

2018 ANNUAL REVIEW



BVRLA

About the BVRLA

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

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

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

On behalf of its 950+ members, the BVRLA works with governments, public sector agencies, industry associations and key business influencers across a wide range of road transport, environmental, taxation, technology and finance-related issues.

BVRLA members are responsible for a combined fleet of almost five million cars, vans and trucks, supporting around 465,000 jobs and contributing nearly £49bn to the economy each year.



91% of members say that the BVRLA provides status and credibility to their organisation.

2018 Member Survey

Committee of Management

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



Matt Dyer
Chairman

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

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

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

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



Nina Bell
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 President of Strategic Programmes. She qualified as a Chartered Accountant with PwC.



Freddie Aldous
1928-2017

The BVRLA said goodbye to its Honorary Life President, Freddie Aldous, who passed away in December 2017.

Freddie was an industry pioneer who had a long and illustrious career in the vehicle rental and leasing sectors.

He served as BVRLA Chairman twice, then President and, in later years, as a mark of the industry's respect for him, Honorary Life President.

In recognition of his contribution, the association has named its conference room the Freddie Aldous Room and is introducing the Freddie Aldous Lifetime Achievement Award at the association's Annual Dinner.

Brian Back	BVRLA Honorary Treasurer
David Hosking	Tuskerdirect
Ed Cowell	FraiKin
Gary Smith	Europcar Group UK
Henry Brace	BT Fleet Solutions
Ian Tilbrook	Volkswagen Financial Services
Jon Lawes	Hitachi Capital Vehicle Solutions
Khaled Shahbo	Enterprise Rent-A-Car
Margaret Speirs	Arnold Clark Car & Van Rental
Miguel Cabaca	Arval UK
Nick Brownrigg	Alphabet GB
Peter Cakebread	Marshall Leasing
Peter Collins	MAN Financial Services
Richard Davies	Hertz UK
Tim Buchan	Zenith

Chairman's Comment

2018 has been a year of unprecedented trials for the vehicle rental and leasing industry.

From air quality and electric vehicles to counter-terrorism, connected vehicles and consumer finance, the period has seen BVRLA members getting to grips with a rising number of business-critical issues.

Unsurprisingly, then, it has also been a year of unprecedented activity for the BVRLA. Your association started 2018 with a clear mandate to provide stronger industry representation, a louder voice of influence and a deeper insight into the changes impacting our sector.

I am pleased to report that the last twelve months have seen a real change in our industry's media profile, with more proactive coverage in the national and regional press and on social media.

The association has delivered more than a dozen pieces of original research and insight, much of it providing vital data to underpin our policy asks. Most compelling of all was our updated analysis of the economic impact of vehicle rental and leasing. It now tells the story of an industry that makes a £49bn contribution to the UK economy, supporting over 465,000 jobs and generating £7.6bn in tax revenues each year.

In local Town Hall workshops or in the halls of Westminster our events have been larger, more widely spread across the country, and have involved a wide range of members and other fleet industry stakeholders. 2018 has seen us invited to No 10 to discuss Mobility Credits, and sharing the Zero Emission Vehicle Summit stage with the Prime Minister.

The BVRLA is opening more doors than ever, engaging with politicians, parliamentarians and regulators on a daily basis, developing constructive and ongoing relationships.

As ever, it has been a year of both achievements and setbacks. Nonetheless, I am confident that the BVRLA's increased investment in its research, communications and campaigning activity is already delivering some long-term benefits that extend beyond the life of any one policy issue. The wide range of activities we have undertaken in 2018 are all enhancing our sector's 'political equity' and increasing its ability to influence political and regulatory decisions.

In the pages that follow, I hope we will demonstrate that your association has focused its activities on the issues that matter to you and your business.

The year began with the BVRLA fighting the corner for a rental and leasing sector that was under scrutiny from regulators, politicians and law enforcement. The media was full of stories about our industry's potential fallibility in terms of terrorist 'vehicle-as-a-weapon' attacks' and misselling of motor finance.

The BVRLA has worked closely with the relevant authorities to make sure that they understand how our industry works. It has also published some groundbreaking research into vehicle-based terrorism and updated its governance and training offering. In both areas the vehicle rental and leasing industry's reputation has been enhanced and the threat of regulation has reduced.

