



## 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 are responsible for a combined fleet of over five million cars, vans and trucks on UK roads, that's 1-in-8 cars, 1-in-5 vans and 1-in-5 trucks. 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 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.

On behalf of its 980+ 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.

*BVRLA members have the cleanest vehicle fleet on the road*

100% of members' rental cars and 96% of lease cars are Clean Air Zone compliant, compared to 62% of the total UK car fleet.

2019 BVRLA Sustainability Credentials

# 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.



**Nina Bell**  
Chairwoman

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

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



**Nick Brownrigg**  
Vice Chairman

Nick joined Alphabet (GB) Limited as Chief Executive Officer in July 2016, having previously been CEO of the pre-owned Vehicle Division for Abdul Latif Jameel, the largest automotive group in the Middle East.

A qualified Automotive Production Engineer, Nick has extensive automotive and financial services sector experience and has held leadership positions within the UK and international leasing industry.

He has fulfilled many senior positions including several UK, pan-European and global CEO positions for Ally Financial Inc, previously GMAC and Masterlease Group.



**Brian Back**

- Brian Back** BVRLA Honorary Treasurer
- David Hosking** Tuskerdirect
- Ed Cowell** Fraikin
- Gary Smith** Europcar Group UK
- Henry Brace** BT Fleet Solutions
- Jon Lawes** Hitachi Capital Vehicle Solutions
- Khaled Shahbo** Enterprise Rent-A-Car
- Margaret Speirs** Arnold Clark Car & Van Rental
- Martin Brown** Fleet Alliance
- Miguel Cabaca** Arval UK
- Neal Francis** Pendragon Vehicle Management
- Peter Cakebread** Marshall Leasing
- Peter Collins** MAN Financial Services
- Richard Davies** Hertz UK
- Tim Buchan** Zenith

The BVRLA presented its first *Freddie Aldous Lifetime Achievement Award* at this year's Annual Dinner, recognising the contribution of BVRLA Honorary Treasurer, **Brian Back**.

Brian has held leadership positions in some of the industry's most successful companies, chaired numerous BVRLA committees and spent more than 20 years on the BVRLA Board.

The award was presented in honour of the support and leadership Brian has shown within the BVRLA over the years. Brian has provided wise counsel to BVRLA Chief Executives at some of the most pivotal moments in the association's 52-year history.

# Chairwoman's Comment

**2019 has been a year of continuing uncertainty for the vehicle rental and leasing industry. As our members diversify their business models to adapt to the ever-changing world of mobility, your association has continued to focus on strengthening our industry's reputation and ensuring we have a strong voice with government policymakers.**

Brexit, regulation, environmental matters, taxation and technology were the top 5 most important issues identified by members in our annual Member Survey and will drive our policy agenda for 2020.

The 2019 *Fleet Sustainability Credentials* report confirmed that our members have the lowest polluting vehicles on the road. Responsible for over five million vehicles, BVRLA members are registering around half of all new vehicles and a third of all new electric and plug-in hybrid vehicles., demonstrating that our industry is already leading the shift to cleaner transport. The team at the BVRLA has worked hard this year to educate policymakers about the importance of the vehicle rental and leasing industry in helping to deliver the UK's zero-emission ambitions.

What has been evident in 2019 is that your association is opening more doors in the corridors of power than ever before, and importantly our collective voice is being heard.

Ensuring that policymakers understand that fleets require a supportive tax regime to help deliver environmental goals has been challenging as fiscal and environmental policies are often not aligned. The BVRLA has continued to lobby on this issue and earlier this year HM Treasury acknowledged the value of the company car market, announcing a freeze on company car tax and a 0% rate for zero emission vehicles. A welcome boost for fleets and a positive endorsement of our sector.

2019 saw the association open its membership to Fleet Operators, further strengthening the association's industry representation. Big named brands including the Royal Mail have already joined us and I look forward to seeing more fleet-owned operators joining the BVRLA family in the coming year.

Your association has also been adapting to deliver a wider service offering to support members.


The governance programme introduced a new Flexi rent audit to support those who are offering long-term rentals and are subject to FCA regulation.

The range of e-learning modules has been expanded, new training courses have been delivered, an annual leasing broker conference has been introduced and new communication channels have been launched.

This year's *Annual Review* provides a great overview of the association's achievements during 2019. Looking back over the year these successes have been underpinned by the commitment from all those in the BVRLA family to work collaboratively with each other as well as with partners, policymakers and other influencers to protect the interest of our industry.

I am delighted that we end the year with our membership numbers exceeding the one-thousand mark, demonstrating that your association continues to go from strength to strength, even in the face of so much uncertainty.

We thank you for your support and look forward to continuing our work together in 2020.



**Nina Bell,**  
BVRLA Chairwoman

# Chief Executive's Foreword

**Looking back at 2019, it has been a year of increased diversity and collaboration at the BVRLA.**

Our membership has grown more diverse this year as we welcomed fleet operators into the association for the first time. This has further strengthened our position as the leading independent voice of the fleet industry and contributed to BVRLA membership increasing beyond the one thousand milestone.

BVRLA members' businesses have also continued to diversify during the year as their business models have adapted to offer a broader range of mobility services. The lines between rental, leasing and commercial vehicle members continue to blur as they expand their range of services.

The association continues to attract firms of all sizes, with over 600 small and medium-sized businesses now in membership.

I am delighted to say that the BVRLA board is now also more diverse, more effectively representing its members. For the first time ever, we now have a longstanding member of the Leasing Broker Committee representing the leasing broker sector on the board, acknowledging the importance of this growing sector and its contribution to the industry.

The BVRLA also welcomed Nina Bell as its first-ever Chairwoman this year. The first in the association's 52-year history acts as a spur to see more women pursuing a career in our industry at every level.

Collaboration has also been a strong theme running through many of the association's achievements during 2019.

This year has seen the BVRLA gain unprecedented levels of access to government ministers and policymakers, regularly engaging with HM Treasury, Department for Transport, BEIS and Downing Street officials to emphasise the importance of getting the tax system right and explain why our industry can be a key partner to delivering the UK's zero-emission goals.

With Brexit dominating the agenda, the BVRLA has been relentless in its attempts to remind policymakers that there are other urgent issues that also need to be prioritised by government. We were the only trade body lobbying the government on the impact that the new WLTP emissions standard would have on company car tax. Our campaign mobilised the whole fleet sector and in July we were delighted to see the government's decision to freeze company car tax and introduce a 0% rate for zero emission vehicles. This move will benefit just under a million company car drivers.

This year's Summer Parliamentary Reception attracted record numbers of guests including 50 parliamentarians and two government Ministers who joined over 150 members in a show of support for our policy recommendations in support of government's emission targets.

A great example of collaboration came in November 2019, when the Department for Transport signed an agreement with the BVRLA to act as the approved partner to monitor and assess compliance against its *Rental Vehicle Security Scheme*. The BVRLA also played a leading role in developing

this scheme demonstrating that the industry is determined to take a front-foot approach to tackling the threat of vehicle terrorism.

The BVRLA has also collaborated more closely with the Financial Ombudsman Service and the Financial Conduct Authority this year. The FCA addressed members at the association's first-ever Leasing Broker Conference in May and also attended the Leasing Broker Committee in November.

By working more closely with the regulators, we are in a stronger position to get our voice heard by those reviewing regulations and are better placed to support FCA-regulated members.

There have been many collaborations during 2019 and all have gone some way towards helping to support the sectors we represent.

I would like to thank our members, the BVRLA team and our many partners for their efforts this year and look forward to continuing our work in 2020.

Thank you for your support.

**Gerry Keaney,  
Chief Executive**





# The Value of Membership

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

From small and medium-sized businesses to large PLCs, the BVRLA welcomes all those who are committed to delivering excellence and during 2019 the association reached the milestone of having over one thousand organisations in membership.



## Industry Representation

The BVRLA works with members, partners and advocates to actively lobby policymakers and regulators in the best interest of the industry, mitigating the risk of over-regulation, anti-competitive behaviour or detrimental policymaking that could adversely affect the vehicle rental, leasing and fleet sectors.



## Developing Skills

Via a combination of free and paid-for webinars, e-learning modules, guidance documents, training courses, forums, seminars and conferences, the BVRLA helps members to develop skills across their organisations, building capability and driving high standards of service.



## 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, weekly email updates, daily social media posts and regular face-to-face engagement opportunities.



## Dispute Resolution

Since 2016, the BVRLA has provided a government-approved Alternative Dispute Resolution Service (ADR) giving added reassurance to members and their customers that they have somewhere to go should they find themselves unable to satisfactorily resolve a dispute directly.



## 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 who is subject to regular inspection and adheres to the BVRLA's mandatory Code of Conduct.

**61%** of members have seen an increase in the breadth of resources and degree of support they have received from the BVRLA

2019 Member Survey

# 1,007

active memberships  
in the BVRLA family\*



## 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.



## Get involved...

To find out more about joining the BVRLA family, contact [membership@bvrla.co.uk](mailto:membership@bvrla.co.uk).

“As a new member, the BVRLA has been extremely helpful and assisted us at every step.”

2019 Member Survey

## Your Association



### Fleet Operator Membership category launched in 2019

As of the 1 January 2019, Fleet Operators became eligible to join the BVRLA.

Big brand names including Centrica Plc, Openreach and Royal Mail Fleet have been amongst the first to join as BVRLA Fleet Operator members.

The BVRLA has been representing the fleet sector for over 50 years and members, along with the support of the board, agreed that it was a natural organic evolution to invite fleet operators to join the BVRLA family.

“By representing car, van and truck fleet operators, we are in a unique position to strengthen our industry representation, provide deeper industry insights and be a louder voice of influence when protecting the interests of the fleet sector.”

BVRLA Chief Executive, Gerry Keaney



\*Figures as at 26 November 2019

# Members' Views

The 2019 Annual Members Survey canvassed the opinions of over 5,000 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.



