

2022

ANNUAL REVIEW



BVRLA

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 four million vehicles, that's 1-in-10 cars, 1-in-5 vans and 1-in-5 trucks operating on UK roads. These fleets are leading the charge to decarbonise road transport.

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.

The association's Vision, Mission, and Purpose statements communicate the long-term goal the BVRLA is working towards and highlight its role in the industry. The statements form an integral part of the association's culture and give clear direction to all activity undertaken.

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.

Your membership contacts



Amanda Brandon
Director of Member Engagement
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Greg Theaker
Membership Manager
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Josh Saunders
Membership Support Officer
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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.



Jon Lawes
Chair

Jon Lawes is Managing Director of Novuna Vehicle Solutions – a trading style of Mitsubishi HC Capital UK PLC. 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 made BVRLA Chair in May 2022 having previously been Vice-Chair for a year. He has also chaired 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.



Lakshmi Moorthy
Vice Chair

With more than 20 years of experience across consumer and commercial finance roles, Lakshmi joined the BVRLA's Committee of Management in 2021. Having joined Arval in 2015, she was made managing director of Arval UK in March 2021. In that role, Lakshmi is responsible for the delivery of sustainable mobility solutions for business and individuals.

Prior to joining Arval UK, Moorthy has held roles in India and France, spending more than a decade at GE Capital.



Alfonso Martinez
Leaseplan UK

Brian Back
Hon Treasurer

Greg McDowell
Marshall Leasing

John Finch
Hertz

Martin Brown
Fleet Alliance

Mike Dennett
BMW Financial Services

Paul Gilshan
Tusker

Per Voegerl
United Rental Group

Ron Santiago
Europcar

Ryan Johnson
Enterprise Rent-A-Car

Simon Grime
Miles & Miles

Tim Bailey
Northgate Vehicle Hire

Tim Buchan
Zenith

Tim Laver
ALD Automotive

COMMITTEE MEMBERS AS AT 21 DECEMBER 2022.



Chair's Comment

Covid defined our industry through 2020 and 2021, but 2022 has seen our industry emerge from the pandemic, united by a new focus – Collaboration.

Across trusted suppliers, customers, OEMs and your trade association, collaboration has truly been essential this year. As a sector we came into the year with optimism having weathered the storms of 2020 and 2021.

That optimism was quickly tested. We were greeted by unprecedented vehicle supply and pricing instability, coupled with a developing cost of living crisis that is forcing many to tighten their belts.

We have faced a fast changing, but no less demanding business landscape. Yet again, our sector has used its skills, experience and creativity to stay ahead of the storm.

All year, all corners of the industry have evolved. By exploring new mobility solutions, being flexible on vehicle contract lengths, embracing technology and developing new turnkey EV solutions, we have kept our customers mobile.

We have done all this amidst ever-increasing regulatory scrutiny. The introduction of the new Consumer Duty will fundamentally change how we operate, and the

BVRLA acted quickly this year to bring members on that journey and get them ahead of the implementation timeline.

On the road to clean, futureproof fleets, our role requires us to be an enabler, a partner and an ambassador for positive change.

We are delivering that and our decarbonisation journey will accelerate in 2023. Going zero emission is not unique to our sector and requires collaboration across multiple modes of transport. Integrated policies and extensive data sharing are essential.

This is where the BVRLA shines. Collating the views from all parts of the membership, forming clear messaging and impactful campaigns, the BVRLA delivered for the sector again in 2022.

The Plug-in Van grant extension, AER reviewed and increased, clarifying the status of rental and leasing companies in the supply chain, securing long-term low tax rates for electric company cars.

These have been some of the monumental wins for the sector and a clear demonstration of how effective collaboration can be. Members shared evidence, case studies and insights with the BVRLA, supported by thousands of lines of data. That input was digested into compelling, data-led cases to make our sector impossible to ignore.

Across these 40 pages you will see an overview of those wins and more.

The Annual Review outlines what your association has delivered, backed up by the opinions of members captured in the annual Member Survey.

As I view these results for the first time as Chair of the BVRLA, I am thrilled to see results up across the board. The status and credibility that comes with being a BVRLA member is as strong as ever (93%). More members say they would recommend the association (81%). In a year that has seen political turbulence on a scale not seen in our lifetimes, the BVRLA has remained a constant voice of the industry to grow our influence.

Next year is already shaping up to be another tumultuous one. With those challenges come opportunities. As a member of the BVRLA family, your association will continue to support you at every point. Future wins for the sector are reliant on the input of members and the diversity of voices speaking up. I urge you to look through this review and see where you, your colleagues, or your business can get involved next year. Collaboration will again be key.

I look forward to working with you in 2023 and thank you for your valued support.

**Jon Lawes,
BVRLA Chair**

Chief Executive's Foreword

As the grips of the pandemic were loosened last year, people would have been forgiven for expecting a 'normal' landscape in 2022. That was not the case. Many have changed their approach to mobility and we are seeing the services provided by rental and leasing companies viewed in a new light. As always, our sector has adapted to thrive in the face of another transformative year.

In compliance, the winds of change blew again in 2022. They brought new regulations on Consumer Duty, appointed representatives and carbon reporting, among others. It is our duty as your trade association to arm you with the support and guidance you need to succeed. We have done that at every opportunity this year.

Where goalposts have moved, we have moved with them. There is no better example of this than our governance programme. That programme sets the high bar that members must reach. In turn, your customers get assurances that they are working with a trusted partner.

Our audit processes are evolving, our training programme is adding new courses, our industry-recognised Fair Wear & Tear Standards continue to move with the market. Progress is constant across the board.

On Consumer Duty alone, we worked at pace to keep you fully informed and able to get ahead of such changes. Since July we have delivered a full suite of support, available exclusively to members free of charge, and that support will only ramp up next year.

Underpinning all this is our Alternative Dispute Resolution service. The Chartered Trading Standards Institute recognises the service as demonstrating best practise, giving customers confidence when booking with a BVRLA member.

The wheels never stop turning. As an association we remain geared up to adapt, with our business model giving the grounding to succeed. The virtuous circle of codes, standards, audits, ADR and training, helps members deal with a growing compliance burden and regulatory spotlight. As the market changes, we are providing a framework for members to keep pace and move into new business models.

That model of constant progress is also demonstrated in our extensive training offering. After record-breaking years in 2020 and 2021, we completed the hattrick this year with the high-water mark rising again.

The labour market is incredibly competitive. Recruiting the right talent has been harder than ever. Our courses have anticipated member needs to support internal development and retention, with companies benefiting from online courses alongside the return of in-person sessions.

The training programme continues to blend physical and virtual events, highlighting the growing reliance on digital solutions. Hand in hand with this is the necessity to invest in cyber security. Members have faced an increased number of cyber-attacks this year. At best these are an inconvenience. At worst they put business operations, data security and financial transactions at risk.

Having secured IASME Gold certification for our Information and IT Security standards, we have invested further. This protects us from attacks and protects our members' data. Our campaigning relies on members sharing their insights and information that lets us build compelling cases for the sector. You need to be able to trust that information is safe. We have taken steps to ensure exactly that.

The adaptability we have relied on this year will again be an asset for us all in 2023. Consumer and business confidence will remain low, budgets will be squeezed at every level, opportunities will emerge.

We know from December's Industry Outlook report that BVRLA members are concerned about vehicle supply, energy bills and the cost of finance. They are also optimistic that sales transactions will increase and emerging business models will see healthy growth.

Working on multiple fronts, you can rest assured that your association has a dedicated and passionate team to support you fully for success in 2023. As our collective focus pivots away from the impacts of the pandemic, I have every confidence that your adaptability will bring positive results next year.

The team and I look forward to continuing to work closely with our members in 2023 and thank you for your continued commitment to the BVRLA.

**Gerry Keaney,
Chief Executive**





The Value of Membership

At a time when customers are putting greater focus on what they are spending and the service they are receiving, they need to be reassured that they are dealing with a company that meets the highest industry standards. BVRLA membership does exactly that, representing a mark of quality and professionalism.



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.

84% of members are satisfied with the BVRLA.

2022 Member Survey



Learning & Development

Via a combination of free and paid-for learning opportunities including instructor led training courses, accreditations, e-learning modules, webinars, and 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.



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.

77% of members say the BVRLA provides value for money.

2022 Member Survey

“The BVRLA is an outstanding trade body. The team works very hard at supporting its members to provide invaluable assistance, insight, guidance and lobbying power.”

2022 Member Survey

Delivering for you

In 2022, the association named its first ever Director of Member Engagement. Amanda Brandon moved into the new role having gained valuable experience across the fleet services, compliance and legal departments over several years. The move enables the BVRLA to put greater focus on how member needs vary and how best to meet them.

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



93% Status and Credibility



92% Voice of the Industry



90% Information and Advice

“The team is always at the end of the phone to help. They provide great advice and sound recommendations.”

2022 Member Survey

Members' Views

Every year, every member has a chance to feed into the BVRLA's Member Survey. Canvassing the views and insights from across the full membership enables the association to track its performance and identify how best to allocate resources and services for the year ahead.

All key metrics saw the scores improve year on year in 2022.

81% of members would recommend joining the BVRLA.

2022 Member Survey

85% of members say that the BVRLA is easy to work with.

2022 Member Survey

67% of members feel involved with the BVRLA, up seven points year on year.

