Ltd
Fleet Financial Ltd
Fleet Hire Ltd
Fleet Logistics UK Ltd
Fleetcare (PSCSM) Ltd
FleetEurope Plc
Fleetway Vehicle Rental
Flexible Vehicle Contracts Ltd
Fleximobility
Focus Vehicle Rental
Folkestone Vehicle Rental Ltd
Fourways Self Drive
Fraikin Ltd
Free 2 Move Lease
Freeway Vehicle Hire

Frosty Hire & Sales Ltd
Fulton Leasing
FVTH Self Drive

Gallagher Car & Van Rentals Ltd
Gap Vehicle Hire Ltd
Gates Leasing Limited
Gatwick Car & Van Rental
Gemini Ltd
Giants Car Club Ltd
Gilford Van Hire Ltd
GKL Leasing
GlenRental
Global Autocare Ltd
Global Self Drive Ltd
Go Rentals Limited
Golds Garages Ltd
Green Motion Vehicle Rental
Greenhous Van Centre
Green Line Vehicle Rentals
Grimsby Van Centre
Grosvenor Contracts Leasing Ltd

H & H Van Hire Ltd
Harrison Leasing
Hatfield Van Centre
Hawco Van Centre
Herd Hire Ltd
Heritage Volkswagen Van Centre
Hertz UK Ltd
Hexagon Leasing Ltd
Hills of Woodford Green
Hire Me Vehicle Rentals
Hirus Vehicles Ltd
Hitachi Capital Vehicle Solutions
Hodgson Toyota
Holden Motors Ltd
Holmbush Commercials Ltd
Howard Self Drive Hire Ltd
Howarth Bros Haulage Ltd
Howe Rentals Ltd
Hyundai Capital UK Ltd

ICR Leasing
Imperial Volkswagen Commercial
Van Centre
Inchcape Fleet Solutions Ltd
Intack Self Drive Ltd
Isle of Man Rent A Car
(Isle of Man Airport)

J & R Car & Van Hire Ltd
J P Vehicle Rentals
J S Vehicle Rental
J4R Ltd
Jam Jar Rentals
JCB Sittingbourne Van Centre
JCT 600 Van Centres

JCT600 Vehicle Leasing
Solutions Ltd
Jeffery Williams Ltd
John Grose
Just Go Motorhomes Ltd
Just Vehicle Solutions

K2 Lease Ltd
Kendall Cars Ltd
Kenhire Ltd
Kens Garage
Key Drive Car & Van Rental
Kindertons Accident Management

LandCruise Motor Home
DGC Vehicle Hire
LCVYR
LeasePlan UK Ltd
Leasys UK Ltd
Leicester Van Centre
Les Liney Autos & Vehicle Hire Ltd
Lex Autolease
Licensed Carriage Hire Ltd
Lincs Van Hire Ltd
Lobster Van Hire
London Car Rentals
London Hire Ltd
Longmarsh Ltd
Lookers Leasing Ltd
Loughton Self Drive Ltd
Low C Rent
Lowestoft Car Hire

M & A McManus
Mac's Truck (Rental Leasing) Ltd
MAN Financial Services Plc
Manchester Car & Van Hire
Manchetts Car, Truck & Van
Centre
Mannys Motorhomes
Maple Motor Services Ltd
Marshall Leasing Ltd
Matcha
Mayday Vehicle Rentals
MCH Rental Ltd
MCH Vehicle Rental
McRent London Ltd
Measham Self Drive
Mental-Rental Limited
Mercedes Benz Financial Services
Mercury Rent-A-Car
Meridian Vehicle Solutions Limited
Midland Motorhomes Ltd
Miles and Miles Ltd
Minibus World
Minster Self Drive Ltd
Mon Motors Ltd
Montreal Prestige Ltd
Motability Operations Ltd
Motiva Vehicle Contracts Ltd
MSL Vehicle Solutions Ltd
MV Commercial
Mylchreests Car Rental Limited
Myles Hire

N.L. Commercials Ltd
Nationwide Vehicle Rental Ltd
Newark Self-Drive Hire
North East Truck & Van Ltd
Northgate Vehicle Hire Ltd

Ogilvie Fleet Ltd
Oldham Van Hire
Otis Vehicle Rentals Limited

Palmer and Martin Rentals
Park Lane Self Drive Ltd
Parkers Car & Truck Rental
Parkhurst Self Drive Hire Ltd
Paull's Vehicle Rental
Pavilion Car Rental
Pembrokeshire Self Drive Hire
Pendragon Vehicle Management Ltd
Penny Car Hire Ltd
Perrys Ltd
Peugeot Rental
Portfield
Practical Car & Van Rental Ltd
Premier Ford
Premier Prestige Cars Ltd
Premier Vehicle Rental Ltd
Premiere Velocity
Prestige Carriages Ltd
Preston Van Centre
Priory Rentals
Prohire Plc
PSD Vehicle Rental
PT Hire
Pure Lease Cheadle Ltd