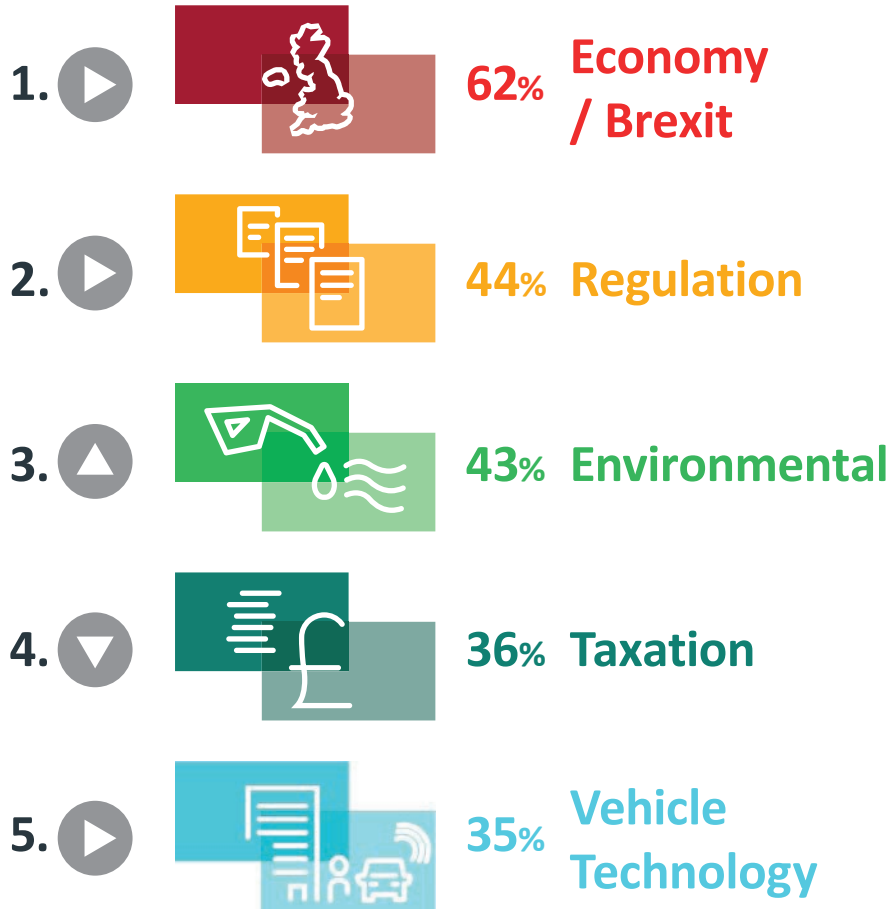
“80% see a greater value in making customers aware that they are BVRLA members and are proud to be part of the association.”

**78%**  
are satisfied with  
the BVRLA  
2019 Member Survey



## Top 5 important issues

What members consider to be the TOP 5 policy areas for the BVRLA to focus on in 2020:



Data source: 2019 Member Survey

## The Value of Membership

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



# Government Engagement

The BVRLA has been actively campaigning the UK government on behalf of the industry to ensure that regulation and legislation affecting members is fair and supportive of commercial growth.

During 2019 the BVRLA has had unprecedented levels of access to government officials at Downing Street and HM Treasury, whilst maintaining strong relationships across other departments including the Department for Transport, BEIS and DEFRA.

The association has also further strengthened its relationship with regulators this year.

## Working with Regulators

### Financial Ombudsman Service

The BVRLA has held quarterly meetings with the Financial Ombudsman Service (FOS) during 2019, reviewing trends in complaints and discussing any areas of concern raised by members.

These meetings have resulted in a workshop being held with members and senior case handlers at FOS, helping to increase awareness of the BVRLA Fair Wear and Tear standard within FOS. Since then FOS case handlers have been contacting the BVRLA dispute resolution team seeking a second opinion on photographs relating to damage.

### Financial Conduct Authority

The BVRLA has met with Financial Conduct Authority (FCA) officials on several occasions during 2019 to highlight the BVRLA's governance work and to understand the next steps following the motor finance review.

This has resulted in the BVRLA getting useful insights on the day the consultation was launched on the banning of certain commission arrangements and having the FCA present at the Leasing Broker Committee so brokers and funders could hear first-hand what these changes mean.

An FCA official specialising in *Senior Managers & Certification Regime* also presented at the BVRLA Leasing Broker Conference in May, sharing information about the importance of preparing for the regime change.



### Top 3 most campaigned policy areas during 2019:

-  **Taxation**
-  **Air Quality**
-  **Future Mobility**

90% of members say that the BVRLA does well at representing the voice of the industry.

2019 Member Survey

73%

of members agree that the BVRLA has developed stronger relationships with government and regulators and appears to be more influential.

2019 Member Survey



## Security



### Rental Vehicle Security Scheme

In November 2019 the Department for Transport signed an agreement with the BVRLA to act as an approved partner to monitor and assess compliance against its Rental Vehicle Security Scheme.

Government introduced the voluntary scheme in 2018 to help mitigate the risk of vehicle terrorism following a spate of attacks in 2017 where vehicles were used as weapons.

In its 2018 National Counter-Terrorism Strategy, the UK Government outlined its commitment to working with the vehicle rental sector on measures to improve counter-terrorism security and during the past two years, the BVRLA has led the sector's response.

The has incorporated the scheme's requirements into the association's mandatory Code of Conduct and as of 1 January 2020, its 450+ rental and commercial vehicle member organisations will automatically be part of the scheme.

“ It is critical that businesses across the UK are vigilant when it comes to matters of security, and this vital scheme plays an important part. By making sure rental firms do proper checks on customers, we can reduce the risk of vehicles being used to cause harm. I'd like to thank the sector for everything they are doing. ”



Transport Parliamentary Under Secretary of State, Baroness Vere.  
November 2019

# 115

meetings with Ministers, MPs, Officials, Special Advisers and regulators during 2019.



# 2019 Parliamentary Reception

The BVRLA's Summer Parliamentary Reception held in June at the House of Commons was attended by over 200 guests, making it the biggest Parliamentary event ever hosted by the BVRLA.

Guests included one hundred BVRLA members, two government ministers, three shadow ministers, the chair of the BEIS Select Committee, 18 Select Committee members, three shadow spokespeople and three Peers, as well as other guests and officials.

The BVRLA used the event to launch its *Road to Zero Report Card*, which provides a comprehensive analysis of the Government's progress towards its Road to Zero targets and makes recommendations for how policymakers can accelerate progress.

Whilst at the reception, MPs and Peers added their names in support of the BVRLA's recommendations and many publicised their support via their own communication channels.



“The 2019 event is the biggest Parliamentary event that we have ever held. It's been a fantastic event for members and great to see so many representatives from government supporting our recommendations.”

BVRLA Chief Executive Gerry Keaney

“The Government cannot deliver a zero-emission future for the UK alone. The vehicle rental, leasing and fleet industry is a vital partner in mobilising the sort of behaviour change needed to deliver a cleaner, greener road transport system, and I look forward to working with the BVRLA to help achieve our ambitions.”



Andrew Stephenson MP,  
Parliamentary Under  
Secretary of State,  
Department for Business,  
Energy and Industrial  
Strategy. June 2019

50

Parliamentarians  
supported the BVRLA  
recommendations



**BVRLA**

We call on the Government to help supercharge the fleet sector's uptake of electric vehicles by:

- Providing a five-year fiscal roadmap for future EV-related taxes and incentives
- Setting a national quota for EV registrations that ramps up between now and 2030
- Committing to mandate universal methods of charging

**BVRLA**

We call on the Government to help supercharge the fleet sector's uptake of electric vehicles by:

- Providing a five-year fiscal roadmap for future EV-related taxes and incentives



**News**  
8 hrs ago

**Alyn and Deeside MP calls on the Government to speed up progress towards zero emissions**

By Steve Craddock | @steveleaderlive  
Chief Reporter



- Most read**
- 1 Wrexham man banned from all pubs in four counties after 'unprovoked' headbutt attacks
  - 2 Mayor of Wrexham calls for more time to discuss potential

**Philip Dunne MP**  
Member of Parliament for Ludlow

Home About Philip Ludlow Parliament News Gallery

**ROAD TO ZERO**  
22nd July 2019

This week Philip Dunne, MP for Ludlow, added his support for the British Vehicle Rental and Leasing Association's (BVRLA) Road to Zero Report Card.

Recent analysis by the BVRLA shows that issues with taxation, charge point infrastructure and vehicle supply are putting the brakes on UK electric vehicle registrations.

The BVRLA represent fleets that own or operate nearly five million cars and vans.

Philip Dunne MP stated:

"This Report Card demonstrates that the Government is behind on the targets it set itself in the Road to Zero Strategy. If the Government wants to have any chance of keeping its net promise to become 'net zero' by 2050, more action needs to be taken." "We can't wait years for further action, people in Shropshire need the Government to act now to show them how seriously it takes their air and reducing emissions."

"The vehicle leasing, rental and car club sector offers the fastest way to get new clean cars on the road, but the right incentives and infrastructure need to be in place."

**STEPHEN METCALFE CALLS ON GOVERNMENT TO SUPERCHARGE THE ROAD TO ZERO**

Head of Fleet at Day on Thursday 20th June 2019 Stephen Metcalfe MP for South Shropshire and East Herefordshire welcomed the British Vehicle Rental and Leasing Association's (BVRLA) Road to Zero Report Card today in Parliament.

The report presented evidence that issues with taxation, charge point infrastructure and vehicle supply are putting the brakes on UK electric vehicle registrations.

The BVRLA represent fleets that own or operate nearly five million cars and vans.

Stephen Metcalfe MP particularly welcomed in electric vehicles and said: "I am pleased the Government continued to work towards the targets it set itself in the Road to Zero Strategy. We need to have a chance of keeping our promise to reach net zero by 2050."

Stephen Metcalfe MP  
Lin Plunkett MP  
Alex Sobel MP  
Rachel Peeres MP  
Mah Tai MP

**200** guests  
including **2** Ministers

Lin Plunkett MP  
Alex Sobel MP  
Rachel Peeres MP  
Mah Tai MP

**BVRLA ANNUAL REVIEW 2019**

We call on the Government to help supercharge the fleet sector's uptake of electric vehicles by:

- Providing a five-year fiscal roadmap for future EV-related taxes and incentives
- Setting a national quota for EV registrations that ramps up between now and 2030
- Committing to mandate universal methods of charging



# Partner Engagement

During 2019 the BVRLA has worked with a wide variety of partners to help deliver the association's work.

Working closely with public affairs specialists and research agencies has helped to boost internal capabilities and bring a third-party perspective to strengthen lobbying activities.

This year, the association also built stronger relationships with a wider range of third-party organisations who support some of our major policy asks, aligning their lobbying activity to ours.

**147**  
meetings with  
private companies,  
environmental  
campaign groups  
and other trade  
associations  
during 2019

## Research & Insight



### Working with specialist research agencies

The BVRLA continued to invest in research during 2019, working in partnership with external specialist research, environmental and econometric consultancies as well as conducting in-house activity to develop deeper industry insight.