2022 Member Survey

Continuous Improvement

The feedback shared in the Annual Member Survey is invaluable to the association. More than outlining the positive progress made that year, comments from members help to determine what the BVRLA can do better, and where any gaps exist in its services.

Every piece of feedback is reviewed with trends scrutinised to guide the decisions made when developing the Business Plan. Several changes were implemented in 2022 following the survey results of 2021, while steps are already being taken to continue that journey next year from the latest feedback.

Bespoke content for bespoke needs

The association understands that each member is different and has varied needs. Through 2022, a focus was placed on how to best differentiate materials, support and guidance to deliver tailored services at every opportunity. That approach focussed on reaching SMEs and will continue through 2023, looking at factors beyond company size to continually improve the experience each member has.

Keeping compliant in a changing world

Regulation is a fast-moving discipline and one that has a fundamental impact on all corners of the BVRLA membership. Through the association's audit programme and suite of free guidance, it remains committed to helping members keep compliant at every step of the way. New regulation has seen the audit programme evolve to best meet the needs of members and regulators alike in 2022. Further updates are coming into effect in 2023 to ensure the programme consistently delivers.

Delivering value

At a time when companies are under extreme cost pressures, value has to be provided in every engagement. Whether through the association's leading learning & development programme, its events calendar, or Alternative Dispute Resolution service, it is important that members are consistently offered fair value and high-quality services. The BVRLA remains wholly committed to this and is constantly reviewing all streams to offer exceptional value.

“Members are drawn to the unconditional support that the team provides with such authenticity that this has built a strong community. It is very rare for a trade association to achieve this.”

2022 Member Survey



Voice of the industry

The BVRLA made the industry's voice louder and more impactful in 2022, growing its influence with Government Ministers, officials and departments within Whitehall.

Through close relationships with its members, as well as other industry bodies and trade associations, the BVRLA boosted its engagement across taxation, decarbonisation, motor finance and future mobility.

This was evidenced in:

- 238 Member and external stakeholder meetings
- 75 roundtables, workshops and events attended
- 120 meetings with officials and regulators
- 80 MP meetings and interactions
- 26 Consultation and Committee Inquiry submissions



“The insights on government engagement and the direction of travel on policies and regulations are a few examples where BVRLA help is invaluable.”

2022 Member Survey

Top Policy wins of 2022:



Our #SeeTheBenefit campaign (see opposite) secured long-term foresight of Benefit in Kind rates on electric company cars and kept rates low



We successfully lobbied for the Advisory Electric Rate of reimbursement to be increased and subject to regular review



Our advocacy ensured that the Plug-in Van and Truck grants were extended for two more years



We secured end user status for rental and leasing companies within the VABEO, giving post-Brexit regulatory clarity



BVRLA campaigning led to the eligibility window for the Plug-in Car grant being extended from 12 to 18 months

93% of members say that the BVRLA does well at representing the voice of the industry.

2022 Member Survey



Helping Government #SeeTheBenefit

The standout moment to display the BVRLA's growing influence was the #SeeTheBenefit campaign. The activity ran from Spring, building to the Chancellor's Autumn Statement with the aim of keeping electric company car tax rates as low as possible for as long as possible.

Drawing on existing relationships and forging new ones across government departments including with the Treasury and 10 Downing Street, the campaign emphasised the value of our sector to those that will shape its future.

Getting a foot in the door with those key decision makers is only the first step. Those opportunities were grasped by having a simple, compelling message supported by thousands of data points. Member input gave the campaign grounding, which the BVRLA team crafted in a way that made it impossible to ignore.

Customer case studies, member testimonials, robust data. They are the building blocks on which the BVRLA's campaigns are shaped. The approach was fruitful in 2022 and has helped to secure the long-term prospects of the move to zero emission vehicles.

“The UK has ambitious targets as part of its Net Zero strategy, with the automotive fleet sector playing a large role in its ultimate success. It has been excellent to hear from the BVRLA and its members about the positive steps being taken and I am proud to be supporting fleets on their road to zero as part of that journey.”

Ben Everitt MP, host of BVRLA drop-in event at the Houses of Parliament in November

Campaign in detail



Why?

Fair Benefit in Kind tax rates on electric vehicles have been the main driver of uptake, but they were only confirmed up to Financial Year 2024/25. This uncertainty risked confidence in EVs stalling, while there were also fears that rates would be hiked by too much too quickly. The current rates are a key factor in making leasing models such as salary sacrifice affordable to more drivers, democratising access to electric cars.

The BVRLA set out to show the value of the current regime to policymakers and convince them to keep rates fair, with greater foresight between now and 2030.

How?

Through a fully integrated, multi-faceted campaign, the campaign saw:

- 2,000+ letters sent to local MPs by industry professionals
- 9 parliamentary questions raised
- 10 individual meetings with MPs
- Regular meetings with Treasury and HMRC
- 57 MP engagements across two events at the House of Commons
- BVRLA representation at the Conservative and Labour party conferences

The Result

In the Chancellor's Autumn Statement in November, all key asks of the campaign were met.

- ✓ 1% increase escalator
- ✓ Foresight of rates to 2028

“I have listened to industry trade bodies.”

Chancellor Jeremy Hunt MP when delivering the Autumn Statement

Working Groups

Working Groups play a vital role in shaping the BVRLA's activity and gathering member views. Each group gathers subject specialists from across the sector to discuss the issues affecting the vehicle rental, leasing and fleet sectors.

The varied make up of each group ensures diversity of input and allows voices from all corners of the membership to be heard. Working Groups in 2022 considered:

- > Tax
- > VAT
- > Public Affairs
- > Regulation & Compliance, including Consumer Duty
- > Electric Vehicles
- > Zero Emission Vehicle mandate
- > Benefit in Kind company car tax
- > Commissions
- > EU Exit
- > Block Exemption

Inputs from the working groups contributed towards some of the key policy wins secured in 2022 (shown on page 10).

The BVRLA ecosystem



“The tax working group is a great forum to debate and brainstorm solutions that feed into government policy making.”

2022 Member Survey

Committees

Operating between the Committee of Management and Working Groups, the four BVRLA committees steer the association at a sector-by-sector level.

Each committee meets quarterly and contains representatives from small and medium-sized businesses as well as larger organisations and multi-nationals. The representation from across all membership categories ensures that the BVRLA is kept informed of what issues matter most to members, to then agree on a course of action collectively.

Committee	Commercial Vehicle	Leasing Broker	Leasing & Fleet Management	Rental
Chair	Tim Bailey , Northgate Vehicle Hire	Paul Parkinson , Synergy Car Leasing	Tim Laver , ALD Automotive	Simon Grime , Miles & Miles
Vice chair	Mark Gallimore , Go Plant Services	Rod Lloyd , The LCV Group		Margaret Speirs , Arnold Clark Car & Van Rental
Committee members	Andy Hill , Lex Autolease Charles Starr , Close Brothers Vehicle Hire Colin Melvin , Fraikin Gary Harrison , Rivus Fleet Solutions Lisa Spong , Reflex Vehicle Hire Nicola Simpson , Enterprise Rent a Car Paul Probert , Ryder Pat Skelly , Prohire Limited Philip Moon , DAF Trucks Ryan Long , Zenith Simon Ridley , Dawsonsgroup Vans Stuart Russell , Scot Group Ltd T/A Thrifty Car & Van Rental Tim Hartle , Novuna Vehicle Solutions	Andy Chatwin , ALD Automotive Chris Swallow , Novuna Vehicle Solutions Graham Conway , Select Car Leasing Keith Hawes , Nationwide Vehicle Contracts Lee Duerden , XLCR Vehicle Management Lynette Randall , Alpha Contracts Leasing Martin Brown , Fleet Alliance Mike Thompson , LeasePlan Mike Thompson , Leasing Options Paul Bulloch , Concept Automotive Richard Chadwick , Alphabet (GB) Ltd Spencer Blake , Wessex Fleet Solutions Stephen Greenstreet , Greenfleets Steve Cocks , Lex Autolease Todd Williams , Arval UK Vince Pemberton , Rivervale Cars	Chris Black , LeasePlan Chris Tubbs , Novuna Vehicle Solutions Corrine Barton , Arval UK Craig McNaughton , Lex Autolease Limited David Cooper , Arnold Clark Car & Van Rental Gurjeet Grewal , Octopus Energy Guy Mason , SG Fleet Solutions UK Ltd Ian Hughes , Zenith Kit Wisdom , Tusker Matthew Rumble , Kinto UK Limited Neal Francis , Pendragon Vehicle Management Richard Baird , Marshall Leasing Sebastiano Fedrigo , Leasys UK Spencer Halil , Alphabet (GB) Ltd	Amy Bond , Sixt Rent A Car Bob Baillie , United Rental Group Jason Rogerson , Herd Hire Kevin Rand , Europcar Group Linda Malliff , Thrifty Car & Van Rental Liz Matschy , Avis Budget UK Ltd Phil Spain , Alley Cat Car & Van Rentals Ross Batting , 3B Vehicle Hire Sam Patel , Enterprise Rent A Car Scott Jenkins , Autohorn Fleet Services Stephen Gale , Steve's Self Drive Tim Blackwell , Hertz

“Having been privileged previously to sit on the rental committee, I have seen first hand the great work the BVRLA does for our industry on behalf of all members.”