Rabbits Vehicle Hire Ltd
Raw Motors Ltd
RB Hire Fleet
RCI Financial Services Ltd
Red Kite Vehicle Consultants Ltd
Reflex
Refuse Vehicle Solutions Ltd
Regal Car Van & Truck Rental
Research Garage Group Ltd
Riverside Truck Rental Ltd
Roberts Transport Self Drive Hire Ltd
Robertson Self Drive
Robins and Day
Robinsons Van Centre
Royal Oak Garage
RunYourFleet.com
Ryans Rentals Ltd
Ryder Ltd

S & J Self Drive Hire
Salford Van Hire Ltd
Sandbach Truck and Van Limited
Sandcliffe Motor Contracts
Santander Consumer (UK) Plc
Scania GB Ltd
Season Car Hire
Specialist Fleet Services
SG Fleet UK Ltd
SHB Hire Ltd
SHS Hire
Signature Car & Van Hire
Sinclair Finance & Leasing Ltd
Sixt rent a car
Skipton Self Drive Ltd
SL1 Vehicle Hire Ltd
Smart Platform Rental Ltd
Smarthire Vehicle Rental
Southern Self Drive
Southwest Motorhomes Sales
Service and Hire
Spaceships UK Ltd
Specialist Vehicle Rental
Stan Car & Van Hire
Star Rent-A-Car Ltd
Steve's Self Drive
Storage Factory
Struan Motors Ltd
Sun Kissed Campers Ltd
Sun Rent
Supervan Self Drive
Sutton Maddock Vehicle Rental Ltd

T.O.M. Vehicle Rental Ltd
Taylors of Boston
TCH Leasing
Terminus Contract Hire
Thame Car and Van Hire
The Car & Van Rental Co Ltd
The Civilised Car Hire Company Ltd
Thrifty Car & Van Rental
Tim Norton Motor Services
TIS Self Drive
Ton Tyre Auto Ltd
Toomey Leasing Group Ltd
Torque Car Hire
Total Motion Limited
Transflex Vehicle Rental
Transglobe
Translease Services Ltd
Trott Rentals
TurnerFord
Turner Hire Drive Ltd
Tusker
Twizy Tours

U Storeall Ltd
U4 Vehicle Hire
U-Drive Ltd
United Rental Group Ltd

Vantastec Ltd
Vehicle Rental Services
Vehicle Save Contract Hire and
Leasing Ltd
Venson Automotive Solutions Ltd
Vic Young Rentals
Victoria Hire
Vincent Rental
Vincent Vehicle Hire
Vindis Van Centre
VMS (Fleet Management) Ltd
Volkswagen Financial Services
(UK) Ltd
Volkswagen Rental
Volkswagen Van Centres
Vospers Rental

Watts Van Hire
West Berks Van Hire Ltd
West Wallasey Fleethire Services
West Yorkshire Van Rental Ltd
Westwood Motor Group
Wheels 4 Sure
White Car Limited
Wicked Campers Ltd
Wilcox Limousines
Wilson's Automobiles and
Coachworks Ltd
Windsor Vehicle Leasing Ltd
Winner Vehicle Rentals
Wolsey Van Centre
Woodfield Facilities
WVC Vehicle Solutions Ltd
XL Ltd
Zenith
Zi Car & Van Hire
Zipcar UK Ltd
Zoocars Ltd

Membership Directory

Leasing Broker Members

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



1st Choice Vehicle Finance Ltd
21st Century Motors Limited

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

B & B Vehicle Contracts Ltd
Balgores Leasing Ltd
Benchmark Leasing Ltd
Best Van Deals
Bestcardeals.co.uk
Bestcarfinder
BHP Leasing Ltd
Blossom Vehicle Leasing
Blue Chilli Car Contracts Ltd
Bluepoppy Vehicle Solutions Limited
Bluestone Vehicles
Bowater Price Plc
Britannia Car Finance
Butlers Vehicle Solutions Limited
Bentley Walker School Minibus Leasing