“Providing independently sourced data gives BVRLA evidence an increased level of credibility with policymakers.”

BVRLA Research & Insight Manager, Phil Garthside



The BVRLA has also continued to work with many advertisers and sponsors during 2019, who provide much-valued support to the BVRLA.

Member organisations from across all categories of membership, as well as non-member organisations, see great value in being associated with the BVRLA brand.

**70%** agree that it is important to have access to advertising and sponsorship opportunities.

2019 Associate Members Survey

## New Brand Partnership Opportunities

**BVRLA**

In November 2019 the association introduced a new *Brand Partnership* offering to provide digital advertising, sponsorship and thought leadership opportunities.

Having launched a new website, a new blog channel and introduced a new industry conference, 2019 has provided the opportunity to introduce a broader, more flexible brand partnership offering which takes full advantage of all the BVRLA's communication platforms.

With options priced to suit all budgets, businesses of all sizes can be a BVRLA Brand Partner and connect with key decision makers in the vehicle rental, leasing and fleet industry.



“Logos and branding were spot on and I am very happy with everything. A job well done.”

MS Automotive, sponsors of 2019 Annual Dinner

“The BVRLA is the perfect platform to showcase Trakm8's Connectedcare solution to its membership. Since joining the BVRLA there has been an increasing demand from leasing companies for Trakm8's Connectedcare vehicle health platform.”

Trakm8, exhibitor at 2019 Future Mobility Congress



# Working Groups

During 2019, the BVRLA hosted eleven different working groups, providing specialists from across member organisations with the opportunity to come together to discuss particular issues affecting the industry.

Specialists from a cross-section of member organisations took part in one or more of the BVRLA's Working Groups, focussing on business-critical issues relating to:

- > **Brexit**
- > **Compliance**
- > **Connected Vehicles & Data**
- > **Customer Service**
- > **Electric Vehicles**
- > **Fleet Operator**
- > **Future Mobility**
- > **Parking**
- > **Public Affairs**
- > **Tax Advisory**
- > **WLTP for Vans**

## Taxation

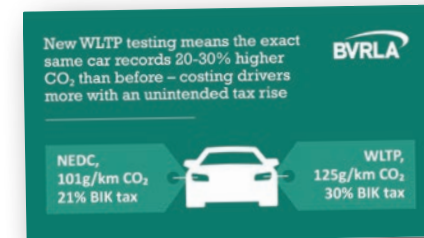


### Taxation Working Group: WLTP campaign

Following the launch of the government's *WLTP and Vehicle Taxes Consultation* launched in January 2019, the BVRLA's Taxation Working Group set to work on planning the association's response.

As the only trade body lobbying the government on the impact that the new WLTP emissions standard would have on company car tax, the BVRLA developed a campaign which mobilised the whole fleet sector.

60% of all HM Treasury's consultation responses came through the BVRLA and a series of meetings were held with officials at Downing Street, HM Treasury, BEIS and Department for Transport. There were also ten written Parliamentary Questions tabled on behalf of the BVRLA.



In July, the BVRLA was delighted to welcome the government's announcement to freeze company car tax and introduce a 0% rate for zero emission vehicles. This was a huge boost for the fleet sector, benefiting just under a million company car drivers.

The Tax Advisory Working Group, which comprises members from across all sectors were instrumental in steering the WLTP campaign, providing data, informing messaging and leading the direction of the campaign.



# Forums

BVRLA forums provide the perfect networking opportunity for industry practitioners and the chance to hear first-hand expert commentary on a range of specialist subjects.

During 2019 the BVRLA held three Technical and Operational Management Forums and three Residual Values and Remarketing Forums.

The TOM Forums are designed to encourage discussion and debate issues surrounding whole life costs of vehicles on members' fleets.

The RVR Forums embrace the many aspects of determining residual value risk, including pre-procurement, best practice in vehicle collection and vehicle resale.

**328** members attended one or more BVRLA Forums in 2019

“The TOM Forum was a great educational day in learning more about electric vehicles, now and in the future.”

Geoff Bell, IMI Assessor. February 2019

Jaguar Land Rover, PSA Group, Thatcham, Copart, BCA and Aston Barclay all hosted a BVRLA Forum in 2019.



## Vehicle operator ACE Challenges (2)

- A Automated**
  - Confusion over capability and function – usage?
  - Driver Over-reliance
- C Connected**
  - Over-the-air updates
  - Cyber threats and ransomware crime
  - Non-OEM software performance factors
- E Electric**
  - Range anxiety
  - Charging infrastructure

“I enjoyed the wide variation of discussion topics and learned a lot.”

Bob Grant, Free2Move Lease.  
November 2019

# Communications

During 2019 the BVRLA expanded its communication capabilities, increasing the team, launching a new website and introducing a range of new communication channels.

The focus has been to build reach and increase engagement across a broader range of channels when communicating with members, industry colleagues and other media and policy influencers.

## Media & PR

The BVRLA has often led the news agenda, building awareness of, and advocacy for, the association's lobbying work as well as promoting the benefits of using a BVRLA member.

### Top 5 Most popular press releases during 2019:

1. It's time to shift gear on motoring tax
2. Top Tips for car rental
3. Drivers urged to think ahead when driving abroad
4. Treat fleets fairly or risk derailing the Road to Zero
5. Government's Road to Zero Strategy is falling short

# 36

press releases and byline articles issued during 2019

Figures as at 26 November 2019

## Corporate Communications

BVRLA News is the quarterly newsletter published online via the BVRLA website and on some of the association's larger member organisations' intranets. During 2019, the association also started to send printed copies to over 500 small and medium-sized member organisations.

This 16-page publication helps to keep members and their employees informed of all the latest news and highlights from the association.

### The BVRLA also produces three annual corporate publications:

The *Annual Review* provides an overview of the association's deliverables at the year-end.

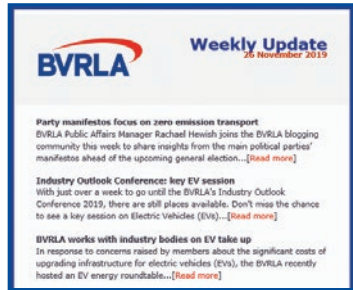
The *Annual Report* publishes the association's statutory financial statement.

The *Business Plan* sets out the association's strategic priorities for the year ahead.



## Digital Communications

The *Weekly Update* is published every Tuesday to keep members informed of any news, developments and regulatory changes affecting the industry, as well as the latest news on the association's activities.



**473** individual news stories published in *Weekly Updates* during 2019

**91%** of members say that *Weekly Update* is effective at keeping them updated

2019 Member Survey

The BVRLA's new improved website has been delivering much greater value in 2019, by not only being a repository for a wealth of information useful to members and their customers, but also by delivering digitalised business processes that previously relied upon manual intervention.

New eCommerce capabilities are making it easier for members to do business with the BVRLA. Booking training, ordering event tickets or updating data records and managing communication preferences are only a few of the functions benefitting members.

**15,000** average weekly page views

Most popular referral sites to [bvrla.co.uk](http://bvrla.co.uk) during 2019:

1. Gov.uk
2. LinkedIn

## Social Communications

By introducing a new approach to social media, the BVRLA has seen significant improvements in 2019, growing followers and engagement levels, particularly across LinkedIn and Twitter.

 **4,555** BVRLA LinkedIn followers, up **80%**

 **3,311** BVRLA Twitter followers, up **11%**



**76%** agree that the website is easy to use

## New Communications Channels



### The BVRLA Blog

In 2019 the BVRLA launched the *BVRLA Blog* to provide a platform for members, partners and industry experts to share knowledge, views and opinions on a range of topics of interest to the vehicle rental, leasing and fleet industry.

29 individuals have joined the BVRLA blogging community so far including business leaders, government officials, law enforcement officers and experts from across the industry, often promoting the BVRLA Blog via their own channels, further promoting the BVRLA brand.



**29** BVRLA Blogs have attracted **over 19,000** reads during 2019

### Communication Toolkit

In 2019 the BVRLA introduced the *Communications Toolkit* to provide members with a suite of free-to-access digital, social and print resources to support their own communications relating to a range of topics.

5 Toolkits have been launched to date including *Taking a Vehicle Abroad*, *Top Tips for Renting a Vehicle* and the *BVRLA CAZ Map*.



# Key annual events...

Around 450 industry leaders convened at this year's annual conferences to hear expert views and opinion on a range of subjects affecting the industry.

The BVRLA also hosted its first-ever Leasing Broker Conference, adding to the stable of the association's flagship events taking place annually. In addition, almost 900 guests attended the association's Annual Dinner and a record number of Parliamentarians joined 200 guests at the Summer Parliamentary Reception.

## MARCH

### Annual Dinner

873 tickets sold for the association's Annual Dinner. The industry's most illustrious social gathering was a huge success, with guests enjoying the London Hilton's fantastic food – whilst stand-up comedian Al Murray kept everyone entertained.

## MAY

### Leasing Broker Conference

Over 160 BVRLA leasing broker members, speakers and guests attended the association's first-ever dedicated Leasing Broker Conference. The event hosted in London featured a line-up of expert speakers focusing on topics relating to compliance and business development matters.

“The Leasing Broker Conference 2019 was first class.”

2019 Member Survey

## JUNE

### Parliamentary Reception

Over 200 BVRLA members, guests and parliamentarians attended this year's Summer Reception at the House of Commons. The event saw the association launch its 'Road to Zero Report Card', which evaluated the government's progress against its Road to Zero strategy and made recommendations for accelerating progress.

## JULY

### Future Mobility Congress

Replacing the Fleet Technology Congress, the Future Mobility Congress was introduced in 2019 to reflect the changes within the future transport landscape that go beyond data and technology. This new focus also reflects the increased focus on Mobility as a Service (MaaS) and other innovations driving future mobility.

“The best BVRLA Dinner I've been to yet, such a good night with quality team members, clients and industry friends - old and new.”



**DECEMBER**

## Industry Outlook Conference

Keeping an eye on the year ahead, industry experts shared their views on what they consider will be the hot topics affecting the industry in the year ahead. Presentations, panel debates, breakaway discussions and networking with industry colleagues form part of the day.