In a related development, the association also won a major victory in persuading insurers to 'pool' the risk associated with major motor vehicle-related terrorist claims. The BVRLA continues to engage with the industry to deliver the expected reduction in self-drive hire insurance premiums.

This year has seen a record level of engagement with local authorities. The BVRLA and its members have spent much of the year meeting with fleet

stakeholders and local policymakers to discuss a range of air quality issues and the measures being considered to address them.

The Clean Air Zones that are due to arrive in London, Birmingham, Nottingham, Glasgow, Oxford and a host of other cities in the coming years represent both a threat and an opportunity for BVRLA members and their customers. The threat looms largest for commercial vehicle operators, and the association has worked closely with its colleagues at the RHA, FTA and NFDA to lobby for greater support for truck operators.

Across the UK, the BVRLA's air quality activity has helped demonstrate that vehicle rental, leasing and car clubs will play a vital role in delivering the transition to cleaner urban transport. Each city has its own requirements, but it is essential that we get a robust national framework that gives members the confidence to support businesses and individuals in upgrading to low or zero emission vehicles and changing their transport behaviour.

Regulatory frameworks are essential, as is a fair and well-signposted tax and incentives regime – something that has been sorely lacking in 2018. A 'Perfect Storm' of mismanagement and confusion around the withdrawal of plug-in vehicle incentives, the publication of new company car tax rates and the tax impact of the new WLTP emissions regime is putting the fleet sector under intolerable pressure.

Persuading the government of the need to act – and of the damage from not doing so – has been one of the association's toughest challenges in 2018.

Nonetheless, progress has been made. We have gained unprecedented levels of access to the Treasury this year and have been able to present them with clear, comprehensive and compelling evidence on

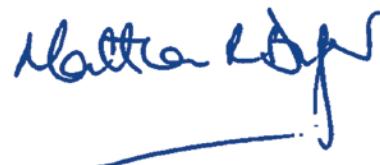
what needs to be done. We are hopeful that the tax review announced in the 2018 Budget will be just the start of a more constructive partnership with government that delivers a reliable tax base and a roadmap towards zero-emission motoring.

The BVRLA continues to have one eye on the future, where the most pressing issue is the arrival of the 'mobility services' era and ever-increasing demands to integrate our industry's road transport offerings with other modes.

Mobility as a Service (MaaS) is one of the most over-hyped phrases of recent years, but the concept is high up the agenda of every transport policymaker across the UK, thanks to its promise of reducing congestion, cutting emissions and improving accessibility in cities. Once again, the BVRLA's role is to ensure that the vehicle rental and leasing industry's voice is heard and that members can enjoy a level playing field when it comes to tax and regulation.

Looking back on all this activity, 2018 feels like a year when the BVRLA and its members have gained strength in adversity. By raising its voice, increasing its influence and gaining greater insight, the industry is in a better position than ever to shape its own destiny.

We thank you for your support and look forward to continuing our work in 2019.



Matt Dyer, BVRLA Chairman
and Managing Director of LeasePlan UK



Chief Executive's Foreword

In December 2017 the BVRLA launched its first-ever Three-Year Plan, outlining our key strategic priorities and committing the largest financial investment the association has seen in its 50 year history.

Twelve months on, many of these investments are now in place and have enabled us to scale up both our operations and our effectiveness. We have now updated our plan to emphasise the strategic priorities we will be using to evaluate our activities and progress.

We will be focused on delivering a supportive regulatory and economic environment that helps members grow their businesses.

We will enhance the brand and reputation of the BVRLA and its members by setting a benchmark for compliance, sustainability, security and customer service.

Finally, we want our members to lead the transition to 'future mobility' and will help them to embrace new technology and innovation so that they can help the UK tackle its transport challenges.

It is vital that we increase our capabilities and ambition as we continue to serve the needs of a large and diverse group of members. I am delighted to report that the BVRLA bucked the trend of many trade associations by growing its membership again over the last twelve months. We now have over 950 vehicle rental, leasing and car club members, who own and operate a combined fleet size of nearly five million cars, vans and trucks.

This is not just an endorsement of the work of the BVRLA. It also reflects the growing trend from vehicle ownership to usership and the increased 'consumerisation' of our industry.