2022 Member Survey

Communications

The BVRLA's communications channels work across print, online and social platforms with the purpose of keeping members informed and building the reputation of our sector. In 2022, outputs underpinned the association's campaigning efforts and represented member views on a host of key issues such as decarbonisation, motor finance and vehicle supply.

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.

“ I frequently use the BVRLA website when compiling internal reports for management. It is a valuable tool and the weekly newsletter gives me a top-line understanding of what is happening in the industry. ”

2022 Member Survey

“ I find the BVRLA's *Weekly Update* extremely helpful. I use the information as part of our team meetings and it allows staff to read up on the latest information in one place. ”

2022 Member Survey

In addition to online articles including blogs, how-to guides, and industry updates, the BVRLA produced a range of corporate publications in 2022, helping members keep up to speed on the association's performance, financial results and long-term priorities.



Annual Report

published in April to present the BVRLA's financial performance from the previous 12 months.



BVRLA News

a biannual newsletter 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.



The three-year Business Plan

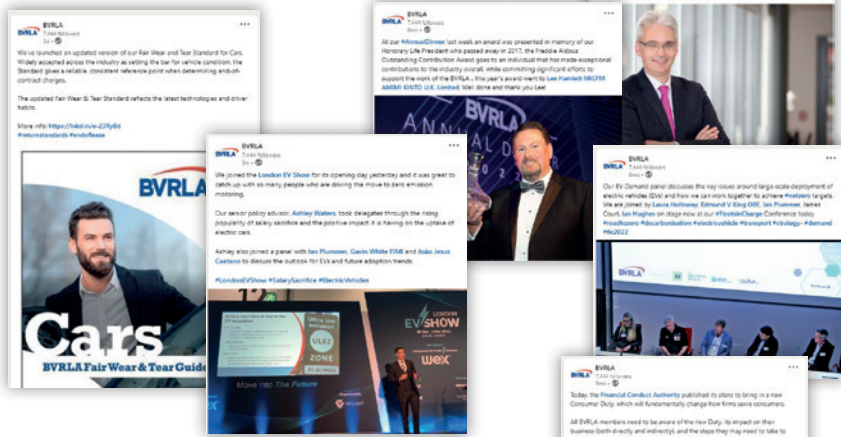
updated annually to set out the association's strategic priorities for the years ahead and how they will be reached.

New ways to engage

This year, the BVRLA extended the ways in which members and stakeholders can engage with the association and keep updated on industry trends. The Inside Track podcast was launched, giving exclusive insights and analysis of industry trends at the time and place that works for members.

Existing channels have also been enhanced, with new streams of email updates being developed to get more tailored, sector-specific information to members throughout the year. The association has invested more resources into its video content, improving the ways by which key updates can be shared with members, in an easy-to-digest, informative format.

in 7,400 followers, up 16% from 2021.



85% of members find the *Weekly Update* a great way of keeping in touch with what is going on.

2022 Member Survey

400+ stories shared with members via *Weekly Update*.

Representing rental in a difficult summer

As tourism levels began to return after two years of pandemic-affected business, the rental sector was faced with vehicle supply challenges that greatly impacted vehicle availability. The supply-demand imbalance created a difficult landscape, with national media outlets questioning some of the strategic decisions that rental operators were forced to make.

Through contributing to national newspaper stories, appearing on *The One Show* – the BBC’s flagship consumer advice programme – and on radio reports, the BVRLA was able to rebalance the story and make the sector’s side clear.

Close collaboration with the association’s committees gives the BVRLA a full picture of the issues that members are facing. This allows the team to work with media outlets and journalists to represent members in a fair way to protect our reputation and strengthen our credibility.





Satisfaction
84%

Up 7%

Would recommend
81%

Up 10%

Key Annual Events

A fully blended calendar of digital, physical and hybrid events presented more ways to engage with the industry than ever before in 2022.

As post-pandemic habits have evolved, so too did the BVRLA's events calendar, delivering 14 webinars, six forums, three conferences, and one annual dinner over a busy 12 months.

The calendar collectively gives 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. By mixing physical events with digital ones, delegates strike a balance between convenience and networking.

Leasing Broker Conference

The leasing broker community is a vital link in the automotive supply chain. There are over 300 BVRLA leasing broker members who are responsible for over 1.26 million vehicles on personal contracts. This dedicated conference brought over 100 leasing broker members together in October to share ideas and common issues presented by today's highly regulated industry.

“Fantastic conference with superb guest speakers and panels. It was good to leave feeling that the BVRLA is doing everything possible to support my business through the implementation of Consumer Duty.”

2022 Leasing Broker Conference attendee



Over 3,500 attendees across 24 events in 2022, giving an average satisfaction rating of 4.4/5.



Annual Dinner

Widely recognised as a fantastic opportunity to catch-up with friends, make new contacts and have a fabulous evening, the Annual Dinner is one of the highlights of the rental and leasing industry's social calendar. Returning in 2022, the Dinner welcomed over 750 industry colleagues and guests and saw three Industry Heroes named.



(L-R) Lee Hamlett, Jacky Brown, Chris Chandler, Ella Marsden, Nina Bell.

“The events I attended were well organised, informative, and provided good networking opportunities.”

2022 Member Survey

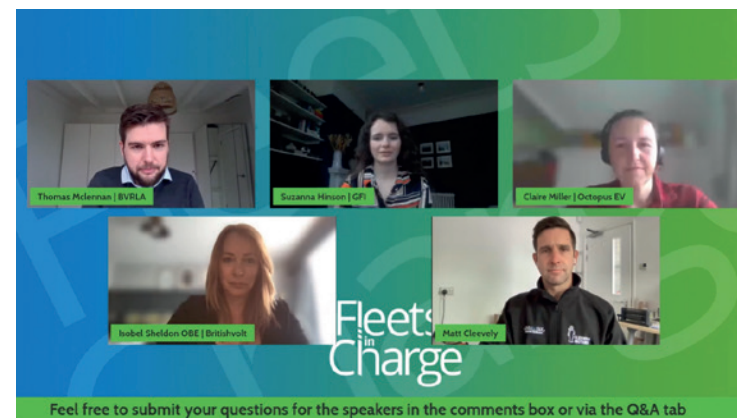
Webinar programme

Covering a plethora of topics in easy-to-digest, hour-long sessions, the association's webinar programme delivered further value to members in 2022. Covering Consumer Duty, decarbonisation, security, ESG and business performance, the free-to-attend webinars collectively saw over 2,000 professionals join live, with more accessing the content offline.



“The team at the BVRLA consistently pull together the key people and the hot topics that are driving the industry in challenging and changing times.”

2022 Fleets in Charge Conference attendee



950+ delegates hosted across the Industry Outlook programme in 2022.

Industry Outlook

Encompassing a series of insightful webinars and a flagship conference, the Industry Outlook programme is exclusively available to BVRLA members.

The Industry Outlook programme brings together the latest market data and insights to create a platform where BVRLA members can share their perspectives and hear from industry experts. With an agile agenda, each session is able to explore ongoing challenges and pressing issues, consistently delivering expert speakers to unpack what it really means for BVRLA members.

Returning in December, the Industry Outlook Conference looked ahead to 2023. It drew trends from the association's Industry Outlook report and presented the likely economic, policy and regulatory landscapes on the horizon.



Topics of discussion in 2022:

- Consumer Duty
- Spotlight on vehicle supply
- Fleet Customers
- The role of technology
- Trends for 2023



The 2022 Industry Outlook and Fleets in Charge programmes were supported by:



Fleets in Charge



Dedicated to all things decarbonisation, the BVRLA's Fleets in Charge programme pulls in stakeholders and audiences from across the sector to explore the UK's progress towards its Net Zero targets.

2022 saw the first ever in-person Fleets in Charge Conference, which took place as a hybrid event with a virtual livestream. Taking place in Westminster to indicate the strong link between Fleets in Charge and government, the Conference supported the full webinar programme to bring the sector and policy makers closer together.

Regularly featuring speakers from the Office for Zero Emission Vehicles (OZEV) and the Department for Transport (DfT), events delivered insights to delegates and answered their questions around legislation, infrastructure and the long-term health of the sector.



200 delegates joined the Fleets in Charge Conference in July.



“The BVRLA and its members are leading this vital transition [to Net Zero]. Ten years ago, EVs were probably seen as a bit eccentric or a luxury that only a few could afford. I'm delighted that we're turning that narrative on its head, in no small thanks to the actions of so many in this room.”

Transport Minister Trudy Harrison, speaking at the Fleets in Charge Conference



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, Financial Conduct Authority (FCA) and Competition and Markets Authority (CMA).

A comprehensive audit programme, coupled with a suite of online guidance resources and ready access to an informed team, ensures members can evidence that they are a compliant and trustworthy company. In addition to ensuring members meet the high standards set out in the association's Codes of Conduct, the programme also ensures that members meet those set out by industry regulators such as the FCA and CMA.

92% of members value the guidance and advice provided by the BVRLA.

2022 Member Survey

“The inspection we had went well. The person in charge of it was a real help and guided us through the whole process seamlessly.”

2022 Member Survey



BVRLA

“Ensuring the consumer is at the heart of everything is the gold standard and ensures that business can be conducted in a fair, consistent way. The BVRLA remains close to the FCA on this to ensure that our members can stay fully informed on what the changes mean for them and what steps they should be taking.”

Toby Poston
Director of Corporate Affairs, BVRLA

#ConsumerDuty 

“I deal with the conciliation team regularly. They are easy to deal with, knowledgeable and fair.”

