



Business Impact Survey Results

**Wave 2
May 2021**

Key Findings (1)

The industry is confident about the future, much more so than they were in February.



Over the next six months.....



90% expect the **economy to improve**

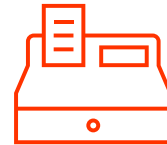
71% expect to see **growth in their fleet size**



75% expect the **rental sector to improve**

71% expect the **leasing industry to improve**

...and...



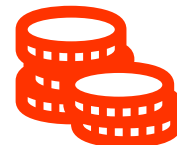
58% saw **better sales transactions in Q1 2021** than in Q1 2020



However...



59% say the **supply of vehicles, particularly vans, is a primary concern**



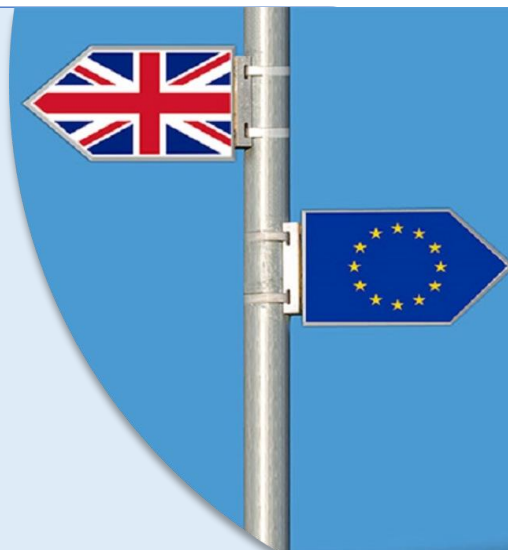
45% still have **access to finance issues**

Key Findings (2)

Challenges around our exit from the EU are beginning to materialise.

In particular members have growing concerns about:

- New product liability rules and placing vehicles on the market
- Issues with customs procedures for moving vehicles into Northern Ireland
- New Northern Ireland VAT rules
- Issues with data flows between the EU and UK

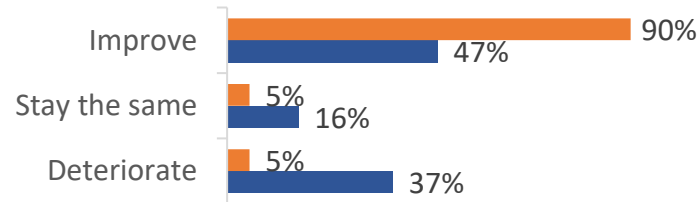


The landscape is changing.

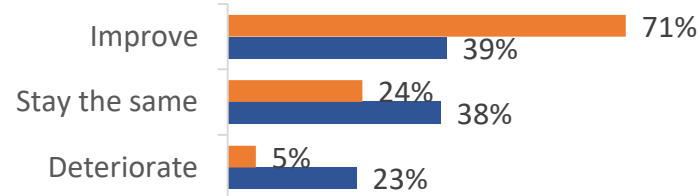
- Business travel will not return to pre pandemic levels
- The number of contract extensions is increasing
- Evidence of increased demand for flexible access to vehicles
- The lifting of covid restrictions is having a positive effect.
- Half of respondents suggest that business orders for electric cars have been negatively affected by changes to the plugin grant

The next six months.....

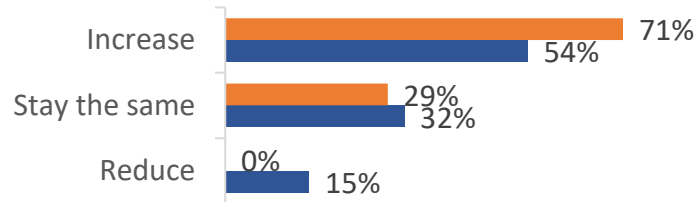
The Economy



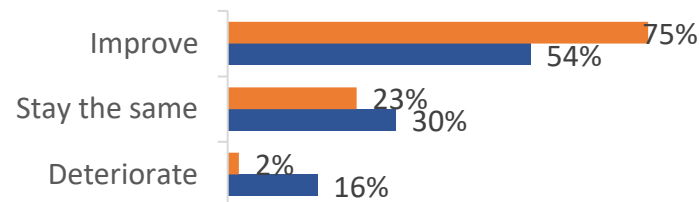
Business for UK Lease Sector



Size of your fleet..