As the popularity of transport as-a-service increases, members sign-up with us because they need an organisation that provides reliable market insight and can explain the needs of their evolving business models to policymakers. As our industry faces an increasing media and regulatory spotlight, it is more important than ever that it comes together and demonstrates that it sets and maintains the highest standards.

This is where our strategic priorities come from, and this is where we are investing for the future.

We have welcomed three new staff to our policy and communications teams this year and retained the services of two external public affairs agencies. These additions have provided much-needed expertise, capacity, contacts and creative input on a range of vital campaign areas, helping us to put on our biggest-ever Parliamentary Reception, a series of regional air quality roundtables and a workshop on the future of Motoring Taxation.

2018 also saw us expand our research budget with the aim of providing greater insight into the trends shaping the rental and leasing market and more evidence to support our lobbying. Recent highlights include our latest report on the Economic Impact of the Vehicle Rental and Leasing Sector and our Fleet Sustainability Credentials, which are already helping to demonstrate the vital role BVRLA members will play in tackling air quality issues. Behind the scenes, we have been working with members to crunch the numbers on company car tax, producing vital new data that shows how this sector is over-taxed and under-appreciated for the role it plays in driving uptake of low-emission vehicles.

Maintaining and demonstrating high levels of customer service and regulatory compliance is a priority for every member, and the BVRLA

continues to increase its value proposition in this area. Our government-approved Alternative Dispute Resolution service has experienced another record year that saw it deal with more than 4,000 complaints on behalf of members and their customers, from across the UK and Europe.

As the leasing broker sector continues to grow, so has our inspection process, which now features a full-day audit that provides a thorough assessment against FCA compliance. In 2018 the association carried out more than 450 audits of rental and leasing broker members, providing invaluable feedback that can be fed back to participants and used to raise industry standards.

Much of the feedback now gets incorporated into our learning and development activities, which have also made significant progress this year. Our e-Learning platform recently welcomed its 1,000th subscriber and continues to bring affordable and convenient compliance training to members across a range of topics, including fraud avoidance, counter-terrorism, safeguarding the vulnerable and data protection.

The growth of our e-Learning platform is a partial reflection of the difficulty many members, particularly SMEs, face in spending time away from the office or branch. We have welcomed record numbers of people to our forums and conferences this year, but our range of free topical webinars have had a particularly big impact. Almost a thousand of you have registered for our Budget, counter-terrorism and GDPR webinars this year, with a similar number catching up via our growing YouTube channel.

Digital investments are driving huge levels of innovation across our industry and the BVRLA is no different. Our newly updated, GDPR-compliant CRM

system is now integrated with our new website. As a result, our content and communications are more mobile-friendly, dynamic, and easy to find and consume.

We are aware that, from a member communications perspective, one size does not fit all. A key benefit of this investment is that we are now able to deliver more personalised information that fits your profiles and business needs.

Your needs continue to drive the decisions we make. Our latest Member Survey was our largest and most comprehensive yet, with more than 500 responses from over 280 different companies. We have summarised the results throughout this Annual Review. Please rest assured that we are already digesting this feedback and using it to guide our plans for the years ahead.

Whether you are responding to our surveys, attending our events or participating in one of our committees and workshops, your contributions are more vital than ever as we negotiate an increasingly uncertain political and economic landscape.

We thank you for this support and look forward to working with you in 2019.

A handwritten signature in blue ink that reads "Gerry Keaney". The signature is fluid and cursive, with "Gerry" on top and "Keaney" below it, ending with a small flourish.

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.



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.

121
organisations joined
the BVRLA family
during 2018*

* Figures as at 19 November 2018

70%

would recommend
the BVRLA
2018 Member Survey



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 8,000 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.



“Membership was made easy and we felt welcomed.

2018 Member Survey

Members' Views

The 2018 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.



“ As a small operator I am very happy. When I have called for advice, I felt supported. ”

70%
would
recommend
the BVRLA
2018 Member Survey

The Value of Membership

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



91% Status and Credibility



87%
Voice of
the Industry



87%
Information
and Advice



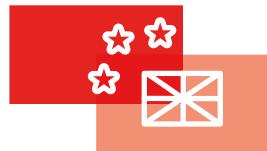
78% Training & Events



68% Conciliation Service

The important issues

What members consider to be the TOP 5 policy areas for the BVRLA to focus on in 2019:



62% Economy / Brexit



48% Regulation



43% Taxation



41% Environmental



30% Vehicle Technology

“The BVRLA is an industry body I can trust. A great reputation.

