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 access and payment for public EV charging
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

Nick Brownrigg  
Vice Chairman

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 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  
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.
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 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
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

Chie fExecutive’s Foreword
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.

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.

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.

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.

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.

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.

"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
The Value of Membership
What members consider to be the TOP 5 most important benefits of membership:

95% Status and Credibility
91% Information and Advice
90% Voice of the Industry
80% Training & Events
68% Dispute Resolution Service

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

1. 62% Economy / Brexit
2. 44% Regulation
3. 43% Environmental
4. 36% Taxation
5. 35% Vehicle Technology

Data source: 2019 Member Survey
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:

1. Taxation
2. Air Quality
3. 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
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
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."


50 Parliamentarians supported the BVRLA recommendations
200 guests including 2 Ministers
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.

**New Brand Partnership Opportunities**

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

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

2019 Associate Members Survey

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
- Electric Vehicles
- Customer Service
- 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

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

Bob Grant, Free2Move Lease. November 2019

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

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.

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.

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.

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

2019 Member Survey

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.

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.
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.

“\n
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.
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

3,567 individuals received formal training either online or face-to-face during 2019.

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

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.
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.

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
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

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

Over 5,000 requests for advice answered during 2019
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

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

2019 Member Survey
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.

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

1,926 ECRCS cases handled during 2019

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.

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

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

"2019 Member Survey"

"Member’s customer 2019"

"Figures as at 31 October 2019"
Malcolm Fryer
Committee Chairman
and Head of Remarketing,
Avis Budget UK

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

Committee Members:

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

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.
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.

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.

Dave Tanner
Committee Chairman and Operations Manager, Lex Autolease

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

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.

71% of members say TOM Forum is useful.

2019 Member Survey
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:

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

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.

Get involved...
This committee meets quarterly in Amersham. To express an interest in taking part, contact 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

Committee Members:

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

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

Committee Members:

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

- 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.
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
Committee Chairman and Operations Manager, Arnold Clark Car & Van Rental

Committee Members:

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

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.

43 rental firms joined the BVRLA in 2019
Membership Directory

Corporate Members | Companies who own and operate fleets

2 Rent UK Ltd
38 Hire & Servicing
4 Eco Car Hire Ltd
4Group
4x4 Vehicle Hire Ltd
4x4 Vehicle Hire UK Ltd
55 Car Rental
7 Car Hire Ltd
A10 Auto Centre Ltd
AAM Group
Abacus Vehicle Hire
Aberconwy Car & Van Hire Ltd
Ace Rent A Van Ltd
Acro Vehicle Hire Ltd
Adhesive Vehicle Rentals
Addition Lee Ltd
Admiral Financial Services Ltd
Admiral Self Drive Van Hire
Affinity Motor Credit
Ardor Rent A Car
Agility Fleet
Agnew Leasing
A1M Luxury Car Hire
A1D Automotive
Aldi Vehicle Hire
Allied Vehicle Group
Allied Vehicle Ltd
Allied Vehicle Used Cars Ltd
Altrinch Ltd
Alphabit (GB) Ltd
AM Auto Rent
AM Philip Trudgian Ford Rental
AMT Vehicle Rental Ltd
Amvales
Amvales Ltd
Apex Car Rental
A1P
A1R Fleet Ltd UK Ltd
Arian Finance Ltd
Avalon Clark Finance Ltd (KOH)
Arrow Self Drive
Arris UK Ltd
Argo UK Ltd
Aston Vehicle Hire Ltd
Astro Hire Ltd
Atlantic Rental Ltd
Audi on Demand
Audis
Autoart
Autoart Ltd
Avis Europe Ltd
AVH
Axis Budget UK Ltd
AX
B & T Hire (Hertfordshire) Ltd
Badger Vehicle Hire Ltd
Barford Hire Ltd
Bathwick Car & Van Hire Ltd
Bayfield Vehicle Hire
BDS Van Hire Ltd
Beecesshoo Leasing Limited
Beech House Self Drive Hire
Berks Hire Van Hire
Bev espera Traffic and Highway Solutions Ltd
Blackvale
Blue Point Solutions
BMW Financial Services (GB) Ltd
BMA Car Hire Ltd
Bogorowns Motors Vehicles Solutions
Bolton Car & Van Hire
Brocken Car Rentals Ltd
Brookshire Vehicle Rental
Bucks Car Hire Ltd
Burroughs Self Drive
Bury Van Hire Ltd
Bussey Vehicle Leasing
Butters & Butters Ltd
BVR Vehicle Rentals
CA Cars
Campervan
Campervan Tours
Campervanantastic Ltd
CAMS Group
Cap City Hire Ltd
Car Hire Huddersfield Ltd
Car or Van Specialist Hire Vehicle
Castle Rentals
Casway Car Campers
Charlton House Car & Van Hire
Charter Vehicle Hire
Chester Vehicle Rental & Sales Ltd
Chesterfield Car Consultants
Chief Vehicle Rentals
Chiwon Vehicle Hire
Choice Vehicle Rentals
Circle Leasing Ltd
Citroen Inter-Rental
Clancy Plant Ltd
Clarkson of Glasgow
Clayton Vehicle Hire
CMF Flight Management Plc
Close Brothers Motor Finance Ltd
Close Brothers Vehicle Hire Ltd
CMS Hire Ltd
CMM Group
Coomon Vehicles Direct Ltd
Coles Hire
Collison Vehicle Rental
County Car & Van Rental
Crash Services Ltd
CTM Hire
CVC Car Hire
DAF Trucks Ltd
Daimler Fleet Management
Dallas Vehicle Hire
Darford Hire Ltd
Barnes Rental Ltd
Bathwick Car & Van Hire Ltd
Bayfield Vehicle Hire
BDS Van Hire Ltd
Beecesshoo Leasing Limited