Business for UK Short Term Rental Sector



■ Feb-21 ■ May-21

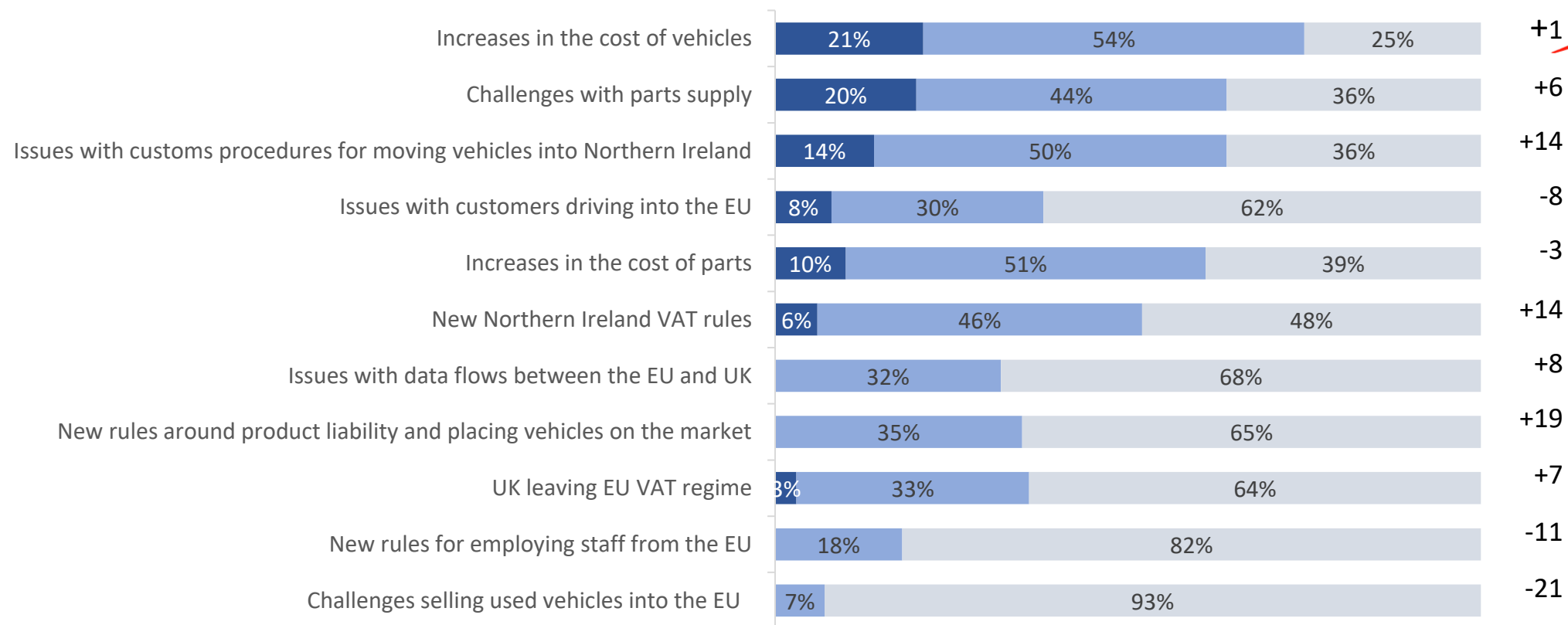
A much more positive outlook on the economy and business expectations in May than was seen in September.

- 90% expect the UK economy to improve up from 47% in February
- 71% expect business for the Leasing sector to improve up from 39% in February
- 75% expect business for the short term rental sector to improve up from 54% in February
- 71% expect the size of their fleet to increase up from 54% in February