2022 Member Survey

Making it our Duty

In July 2022, the Financial Conduct Authority (FCA) published the final rules and guidance for the new Consumer Duty regime. The regime sets out the FCA's plans that will focus more on consistent monitoring of good customer outcomes rather than technical adherence to specific rules. It requires action from all FCA-regulated businesses.

To support members along every step of the journey, the BVRLA launched a dedicated Consumer Duty hub in immediate response to the rules being published.

The hub provides a single point of reference for members needing to educate themselves on the regulatory changes and put themselves in a position of readiness for their enforcement. It contains factsheets, frequently asked questions, links to relevant FCA resources, and an Implementation Guide template among other documents.

Explainer webinars were provided exclusively to members, free of charge, either side of the official publication. They were followed by an online series of four Consumer Duty Deep Dives. Each of the four deep dives analysed the key pillars of the new Duty in turn and gave members tangible guidance for completing their own implementation plans.

In November, the BVRLA also secured a speaker from the FCA to address member questions and concerns directly. The dedicated session put the Duty in context for our sector with tailored guidance.

The association's learning and development programme was also enhanced to meet member needs around the Consumer Duty. The first of three new courses was successfully launched in November, with the remaining two following in early 2023.



“The recent discussions, webinars and guidance on Consumer Duty have been very thorough, supportive and helpful prior to the FCA's implementation.”

2022 Member Survey



“The Consumer Duty webinars were well researched and executed, delivering relevant information specific to our industry.”

2022 Member Survey

“ We find the Fair Wear and Tear Guide very helpful for our customers who may be concerned about charges. ”

2022 Member Survey

Status & Credibility

The main benefit that members see in being part of the BVRLA is the status and credibility that it brings. Members give themselves a competitive advantage by adhering to best practice and delivering the highest industry standards. BVRLA membership gives customers the assurance that they are dealing with a professional company.

The BVRLA supports members and their customers at every stage of the vehicle rental or leasing journey. A range of toolkits, training courses and consumer advice resources are available to share best practice and inform members and their customers. The association's Codes of Conduct ensure high standards are always met.

Through the BVRLA's industry recognised Fair Wear & Tear Standards, the association sets the bar for vehicle condition and gives a reliable, consistent reference point when determining end-of-contract charges. Separate Standards are published for cars, vans and trucks, with each being updated regularly to reflect changes in vehicle technology and driver habits.

In 2022, the car Fair Wear & Tear Standard was updated. Input was compiled from BVRLA members, auction houses and common issues handled via the association's Alternative Dispute Resolution service.



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

2022 Member Survey

“ We've had superb interactions with the dispute resolutions team who have helped us manage end of life damage disputes and fair wear and tear charges. ”

2022 Member Survey



Dispute Resolution Service

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

BVRLA members or their customers can refer an unresolved dispute to the association. The service reviews the evidence from both parties and determines if there has been a breach of the relevant Code of Conduct.

The latest audit by the Chartered Trading Standards Institute (CTSI) described several areas of the BVRLA's service as demonstrating 'best practice':

- Internal complaints processes
- Additional measures for vulnerable users
- Easy-to-navigate websites
- Capturing post-service feedback
- Provision of external auditing of cases
- Comprehensive quality monitoring of cases

“The level of support we receive on customer complaints – and the understanding the team has – helps us a great deal.”

2022 Member Survey

2,500 cases handled in 2022.
Majority of complaints for all sectors relate to damage.



On average, cases are closed within **2 weeks** (13.3 days vs 30-day requirement).

European Car Rental Conciliation Service (ECRCS)

The ECRCS has been run by the BVRLA on behalf of Leaseurope in Brussels for the past decade. 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.

Case levels in 2022 increased as tourism levels picked up. The scheme received positive comments in the Sunday Times this year after the service assisted one of its readers.

1,050 ECRCS cases handled during 2022.

“Your service and how this incident has been dealt with has been outstanding and I couldn't rate the service higher. From start to finish the complaints process was handled professionally and fairly. I cannot thank you enough.”

Customer feedback from case, 2022

Learning & Development

A challenging employment market saw BVRLA members turn to retention and in-house development in 2022, with the association's full training programme a vital support. Throughout the year, a full calendar of e-learning self-study modules, instructor-led training and free online resources ran for members.

It was the third record-breaking year in a row for Learning & Development, with an increased blend of in-person courses with digital solutions. Following member input and the formation of new industry regulations, new courses were launched. These included instructor-led courses for Consumer Duty, as well as operational support for EVs and vehicle security.



4.7/5

average rating across all courses delivered in 2022.

Over **6,400** individuals received formal training from the BVRLA in 2022.

“The online training courses are very good, run in a professional manner and with relevant content.”

Delegate from 2022 course

“The BVRLA Training packages are second to none.”

2022 Member Survey

“ Companies are facing an ever-changing landscape where the goalposts are constantly moving. We are proud to offer a fully flexible programme to meet the needs of companies of all sizes. ”

Nora Leggett, HR Director, BVRLA

New courses in 2022:

1. Selling Electric Vehicles to Fleet Customers
2. Implementing the new Consumer Duty in your Brokerage
3. Understanding Whole Life Costs, Fleet Tax and Finance Essentials
4. Rental Vehicle Security Scheme Compliance
5. Your introduction to the BVRLA and Daily Rental

2,255
e-learner packages
sold in 2022.

“ The BVRLA has the most up-to-date information and courses out there to ensure that we can operate in a fully compliant way. ”

Member testimonial



82% of members agree that providing opportunities for professional development is something the association does well.

Ways to get involved



The BVRLA’s blended approach to training combines a wide range of solutions that aim to raise standards across our industry. Courses are designed to promote best practice, encourage knowledge sharing and skills acquisition, and increase competence.

The programme offers courses in several ways:

- Instructor led, in person. Often hosted at our office in Amersham, giving the chance to interact with the trainer and subject matter face to face
- Instructor led, online. Taking all the insights and expertise of our in-person courses, via a convenient and accessible format
- On demand. Tailored packages to meet a member’s bespoke needs. Content, timing and location are set based on specific needs
- E-learning, self-study. Delivered via the BVRLA’s advanced portal to deliver training at a time and place that works for the delegate
- Webinars and conferences. See pages 16-20 for more details on this comprehensive schedule

1,155 “ I have participated in a few training courses, every single one has been valuable. ”
delegates on Instructor-led courses in 2022. A BVRLA record.

2022 Member Survey

441 delegates across 39 On-Demand courses. Another record.

Industry Insight

Robust data, analysed and delivered in an insightful way delivers value to members and gives the association enhanced credibility in the wider sector and within government. In 2022, the BVRLA delivered a broad range of reports to present such insights and underpin much of the association's work.

Projects delivered in 2022 varied from regular sector reports and temperature checks, through to annual report cards and evaluations of the fleet landscape.

Each project sees the association collaborate with external experts, data providers and members to give a complete, reasoned picture from which robust conclusions can be drawn and recommendations provided.

Findings from BVRLA reports are regularly used in conversations with government officials and are often cited in trade and national news outlets. Their continued value demonstrates the strength of the sector and shows developing trends to be aware of.



Strategic outlook for 2023

Heading into a recession, BVRLA members have clear investment priorities to future-proof their businesses

Leasing and rental companies are investing in IT solutions and staff training to drive efficiencies in the areas of their businesses that they can control.

The three principal business challenges for next year – vehicle supply, rising costs, and higher borrowing rates – are largely beyond the control of BVRLA members, although industry sectors suffer the consequences differently. Overall, 52% of rental companies identify vehicle supply as a challenge for next year as manufacturers prioritise more profitable, longer term business, compared to 78% of leasing companies.

But almost twice as many leasing companies (48%) anticipate the cost of finance being a significant issue in 2023, compared to rental companies (25%), a reflection of the longer contracts with customers and the greater difficulty in passing on these inflationary costs.

An extra challenge for rental companies is to hold on to employees in a cost-of-living crisis, with lower-paid branch staff susceptible to changing job – 36% of rental operators forecast that staff retention will be difficult.

"Playing a liveable wage is important. However, the only way that this can be done sustainably is by improved productivity. This doesn't mean employees having to work harder, but instead smarter. This has implications for how people are trained and supported in the new ways of work, how jobs and tasks are redesigned and regraded, how salary rates and structures are reevaluated, and how skills and experience are valued."

Biggest opportunities to reduce costs in 2023

Outsourcing non-core functions	1%
Renegotiate contracts	5%
Staffing	10%
Investment in IT and digital technology	12%
Not looking to reduce costs	37%
Other	36%

In 2023, compared to 55% of leasing companies. On the other hand, the regulatory burden of complying with the FCA's new Consumer Duty rules disproportionately impacts leasing companies, with more than a quarter seeing compliance as a challenge for next year, versus just 4% for rental companies.

The principal route out of this crisis is to invest in digital technology to deliver business efficiencies, a strategy identified by 53% of leasing companies and a quarter of rental companies. Their focus is to operate longer fleets without having to add to their headcounts.

A surprising number of both, however, are not looking to reduce costs next year as a result, perhaps of more than a decade's rigorous cost focus since the onset of 2008-09.