“ I have to say all speakers were excellent leaving me with a strong impression that much was going on behind the scenes at the BVRLA to assist the industry. This was the first BVRLA event I have attended and was very impressed. ”

### Get involved...

To find out more about how you can attend, sponsor, exhibit or speak at a BVRLA event, contact [events@bvrla.co.uk](mailto:events@bvrla.co.uk).



# Professional Development

The BVRLA further enhanced its professional development offering during 2019, adding new e-learning modules, introducing new training courses and hosting more webinars.

By having access to a more flexible, accessible and tailored professional development offering, BVRLA members have responded in record numbers during 2019 with more individuals than ever before taking advantage of the range of learning opportunities available.

Via a combination of free and paid-for webinars, e-learning modules, guidance documents, training courses, forums, seminars and conferences, the BVRLA encourages members to promote a culture of continuous professional development to build capability, raise standards and support compliance.

**99%** of members attending a BVRLA training course say it delivered value.

2019 Member Survey

“ We gained an enormous amount of tips and great ideas from the day. ”

**61** BVRLA training courses delivered during 2019.



**3,567**

individuals received formal training either online or face-to-face during 2019



A group of BVRLA members proudly displaying their training certificates.

**94%** of members consider access to professional development and events to be important and think the BVRLA delivers this well.

2019 Member Survey

During 2019, the BVRLA ran 9 webinars covering a range of subjects including Brexit, motor finance, risk management, Fair Wear and Tear, Clean Air Zones, VE103Bs, Rental Vehicle Security Scheme, VAT on PCPs and the FCA's Senior Managers & Certification Regime.

**1,031** individuals tuned into a live BVRLA webinar during 2019.

## Professional Development



### Record number of e-learners

The BVRLA e-Learning Platform reached a milestone during 2019 with the number of registered users exceeding two thousand. Just over half of all BVRLA leasing broker organisations have subscribed to the system with 96% renewing for 2020.



The e-learning system, which has been developed in partnership with ALD Automotive, Arval, Hitachi, LeasePlan and Lex Autolease, has almost doubled its registered users during 2019.

**2,001**

individual users subscribed to the BVRLA e-Learning Platform in 2019

“ The BVRLA e-Learning Platform has become a key feature in our training programme. ”

Gateway2lease

“ It's a really good tool for providing introductory industry training to new employees, existing staff and our wider network of appointed representatives. ”

Fleet Alliance

BVRLA e-Learning Platform, developed in partnership with:



# Research & Insight

The BVRLA has continued to invest heavily into research during 2019, collating data and delivering insights to strengthen the association's evidence-based lobbying.

In addition to the activity produced by the in-house research function, the BVRLA has also worked in partnership with eight external specialist research, environmental and econometric consultancies this year, further enhancing the association's research capabilities.

This has enabled the BVRLA to collate deeper insight across a broader range of priority business and policy areas, delivering a catalogue of pioneering sector-specific and subject specific reports.

Three policy areas were studied in depth:

1. Air Quality



2. Taxation



3. Future Mobility



16,000+  
online reads of BVRLA  
research reports during  
2019.

“ Love the quarterly leasing and half-year broker analysis.

2019 Member Survey



	Years				
Rental Fleet	0.5				
Lease Cars	1.9	112			
Car Clubs	1.0	99			
Salary Sacrifice	1.5	103			
Cash Allowance	5.2	143	46%		
Grey Fleet	7.2	131	28%		
UK Car Fleet	8.2	142	32%		
	1.5	171	88%	100%	
	2.3	164	66%	99%	
	0.9	173	100%	72%	100%
	8.2				



**Top 5 most popular BVRLA research reports in 2019:**

- 1. The Road to Zero Report Card**
- 2. Quarterly Leasing Survey**
- 3. Industry Outlook Report**
- 4. Road to Zero: Time to Shift Gear on Tax**
- 5. Cars in the City Report**

**Other research projects delivered during 2019 include:**

**BVRLA in Numbers**

**Car and Van Rental in the UK**

**Economic Impact of Rental Industry**

**Fleet Sustainability Credentials**

**Half-yearly Leasing Broker Survey**

**Mobility Credits**

**Quarterly Leasing Outlook**

## Future Mobility



### Road to Zero Report Card 2019



Released in June 2019, the Road to Zero Report Card provides a traffic-light assessment of the Government's progress towards meeting its zero-emission car and van targets.

The report's contents were steered by the BVRLA's Electric Vehicle Working Group and were produced in association with sustainability consultancy firm, Ricardo. Detailed analysis was undertaken of key elements of the Government's electric vehicle strategy which were then consolidated into five categories – policy measures, tax benefits, new vehicles, charge points and user sentiment – with each

given a traffic-light assessment based on a range of sub-criteria.

The overall Road to Zero strategy received an 'Amber – Brakes on' rating, meaning that it is slightly behind schedule and that the market is seeing a mixed response to the government's policy measures. This reflects the mixed picture that comes through in the report's more detailed sub-scoring. Although there are green lights for some of the sub-criteria – showing that the UK is a 'front-runner' compared to other countries – these are outnumbered by the red warnings in vital areas such as clarity over future tax policy and access to rapid charge points.

The report identified three clear support requirements for successful electric vehicle uptake; demand, vehicle supply, and charging infrastructure, which in turn lead to a set of related, key recommendations for policymakers.

“ We have sent a clear message to policymakers that fleets are desperate for clarity on future taxation and incentives, want better access to public charging and are frustrated at lead-times for the supply of EVs. ”

BVRLA Chief Executive, Gerry Keaney

# Governance & Compliance

During 2019, the BVRLA has continued to work closely with the AA and Consumer Credit Advisory Service (CCAS) to carry out regular compliance audits across new and existing member organisations throughout the UK.

The BVRLA audit regime forms part of the association's wider governance programme to ensure that members are adhering to the highest industry standards and, during 2019, the audits have been strengthened to provide a more in-depth, robust assessment of processes, procedures and standards.

A combination of desktop audits and on-site visits verify that members are adhering to the association's Code of Conduct and are meeting their regulatory obligations. Advice and guidance are provided to address any shortcomings, ensuring that best practice is met and standards are raised.

The BVRLA compliance team works closely with colleagues in policy, communications, dispute resolution and training to ensure that members are kept informed of any issues and regulatory or legislative changes affecting the industry.

The association also issues VE103 certificates to members, enabling their customers to meet their legal obligations when taking vehicles abroad.



The BVRLA *Fair Wear & Tear Guide for Cars* has been updated during 2019 following an extensive review and consultation with members. The new guide provides more detail and clarity for drivers about the end of lease process, the concept of 'Fair Wear & Tear', their responsibilities and the BVRLA dispute resolution service.

The BVRLA 360° Governance Programme raises standards	
	<b>BVRLA dispute resolution service...</b> is a government-approved Alternative Dispute Resolution service available free to members and their customers who find themselves unable to resolve a dispute directly. By highlighting trends and emerging issues, the conciliation service alerts members of areas of concern and works with the BVRLA inspection team to consider what more can be done to improve standards and help to deliver a better customer experience.
	<b>BVRLA inspection programme...</b> is an ongoing programme designed to ensure that members are meeting the appropriate standards in line with the Code of Conduct and regulatory requirements. The inspection regime consists of desktop audits and on-site visits. A post-inspection report provides advice and guidance on steps to take to make necessary improvements where needed, to get ready for delivering the highest industry standards.
	<b>BVRLA advice, guidance and training...</b> is available for members to help build corporate knowledge, develop employees' skills and ensure compliance with industry best-practice. The association supports members via a range of tools including telephone advice, factsheets, guidance documents and a wide range of learning and development resources, including an e-Learning Platform, forums, training courses, seminars, webinars and conferences.
<b>The BVRLA Code of Conduct sets the standard</b>	

## Governance & Compliance



### New Flexi-Rent Audits

During 2019 the BVRLA introduced a new audit for members who are offering long-term rentals and are subject to regulation by the Financial Conduct Authority.

The new audits are designed to help members identify gaps in their current processes and provide guidance and support to help members with their FCA-compliance, which applies to any operator offering flexible rental options exceeding 90 days.

“ It was definitely worthwhile working with the BVRLA, I gained a full understanding of FCA requirements and how it would work with our business. It helped us to understand what was expected of us. I would highly recommend the audit. ”

BVRLA Rental Member, XL Ltd

**450** BVRLA new and existing member audits and inspections carried out during 2019

**91%** of members undergoing an inspection during 2019 used the feedback to improve their business

2019 Member Survey

**91%** of members think that the BVRLA does well at providing information and advice

2019 Member Survey

**Over 5,000**

requests for advice answered during 2019

“ Audit was very insightful and well managed ”

2018 Member Survey

“ Compliance guides on the website are great. Much more accessible than the FCA handbooks themselves. ”

2019 Member Survey

73%  
of members  
that think our  
ADR service  
is important,  
say the BVRLA  
delivers it well

2019 Member Survey

## Dispute Resolution

The BVRLA's government-approved Alternative Dispute Resolution (ADR) service provides members' customers with the added reassurance of knowing that they have somewhere to go should they need to escalate a complaint that has not been resolved directly.

Once internal complaints processes have been exhausted, members' customers can escalate the matter to the BVRLA free-of-charge, for independent adjudication. The reassurance of knowing that this service is available can incentivise customers to prefer a BVRLA member when deciding which company to use to rent or lease a vehicle.

The ADR is not only a valuable member benefit, it is also a key part of the wider BVRLA governance programme, helping the association to keep abreast of any emerging issues and trends that may require addressing through additional industry training or guidance.

20 days  
was the average time  
taken to conclude cases  
during 2019

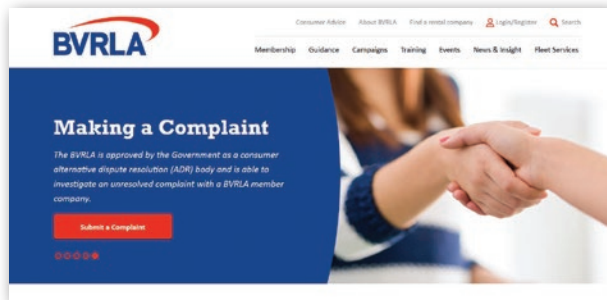
The BVRLA encourages members to welcome feedback from customers, as that is what drives a culture of continuous improvement and ultimately makes for a better customer experience.

“Your service is a great example of the benefits of alternative dispute resolution.”

Member's customer 2019

“ Always a pleasure dealing with the dispute resolution team. Very professional and always a speedy response. ”

2019 Member Survey



98% of cases were processed online via the new website during 2019.