2018 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 2018, the BVRLA has grown its internal policy and communications teams and enlisted the support of specialist public affairs agencies *WA Communications* and *Tendo* to strengthen the association's ability to be a louder voice of influence amongst policymakers and influencers.

Air Quality

Parliamentarians support BVRLA Plug-in-Pledge

30 MPs and Peers joined over 100 BVRLA members and guests at a Parliamentary Summer Reception in the House of Commons to launch the BVRLA 'Plug-in Pledge', outlining the vehicle rental and leasing sector's commitment to increasing its annual purchase of new plug-in vehicles from 17,000 to 300,000 per year.

Whilst at the reception, MPs and Peers added their names in support of the Pledge and took the opportunity to voice their appreciation for the leading role BVRLA members are taking in the drive to improve air quality. Since the event, around 45 Parliamentarians have pledged their support.



The coming decades are expected to be transformative for our motor industry, our national infrastructure and the way we travel... We want to work in partnership with industry and businesses to make these shared ambitions a reality, so we welcome the commitment made by the BVRLA today.

Transport Minister Jesse Norman MP,
July 2018



94%
of members say
the BVRLA is an important
voice for the industry
2018 Member Survey

Top 3 most campaigned policy areas in 2018:

1. Taxation



2. Air Quality



3. Vehicle Terrorism



39

meetings with
Ministers, MPs
and Select
Committees
during 2018

81

meetings with
Government
officials and
Special Advisers
in 2018

25

Parliamentary
Questions were
put to ministers
by MPs on
behalf of the
BVRLA during
2018

8

MPs supported a BVRLA priority in
Parliamentary Debates during 2018

Security



BVRLA protects the rental sector by helping to secure Motor Insurance Bureau 'YES VOTE'

In July 2018, the Motor Insurance Bureau (MIB) announced that UK motor insurers have voted for MIB to handle and pay the claims from victims involved in a terrorist event where a vehicle is used to kill or injure.

This was a huge success for the BVRLA, which had been lobbying on the issue following a spate of terrorist attacks involving rental vehicles.

“We are delighted that the motor insurance market has agreed to mutualise this risk instead of leaving individual insurers to carry the risks associated with motor claims arising from terrorist attacks. This provides much needed reassurance for the vehicle rental industry.

Gerry Keaney

“I should thank all those involved in the sector for their advice and briefings since last June for the various meetings and events – the BVRLA and Thrifty are just the latest two.

Neil Coyle MP, Counter Terrorism and Border Security Public Bill Committee hearing, July 2018



Regional Engagement

During 2018, the BVRLA has been working with members, trainers, local authorities, trade media and other industry bodies, helping to develop knowledge and skills and taking the voice of the industry out to regional policymakers.

Air Quality



Regional Clean Air Zone roundtables

The BVRLA has hosted a series of regional roundtable discussions on the topic of CAZs in partnership with the Energy Saving Trust, Fleet News and ACFO. Each of these events brought local authority representatives from Leeds, Nottingham, Derby, Birmingham and Glasgow together with local businesses, fleet managers and BVRLA members to enable discussions on the potential impact of these zones.

A total of 38 individual local businesses and members attended the regional roundtables, representing public services such as NHS Trusts and police forces, through to utility providers and commercial groups. All of the roundtables produced very positive feedback from council members, officials and participating members. The discussions also provided invaluable insights which have supported the formulation of a set of key recommendations from the association on this topic.

“ This roundtable event will give us a perfect platform to stimulate some great discussion and no doubt provide us with plenty of information to include in our proposal to government.

Councillor Lucinda Yeadon,
Leeds City Council

BVRLA Training & Accreditation in the Regions



- IMI Rental Operator Skills Certificate
- Introduction to the Daily Rental Industry
- IMI Technical Customer Service Staff (Level 3)
- IMI Technical Customer Service Staff (Level 2)
- Customer Service Workshop
- Driving Skills and Knowledge
- BVRLA Fair Wear and Tear Training
- GDPR Workshop
- Introduction to the Vehicle Fleet Industry
- NLP Skills for Effective Selling
- Project Griffin – Counter-Terrorism Workshop
- Selling Contract Hire
- Certificate in Fleet Management

BVRLA Conferences



- Fleet Technology Congress
- Industry Outlook Conference

“Regional forums have been very helpful.”