Three areas studied in depth:

1. Decarbonisation and the UK's charging infrastructure
2. Trends across the vehicle leasing market
3. Member confidence and expectations for 2023

Business outlook for 2023

Car Leasing	Very healthy	Steady and consistent	Steady and consistent
Business Leasing	Very healthy	Steady and consistent	Steady and consistent
Used van market	Very healthy	Steady and consistent	Steady and consistent
Used car market	Very healthy	Steady and consistent	Steady and consistent
Cost of Finance	Very healthy	Steady and consistent	Steady and consistent
Cash flow / profits	Very healthy	Steady and consistent	Steady and consistent

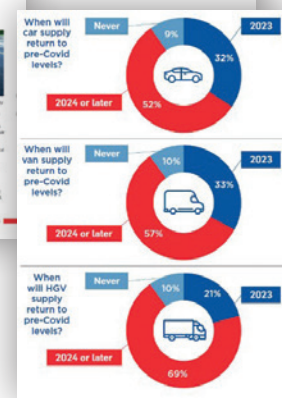
Executive summary

Leasing and rental companies are starting down the barrel of unprecedented levels of uncertainty due to a turbulent economy and extremely challenging trading conditions in the UK.

The outlook for 2023 is one of significant challenges, with a focus on managing costs and maintaining operational efficiency. The industry is expected to see a shift towards more sustainable and digital solutions to improve productivity and reduce costs.

“ THIS REPORT PORTRAYS A SECTOR AS PRAGMATIC, POSITIVE AND PROFESSIONAL AS EVER. IT SHOWS THAT BVRLA MEMBERS ARE ADJUSTING TO NEW MARKET REALITIES, FOCUSING ON THEIR GROWTH OPPORTUNITIES AND ADDRESSING COMPLIANCE PRIORITIES WHILE MAKING MAJOR LEAPS FORWARD IN THE USE OF TECHNOLOGY. ”

Gerry Keane
Chief Executive
British Vehicle Rental and Leasing Association (BVRLA)



“The BVRLA is great at evolving to provide detail as the environment changes, whether this be data, articles, virtual seminars or physical meetings.”

2022 Member Survey

82% of members say that the BVRLA is an important source of data and insight.

2022 Member Survey

Research projects delivered in 2022 included:

- BVRLA in Numbers
- Road to Zero Report Card
- Industry Outlook Report
- Fleet Charging Guide
- Industry Sustainability Credentials
- Business Impact Survey
- Quarterly Leasing Outlook report
- Half Yearly Leasing Broker Report
- Member Feedback on BVRLA services



Looking ahead



In line with the flagship Conference, the Industry Outlook Report was launched in December. It painted the picture of an industry that anticipates a rocky road in 2023, but one that will invest and innovate to come out stronger.

The Report showed that rising costs and increasing energy prices will join vehicle supply (84%) as the main challenges BVRLA members will face in 2023. Despite that difficult backdrop, members foresee growth in sales transactions and in new business models. 57% predict that van flexi-rental will see demand grow, with salary sacrifice and van business contract hire also having a positive outlook.

Instead of shutting up shop and waiting for these issues to pass, the report shows how companies are planning to invest in technology and training to navigate the choppy waters ahead.

As well as gathering an understanding of the challenges ahead, the Industry Outlook Report distilled the market expectations and business priorities of more than 80 BVRLA members. Through a blend of in-depth interviews and surveys, the research explored trading conditions, vehicle supply, OEM agency models, cost of finance and interest rates, ESG commitments, and strategic priorities.

The findings were explored in detail by a panel of experts at the Industry Outlook Conference. They will inform the BVRLA's activity in 2023 to see how the anticipated problems can be overcome, as well as what opportunities will emerge.

“We are carrying the highest degree of risk I have seen in 35 years, with interest rate rises, maintenance cost increases and residual value uncertainty.”

Contributor to the Industry Outlook Report

Specialist Forums

The BVRLA is committed to keeping its members at the forefront of the latest developments in technology and challenges being faced by the used market. Whether through effective management of vehicles while on fleet, or what to be aware of at the end of the vehicle cycle, the association runs programmes in parallel to keep members fully informed.

Two dedicated workstreams run throughout the year to give specialist guidance and advice on the distinct disciplines of Residual Value & Remarketing (RVR), and Technical & Operational Management (TOM).

The focal point of both streams is a programme of industry forums, giving subject experts the opportunity to come together and discuss the key issues and trends facing their role. Beyond the forum calendar, separate committees run to continue the discussions and support the BVRLA's activity.

Residual Value and Remarketing (RVR)

With used values and contract lengths fluctuating greatly in 2022, the RVR programme provided a crucial reference point to support members working in this space. Across the three forums, delegates heard insights on how the political landscape was impacting the market and mobility models, as well as what the data was showing when it comes to residual values and forecasting.

Forum partners in 2022: 

 | 

RVR forum highlights in 2022

- Market disruption discussion with auction houses, dealerships and leasing firms
- Overview of the motor industry from Professor David Bailey, University of Birmingham
- Impact of vehicle shortage on residual values
- Growth of EV volumes coming to used car market
- Legislative changes and their influence on the sector
- Expectations for economic downturn forecast for 2023

The RVR programme is chaired by Geoff Grindle, Arval BNP Paribas Group.

Technical and Operational Management (TOM)

The TOM forums considered a wide range of topics in 2022, giving delegates vital input on vehicle management and new technologies to make that process easier. Forums looked at aftermarket trends and the growth of electric vehicles, as well as the impact of ADAS technology and in-vehicle connectivity.

Forum partners in 2022:



TOM forum highlights in 2022

- How the tyre market differs for EVs vs ICE
- Changes to repair timings and costs as the car parc evolves
- Staffing and parts shortages
- Impact of contract extensions on fleet maintenance
- Evolution of in-vehicle data and its uses
- Considerations around new OEMs coming to market

In 2022, the TOM programme was chaired by Clive Buhagiar, Alphabet (GB) Limited, and Kit Wisdom, Tusker.

In 2023 the BVRLA's programme will expand with the introduction of a new Compliance Forum. More details will be provided in due course. If you are interested in getting involved, email Toby@bvrla.co.uk

“The TOM Forums were well run and made great use of technology.”

2022 Member Survey

“The RVR Forums provide excellent value and really support me in my role.”

2022 Member Survey

Focus on: Operations

A key aspect of the value the BVRLA provides is its constant collaboration with other trade bodies and authorities. That work provides tangible benefits in terms of operational efficiencies and greater understanding of critical processes.

In 2022, the association continued its close work with the Department for Transport (DfT), Driver and Vehicle Licensing Agency (DVLA) and Driver and Vehicle Standards Agency (DVSA), as well as operators responsible for processing the Dart Charge, Tyne Tunnels toll and other fees. The progress made in this space underlines the association's influence in shaping the sector in a positive way.

“ We really value the support from the BVRLA when it comes to issues with parking tickets and the Dartford tunnel congestion charge, which would otherwise be a real headache. ”

2022 Member Survey

Notable developments this year include:

- The DfT published guidance for local authorities on civil enforcement of bus lane and moving traffic contraventions
 - BVRLA input ensured that the guidance provides clarity on how councils should specifically handle representations from vehicle rental and leasing companies
- The inability to transfer liability of charges incurred at the Tyne Tunnels was creating administrative pinch points for members and creating costs
 - Through working with the operators of the Tyne Tunnels, the BVRLA secured a dedicated team to give members immediate access to the operator when managing claims. A bulk payment facility has also been introduced
- Members were experiencing delays when using DVLA systems, due to them being geared towards private drivers
 - The BVRLA helped to secure funding for a team of 83 people that will deliver fleet enhancements across the DVLA. This will reduce the number of cheques provided for VED refunds, allow bulk disposal notifications, and introduce a bulk re-licencing process

Much of this success was achieved thanks to the input from the Road Traffic Offences Working Group. Members provided data and testimonies that informed and strengthened the association's discussions with these organisations to deliver positive results.

Focus on: Taxation and cost of ownership

From a policy perspective, tax was the topic that saw the most engagement in 2022, largely due to the association's #SeeTheBenefit campaign (see page 11). Beyond the company car campaign, the BVRLA was active on topics including:

- Road Pricing and Vehicle Excise Duty
- Advisory Electricity Rate (AER) system of reimbursement
- Capital Allowances Act
- Support for used BEVs
- Shared mobility



“ We have really appreciated the work between the BVRLA and other associations on reforming the AER. ”

2022 Member Survey



The EV market is maturing and is no longer a niche. We need a mileage recompense rate that can adapt to energy prices and charging trends, so we are pleased to see HMRC respond so swiftly to the lobbying from AFP and BVRLA. The AER for electric vehicles had not changed since 2018, this uplift shows that the Government is serious about providing a supportive environment for the push to zero emission motoring.”

Gerry Keaney, BVRLA Chief Executive

#RoadtoZero



Treasury must ensure:
BiK rates remain low for
pure EVs up to 2030/31

#SeeTheBenefit
bvrla.co.uk/companycarcampaign



Spotlight on AER



Having secured a rise in the AER in late 2021, the BVRLA continued the discussion in 2022 to ensure the rate could evolve as more EVs come to UK roads. The necessity for this work only grew as energy prices skyrocketed, causing the rate to become out of touch with real-world costs and leaving many electric company car drivers out of pocket.

In collaboration with the Association of Fleet Professionals, the BVRLA worked to secure a higher, fairer rate, while also pushing for the government to commit to a more regular review to ensure the rate could keep pace with changing energy prices.