“ It’s very reassuring that there is a body that can deal with complaints like this. ”

Member’s customer 2019

2,351 cases handled during 2019

Demand for the ADR has increased by 21% during 2019, driven largely by the continued increase in personal contract hire (PCH) and there being a greater awareness of the service. Mainstream media and consumer advice outlets have been actively encouraging consumers to do business with companies that provide an ADR, as this gives consumers more rights. The BVRLA welcomes this and has introduced a new online complaints process to ensure that service levels can continue to be met as demand rises.



When adjudicating cases, the dispute resolution team checks whether members have adhered to the BVRLA Code of Conduct.

In 2019, 30% of cases were found in favour of the customer.

## Governance & Compliance

### European Car Rental Conciliation Service (ECRCS)

The ECRCS has been run by the BVRLA on behalf of Leaseurope in Brussels for the past eight years and demand for the service has increased by over a third during 2019. 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.

1,926 ECRCS cases handled during 2019



# Residual Value and Remarketing Committee

The RVR Committee consists of member representatives from the rental, leasing and fleet sectors who focus on issues relating to the residual value of vehicles and resale as part of the de-fleet process.



**Malcolm Fryer**  
Committee Chairman  
and Head of Remarketing,  
Avis Budget UK

## Committee Members:

<b>Andy Hartley</b>	Lex Autolease
<b>Brian Hinshelwood</b>	Marshall Leasing
<b>Chris Neal</b>	Enterprise Rent-A-Car
<b>David Chapple</b>	Europcar
<b>Gareth Gailes-Webb</b>	ALD Automotive
<b>Geoff Grindle</b>	Arval UK
<b>Greg Wood</b>	Motability Operations
<b>Lee Hamlett</b>	Inchcape Fleet Solutions
<b>Leigh Merry</b>	Hitachi Capital Vehicle Solutions
<b>Matthew Curtis</b>	LeasePlan UK
<b>Neal Coleman</b>	Alphabet GB
<b>Paul Titchmarsh</b>	JCT600 Contracts
<b>Stephen Barlow</b>	Zenith

## Objectives:

- Determine the content of the Residual Value and Remarketing Forum, which takes place three times a year.
- Identify and address the key remarketing and vehicle residual values issues.
- Comment on current and future legislative issues affecting remarketing and residual values.
- Creating the environment for members to establish and share industry best practice in areas such as vehicle disposal and vehicle collection, and develop suitable training programmes where gaps are identified.
- Assess economic forecasts and implications of fiscal policy changes that would impact upon the future value of vehicles.

One of the main topics of discussion during 2019 has been the impact of Brexit uncertainty on the new and used vehicle markets.

New vehicle leasing guidance has also been on the agenda, prompting the development of a new set of guidance to help customers at the various stages of the leasing process looking at *Why lease? Looking after your leased vehicle* and *What to expect when returning your leased vehicle*.

Other areas of focus during 2019 have been around supporting the launch of the updated *Car Fair Wear and Tear Guide*, and the new *Motor Vehicle Salvage Code of Practice* which requires those reporting total write-offs to be accredited and trained to a recognised standard.

“65% of members say RVR Forums are useful.”

2019 Member Survey



## Get involved...

This committee meets three times a year in Amersham. To express an interest in taking part or to find out more about attending one of the three annual regional RVR Forums, contact [compliance@bvrla.co.uk](mailto:compliance@bvrla.co.uk).

# Technical and Operational Management Committee

The TOM Committee consists of member representatives from the rental, leasing and fleet sectors who have an interest in new technologies and innovations affecting operational effectiveness.

“71% of members say TOM Forum is useful.”

2019 Member Survey



**Dave Tanner**  
Committee Chairman  
and Operations Manager,  
Lex Autolease

## Committee Members:

<b>Anthony Dowdall</b>	Zenith
<b>Chris Joyce</b>	
<b>Cliff Irvine</b>	Hertz UK
<b>Clive Buhagiar</b>	Alphabet GB
<b>Craig Andrews</b>	Arval UK
<b>Darren Adams</b>	Hitachi Capital Vehicle Solutions
<b>Kit Wisdom</b>	Tusker
<b>Mark Hammond</b>	TCH Leasing
<b>Martin Brown</b>	Marshall Leasing
<b>Neil Dixon</b>	LeasePlan UK
<b>Phil Turle</b>	ALD Automotive

## Objectives:

- Determine the content of the BVRLA Technical and Operational Management Forum, which takes place three times a year.
- Stimulate discussion and debate on issues relating to vehicle service and repair, as well as vehicle and contract administration.
- Improve communications between vehicle manufacturers, suppliers, service providers and BVRLA members.
- Promote best practice and administration improvements to provide added protection for members under their ‘duty of care’ responsibilities.
- Discuss and review impending legislation to protect BVRLA members’ interests and promote benefit to the supply chain.
- Continue to develop professional standards in the sector by providing members with technical and customer service support training, and development and accreditation opportunities.

Electric vehicles have been at the top of the committee’s agenda during 2019 with discussions focusing on access to EV-related services, best practice in setting maintenance budgets and understanding the new technology.

The committee has also been closely following developments from manufacturers on WLTP including data feeds and how these will be handled by members.

Other areas of focus this year have included working with Thatcham on the repair and recalibration of vehicles with *Advanced Driver Assistance Systems*.



## Get involved...

This committee meets three times a year in Amersham. To express an interest in taking part or to find out more about attending one of the three annual regional TOM Forums, contact [compliance@bvrla.co.uk](mailto:compliance@bvrla.co.uk).

# Commercial Vehicle Committee

The Commercial Vehicle Committee consists of member representatives from a cross-section of large and small organisations operating LCVs and HGVs.



**Andrew Morley**  
Committee Chairman and  
Sales Director, Prohire

## Committee Members:

<b>Andy Hill</b>	Lex Autolease
<b>Charles Starr</b>	Close Brothers Commercial Vehicle Solutions
<b>Colin Melvin</b>	Fraikin
<b>Dave Adderley</b>	Enterprise Flex-e-Rent
<b>Gary Harrison</b>	BT Fleet
<b>Ian Lumsden</b>	LeasePlan UK
<b>Lisa Spong</b>	LCV Hire Solutions T/A Reflex Vans
<b>Mark Gallimore</b>	Essential Fleet Services
<b>Matt Cranny</b>	ARI Fleet
<b>Nigel Martin</b>	Ryder
<b>Paul Kirby</b>	LeasePlan UK
<b>Paul Winter</b>	Turner Hire Drive
<b>Philip Moon</b>	DAF Trucks
<b>Ryan Long</b>	Zenith
<b>Simon Ridley</b>	Dawsongroup Vans
<b>Stuart Russell</b>	Europcar UK
<b>Tim Bailey</b>	Northgate Vehicle Hire

“ 73% of Commercial Vehicle members are satisfied with the BVRLA. ”

2019 Member Survey

Air quality has dominated the agenda for this committee during 2019, with it leading the industry's calls for specific support for commercial vehicle operators affected by Clean Air Zones.

The committee has also emphasised the need for other support measures, including sunset periods, tapered charges and exemptions for night-time deliveries and depots just inside the boundary of a Clean Air Zone.

Other areas of focus this year included working with *Transport for London* on a workable standard for *Direct Vision*, with the committee supporting the production of guidance for the wider membership.

During 2019 a sub-group of the committee supported a review of the BVRLA's *HGV Fair Wear and Tear Guide*, which is being updated to separate the 'standard' from the 'guide', making it clearer and more consistent.

88% of members' rental van fleet and 67% of leased vans are currently CAZ-compliant, compared to only 21% of the total UK van fleet.



## Get involved...

This committee meets quarterly in Amersham. To express an interest in taking part, contact [compliance@bvrla.co.uk](mailto:compliance@bvrla.co.uk).



# Leasing Broker Committee

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

“ 89% of leasing brokers see value in making customers aware of BVRLA membership. ”

2019 Member Survey



**Alan Carreras**  
Committee Chairman and  
Director, Bridle Vehicle Leasing

## Committee Members:

<b>Andy Chatwin</b>	ALD Automotive
<b>Chris Swallow</b>	Hitachi Capital Vehicle Solutions
<b>Jane Pocock</b>	Copart UK
<b>Martin Brown</b>	Fleet Alliance
<b>Mike Thompson</b>	LeasePlan UK
<b>Nigel Brain</b>	Leasing Options
<b>Paul Parkinson</b>	Synergy Automotive
<b>Spencer Blake</b>	Wessex Fleet
<b>Rod Lloyd</b>	Low Cost Vans
<b>Richard Chadwick</b>	Alphabet GB
<b>Stephen Greenstreet</b>	Greenfleets
<b>Steve Cocks</b>	Lex Vehicle Leasing
<b>Todd Williams</b>	Arval UK
<b>Vince Pemberton</b>	Rivervale Cars

Regulatory matters have driven the agenda during 2019 with the committee looking at new ways to further strengthen the BVRLA audit programme. This has led to bringing *financial crime* and the new *Senior Managers & Certification Regime (SM&CR)* into scope of the BVRLA inspections.

The *Financial Conduct Authority* attended a committee session this year to share first-hand information about their consultation on commission models that give motor finance brokers and dealers an incentive to raise customers' interest rates.

The BVRLA e-Learning Platform continues to be well supported by the committee, with funders proactively encouraging brokers to sign-up. This has led to a record number of new subscribers making use of the system.

2019 also saw Committee member Martin Brown join the BVRLA Committee of Management, marking the first time that a leasing broker member has sat on the association's board.

76% of leasing broker members say that the BVRLA is easy to work with

21 leasing brokers joined the BVRLA in 2019



## Get involved...

This committee meets quarterly in Amersham. To express an interest in taking part, contact [compliance@bvrla.co.uk](mailto:compliance@bvrla.co.uk).

# Leasing & Fleet Management Committee

The Leasing & Fleet Management Committee consists of member representatives from a cross-section of large and small organisations who own or manage leased vehicles.