C J Taffit Ltd
Caledonian Independent Leasing Ltd
Cameron Clarke Leasing Ltd
CanDo Contracts Ltd
Capital Vehicle Management Ltd
Car Leasing Ltd
Car Leasing Made Simple
Car Leasing Solutions Ltd
Car Van Finance Ltd
Car4Leasing
Carisma Vehicle Solutions Ltd
Carleasing-Online
Carmyke Leasing Ltd
Carnoisieur Leasing
Cars2vans.com Limited
Carsave UK Ltd
CarVanGo Leasing
Castle Mini Bus
CC Leasing
Central (UK) Vehicle Leasing Ltd
Central Accident Management Services Ltd
Central Contracts (SOT) Ltd
Clarix Vehicle Solutions Ltd
CLVR
Commercial Finance & Leasing
Commercial Vehicle Contracts Ltd
Company Vehicle Solutions Ltd
Compass Contract Hire Ltd
Concept Vehicle Leasing
Contract Hire Supermarket
Contractcars.com
Cort Vehicle Contracts
Countrywide Vehicle Contracts Ltd
Covase Ltd
Crusader Vans
Crystal Lease
CVM Ltd
CVSL Ltd

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

Eclipse Vehicle Leasing
Economy Leasing UK Ltd
E-Drive West Midlands Ltd
EFL Vehicles Ltd
Eiger Vehicle Leasing
Elite Vehicle Leasing

Finance One Limited
First European Finance (Scotland) Ltd
First Vehicle Finance Ltd
CanDo Contracts Ltd
First Vehicle Leasing
Fish Car Leasing
Fishergate Leasing
Fleet Alliance Ltd
Fleet Elite Vehicle Management Ltd
Fleet Hub
Fleet Solutions Network
Fleet UK
Fleetbuyer
Fleetdrive Management Ltd
Fleetprices.co.uk Ltd
Four Counties Leasing
Freedom Vehicle Contracts Ltd
Fresh Start Credit Ltd
Frontier Vehicle Leasing
Fulton Leasing

GB Vehicle Contracts
GB Vehicle Leasing
Genus Vehicle Solutions
Genus Vehicle Solutions (Stirling) Limited
Get Car Leasing Here
Glynns Vehicle Contracts
Gofor Finance Ltd
Go Green Leasing
Go Leasing Limited
Grange Services & Grange Court Leasing
Greenfleets Finance Ltd
Griffin Tax Free
GVE London Ltd
GWA (UK) Ltd

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

Ian Rockingham
Industrial & Vehicle Leasing Ltd
Insight Vehicle Management Ltd
Intelligent Car Leasing
IVL Ltd

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

Kent Vehicle Contracts
Kew Vehicle Leasing Limited
KeyFleet
KG Vehicle Solutions Ltd
Kudos Vehicle Management
KV Leasing

LDF Operations Ltd
Lease Comparison Ltd
Lease Profiles Ltd
LeaseYourNextCar.com
Lease4less
LeasEasy
Leaseline
Leasepoint Vehicle Management Ltd
Leaseshop
Leasewell (UK) Ltd
Leasing & Vehicle Contracts
Leasing 4 U
Leasing Options Ltd
Leden Leasing
Lindsay Finance Limited
LMC of Farnham Ltd
Logical Vehicle Management Ltd
Low Cost Vans
LVC Central Ltd
LVM
LVS Lytham

M W Vehicle Contracts Ltd
Mad Sheep Leasing Ltd
Mann Island Finance
Marsh Wall Leasing
Marshall Management Services Ltd
Mathers Motor Company Ltd
Mercedes On Lease
Meridian Finance Partners Limited
Mick George Vehicle Leasing Limited
Middlewood Solutions
Millhouse Leasing
Morgan Highfield and Land Ltd
Motoplan Ltd
Motor Depot Ltd
Motoragents
Motorlet Ltd
Multileasing Ltd
My Big Green Fleet
My Car Boutique

National Fleet Services Ltd
National Vehicle Solutions
Nationwide Vehicle Contracts Ltd
NCA Vehicle Management
Neva Consultants LLP
New Car Contract
New Car Deals Ltd
New Car Leasing Company LLP
New Star Leasing Ltd
New Vehicle Solutions Ltd
Newgate Motoring Solutions Ltd

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

P J Leasing
Pedigree Automotive Solutions
Pendle Vehicle Contracts Ltd
Peregrine Leasing
Phrasers Limited
PHVC Ltd
Pike & Bambridge
Plan (GB) Ltd
Planet Leasing Ltd
Premier Leasing Options Ltd
Professional Vehicle Solutions Ltd
Profit Tree Finance Ltd
Prospectus Vehicle Solutions
Pure Vans Ltd
Pure Vehicle Leasing
Purple Contracts

Quorum Fleet Solutions Ltd

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

Scorpion Vehicle Management Ltd
Select Car Leasing
Select Vehicle Leasing
Select Vehicles Ltd
Silverstone Fleet Management
Silverstone Vehicle Management Ltd
Skyfleet Ltd
Smartdrive Leasing
Sprint Contracts Ltd
SSD Contract Hire and Leasing
Sterling Motors
Sterling Vehicles Limited