Both of those key asks were met in November. The AER is now more closely aligned with the established Advisory Fuel Rates (AFR), making it subject to quarterly reviews having been raised in November 2022.

Focus on: Future Mobility

With a vision to influence a policy framework that supports new business models and delivers cleaner, safer and more reliable journeys, the BVRLA's work in future mobility grows every year.

As attitudes towards mobility evolve and the desire to find sustainable solutions accelerates, the role that rental and leasing companies will play develops. Access to data, the role of cars, and autonomous technology are just three of the factors that gain relevance year on year.

In 2022, the BVRLA:

- Secured the status of rental and leasing companies as end users, protecting post-Brexit rights
- Ensured the statutory guidance for moving traffic offences and private parking reflects the needs of the sector
- Received commitments from Transport for London (TfL) on the role of car clubs
- Secured greater protections around data use and dual distribution

“ The BVRLA has worked hard to influence this outcome to ensure the sector can benefit from long-established protections that had become uncertain and at risk. The next step on this journey is the Motor Vehicle Block Exemption framework, where we are again engaging with the CMA to protect member interests regarding the aftermarket. ”

Toby Poston, BVRLA Director of Corporate Affairs.

Comments relate to the updated VABEO guidance, which confirmed the end user status of BVRLA members.



104 meetings with external stakeholders and workshops were attended by the BVRLA team this year.

“Zero emission vehicles are now more affordable, more popular, more important than ever and our best bet to a greener and low emission future.”

Transport Minister Trudy Harrison, speaking at the Fleets in Charge Conference

Focus on: Decarbonisation


The BVRLA's activity on decarbonisation is developed in line with the association's Vision: To see Government and Industry united in delivering zero-emission road transport that provides environmental, social and economic benefits to everyone.

Those efforts gathered more momentum and contributed to more progress through 2022.

The priority areas for decarbonisation this year looked at:

- **EV infrastructure, ensuring fleet needs are catered for in all locations**
- **Used BEV market, where intervention is needed to create a healthy market for used electric vehicles**
- **Vehicle sale and use regulation, to contribute to an effective regulatory environment to support fleet decarbonisation**


The BVRLA's decarbonisation efforts spanned extensive engagement directly with senior government officials, submitting responses to consultations, and collaborating with other stakeholders and industry bodies. Beyond this, the association conducted research throughout the year and hosted events to progress the discussion and back up any requests made on behalf of members.



BVRLA

“ Our big concern is for the thousands of drivers that have already ordered EVs in good faith, expecting to get the benefit of the grant. The supply issues that continue to beset the automotive industry mean that many vehicle orders are being delayed or even cancelled. OZEV should review its decision to remove grant eligibility for vehicles delivered more than 12 months after an order was entered on the grant register.”

Toby Poston, Director of Corporate Affairs, BVRLA

#RoadtoZero  Decarbonisation

32.5% of the association's engagements with government related to decarbonisation in 2022.

This activity included the publication of the Fleet Charging Guide, Road to Zero Report Card, and industry Sustainability Credentials. Each report gives fresh insights and recommendations for government to consider at all levels. The Fleets in Charge event programme (page 19) considers all things decarbonisation and enables decision makers and industry representatives to get a full understanding of the sector's needs.

Decarbonisation milestones in 2022

- **Plug-in Van and Truck Grants extended to 2024/25**
- **Consultation confirmed on exemptions from HGV 2035 phase-out date**
- **ZEV mandate proposals acknowledged need for different trajectory on vans**
- **Plug-in Car Grant application window extended from 12 to 18 months**
- **Fleet user needs officially recognised in EV Infrastructure Strategy and guidance**

“The focus on EV themes is crucial. Whether that be in terms of how we combine efforts to lobby government for appropriate actions, bringing the industry together to engage more consumers, or by working across industry on efforts aimed at simplifying and standardising the complex world of EVs.”

2022 Member Survey



Partner Engagement

A key aspect of what the BVRLA does as your association is helping you to forge partnerships. Collaboration across the supply chain and associated services is critical.

The BVRLA's associate members play an immense role in bringing value to the membership and making events as insightful as possible. Whether participating in workshops and providing data to support our campaigns or delivering speakers and insights for our webinars and conferences, our partners enable us to go further.

Partners regularly contribute valuable content to the BVRLA's packed thought leadership calendar of activity. The association's outputs have been bolstered this year by a greater array of industry voices, sharing fresh ideas and letting others know what the sector has to offer.

Opportunities to become a brand partner span written and digital content, as well as aligning with the BVRLA's data-led reports or popular suite of events and webinars.

Five ways to get involved in 2023

1. Blogs
2. 5 Minute Insights video
3. Podcasts
4. Industry reports
5. Event sponsorship or exhibiting



“The regular webinars from the Covid period are now being combined with an appropriate level of in-person meetings. It is great to now be seeing people in the flesh again.”

Event delegate, 2022

Membership Directory

Corporate Members | Companies who own and operate fleets

1st Call Auto Rentals
2 Rent UK Ltd
365 Hire Plus Ltd
3B Vehicle Hire Limited
4 Mobility Ltd
4Group
4x4 Vehicle Hire Ltd
55 Car Rental
7 Ways Rental.com Ltd

A J Van Hire Ltd
A10 Auto Centre Ltd
AAM Group
Abacus Vehicle Hire
Aberconwy Car & Van Hire Ltd
Academy Pro Ltd
Access Commercial UK Ltd
Access Hire Nationwide
Acrobat Vehicle Rental Ltd
Addhire Vehicle Rentals
Admiral Self Drive Van Hire
Affinity Motor Credit
Afford Rent A Car
Agility Fleet
Agnew Leasing Ltd
ALD Automotive
Alley Cat Car & Van Rentals Ltd
Allied Vehicle Group
Allied Vehicle Rentals Ltd
Allied4vans Ltd
Alltruck Plc
Alphabet (GB) Ltd
AM Auto Rent
AM Phillip Trucktech Ford Rental
AMK Self Drive
AMT Vehicle Rental Ltd
Amvale Ltd
Apex Car Rental
APL
Arc Fleet Services
Arnold Clark Finance Ltd (HO)
Arrow Self Drive
Arval UK Ltd
AT & T Rentals Ltd
Athlon
Athol Car Hire
Autohorn
Autosecure Limited
Auxillis Services Ltd
AVH
Avis Budget UK Ltd
AVR
AW Rentals Ltd
AX

Badshot Lea Self Drive
Barford Hire Ltd
Bathwick Car & Van Hire Ltd
Bayfield Vehicle Hire
BDS Van Hire Ltd
Beehire
Beerhouse Self Drive Hire
Berkshire Van Hire
Birkenhead Car & Van Hire
Blakedale Ltd
BMW Financial Services (GB) Ltd
Bognor Motors Vehicle Solutions
Boleyn Car & Van Hire
Bordon Vehicle Hire Ltd
Breathe EV Ltd
Brecon Car Rentals Ltd
Bridle Vehicle Leasing
Brookhire Vehicle Rental
BT-HS
Bucks Car Hire Ltd
Burscough Self Drive
Bury Van Hire Ltd
Bussey Vehicle Leasing
BuzzEV Limited
BVR Vehicle Rentals

CA Cars
Cambridge Car & Van Rental Ltd
Camper Ninja Ltd
Camperco
Campervan Tours
Campervango UK Limited
Campervantastic Ltd
Capital Hire Car & Van Rental
Car Hire Hebrides Ltd
Car or Van Specialist Vehicle Hire
Care by Volvo
Castle Rentals
Castle Van Hire Ltd
Causeway Campers
Cazoo Limited
Chard Self Drive
Charter Vehicle Hire
Chesterfield Car Consultants
Chief Vehicle Rentals Ltd
Choice Vehicle Rentals Ltd
Clancy Plant Ltd
Clapham Commercial Ltd
Clarkson of Glasgow
Class 1 Vehicle Hire
CLM Fleet Management Plc
Close Brothers Motor Finance Ltd
Close Brothers Vehicle Hire Ltd
CMS Hire Ltd
CMW Group
Cocoon Vehicles Ltd
Cole Hire
County Car & Van Rental
Crash Services Ltd
Croxdale Car & Van Rental
CTM Hire Ltd
CVM World
CVS Car Hire
CVS Vehicle Group

DAF Trucks Ltd
Dallas Rentals Ltd
Dash Drive
Dawsongroup vans
Days Fleet
DGC Vehicle Rental & Contract Hire
Direct Rental Group Ltd
Donnelly Fleet
Dorset Vehicle Rentals
Douglas Park BMW
Drivalia
Drive Car Hire
DriveElectric
Drivespeed Leasing Ltd
Dualdrive

EA Vehicle Rental
Eastern Rent A Van
Economy Hire (Southern) Ltd
Eden Garage
Electric Zoo
Elmo
Enterprise Rent A Car
Envirovan Ltd
Euro Self Drive Ltd
Eurohire Vehicle Rentals Ltd
Europcar Group UK Ltd
EV HIRE
Evans Halshaw
Evogo Ltd
Excel Vehicle Hire Ltd
Exclusive Vehicle Contracts Ltd
Executive Luxury Hire