“ 89% of leasing members agree that the BVRLA has provided information that has helped them in their day to day job. ”

2019 Member Survey

96% of leased cars are Clean Air Zone compliant

74% of leasing companies would recommend the BVRLA



**Neal Francis**  
Committee Chairman and  
Divisional Managing Director,  
Pendragon Vehicle Management

## Committee Members:

David Cooper	Arnold Clark
Ian Hughes	Zenith
Joel Lund	Arval
Mark Pickles	Free2Move
Matthew Rumble	Inchcape Fleet Solutions
Paul Gilshan	Tusker
Peter Cakebread	Marshall Leasing
Sebastiano Fedrigo	Leasys UK
Simon Carr	Alphabet GB
Steve Middleton	Lex Autolease
Suzanne Phillips	Hitachi Capital Vehicle Solutions
Tim Laver	ALD Automotive

Business car taxation has been a focus of the committee during 2019, which welcomed the government's revision of Company Car Tax rates after years of persistent tax rises. The committee continues to focus on supporting the industry by calling for a more fleet-friendly tax regime that will incentivise the uptake of electric vehicles.

Another priority this year was transport decarbonisation. The committee supported the association's Summer Parliamentary Reception in June which focussed on the transition to zero emission vehicles.

The committee has also supported calls for the banning of commission models which could cause consumer detriment and welcome the FCA taking targeted enforcement action on firms that are non-compliant and are falling short of the required standards.



## Get involved...

This committee meets quarterly in Amersham. To express an interest in taking part, contact [compliance@bvrla.co.uk](mailto:compliance@bvrla.co.uk).

# Rental Committee

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

“ The BVRLA Car and Van Rental report is an excellent piece of work containing a great insight into our sector. ”

Margaret Speirs



**Margaret Speirs**  
Committee Chairman  
and Operations Manager,  
Arnold Clark Car & Van Rental

## Committee Members:

<b>Ben Lawson</b>	Enterprise Rent-A-Car
<b>Jason Rogerson</b>	Herd Hire
<b>Kevin Rand</b>	Europcar
<b>Linda Malliff</b>	Thrifty Car Rental
<b>Louisa Bell</b>	Avis Budget Group
<b>Nicole Strathdee</b>	Hertz Rent a Car
<b>Philip Spain</b>	Alley Cat Car and Van Rentals
<b>Scott Jenkins</b>	Autohorn
<b>Simon Grime</b>	Miles and Miles
<b>Tim Veters</b>	Sixt Rent a Car

One of the main areas of work completed by the committee this year is incorporating the Department for Transport's *Rental Vehicle Security Scheme* into the BVRLA Rental Code of Conduct. All BVRLA Rental and Commercial Vehicle members will automatically be enrolled onto the scheme as of 1 January 2020, as part of membership.

Other areas we have looked at in 2019 include a review of the BVRLA audit programme for rental companies. This has resulted in new areas being added regarding maintenance of child car seats, data protection including ICO registration and observations of vehicles being checked in and out.

The committee has also supported the IMI Rental Operator Skills accreditation this year resulting in a record number of candidates sitting the exam.

**43** rental firms joined the BVRLA in 2019

**72%** of BVRLA rental members find the BVRLA easy to work with

**88%** of the rental van fleet is CAZ-compliant compared to 21% of the total UK van fleet.



## Get involved...

This committee meets quarterly in Amersham. To express an interest in taking part, contact [compliance@bvrla.co.uk](mailto:compliance@bvrla.co.uk).

# Membership Directory

## Corporate Members | Companies who own and operate fleets

2 Rent UK Ltd  
3B Hire & Servicing  
4 Rent Vehicle Hire Ltd  
4Group  
4x4 Vehicle Hire Ltd  
4x4 Vehicle Hire UK Ltd  
55 Car Rental  
7 Ways Rental.com Ltd

A10 Auto Centre Ltd  
AAM Group  
Abacus Vehicle Hire  
Aberconwy Car & Van Hire Ltd  
Ace Rent A Van Ltd  
Acrobat Vehicle Rental Ltd  
Addhire Vehicle Rentals  
Addison Lee Ltd  
Admiral Financial Services Ltd  
Admiral Self Drive Van Hire  
Affinity Motor Credit  
Afford Rent A Car  
Agility Fleet  
Agnew Leasing  
AJM Luxury Car Hire  
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  
AMT Vehicle Rental Ltd  
Amvale Ltd  
Anker Van Hire Ltd  
Apex Car Rental  
APL  
ARI Fleet UK Ltd  
Arian Finance Ltd  
Arnold Clark Finance Ltd (HO)  
Arrow Self Drive  
Arval UK Ltd  
Ashby Auto Finance Ltd  
AT & T Rentals Ltd  
Athol Car Hire  
Atlantis Rentals Ltd  
Audi on Demand  
Autohorn  
AutoXotica Ltd  
Auxillis Services Ltd  
AVH  
Avis Budget UK Ltd  
AX

B & T Hire (Hertfordshire) Ltd  
Badshot Lea Self Drive  
Barford Hire Ltd  
Bathwick Car & Van Hire Ltd  
Bayfield Vehicle Hire  
BDS Van Hire Ltd  
Beechwood Leasing Limited

Beerhouse Self Drive Hire  
Berkshire Van Hire  
Bespoke Traffic and Highway Solutions Ltd  
Blakedale Ltd  
Blue Point Solutions  
BMW Financial Services (GB) Ltd  
BNA Car Hire Ltd  
Bognor Motors Vehicle Solutions  
Boleyn Car & Van Hire  
Brecon Car Rentals Ltd  
Brookhire Vehicle Rental  
Bucks Car Hire Ltd  
Burscough Self Drive  
Bury Van Hire Ltd  
Bussey Vehicle Leasing  
Buttress & Buttress Ltd  
BVR Vehicle Rentals

CA Cars  
Camperco  
Campervan Tours  
Campervantastic Ltd  
CAMS Group  
Capital Hire Car & Van Rental  
Car Hire Hebrides Ltd  
Car or Van Specialist Vehicle Hire  
Castle Rentals  
Causeway Campers  
Charles Hurst Car & Van Rental  
Charter Vehicle Hire  
Cheshire Vehicle Rental & Sales Ltd  
Chesterfield Car Consultants  
Chief Vehicle Rentals Ltd  
Chiswick Van Hire  
Choice Vehicle Rentals Ltd  
Circle Leasing Ltd  
City Inter-Rent  
Clancy Plant 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  
Collison Vehicle Rental  
County Car & Van Rental  
Crash Services Ltd  
CTM Hire Ltd  
CVS Car Hire

DAF Trucks Ltd  
Daimler Fleet Management  
Dallas Rentals Ltd  
Dash Drive  
Dawsongroup vans  
Days Fleet  
DCL Vehicle Hire Ltd  
DFC (NI) Ltd

DGC Vehicle Rental & Contract Hire  
Direct Rental Group Ltd  
Donnelly Fleet  
Dorset Vehicle Rentals  
Douglas Park BMW  
Downs Rental Ltd  
DPC Sales & Service Ltd  
Drive Car Hire  
DriveElectric  
DriveNow UK Ltd  
Drivespeed Leasing Ltd  
Drover Ltd  
Dualdrive

EA Vehicle Rental  
East Drive Ltd  
Easirent.com  
Eastern Rent A Van  
Easy Lease (UK) Ltd  
Eden Garage  
Edinburgh Executive Car Hire Ltd  
Electric Zoo  
EL-GS Leasing Associates Ltd  
Emwood Vehicle Solutions Ltd  
Enterprise Rent A Car  
Envirovan Ltd  
Euro Self Drive Ltd  
Eurohire Vehicle Rentals Ltd  
Euronet Leasing Ltd  
Europcar Group UK Ltd  
Evans Halshaw  
Evezy  
Excel Vehicle Hire Ltd  
Exclusive Vehicle Contracts Ltd

Falcon Vehicle Solutions  
Fast Van Hire  
FCA Automotive Services UK Ltd  
Firecracker Ltd  
First Self Drive Ltd  
Fleet & Distribution Management Ltd  
Fleet Assist Ltd  
Fleet Dynamic  
Fleet Efficiency Ltd  
Fleet Financial Ltd  
Fleet Logistics  
Fleet Services Direct Ltd  
Fleetcare (PSCSM) Ltd  
FleetEurope Limited  
Fleetway Vehicle Rental  
Flexible Vehicle Contracts Ltd  
Fleximobility  
Focus Vehicle Rental  
Fourways Self Drive  
Fraikin Ltd  
Free 2 Move Lease  
Freeway Vehicle Hire  
Frontline Leasing and Fleet Management Ltd  
Management Ltd  
Frosty Hire & Sales Ltd  
FVTH Self Drive  
Fyna Vehicle Hire Ltd

Gallagher Car & Van Rentals Ltd  
GAP Vehicle Hire Ltd  
Gates Leasing Limited  
Gatwick Car & Van Rental  
GBV Rentals  
Gemini Ltd  
Giants Car Club Ltd  
Gilford Van Hire Ltd  
GKL Leasing  
GlenRental  
Global Autocare Ltd  
Global Go! Ltd  
Go Plant Fleet Services  
Go Rentals Limited  
Goldcar Rental UK Ltd  
Golds Garages Ltd  
Gowings Mobility Group Ltd  
Green Motion Vehicle Rental  
Grosvenor Contracts Leasing Ltd

H & H Van Hire Ltd  
Herd Hire Ltd  
Hertz UK Ltd  
Hexagon Leasing Ltd  
Hills of Woodford Green  
Hire Me Vehicle Rentals  
Hireco TL Ltd  
Hireway Vehicle Rental Ltd  
Hirus Vehicles Ltd  
Hitachi Capital Vehicle Solutions  
Hodgson Toyota  
Holmbush Commercials Ltd  
Howarth Bros Haulage Ltd  
Howe Rentals Ltd  
HSBC Equipment Finance (UK) Limited  
Hyundai Finance, Kia Finance

ICR Leasing  
Inchcape Fleet Solutions Ltd  
Indelease Limited  
InMotion Ventures  
Intack Self Drive Ltd  
Intelligent Mobility 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  
J&B Ltd  
J4R Ltd  
Jam Jar Rentals  
JCT600 Vehicle Leasing Solutions Ltd  
John Beer Motor Repairs  
John Grose  
JusDrive  
Just Go Motorhomes  
Just Vehicle Solutions

K2 Lease Ltd  
Kardi Vehicle Rentals  
KDM Hire Ltd

Kendall Cars Ltd  
Kenhire Ltd  
Kens Garage  
Key Drive Car & Van Rental  
Kendertons Accident Management  
Knights Van Hire

Landcruise Motorhome Hire  
LC Vehicle Hire  
LCH  
LCVR  
LeasePlan UK Ltd  
Leasing Plus Ltd  
Leasys UK Ltd  
Leighton Vans  
Les Liney Autos & Vehicle Hire Ltd  
Lex Autolease  
Lincoln Vehicle Hire  
Lincs Van Hire Ltd  
Liquid Fleet 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  
LU Car & Van Rental