EU Exit

Impact of EU Exit on Aspects of Members Businesses

Change in impact
since Feb. 2021

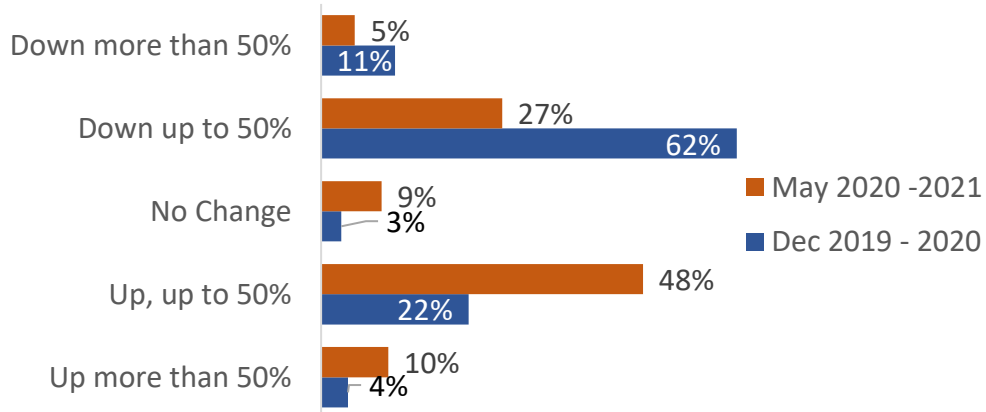


■ Major Impact ■ Minor Impact ■ No Impact

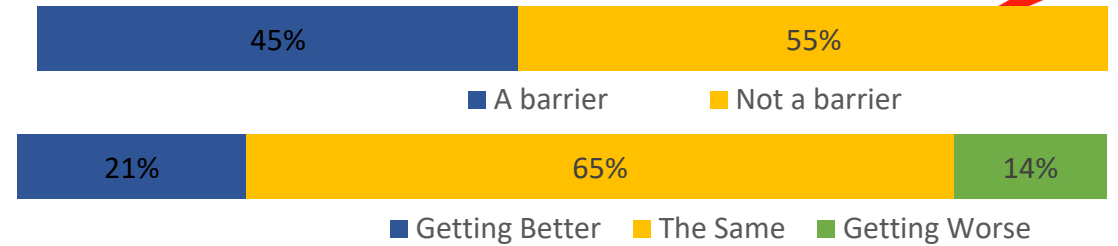
Base: Challenge where applicable

Business challenges

Sales Transactions

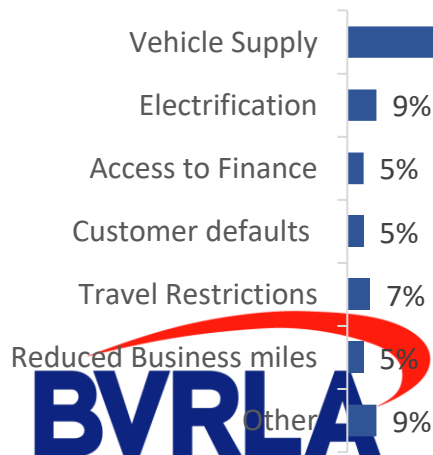


Access To Finance

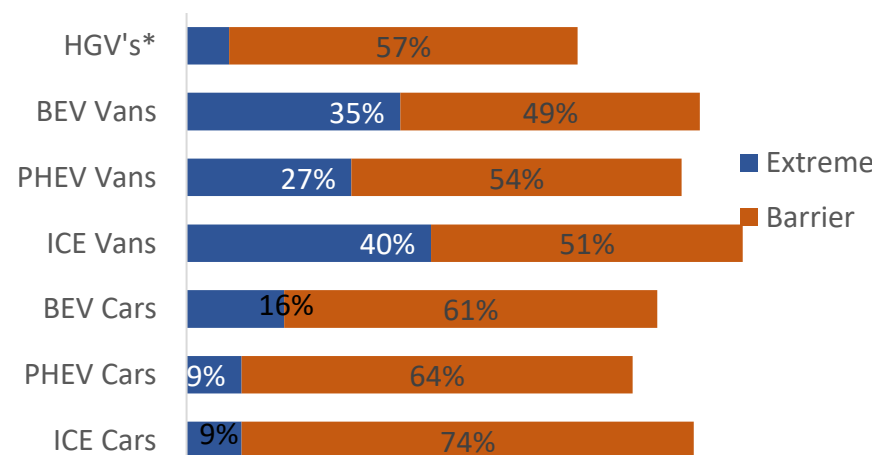


Vehicle Supply

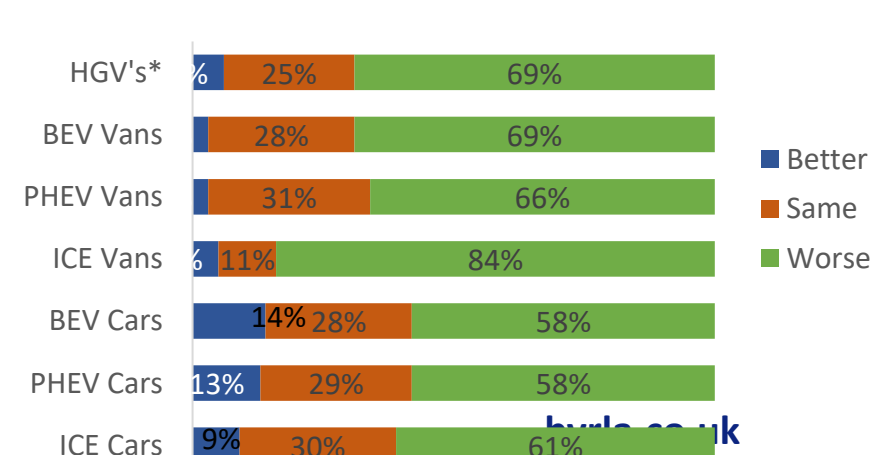
What is the biggest challenge facing your fleet operation in 2021?