Beecohouse Self Drive Hire
Berks Hire Van Hire
Bev espera Traffic and Highway Solutions Ltd
Blackvale
Blue Point Solutions
BMW Financial Services (GB) Ltd
BMA Car Hire Ltd
Bogorowns Motors Vehicles Solutions
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Beecesshoo Leasing Limited

Beecohouse Self Drive Hire
Berks Hire Van Hire
Bev espera Traffic and Highway Solutions Ltd
Blackvale
Blue Point Solutions
BMW Financial Services (GB) Ltd
BMA Car Hire Ltd
Bogorowns Motors Vehicles Solutions
Bolton Car & Van Hire
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Burroughs Self Drive
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Darford Hire Ltd
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Dallas Vehicle Hire
Darford Hire Ltd
Barnes Rental Ltd
Bathwick Car & Van Hire Ltd
Bayfield Vehicle Hire
BDS Van Hire Ltd
Beecesshoo Leasing Limited
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
AB Consulting Ltd
Absolute Vans
Academy Leasing Ltd
Active Fleet Management Ltd
Active Vehicle Consultants Ltd
Adept Vehicle Management
Advanced Vehicle Contracts Ltd
Advanced Vehicle Leasing (Stokeon)
ALA Car Leasing
All Vehicle Contracts Ltd
Aldercars
Alpha Contracts
Alph Lease
Alternative Route Finance Ltd
Amber Vehicle Solutions Ltd
AMG Autolease Ltd
AMT Vehicle Rental Ltd
AMVS
Andrew Mile
Anthony K Associates Ltd
Any Car Group Ltd
Applewood Vehicle Finance Ltd
Appledale Leasing Limited
Aptus Contracts
Aub Vehilce Contracts Ltd
Ask 4 Leasing
Asset Finance Management Ltd
Asset Finance Solutions (UK) Ltd
Auric Car Leasing
AutoChocks Ltd
Autoexpress / Global Vans
Autoeas
Autograph Contracts Ltd
Autotrack
Autohorn
Autolyne
Autoprocurement Ltd
Avalon Vehicle Contracts
BBB & Vehilce Contracts Ltd
Belgore Leasing Ltd
Belmont Vehicle Leasing Ltd
Benchmark Leasing Ltd
Best Contract Cars
Best Van Deals
Bestcarfinder
Blossom Vehicle Leasing
Blue Chilli Car Contracts Ltd
Blueuppy Vehicle Solutions Limited
Blastratek Vehicles
Bondon Vehicle Hire
Bower Price Plc
Bridge Vehicle Leasing
Britannia Car Finance
Butlers Vehicle Solutions Limited
C J Taft 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
CarKleasing
Carisma Vehicle Solutions
Car Lease Agent
Carlease (UK) Ltd
Carleasing.com
CarleasingOnline
Car Norse Leasing Ltd
Carpathian Ltd
Cars & Vans Direct
Cars2Vans.com Limited
CarSave Leasing Limited
CarSite Leasing
CarVario 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
Claris Vehicle Solutions Ltd
CLN
CLV
Coastal Leasing
Colour Car Sales Ltd
Commercial Finance & Leasing
Commercial Vehicle Leasing
Company Car Leasing Ltd
Company Vehicles Solutions Ltd
Completed Leasing Limited
Complete Vehicle Leasing Ltd
concept Vehicle Leasing
Contractcars.com
Countrywide Vehicle Contracts Ltd
Covaset Ltd
Cruiser Vans
Crossvan Ltd
CrystalLease
CVb
Daley Associates Ltd
Days Fleet
Denis Buyck Ltd
DPC (NI) Ltd
Discounted-new-cars.com
Dreamlease Ltd
DriveVehicle Leasing
DriveElectric
Driven Leasing
Drivesmart
DSG Auto Contracts Ltd
Dynamic Vehicle Solutions Ltd
Easil Lease
ecolease
Economy Leasing UK Ltd
E-Drive West Midlands Ltd
EFL Vehicles Ltd
Eiger Vehicle Leasing
Eurodiffine
Eurodrive
EW Fleet Services
Finance One Limited
First European Finance (Scotland) Ltd
First Vehicle Finance Ltd
First Vehicle Leasing
Fish Car Leasing
Fishgate Leasing
Fleet Alliance
Fleet Elite Vehicle Management Limited
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
GatewayLease
GB Vehicle Contracts
GB Vehicle Leasing
Genus Leasing
Genus Vehicle Solutions [Stirling] Limited
Glynn Vehicle Leasing
Glynn Vehicle contracts
Go Leasing Limited
GoFor Finance Limited
GreenLeaves Finance Limited