M & A McManus  
Mac's Truck (Rental Leasing) Ltd  
Magna Accident Services Ltd  
MAN Financial Services  
Manchester Car & Van Hire  
Manchetts Car, Truck & Van Centre  
Mannys Motorhomes  
Marshall Leasing Ltd  
Mayday Vehicle Rentals  
MC Rental Ltd  
MCH Vehicle Rental  
McRent (London)  
Measham Self Drive  
Mercedes-Benz Finance  
Mercury Rent A Car  
Meridian Vehicle Solutions Limited  
Midland Motorhomes Ltd  
Miles & Miles Ltd  
Minehead Van & Car Hire  
Minibus World  
Minster Self Drive Ltd  
Mold Car Hire  
Mon Motors Ford Rental  
Moneyway Motor Finance  
and V12 Vehicle Finance  
Montreal Prestige Ltd  
Motability Operations Ltd  
Multitek Vehicle Solutions  
MV Commercial  
My Rental  
Mychreests Car Rental Limited  
Myles Hire

N.L. Commercials Holdings Ltd  
Newark Self-Drive Hire  
Niche Vehicle Solutions Ltd  
North East Truck & Van Ltd  
North500 Motorhomes  
Northgate Vehicle Hire Ltd

Ogilvie Fleet Ltd  
Otis Vehicle Rentals Limited

Palmer and Martin Rentals  
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  
Penny Car Hire Ltd  
Pentagon Motor Group  
Performance Car Hire  
Perrys Ford Rental  
Peugeot Rental (Central Office)  
PHVC Vehicle Management  
Pitter Self Drive Ltd  
Postmill Vehicle Hire  
Practical Car & Van Rental Ltd  
Premier Ford  
Premier Prestige Cars Ltd  
Premier Truck Hire Ltd  
Premier Vehicle Rental Ltd  
Premium Vehicle Solutions Ltd  
Prestige Carriages Ltd  
Prestige Contract Rental Ltd  
Priory Rentals  
Prohire Limited  
Pro-Van Hire Ltd  
Proximo Limited  
PSD Vehicle Rental  
PT Hire

Rabbits Vehicle Hire Ltd  
Raedex Consortium Ltd  
RB Hire Fleet  
RBC One Ltd  
RBR Van Rental  
RCI Financial Services Ltd  
Red Kite Vehicle Consultants Ltd  
Redditch Vehicle Hire Ltd  
Reflex Vehicle Hire  
Refuse Vehicle Solutions Ltd  
Regal Car Van & Truck Rental  
& Buzzard Van Rental  
Rent Direct Car and Van Rental  
Rentafford  
Research Garage Group  
Rivus Fleet Solutions Ltd  
Riverside Truck Rental Ltd  
Roberts Transport Self Drive Hire Ltd  
Robertson Self Drive  
Robins and Day  
Rowevid

RSV Rentals  
runyourfleet.com  
Ryder Ltd

S & J Self Drive Hire  
Salford Van Hire Ltd  
Sandbach Truck and Van Limited  
Sandcliffe Motor Contracts  
Santander Consumer Contract Hire  
Scania Truck Rental  
Scenic Getaway - Big White Cube  
Senior Vehicle Rental Ltd  
Seymour Hire Ltd  
SFS  
SG Fleet Solutions UK Ltd  
Shaikly Motor Company Ltd  
SHB Hire Ltd  
Sheffield Van Hire Ltd  
Shelbourne Vehicle Rental  
SHS Hire  
Signature Car Hire/Signature Van Hire  
Silcox Rentals  
Simple Car Funding  
Senior Self Drive Ltd  
Sinclair Finance & Leasing Ltd  
Sixt Rent A Car Ltd  
Skipton Self Drive Ltd  
Sky Van Hire Ltd  
Smart Platform Rental Ltd  
SMART TM Ltd  
Smarthire Vehicle Rental  
SMV Rentals  
Snows Rental (Millbrook)  
Southern Self Drive  
Southwest Motorhomes Sales Service  
and Hire  
Spaceships Campervan  
Spear Hire  
Specialist Vehicle Hire  
Specialist Vehicle Rental  
Specialist Vehicle Solutions Ltd  
Splend Ltd  
St Albans Car & Van Hire  
Stable Hire Ltd  
Station Motors (Sutton) Ltd  
Steve's Self Drive  
Storage Factory  
Struans Rentals  
Sun Kissed Campers Ltd  
Supervan Self Drive  
SurPrice Car Rentals  
Sutton Maddock Vehicle Rental Ltd  
Swift Van Hire Ltd

Taylor's Boston  
TCH Leasing  
Terminus Contract Hire  
The Car & Van Rental Co Ltd  
The Civilised Car Hire Company Ltd  
Thomas's Group (Birmingham) Ltd  
Thrifty Car & Van Rental  
Tim Norton Motor Services Ltd

TJS Self Drive  
TMC Vehicle Hire  
TonHire  
Toomey Leasing Group Ltd  
Total Motion Limited  
Translease Services Ltd  
Triangle of Chesterfield  
Trott Rentals  
Turner Hire Drive Ltd  
Tusker

U Storeall Ltd  
Ubeego UK Ltd  
U-Drive Ltd  
United Rental Group Ltd

Value Van Rental UK Ltd  
Vantage Vehicles Ltd  
Vantastec Ltd  
Vehicle Procurements Ltd  
Vehicle Rental Services  
Vehicle Save Contract Hire and Leasing  
Venson Automotive Solutions Ltd  
Vic Young Rentals  
Victoria Hire LLP  
Vincent Vehicle Hire  
Virtuo / Go Virtuo  
VMS (Fleet Management) Ltd  
Volkswagen Financial Services (UK) Ltd  
Volkswagen Van Rental  
Vospers Rental (Plymouth)  
Vospers Rental (Truro)

Watts Van Hire  
Wheels Van Hire Ltd  
West Wallasey Fleethire Services  
Westwood Motor Group  
White Car Limited  
Whitgift Hire  
Wicked Campers Ltd  
Wilcox Limousines  
Wilson's Automobiles and  
Coachworks Ltd  
Windsor Vehicle Leasing Ltd  
Woodfield Facilities  
Workspan Van Hire Ltd

XL Ltd

Y3 Hire Ltd

Zenith  
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  
360 Vehicle Leasing

ABC Leasing Ltd  
Absolute Vans  
Academy Leasing Ltd  
Active Fleet Management Ltd  
Active Vehicle Consultants Ltd  
Adept Vehicle Management  
Advanced Vehicle Contracts Ltd  
Advanced Vehicle Leasing (Stockton)  
ALA Car Leasing  
All Vehicle Contracts Ltd  
Allcarleasing  
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 Group Ltd  
Applewood Vehicle Finance Ltd  
Applied Leasing Limited  
Aptus Contracts  
Ash Vehicle Contracts  
Ask 4 Leasing  
Asset Finance Management Ltd  
Asset Finance Solutions (UK) Ltd  
Auric Car Leasing  
Auto Choices Ltd  
Autoease / Global Vans  
Autoebid  
Autograph Contracts Ltd  
Autohorn  
AutoLyne  
Autoprocurement Ltd  
Avail Vehicle Contracts

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

C J Tafft Ltd  
Caledonian Independent Leasing Ltd  
Cameron Clarke Leasing Ltd  
CAMS Group  
CanDo Contracts Ltd  
Capital Fleet Solutions Ltd  
Capital Vehicle Management Ltd  
Car Leasing Ltd  
Car Leasing Made Simple  
Car Leasing Solutions Ltd  
Car4Leasing  
Carisma Vehicle Solutions  
Car Lease Agent  
Carlease (UK) Ltd  
Carleasingcontracts.com  
Carleasing-Online  
Carmyke Leasing Ltd  
Carnoisieur Leasing  
Carparison Ltd  
Cars & Vans Direct  
Cars2vans.com Limited  
Carsave Leasing Limited  
Carsite Leasing  
CarVanGo Leasing  
Castle Minibus  
CBVC Vehicle Management Ltd  
CC Leasing  
Central (UK) Vehicle Leasing Ltd  
Central Contracts (SOT) Ltd  
Chicane Leasing  
Churchill Vehicle Leasing Ltd  
Clapham Commercials Ltd  
Clarix Vehicle Solutions Ltd  
CLN  
CLVR  
Coastal Leasing  
Colour Car Sales Ltd  
Commercial Finance & Leasing  
Commercial Vehicle Contracts Ltd  
Company Vehicle Solutions Ltd  
Complete Leasing Limited  
Complete Vehicle Leasing Ltd  
Concept Vehicle Leasing  
Contractcars.com  
Countrywide Vehicle Contracts Ltd  
Covase Ltd  
Crusader Vans  
Crystal Lease  
CVM  
CVSL Ltd

Daley Associates Ltd  
Days Fleet  
Dennis Buyacar Ltd  
DFC (NI) Ltd  
Discounted-new-cars.com  
Dreamlease Ltd  
Drive Vehicle Leasing  
DriveElectric

Driven Leasing  
Drivesmart  
DSG Auto Contracts Ltd  
Dynamic Vehicle Solutions Ltd

Easi Lease  
ecofleet  
Economy Leasing UK Ltd  
E-Drive West Midlands Ltd  
EFL Vehicles Ltd  
Eiger Vehicle Leasing  
Eurodrive Motor Finance  
EW Fleet Services

Finance One Limited  
First European Finance (Scotland) Ltd  
First Vehicle Finance Ltd  
First Vehicle Leasing  
Fish Car Leasing  
Fishergate Leasing  
Fleet Alliance  
Fleet Elite Vehicle Management Ltd  
Fleet Operations Ltd  
Fleet UK  
Fleetbuyer  
Fleetprices.co.uk Ltd  
Four Counties Leasing  
Freedom Vehicle Contracts Ltd  
Frontier Vehicle Leasing  
FSD Vehicle Leasing Ltd  
Fulton Network Ltd

Gateway2Lease  
GB Vehicle Contracts  
GB Vehicle Leasing  
Genus Leasing  
Genus Vehicle Solutions (Stirling) Limited  
Glynns Vehicle Contracts  
Go Leasing Limited  
GoFor Finance Limited  
Greenfleets Finance Ltd  
Greenfleets Ltd  
Griffin Military & Diplomatic  
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  
Hot Car Leasing  
Howlett Leasing  
HV Motor Finance