2018 Member Survey



BVRLA Forums



- Asset Management and Risk Control
- Leasing Broker
- Residual Value and Remarketing
- Technical and Operational Management

BVRLA industry experts are guest speakers



- FT Future of the Car Summit
- Zero-Emission Vehicle Summit
- London Automotive Forum
- Resolution Foundation Future Mobility Event
- BT Fleet Summit
- Intelligent Mobility Conference
- Tech Xcelerate Urban Mobility Summit
- ICFM Conference
- ACFO Annual Conference
- Low CVP Conference
- Energy Saving Trust Air Quality Summit

BVRLA Roundtables



- Clean Air Zone roundtables

Get involved...

To find out more about the BVRLA's planned regional engagement opportunities, contact events@bvrla.co.uk.



Communications

In addition to increasing the amount of content published via the media and the association's own platforms, the BVRLA has increased the reach of its communications by expanding the range of channels used to include members' own channels and government-owned channels. This has enabled the association to reach more people across a broader range of target audiences.

Member communications

The *BVRLA Weekly Update* and the association's bimonthly newsletter, *BVRLA News*, provide members with regular updates to ensure that they are kept informed of any news, developments and regulatory changes affecting the industry, as well as the latest news on the association's activities.



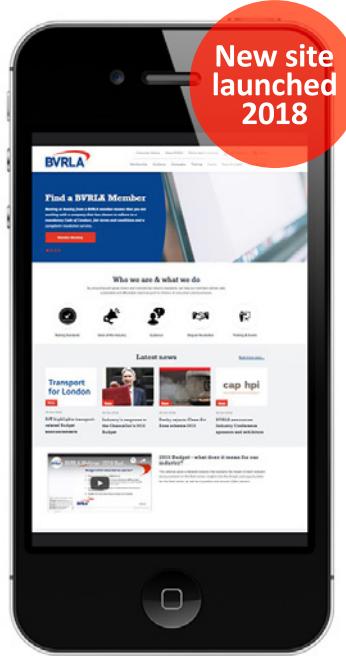
291
individual news stories
published in *Weekly Updates*
during 2018

During 2018, the BVRLA has started to publish *BVRLA News* on members' intranets to help keep employees informed of the latest news from the association.



Digital and social

The BVRLA has made a significant investment into the development of a new improved website. Launched in December 2018, the site includes enhanced functionality for members, more consumer-facing content and provides a better user-experience for all who use bvrla.co.uk as a key information resource.



BVRLA Twitter
followers, up
17%



BVRLA LinkedIn
followers, up
20%

Corporate communications

The BVRLA produces two annual corporate publications:

The *Annual Review* provides an overview of the association's deliverables at the year-end and the *Annual Report* publishes the association's statutory financial statement.

In 2018, the association also launched a new corporate communications product, the *BVRLA Three-Year Plan*, which focuses on setting out the association's strategic priorities for the year ahead.



Media & PR

2018 saw the association receiving unprecedented levels of national, regional and trade media coverage online, on TV and in print. This increased exposure of the BVRLA brand has helped to bring the association's voice of influence to a broader audience.

40 press releases issued during 2018

uplift in BVRLA media coverage during 2018

37%

Stories relating to regional Clean Air Zones, the BVRLA Plug-in-Pledge, company car tax, motor finance and vehicle terrorism were all of interest to the mainstream media. The issuing of several consumer advice pieces also led to coverage relating to taking vehicles abroad, leasing scams and what to do in the event of a dispute with a rental or leasing company.

By adopting a proactive PR strategy, 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.

If hiring in the UK, check to see if the company is a member of the BVRLA. This gives you more rights in the event of a problem.

Financial Times, May 2018

* All figures as at 23 November 2018

21

individual
research & insight
projects delivered
during 2018



Research & Insight

During 2018 the BVRLA carried out more research projects than ever before, delivering against the commitment in the Three-Year Plan to increase the research budget, collate more data and develop deeper industry insights to strengthen its evidence-based lobbying.