Falcon Vehicle Solutions
Fareham Car Hire Ltd
FCA Automotive Services UK Ltd
Film Logistics Ltd
Firecracker Ltd
First Self Drive Ltd
Fisk Group Hire Ltd
Fiveways Municipal Hire Ltd
Fleet & Distribution Management Ltd
Fleet Assist Ltd
Fleet Dynamic
Fleet Efficiency Ltd
Fleet Evolution Ltd
Fleet Financial Ltd
Fleet Logistics
Fleetcare (PSCSM) Ltd
Fleetway Vehicle Rental
Flexible Vehicle Contracts Ltd
Fleximobility
Focus Vehicle Rental
FOD Mobility Group
Ford Fleet Management UK Limited
Fourways Self Drive
Fraikin Ltd
Free 2 Move Lease
Free2Move Rent
Freedom Rental Ltd
Frontline Leasing and Fleet Management Ltd
Frosty Hire & Sales Ltd
FVTH Self Drive
Fyna Vehicle Hire Ltd

Gallagher Car & Van Rentals Ltd
Gap Leasing
Gatwick Car & Van Rental
GBV Rentals
Gemini Ltd
Gilford Van Hire Ltd
GKL Leasing
GlenRental
Global Autocare Ltd
Go Explore (Scotland) Ltd
Go Plant Fleet Services
Goat Roadtrip Ltd
Government of Jersey (Fleet Management)
Green Motion Vehicle Rental
Grosvenor Contracts Leasing Ltd

H & H Van Hire Ltd
Halesowen Self Drive
Happy Hire
Harris Truck and Van Ltd
Herd Van Hire Ltd
Hertz Dream Collection
Hertz UK Ltd
Hexagon Leasing Ltd
Hills of Woodford Green
Hire Me Vehicle Rentals
Hireco TL Ltd
Hireway Vehicle Rental Ltd
Holmush Commercial Ltd
Howarth Bros Haulage Ltd
HSBC Equipment Finance (UK) Limited
Hyundai Finance, Kia Finance, Genesis Finance

ICR Leasing
Intack Self Drive Ltd
Intelligent Mobility Ltd
Invicta Lease

J & R Car & Van Hire Ltd
J P Vehicle Rentals
J S Vehicle Rental
J&B Ltd
J4R Ltd
JCT600 Vehicle Leasing Solutions Ltd
JJ Rentals
John Grose
Just Go Motorhomes
Just Vehicle Solutions

KDM Hire Ltd
Kendall Cars Ltd
Kenhire Ltd
Kens Garage
Keys Van Rentals (Nottingham)
Kindertons Accident Management
Kinto
Knights Van Hire

Landcruise Motorhome Hire
LC Vehicle Hire
LCH
LCVR
LeasePlan UK Ltd
Leasing Plus Ltd
Leasys UK Ltd
Leighton Drive Ltd
Les Liney Autos & Vehicle Hire Ltd
Lex Autolease
Lincoln Vehicle Hire
Lincs Van Hire Ltd
Lobster Van Hire Ltd
London Car Rentals
London Hire Ltd
Longmarsh Ltd
Lookers Leasing Ltd
Loughton Self Drive Ltd
Lowestoft Car Hire
Lucy and Ben's Motorhomes

M & A McManus
Maben Vehicle Hire
Mac's Truck (Rental Leasing) Ltd
Magna Accident Services Ltd
Manchester Car & Van Hire
Manchett's Car, Truck & Van Centre
Marshall Leasing
Mayday Vehicle Rentals
MC Rental Ltd
McRent (London)
Measham Self Drive
Meridian Vehicle Solutions Limited
Merlin Vehicle Rental Ltd
Midland Motorhomes Ltd
Miles & Miles Ltd
Minster Self Drive Ltd
Mobilize Financial Services
Mold Car Hire
Mon Motors Ford Rental
Moneyway Motor Finance and V12 Vehicle Finance
Montreal Prestige Ltd
Motability Operations Ltd
MV Commercial
MVH
Mylchreests Car Rental Limited
Myles Hire

N.L. Commercial Holdings Ltd
Network Vehicle Hire Ltd
New Horizon Campervan Hire
Newark Self-Drive Hire
Niche Motorhome Hire
Niche Vehicle Solutions Ltd
Norfolk Hire Ltd
North East Truck & Van Ltd
North500 Motorhomes
Northgate Vehicle Hire & Auxillis Services
Novuna

Ocean Trail
Octopus Electric Vehicles Ltd
Ogilvie Fleet Ltd

One Call Claims Limited
Onto
Otto Car Limited

Pace Van Hire
Palmer and Martin Vehicle Hire
Park Lane Self Drive Ltd
Parkhurst Self Drive Hire Ltd
Paull's Vehicle Rental
Pavilion Car Rental
Pearce Bros Auto Rentals Limited
Pembrokeshire Self Drive Hire
Pendragon Vehicle Management Ltd
Pentagon Motor Group
Performance Car Hire
Perrys Ford Rental
PFB Hire
PHVC Vehicle Management
Pitter Self Drive Ltd
Pivotal
Practical Car & Van Rental Ltd (HO)
Premier Rental
Premier Truck Hire Ltd
Premium Vehicle Solutions Ltd
Prestige Carriages Ltd
Prestige Contract Rental Ltd
Priory Rentals
Pro-Van Hire Ltd
Prohire Limited
Proximo Limited
PSD Vehicle Rental
PT Hire
Pure Leasing Ltd

QDrive Performance
Qualitas

Rabbits Vehicle Hire Ltd
Radius Vehicle Solutions Ltd
RB Hire Fleet
RBR Van Rental
Red Kite Vehicle Consultants Ltd
Red Lion Rental Limited
Redditch Vehicle Hire Ltd
Reflex Vehicle Hire
Refuse Vehicle Solutions Ltd
Regal Car Van & Truck Rental
& Buzzard Van Rental
Regulus Asset Management (UK) Ltd
Rent-A-Truck (UK) Ltd
Rent1lease1buy1.com
Rentafford Ltd
Rentals Direct Ltd
RentaVan 365
Research Garage Group
Ricky Fenby Hire
Riverside Truck Rental Ltd
Rivus Fleet Solutions
Roberts Transport Self Drive Hire Ltd
Robertson Self Drive
Rock
Rowewide
Royal Supercars
RSV Rentals
Runyourfleet.com
Ryder Ltd

S & J Self Drive Hire
Salford Van Hire Ltd
Sandbach Truck and Van Limited
Sandcliffe Motor Contracts
Sandwell Metropolitan Borough Council
Santander Consumer Contract Hire
Scania Truck Rental
Scenic Getaway & Big White Cube
Sefton Hire Ltd
Senior Vehicle Rental Ltd
Seymour Hire Ltd
SFS
SG Fleet Solutions UK Ltd
Sheffield Van Hire Ltd
Shelbourne Vehicle Rental
SHS Hire
Signature Car Hire/Signature Van Hire
Silcox Rentals
Simple Car Funding
Simple Self Drive Ltd
Sinclair Finance & Leasing Ltd
Sixt Rent A Car
Sixt Rent A Car Ltd (HO)
Skipton Self Drive Ltd
Sky Van Hire Ltd
Smart Platform Rental Ltd
Smarthire Vehicle Rental
SMV Rentals
Snap Car Hire
Snows Rental (Millbrook)
Sogo Mobility Ltd
Southern Self Drive
Spaceships Campervan
Spear Hire
Specialist Trailer Hire Ltd
Specialist Vehicle Hire
Specialist Vehicle Rental
Specialist Vehicle Solutions Ltd
Splend Ltd
St Albans Car & Van Hire
Stable Hire Ltd
Steve's Self Drive
Storage Factory
Struans Rentals
Summit Vans
Supervan Self Drive
Sutton Maddock Vehicle Rental Ltd
Swift Van Hire Ltd

TCH Leasing
Terminus Contract Hire
The Car & Van Rental Co Ltd
The Civilised Car Hire Company Ltd
The ICV group.
THE OUT
The Van Franchise Ltd
Thomas's Group (Birmingham) Ltd
Thrifty Car & Van Rental
Tipper Hire
TJS Self Drive
TMC Vehicle Hire
TonHire
Toomey Leasing Group Ltd
Total Fleet UK Ltd
Total Motion Limited
Translease Services Ltd
Trott Rentals
TSP Car & Van Hire / Robinson
Goss Car & Van Hire
Tusker

U Storeall Ltd
U-Drive Ltd
United Rental Group Ltd
Value Van Rental UK Ltd
Vanango Ltd
Vans GB
Vehicle Procurements Ltd
Vehicle Rental Services
Venson Automotive Solutions Ltd
Vic Young Rentals
Victoria Hire LLP
Vincent Vehicle Hire
Virtuo / Go Virtuo
VMS (Fleet Management) Ltd
Volkswagen Van Rental
Volvo Car Financial Services UK Ltd
Watts Van Hire
West Wallasey Fleethire Services
Westwood Motor Group
Wheels Van Hire Ltd
Wicked Campers Ltd
Wilson's Automobiles & Coachworks Ltd
Woodfield Facilities
Workshop Van Hire Ltd
Zenith
Zoocars Ltd