Ideal Vehicle Leasing Ltd  
Intelligent Car Leasing

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

Kent Vehicle Contracts & London Vehicle  
Contracts & The Kent Vehicle Group  
Kew Vehicle Leasing Limited  
Key2Lease  
KeyFleet  
KG Vehicle Solutions Ltd  
Kudos Vehicle Management

Lease Comparison Ltd  
Lease Profiles Ltd  
Lease your next Car.com  
Lease4less  
LeasEasy  
Leasehub  
Leaseline  
Leasepoint Vehicle Management Ltd  
Leaseshop  
Leasewell (UK) Ltd  
Leaseyournewcar.co.uk  
Leasing & Vehicle Contracts  
Leasing 4 U  
Leasing Options Ltd  
Leden Leasing  
Lets Talk Finance Ltd  
LetsTalkLeasing  
Logical Vehicle Management Ltd  
Low Cost Vans  
LV Contracts  
LVC Central Ltd  
LVM

M W Vehicle Contracts Ltd  
Mad Sheep Leasing  
Mann Island Finance Ltd  
Mercedes On Lease  
Mercedes-Benz South West  
Meridian Finance Partners Limited  
Middlewood Solutions  
Millhouse Leasing  
Mint Lease  
Motion Vehicles  
Motoplan Ltd  
Motor Depot Ltd  
Motor Select  
Motorlet Ltd  
Multileasing Ltd  
My Big Green Fleet  
MyMojo Autolease

National Fleet Services Ltd  
National Vehicle Solutions

Nationwide Vehicle Contracts Ltd  
Nationwide Vehicle Leasing Ltd  
NBU Consulting Ltd  
NCA Vehicle Management Limited  
Neva-Consultants.com Limited  
New Car Contract  
New Car Leasing Company LLP  
New Vehicle Solutions Ltd  
Newgate Motoring Solutions Ltd

Octopus Electric Vehicles 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  
Permonth Contract Hire  
Phrasers Limited  
PHVC Vehicle Management  
Pike & Bambridge  
Plan (GB) Ltd  
Planet Leasing Ltd  
Professional Vehicle Solutions Ltd  
Prospectus Vehicle Solutions  
Pure Vehicle Leasing

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

Sagitta Automotive Ltd  
Select Car Leasing  
Select Vehicles Ltd  
Sensible Cars Ltd  
Shire Leasing Plc  
Silverstone Fleet Management  
Silverstone Vehicle Management Ltd  
Simple Leasing Ltd  
Simply Vehicle Leasing  
Simply-Leasing  
Skyfleet Ltd  
Smart Leasing Solutions Ltd  
Smarter Leasing Limited  
Smartfish Leasing  
Special Offer Car Leasing  
Sprint Contracts Ltd  
SSD Contract Hire and Leasing  
Sterling Motors

Sterling Vehicles Limited  
Sure Vehicle Solutions  
Swiss Vans Limited  
Synergy Car Leasing

Tamar UK Finance Ltd  
Tate Leasing and Contracts  
Thames Valley Leasing Ltd  
The Car Network Ltd  
The Car Sales Company  
The Vehicle Leasing Expert  
The Vehicle Partnership Ltd  
thebestcardeals.co.uk  
Think Auto Leasing  
Think Vans  
Tilun Vehicle Contracts Ltd  
TMC Vehicle Solutions  
Total Motion Limited  
Traction Finance  
TrueFleet  
Tyson Cooper Ltd

U Choose Contracts  
UK Car and Van Leasing Limited  
UK Carline Ltd  
Ultimate Vehicle Leasing Ltd

V4B Ltd  
Van Monkey Ltd  
Van Sales UK  
Vanarama  
Vantage Leasing  
Vehicle Consulting UK Ltd  
Vehicle Contracts Ltd  
Vehicles 2 Lease  
Vehicles 4 Business Ltd  
Vehiclesavers.com  
Venter Vehicle Leasing  
Venus Fleet Management Ltd  
Vertu Lease Cars  
Voozo Dealer Limited

Walker Vehicle Solutions Limited  
Wessex Fleet Solutions Ltd  
West Mid Vehicles  
Westfield Leasing  
WestWon Limited  
WeVee  
White Oak UK  
White Rose Vehicles Limited  
Willow Leasing  
WMG Vehicle Management (Retail) Ltd

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

Zalda Ltd

# Membership Directory

## Rental Broker Members

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

Assured Vehicle Rental Ltd  
Auto International Car Rental Ltd

Flexible Car Hire.com Ltd  
Fourways Vehicle Solutions Ltd

CarTrawler  
Compello

Nexus Vehicle Rental

Yello Car Hire Ltd

MEMBERSHIP AS AT 8 NOVEMBER 2019

## Fleet Operator Members

Companies who are own-account fleet operators

Centrica Plc  
Openreach  
Royal Mail Fleet

MEMBERSHIP AS AT 8 NOVEMBER 2019

“ Reaching the one thousand membership milestone marks another great achievement for the association. ”

BVRLA Chief Executive Gerry Keaney,  
5 November 2019

### Get involved...

To find out more about joining the BVRLA Family, contact Membership Manager Greg Theaker or email [membership@bvrla.co.uk](mailto:membership@bvrla.co.uk).



## Associate Members

Companies who supply products or services to our industry

ABN AMRO Lease  
ACRISS  
ADESA  
Airmax Remote Limited  
All Fleet Services Ltd  
American Car Rental Association  
APD Global Research Limited  
Arthur J Gallagher Insurance Brokers  
Assured Group Ltd  
Aston Barclay Ltd  
ATS Euromaster Ltd  
Audi UK  
Australian Finance Industry Association  
Auto Trader Limited  
Auto Windscreens  
Autoclenz Ltd  
Autofutura Ltd  
Automotive Software Solutions Ltd  
autoXP Limited

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

cap hpi  
Cazana  
CD Auction Group Ltd  
ChipsAway International  
Clydesdale Bank Plc  
Consumer Credit Advisory Services (CCAS)  
Consumer Credit Trade Association  
Copart UK Ltd  
Cox Automotive UK  
Creative Clarity Ltd

DMN Logistics Ltd  
Drive Software Solutions Ltd

Ebbon-Dacs Ltd  
Epyx Ltd  
Experian Ltd

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

Gain Solutions Limited a DEKRA Company  
GEFCO UK Ltd  
Geotab GmbH  
Glass's Information Services  
Grant Thornton UK LLP  
Grosvenor Training Services Ltd  
GTG Training Ltd

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

i247 Group  
Inchcape Retail Limited  
Innogy eMobility  
International Decision Systems Ltd  
Investec Asset Finance plc  
Invigors EMEA LLP  
IT Fleet Automotive Ltd  
Iveco Ltd

Jaama Ltd  
Jaguar Land Rover  
JPC Asset Management Limited

KeeResources Ltd  
Kia Motors (UK) Ltd  
KPMG LLP  
Kwik Fit Fleet

Leaseloco Ltd.  
Leasing.com  
Legate Group Limited  
Licence Check Ltd  
Locke Lord (UK) LLP  
Lombard Corporate Finance  
Look to Buy Ltd

Macquarie Corporate and Asset Finance  
Man Truck & Bus UK Ltd  
Maserati (GB)  
Masternaut Limited  
Mercedes-Benz Cars UK Ltd  
Merthyr Motor Auctions  
Michelin Tyre Plc  
Motor Easy  
Motorcycle Industry Association Ltd  
MS Automotive (London) Ltd

National Tyres & Autocare  
Nissan Motor (GB) Ltd  
Northridge Finance

OEConnection Europe

PEAC Finance  
PJM Logistics  
POD Point Ltd  
Porsche Cars Great Britain Ltd  
Premia Solutions Limited  
Pricewaterhouse Coopers  
Prohire Software Systems Ltd

Quotevine Limited

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

SAFO EUROPE  
Seat UK  
Sentinel Insurance Solutions Ltd  
Shawbrook Bank Limited  
Shoosmiths LLP  
Shoreham Vehicle Auctions  
Skoda  
SMH Fleet Solutions Ltd  
Society of Motor Manufacturers & Traders Ltd  
Suzuki GB Plc  
Synectics Solutions Ltd

Tasker Insurance Brokers Ltd  
The AA  
The Miles Consultancy  
Towergate Insurance  
Toyota (GB) Plc  
Tracker Network (UK) Ltd  
Trak (Global Solutions) Ltd  
Trakm8 Ltd  
TTS360

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

Wagonex Limited  
Waylands Leasing Limited  
Webfleet Solutions B.V.  
White Clarke Group Ltd  
WSP UK Ltd

MEMBERSHIP AS AT 8 NOVEMBER 2019

# The BVRLA Team



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



**Kate McLaren**  
Secretary to the  
Chief Executive  
01494 545709  
kate@bvrla.co.uk



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



**Wilma Bowles**  
Sales Ledger  
Administrator  
01494 545722  
wilma@bvrla.co.uk



**Toby Poston**  
Director of Communications  
& External Relations  
01494 545700  
toby@bvrla.co.uk



**Andrea Davies**  
Communications  
Manager  
01494 545710  
andrea@bvrla.co.uk



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



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



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



**Paul Thompson**  
Government Affairs  
Manager  
01494 545726  
paul@bvrla.co.uk



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



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



**Nora Leggett**  
Director of  
Member Services  
01494 545713  
nora@bvrla.co.uk



**Tessa Warn**  
Training & Development  
Administrator  
01494 545719  
tessa@bvrla.co.uk



**Jeremy Barfour-Awuah**  
Compliance &  
Governance Manager  
01494 545706  
jeremy@bvrla.co.uk



**Adam Holt**  
Senior Compliance Officer  
01494 545718  
adam@bvrla.co.uk



**Hayleigh Clayton**  
Compliance Officer  
01494 545727  
hayleigh@bvrla.co.uk



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



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



**Amanda Brandon**  
Head of Operations  
01494 545701  
amanda@bvrla.co.uk



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



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



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



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



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



**Amanpreet Kalu**  
Conciliation Service  
Officer  
01494 545711  
amanpreet@bvrla.co.uk



**Robert Burford**  
CRM Data Manager  
01494 545702  
robert@bvrla.co.uk



**British Vehicle Rental & Leasing Association**

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

Tel 01494 434747 Email [info@bvrla.co.uk](mailto:info@bvrla.co.uk)

[www.bvrla.co.uk](http://www.bvrla.co.uk)

© COPYRIGHT 2019