The association produced regular sector-specific reports and conducted research activity focusing on a range of business and policy areas.

2018 saw significant investment being made to build deeper industry insight across the rental sector. Four policy areas were also studied in-depth:

1. Economy



2. Taxation



3. Air Quality



4. Vehicle Terrorism



The BVRLA increased its research budget by 70% during 2018.

The BVRLA worked with several specialist business research organisations and academics during 2018, some producing independent reports and others working in association with the BVRLA on collaborative projects. The BVRLA's in-house research function also conducted in-house surveys and desktop research.

Research & Insight



Research activity carried out in 2018:

1. BiK Tax Research
2. Business Mileage Analysis
3. CAZ-awareness YouGov Poll
4. CV Informer
5. Economic Impact Report
6. Half-yearly Leasing Broker Research
7. Industry Outlook 2019
8. Member Fleet Analysis
9. Member Survey
10. Members' Air Quality Credentials
11. Quarterly Leasing Survey
12. Rental Customer Research
13. Rental Market Sizing
14. Rental Operator Study
15. The Company Car Market
16. VAT Derogation YouGov Poll
17. Vehicles as Weapons Threat Assessment

Economy



The Economic Impact of the Motor Vehicle Rental & Leasing Industry

The BVRLA commissioned respected research organisation Oxford Economics to independently analyse the impact the vehicle rental and leasing industry has on the UK economy. The 32-page report, which published in July 2018, revealed that the activities of the vehicle rental and leasing industry contribute around £49bn per year to the UK economy, support over 465,000 jobs and generate £7.6bn in taxation annually.

It also showed that rental and leasing companies spent an estimated £30bn on buying over 1.8 million vehicles in 2017, which included £5.4bn spent on 304,000 UK-assembled cars, vans and trucks. This means that they were responsible for 83% of all vehicles assembled in the UK which were sold domestically.

The report also included a regional economic picture, showing the largest regional contribution to GDP coming from the South East. Relative to the size of the economy in each of the countries and nine English regions, the industry made the largest contribution in the North East and Northern Ireland. In terms of jobs, the industry's biggest impact came in the West Midlands, where it supported 55,100 jobs, and the North West, where it supported 53,800.



“ This report underlines the role that rental and leasing plays in the UK economy. The industry will play a crucial role in delivering the UK's transition to connected, autonomous and zero-emission road transport in the years ahead.

Gerry Keaney

Compliance & Advice

During 2018, 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 2018, 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 360° governance programme raises standards		
	BVRLA conciliation service... 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.	
	BVRLA inspection programme... 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.	
	BVRLA advice, guidance and training... 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.	
The BVRLA Code of Conduct sets the standard		

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.

64,778
VE103B certificates issued during 2018

500
BVRLA new and existing member inspections carried out during 2018

Regulation & Compliance

Enhanced audit regime launched in 2018

Driven by members' feedback, the BVRLA introduced a new, tougher, audit regime during 2018. With the support of committee members, the decision was taken to introduce two new initiatives to enhance and strengthen the value and effectiveness of the inspection regime.

The rental inspection regime became more robust with the introduction of unannounced visits, a deeper-dive inspection and an improved feedback report.

The leasing broker inspection regime was also enhanced by introducing:

- Full day inspections** to allow time for looking at members' compliance monitoring and sales processes, providing a deeper-dive enhanced inspection.
- More detailed interviews** with senior management and other relevant members of staff as part of the inspection to test their understanding of regulatory requirements.
- A revised 'Get Well' process** which may subject members to a further remote desktop review if needed to support the member's implementation of mandatory policies and registers.

It was a good process to go through which I believe will help... any leasing broker's business. My advice is to embrace the BVRLA inspection, learn from it and use it to fill any knowledge gaps.

2018 Leasing Broker Member



The audit resulted in some extremely valuable advice.
Great at giving advice on difficult questions.

2018 Member Survey



68,000 +
Fair Wear & Tear Guides
issued during 2018

Over 5,000
requests for advice answered
during 2018

93%
of BVRLA
members
consider information
& advice to be an
important benefit
of membership
BVRLA Member Survey

The health-check visit was very interactive,
and recommendations made were on point.

2018 Member Survey



73%

of members consider the BVRLA dispute resolution service to be important to them

2018 Member Survey



I am very impressed by how quickly and efficiently your department has handled my complaint.