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
ACL Automotive Ltd
Active Fleet Management Ltd
Active Vehicle Consultants Ltd
Adept Vehicle Management
Advanced Vehicle Contracts Ltd
Advanced Vehicle Leasing (Stockton)
Alerion Leasing
Allcarleasing
Allied Vehicle Contracts
Alpha Contracts
Alpha Lease
Amber Car Leasing Ltd
AMG Autolease Ltd
AMT Contract Hire & Leasing Ltd
Anglo Scottish Asset Finance Limited
Any Car Group Ltd
Applewood Vehicle Finance Ltd
Applied Leasing Limited
ARH Vehicle Solutions
Ask 4 Leasing
Asset Finance Solutions (UK) Ltd
Auric Car Leasing
Autoebid
Autograph Contracts Ltd
Autohorn
Autoleasing.co.uk
AutoLyne
Automotive Scotland
Autoprourement Ltd
Avail Vehicle Contracts
AVC

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

C J Tafft Ltd
Caledonian Independent Leasing Ltd
Capital Fleet Solutions Ltd
Capital Vehicle Management Ltd
Car Lease Agent
Car Leasing Ltd
Car Leasing Made Simple
Car Leasing Solutions Ltd
Car4Leasing
Carisma Vehicle Solutions
Carlease (UK) Ltd
Carleasing-Online
Carparison Ltd
Cars & Vans Direct
Carsave Leasing Limited
Castle Minibus
CBVC Vehicle Management Ltd
CC Leasing
Central (UK) Vehicle Leasing Ltd
Central Contracts (SOT) Ltd
Chatsbrook Vehicle Leasing 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 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
Custom Vehicle Contracts Limited
Cute Club Limited
CVM
CVSL Ltd

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

E-Drive West Midlands Ltd
E-Van Leasing Limited
e-ve
Eastern Western Leasing
eCo-Lease Fleet Management
Ecofleet
Economy Leasing UK Ltd
EFL Vehicles Ltd
Eiger Vehicle Leasing
Elliott Jarvis Leasing Ltd
Ethos Asset Finance Ltd
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
Fleethbuyer
Fleethelpline
Fleetmate Ltd
Fleetprices.co.uk Ltd
Forces Cars Direct
Four Counties Leasing
Freedom Vehicle Contracts Ltd

Gateway2Lease
GB Vehicle Contracts
Genus Vehicle Solutions (Stirling) Ltd
Global Vans
Glynns Vehicle Contracts
Go Leasing Limited
GoFor Finance Limited
Greenfleets Ltd
Gridserve
GWA (UK) Ltd

H N Vehicles Ltd
Harmoto Vehicle Leasing Limited
Hardenpan Vans
Hills Contracts
Hippo Vehicle Solutions Ltd
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
Igovans Ltd
Intelligent Car Leasing
IVL Innovation Leasing UK Ltd

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
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
Listers Group Limited
Loaded Car Leasing
Local Lease Limited
Logical Vehicle Management Ltd
Lookers Personal Leasing
Love Electric Financial Services Ltd
LVC Central Ltd
LVM

M W Vehicle Contracts
M1 Auto Lease
MAF Vehicle Management
Mann Island Finance Ltd
Maxi-Lease
Mercedes-Benz South West
Meridian Finance Partners Limited
Middlewood Solutions
Midlands Car & Van Leasing Ltd
Milease UK Ltd
Millhouse Leasing
Motion Vehicles
Motor Depot Ltd
Motor Select
MotorAid Ltd
Motorfinty 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 Leasing Company LLP
New Cars Online
New Vehicle Solutions Ltd
Newgate Motoring Solutions Ltd
NextGen Vehicle Leasing Ltd

Octane Vehicle Leasing Ltd
Octopus Electric Vehicles Ltd
OSV & Vehicle to Lease
OVL Group Ltd

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

Radar Finance and Leasing Ltd
Radius Vehicle Solutions Ltd
Ray Chapman Motors
RB Associates
Ready2Lease Ltd
Red Kite Leasing Limited
Reliance Vehicle Management Ltd
Renescence Vehicle Leasing Ltd
Rent1lease1buy1.com
RGW Vehicle Contracts Ltd
Richard Lawson (Autoecosse) Limited
Ringways Hire and Leasing Ltd
Rivervale Contract Hire & Leasing
Roy Wood Transits Ltd
RV Leasing

Sabre Motor Company Limited
Sagitta Automotive Ltd
Select Car Leasing
Sherwood Car and Van Leasing Ltd
Shire Leasing Plc
Silverstone Leasing
Silverstone Vehicle Management Ltd
Simple Leasing Ltd
Simply-Leasing
Skyfleet Ltd
Smart Leasing
Smarter Leasing Limited
Stellar Vehicle Leasing
Sterling Motors
Sterling Vehicles Limited
Stoneacre Leasing
Summit Vans
Synergy Car Leasing

Tamar UK Finance Ltd
Tate Leasing and Contracts
The Car Network Ltd
The Electric Car Scheme
The LCV Group
The Vehicle Leasing Expert
Think Auto Leasing
Think Vans
Tilsun Leasing
Time Finance
Total Motion Limited
Traction Finance
Trio Leasing Ltd
Troika Vehicle Leasing Ltd
Tyson Cooper Ltd

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

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

Weev
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

Xcelerate Leasing Ltd
XLCR Vehicle Management Ltd

Yellow Car Shop
Yes Lease Ltd
Yorkshire Fleet Management Ltd
Yorkshire Vehicle Finance Ltd
Your New Car 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
CarTrawler
City Transport Solutions Ltd
Compello

Nexus Vehicle Rental
Yello Car Hire Ltd
Zest Car Rental

Fourways Vehicle Solutions Ltd

MEMBERSHIP AS AT 30 NOVEMBER 2022

Fleet Operator Members

Companies who are own-account fleet operators

Centrica Plc
Openreach Ltd
Royal Mail Fleet

Car Club Members

Ubeego UK Ltd
Zipcar UK Ltd

MEMBERSHIP AS AT 30 NOVEMBER 2022

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
Aldermore Bank plc
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
Assured Group Ltd
Aston Barclay Ltd
Aston Lark Self Drive
ATG
Audi UK
Australian Finance Industry Association
Auto Trader Limited
Autoclenz 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
Carwow
Caura Limited
ChipsAway International
Clifford James Consultants Limited
Coastr
Compleo Charging Solutions UK
Consumer Credit Trade Association
Copart UK Ltd
Cox Automotive UK

Daloop
Dayinsure.com Ltd
Debt Recovery Plus Limited
DEKRA Automotive Limited
DMN Logistics Ltd
Drax Electric Vehicles
Drive Software Solutions Ltd
Driver Verification Services Ltd

Ebbon Group
Engage
Epyx Ltd
Experian Ltd

Ferris
Finance & Leasing Association
Fleetcor
Fleetprocure Ltd
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

Henshin Group Ltd
HGL
Hired Van Cover
Honda UK
Hudson Kapel
Hyundai Motor UK Ltd

i247 Group
IMS (Insurance & Mobility Solutions)
Inchcape Retail Limited
Investec Asset Finance plc
Isuzu UK & Subaru UK
IT Fleet Automotive Ltd
Iveco Ltd

Jaama Ltd
Jensten Insurance Brokers Ltd
JPC Asset Management Limited

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
Macro Infotech Limited
Man Truck & Bus UK Ltd
Masternaut Limited
Matrix iQ
Mercedes-Benz Cars UK Ltd
Merthyr Motor Auctions
MG Motor UK Limited
Moneypenny
Motor Auction Group
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

Ohme Operations UK Ltd

Peak Collections Ltd
Premia Solutions Limited
Product Partnerships Limited
Prohire Software 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
Sharp IT Services
Shoosmiths LLP
Shoreham Vehicle Auctions
Skoda
Society of Motor Manufacturers & Traders Ltd
Sofico
Solifi (UK) Ltd
SSE Enterprise
Stellantis
Suzuki GB Plc
Synectics Solutions Ltd
SYNETIQ Limited

Taranto Systems Limited
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
Transfer 360 Limited
TVL Security

V Group International
Vehicle Leasing Association of Ireland
Virgin Money
Volkswagen (UK) Ltd
Volvo Car UK Ltd

Wagonex Limited
Webfleet Solutions
Woodside Motorfreight Ltd

Zeti

MEMBERSHIP AS AT 30 NOVEMBER 2022



Employer of choice

The strength of the association and services it provides is in the quality of its team. A such, the BVRLA places value in being a great place to work and includes building internal capabilities as an integral part of the Three-Year Business Plan.

What it means to work at the BVRLA was further defined in 2022 with the development of the association's values. Designed to complement the external Vision, Mission, and Purpose statements, the four values outline what it means to work at the BVRLA and what the team stands for.

As well as giving the team a universal focus, they help to guide the individual Personal Development Plans developed for every colleague. The targeted plans allow each team member to grow at a pace and in a direction that works for them, while building the association's capabilities too.

The BVRLA team...

- ... is **Passionate** about our work
- ... **Anticipates** change
- ... **Collaborates** as a team
- ... **Embraces** fairness & transparency

The team has a great understanding of challenges in our industry, with a comprehensive set of experts.

2022 Member Survey

Each year the team takes part in the Employee Engagement Review, using the internationally recognised Gallup Q12 survey. The results explore how the BVRLA is performing when it comes to factors such as personal development, colleague engagement and job satisfaction. In 2022, key feedback from the team praised the association for the collaborative approach adopted by all departments. The team's commitment to meet member needs and raise standards was another common theme, as was the overall ambition of the BVRLA.

Every interaction I have with the BVRLA is really positive. The people are so passionate to serve their members and they do this very well.

2022 Member Survey

The BVRLA Team



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