Sure Vehicle Solutions
Sussex Vehicle Finance Ltd
Sussex Vans Limited
Synergy Automotive Ltd

Tamar UK Finance Ltd
Target Car Leasing Ltd
Thames Valley Leasing Ltd
The Car Network Ltd
The Clyde and Tay Group Ltd
The Vehicle Partnership Ltd
THW Vehicle Leasing
Tilsun Vehicle Contracts Ltd
TMC Vehicle Solutions
Total Fleet Services Ltd
Totally Vans
Traction
Trade Price Cars
Troman Finance Ltd
trueFleet
Tyson Cooper Ltd

Uchoose Contracts
UK Car and Van Leasing Limited
UK Carline Ltd
Ultimate Cost Solutions

Van Monkey Ltd
Vansdirect Ltd
Vantage Leasing
Vehicle Consulting UK Ltd
Vehicle Contracts Ltd
Vehicle Options EH CS
Vehicles 2 Lease
Vehicles 4 Business
Vehiclesavers.com
Venus Fleet Management Ltd
VeSource Ltd
VIP Gateway/Gateway Car Leasing
Voozo Dealer Limited

Wessex Fleet Solutions Ltd
West Midland Vehicles Ltd
Westfield Leasing
WestWon Fleet Limited
Wileman Sales Consultancy Limited

WMG Vehicle Management (Retail) Ltd

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

Zalda Ltd

Membership Directory

Rental Broker Members

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

Assured Vehicle Rental Ltd

CarTrawler
Compello Automotive Ltd

Fourways Vehicle Solutions Ltd
Fownd Ltd

HireHere Ltd

Nexus Vehicle Rental

Yellohire Ltd



Associate Members

Companies who supply products or services to our industry

ABN Amro Lease
ADESA
All Fleet Services Ltd
All Star Business Solutions Ltd
Ambrosetti (UK) Ltd
American Car Rental Association
APD Global Research Limited
Arthur J Gallagher Insurance Brokers
Assured Group Ltd
Aston Barclay Plc
ATS Euromaster Ltd
Audi UK
Australian Fleet Lessors Association
Auto Trader Limited
Autoclenz Ltd
Autodata Ltd
Autofutura Ltd
Autorola Ltd

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

cap hpi Limited
CD Auction Group Ltd
ChipsAway International
Clarity
Clifford Thames Ltd
Clydesdale Bank Plc
Compliancy Services Ltd
Consumer Credit Advisory Services
Consumer Credit Trade Association
ContractHireAndLeasing.com
Copart UK Ltd
Cox Automotive UK

Dekra Automotive
Drive Software Solutions Ltd

Ebbon-Dacs Ltd
Epyx Ltd
Experian Ltd

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

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

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

i247 Group
Inchcape UK
Innovation Group PLC
Insurance Initiatives Ltd
International Decision Systems Ltd
Investec Asset Finance plc
Invigors EMEA LLP
Isuzu Truck (UK) Limited
IT Fleet Automotive Ltd
Iveco Ltd

Jaama Ltd
Jaguar Land Rover

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

Landar Ltd
Legate Group Limited
LHE Finance Ltd
Licence Check Ltd
Lloyds Bank
Lombard Corporate Finance

M&P Insurance Solutions
Macquarie Asset Leasing (UK) Ltd
Man Truck & Bus UK Ltd
Maserati (GB)
Mercedes-Benz UK Ltd
Merthyr Tydfil Car Auctions Ltd
Michelin Tyre Plc
Miles Smith Insurance Solutions
MNH-Platinum Ltd
Morton Fraser
Motor Cycle Industry Association of Great Britain
MS Automotive (London) Ltd

NIIB Group Ltd
Nissan Motor (GB) Ltd

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

RAC Motoring Services
Renault UK Ltd
Retail Motor Industry Federation
RGI Solutions

Safo UK Limited
SEAT UK
Sentinel Insurance Solutions Ltd
Shoosmiths LLP
Shoreham Vehicle Auctions
Škoda UK
Smart Witness
SMH Fleet Solutions Ltd
Society of Motor Manufacturers & Traders
Sofico
Suzuki GB Plc

The Association of Car Rental Industry
System Standards
The Automobile Association
The Miles Consultancy
TomTom Telematics B.V.
Towergate Insurance
Toyota (GB) Plc
Tracker Network (UK) Ltd
Trak (Global Solutions) Ltd
Trifords Ltd

Vale Vehicle Movements Ltd
Vauxhall Motors
Vehicle Leasing Association of Ireland
Vodafone Automotive UK Ltd
Volkswagen (UK) Ltd
Volvo Car UK Ltd

White Clarke Group Ltd
WSP UK Ltd

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