How much of a barrier is the supply of vehicles to your business in meeting the needs of your customers?



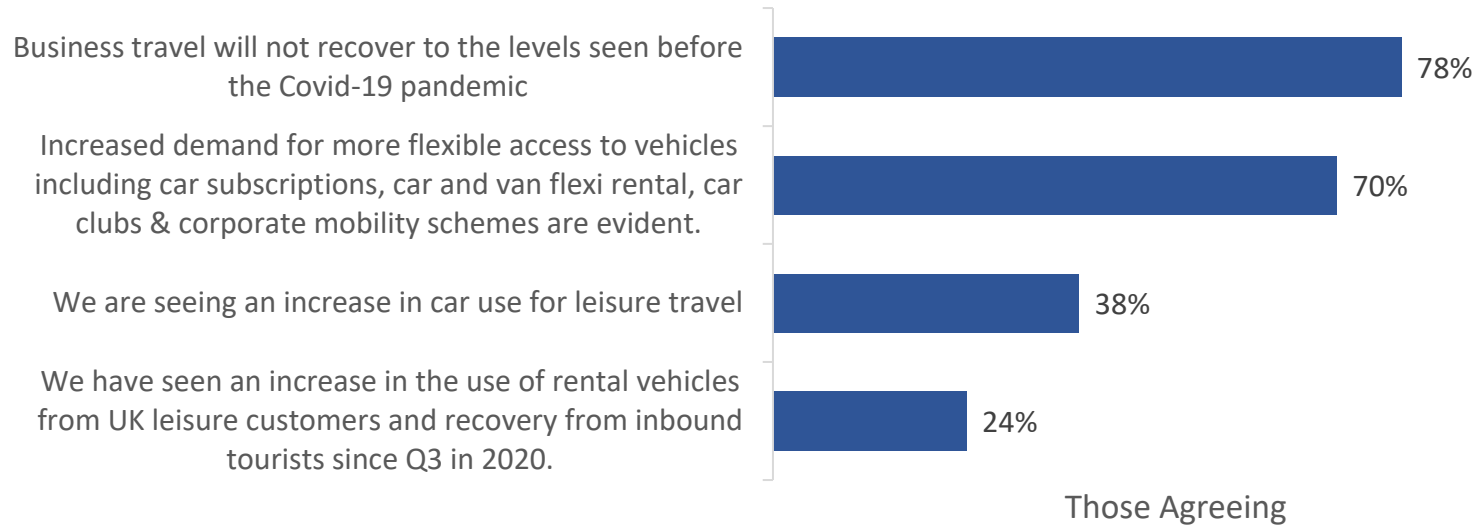
Is the current supply of vehicles to your organisation....