GreenLeafs Ltd
Griffin Military & Diplomatic
GwV (UK) Ltd
H N Vehicles Ltd
Harpenden Vans
Hawkings Velocity
Hills Contracts
Hippo Vehicle Solutions
Holdcroft Select Ltd
Holywood Leasing Ltd
Horizon Vehicle Leasing Ltd
Hot Car Leasing
Howlet Leasing
HV Motor Finance
Ideal Vehicle Leasing Ltd
Ideal Fleet Leasing
Intelligent Car Leasing
J & R Leasing Limited
J G Leasing
Jeff Commercial Finance Ltd
Jet Vehicle Finance Ltd
Jigsaw Finance Limited
Johnson Fleet Services
Jorvik Motor Leasing Ltd
Kent Vehicle Contracts & London Vehicle
Contracts & The Kent Vehilce
Kew Vehicle Leasing Limited
Key2Lease
KeyFleet
KG Vehicle Solutions Ltd
Kudos Vehicle Management
Lease Comparison Ltd
Lease Profiles Ltd
Lease your next Car.com
Leaseless
Leaselist
Leaseland
Leasing
Leasinglease
Leasinglease
Leasinglease
Leasing Management Ltd
Leasenowcar.co.uk
Leasing & Vehicle Contracts
Leasing & Vehicle Management
Leasing 4 U
Leasing Options Ltd
Leden Leasing
Lets Talk Finance Ltd
LTSLeasing
Logical Vehicle Management Limited
Low Cost Vans
LV Contracts
LVCentral Ltd
LVM
MW Vehicle Contracts Ltd
Mad Sheep Leasing
Mann Island Finance Ltd
Mercedes On Lease
Mercedes-Benz South West
Meridian Finance Partners Limited
Middlewood Solutions
Milhouse Leasing
Mint Lease
Motion Vehicles
Motonplan Ltd
Motor Dept Ltd
Motor Select
Motorfleet Ltd
MultiLeasing Ltd
My Big Green Fleet
MyLevo Autolease
National Fleet Services Ltd
National Vehicle Leasing Ltd
Nationwide Vehicle Contracts Ltd
Nationwide Vehicle Leasing Ltd
NBV Consultants Ltd
NCA Vehicle Management Limited
Neva Consultants.com Limited
New Car Contract
New Car Leasing Company LLP
New Vehicle Solutions
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
Pendreg-Automatic Solutions
Pendle Vehicle Leasing Ltd
Perth Contract Hire
Pharsees Limited
PHVC Vehicle Management
Pipe & Barmbridge
Plant (GB) Ltd
Planet Leasing Ltd
Professional Vehicle Solutions Ltd
Prospectus Vehicle Solutions
Pure Vehicle Leasing
Radar Finance and Leasing Ltd
Rapid Vans Leasing Ltd
RBA Associates
Refil Ltd
Relance Vehicle Management Limited
Renzessence Vehicle Management Ltd
RGW Vehicle Contracts Ltd
Ringsways Hire and Leasing Ltd
Riverdale Contract Hire & Leasing
Rosedale Car and Commercial Leasing
Sagitta Automotive Ltd
Select Car Leasing
Select Vehicle Contracts
Sensible Cars Ltd
Shine Leasing Plc
Silverstone Fleet Management
Silverstone Vehicle Management Limited
Simple Leasing Ltd
Simple Leasing
Simply Leasing
Simply-Leasing
Skyfleet Ltd
Smart Leasing Solutions Ltd
Smarter Leasing
Smarter Leasing Limited
Smart Fleet Leasing
Special Offer Car Leasing
Spirit Contracts Ltd
SSD Contract Hire and Leasing
Sterling Cars
Sterling Leasing
Sterling Vehicle Solutions
Sure Vehicle Solutions
Swan Vans Limited
Synergy Car Leasing
Tamar UK Finance Ltd
Tate Leasing and Contracts
Thomas Valley Leasing Ltd
The Car Network Ltd
The Car Sales Company
The Vehicle Leasing Expert
The Partnership Ltd
thebestcardeals.co.uk
Think Autoleasing
Think Vans
Tibson Vehicle Contracts Ltd
TMC Vehicle Solutions
Total Motion Limited
Tracion Finance
TrueFleet
Tyson Cooper Ltd
U Choose Contracts
UK Car and Van Leasing Limited
UK Carline Ltd
Ultimate Vehicle Leasing Ltd
VAM 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
Viroo Dealer Limited
Walker Vehicle Solutions Limited
Wessex Fleet Solutions Ltd
West Mid Vehicles
Westfield Leasing
WestWon Limited
Wex Ltd
White Oak UK
White Rose Vehicles Limited
Willow Leasing
WMSG 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
- CarTrawler
- Compello
- Flexible Car Hire.com Ltd
- Fourways Vehicle Solutions Ltd
- Nexus Vehicle Rental
- Yello Car Hire Ltd