A member's customer 2018



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 2018

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.

2,100

cases handled during 2018

Demand for the ADR has increased by almost a third during 2018, 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 expanded the ADR team to ensure that service levels can continue to be met.



The 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. 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.

1,700

ECRCS cases handled
during 2018

“

Thank you. It is reassuring to see that consumers still have options to defend their interests.

A member's customer 2018

”

“

You provide an excellent service.
Thank you!

”

Regulation & Compliance



Customer qualification

The BVRLA RISC Database holds the details of over 8,000 individuals and companies who have been identified as posing a potential risk, due to having previously failed to comply with the terms and conditions of a rental or lease contract.

Members can access the BVRLA RISC Database as part of the customer qualification process, to help protect the asset, mitigate the risk of releasing a vehicle to the wrong person and avoid future dispute.

Over 2,200

new records added to the
BVRLA RISC Database during 2018



“The Parliamentary Reception in the summer was great.”

JULY

Parliamentary Reception

Around 100 BVRLA members and guests were joined by 30 MPs and Peers at the House of Commons, where the association unveiled its Plug-in Pledge, reinforcing the industry's commitment to driving the uptake of electric vehicles.

Key annual events...

The BVRLA hosted a wide range of different events during 2018, including forums, webinars, roundtables and the association's four flagship annual events.

Around 300 industry leaders convened at this year's two annual conferences to hear expert views and opinion on a range of subjects affecting the industry.

JULY

Fleet Technology Congress

Technology was the focus of the day, with specialists sharing views and opinions on issues such as the future of electric motoring, understanding connectivity and vehicle data, and mobility as a service.

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.

“The best way to get a true understanding of the changing landscape in increasingly challenging times.”

“I came away energised about strategy and with a great overview of what issues are important in the industry now and in the future.”

52%
annual increase in
event attendance
during 2018

27

BVRLA events
hosted during 2018

MARCH

Annual Dinner

941 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 and TV panel show star Katherine Ryan kept everybody entertained.

“The evening was excellent. My colleagues and guests had a super time.”



Get involved...

To find out more about how you can attend, sponsor, exhibit or speak at a BVRLA event, contact events@bvrла.co.uk.



“More members than ever before attended a BVRLA event in 2018.”



Professional Development

The BVRLA delivered a record number of training and professional development opportunities during 2018, enhancing the skills and knowledge of employees across all core membership sectors, helping to build capability, raise standards and support member compliance.

The association has made learning even more accessible to a broader range of individuals by offering formal classroom training, group knowledge-sharing and remote distance-learning opportunities.

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.



10,856
CPD hours delivered by
the BVRLA during 2018

45
BVRLA training courses
delivered in 2018

78%
of members consider
training and events
to be important to them
2018 Member Survey

“ Every person working in the industry should go on the BVRLA Fair Wear & Tear training course. Excellent.

2018 Course Delegate

The BVRLA Fair Wear & Tear training course was the most popular course during 2018, closely followed by the counter-terrorism awareness course.



Individual users registered for e-learning in 2018

1,025

1,456

individuals have tuned into a BVRLA webinar during 2018



Get involved...

To find out more about the BVRLA's learning and professional development opportunities, contact training@bvrla.co.uk.

Learning & Development



The flexibility and cost-effectiveness of learning remotely via the BVRLA e-Learning Platform and the association's series of webinars have made these two methods of learning the most popular during 2018.

Webinars

During 2018, the BVRLA ran eight live webinars covering a range of subjects including customer service, GDPR, treating customers fairly, conflicts of interest and incentives, commissions and remuneration, counter-terrorism awareness, leasing broker audit programme and 2018 post-Budget analysis.

“ 2018 post-Budget analysis webinar attracted unprecedented numbers of attendees with 236 tuning in live. ”

e-learning

During 2018, four new packages were launched. Two tailored for leasing broker members and two for rental and commercial vehicle members. Each package contains ten learning modules providing generic and sector-specific governance and compliance training to meet the requirements of the Financial Conduct Authority, funders and the BVRLA Code of Conduct.