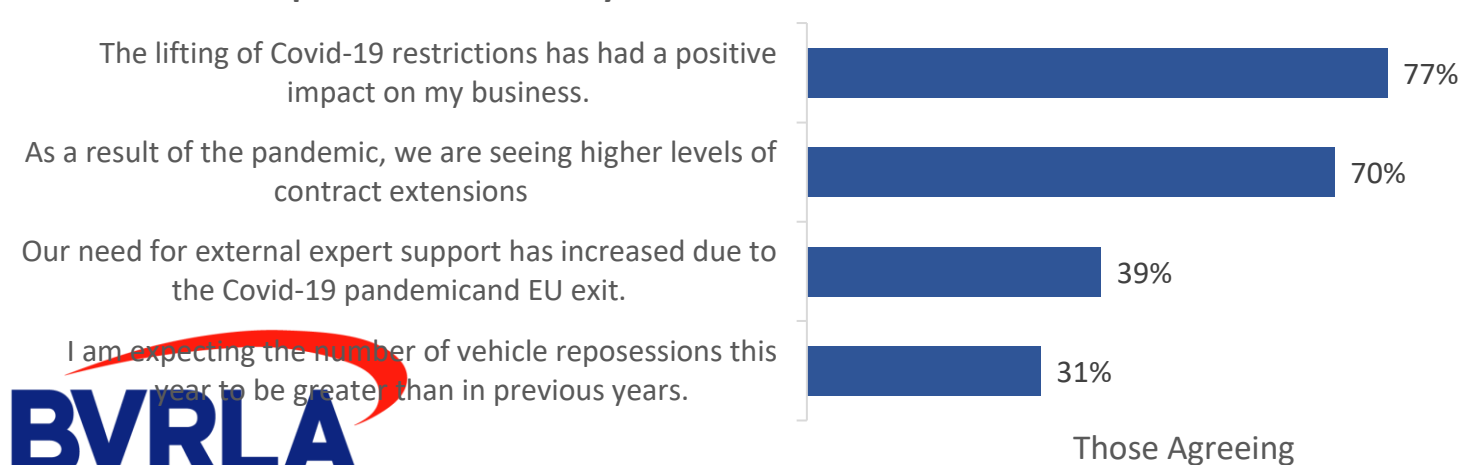
* Small sample size

Changing Landscape

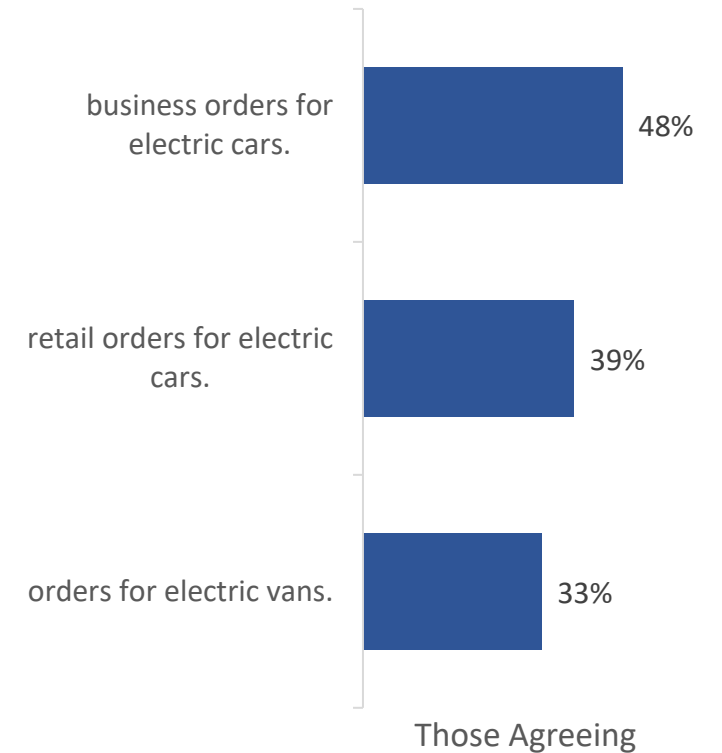
What changes to travel patterns are evident?



The direct impact of Covid-19 on your business

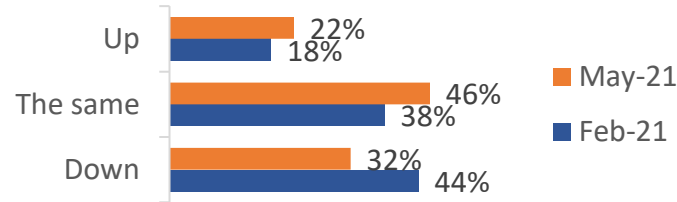


The recent change to the plugin grant has negatively affected...

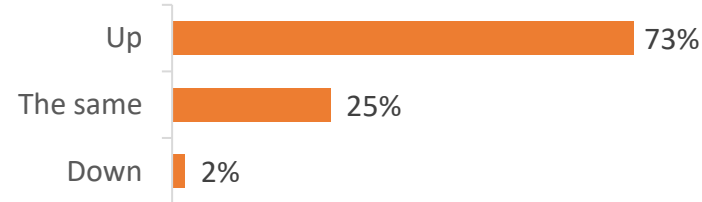


Staffing.....

Staffing levels compared to a year ago



Expected change in staffing levels over next 12 months



Positivity around staffing reflects the economic positivity seen previously.

One third of respondents suggest staff levels are lower than they were a year ago but that is down from nearly a half in February.

73% expect staffing levels to grow over the next 12 months.

Business is proactively dealing with mental health challenges although 25% have identified an decline in staff's mental well being.

Flexible and agile working to become the new normal.

Staff Well Being

As a business we have introduced new policies to support our staff's mental health.



Our business has seen an increase in the number of staff missing a day at work due to their mental health



There has been a noticeable decline in our staff's mental wellbeing during the covid-19 pandemic.



New Ways of Working

- **73%** expect to see increased working from home. (Pre lockdown)
- **40%** will offer staggered hours allowing staff to start and finish earlier or later.
- **25%** to offer fully remote working.
- **19%** will adjust shift rotation patterns