MEMBERSHIP AS AT 8 NOVEMBER 2019

Associate Members
Companies who supply products or services to our industry

- ABN AMRO Lease
- ACRIS
- ADESA
- Armac Remote Limited
- AFD Global Research Limited
- Arthur J Gallagher Insurance Brokers
- Assured Group Ltd
- Aston Barclay Ltd
- ATC Euromaster Ltd
- Audi UK
- Australian Finance Industry Association
- Auto Trader Limited
- Auto Windscreens
- Autocenz Ltd
- Autofutura Ltd
- Automotive Software Solutions Ltd
- autotrail Limited
- Barclays Corporate
- BCA Marketplace Plc
- Beijing Leasing Association
- Black Horse Fleet Finance
- Blake Morgan
- BMW (UK) Ltd
- BYNIX Europe Ltd
- cap hpi
- Casarna
- CD Auction Group Ltd
- ChipsAway International
- Clydebridge 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
- Elbon-Dacs Ltd
- Epay Ltd
- Experian Ltd
- Fiat Chrysler Automobiles UK
- Finance & Leasing Association
- Fleetcor
- FMG
- Ford Motor Company Limited
- Freight Transport Association
- Gain Solutions Limited a DERRA Company
- GEFICO UK Ltd
- Geotab GmbH
- Glass’s Information Services
- Grant Thornton UK LLP
- Grosvenor Training Services Ltd
- GTG Training Ltd
- Haynepro (UK) Ltd
- Honda UK
- Hudson Kapel Ltd
- Hyundai Motor UK Ltd
- J247 Group
- Inchcape Retail Limited
- Inergy eMobility
- International Decision Systems Ltd
- Investec Asset Finance plc
- Invigor EMAG LLP
- IT Fleet Automotive Ltd
- Iveco Ltd
- Jaaana Ltd
- Jaguar Land Rover
- IPC Asset Management Limited
- KeeResources Ltd
- Kia Motors (UK) Ltd
- KPMG LLP
- Kwik Fit Fleet
- Leaseco 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
- Merthy 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
- PIM Logistics
- POD Point Ltd
- Porsche Cars Great Britain Ltd
- Premia Solutions Limited
- Pricewaterhouse Coopers
- ProViva 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
- Shredbrook Bank Limited
- Shoomills LLP
- Shornham 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
- Towerate 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

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

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

38 BVRLA ANNUAL REVIEW 2019
The BVRLA Team

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