“ The BVRLA e-learning portal definitely helps demonstrate that we are taking compliance seriously. ”
Leasing Broker Member,
Select Car Leasing

BVRLA e-Learning Platform, developed in partnership with:



Working Groups

During 2018, the BVRLA hosted nine different working groups, providing specialists from across member organisations with the opportunity to come together to discuss a particular issue affecting the industry. Members from across all sectors, and from businesses of all sizes took part.

150 individuals attended a BVRLA working group in 2018



Plenty of interaction in many forms during 2018.

2018 Member Survey



62%
of members
feel involved
with the BVRLA

Taxation

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

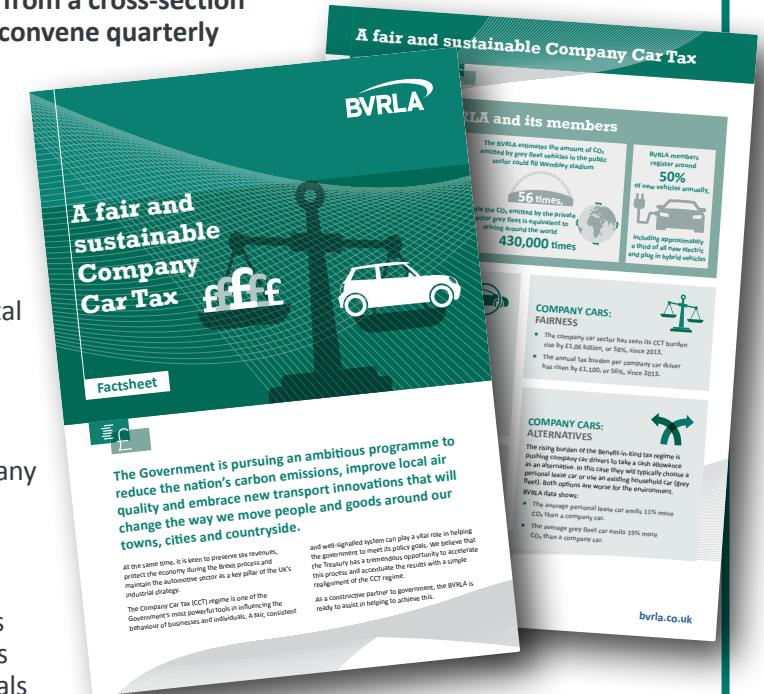
- Brexit
- Compliance
- Customer Service
- Fair Wear & Tear
- Future Mobility
- Motor Finance
- Motor Insurance
- Public Affairs
- Taxation

The BVRLA and its members also took part in a Vehicle Terrorism Working Group, hosted by the Department for Transport, to ensure that the views of the sector were considered by policymakers looking to mitigate the risk of rental vehicles being used as weapons in terrorist attacks.

The Tax Advisory Working Group has been established to bring together tax specialists from a cross-section of member organisations, who convene quarterly to discuss and consider the impact of future taxation issues affecting the industry.

During 2018, the group has helped to shape the BVRLA tax-related policy asks in areas such as Company Car Tax and Vehicle Excise Duty, and was instrumental in influencing the decision to invest in a market survey to build an evidence-based case to persuade policymakers of the benefits of having a fairer company car tax regime.

The group also formulates and distributes general advice and provides clarity on key tax issues affecting members and monitors legislative and tax policy proposals within the UK and EU.



Get involved...

Working Groups meet two, three or four times a year in Amersham. To express an interest in taking part in any of the groups, contact rachael@bvrla.co.uk.



45
organisations took part in
9 BVRLA Working Groups
during 2018

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.

“ RVR Forums are excellent.
2018 Member Survey ”



Malcolm Fryer
Committee Chairman
and Head of Marketing,
Avis Budget UK

Committee Members:

Andy Hartley	Lex Autolease
Antony Martin	Zenith
Brian Hinshelwood	Marshall Leasing
Chris Neal	Enterprise Rent-A-Car
David Chapple	Europcar
Gareth Gailes-Webb	ALD Automotive
Greg Wood	Motability Operations
Ian Gosling	Arval UK
Jim McNally	Volkswagen Financial Services
Lee Hamlett	Inchcape Fleet Solutions
Leigh Merry	Hitachi Capital Vehicle Solutions
Malcolm Fryer	Avis Budget UK
Neal Coleman	Alphabet GB
Paul Titchmarsh	JCT600 Contracts
Steve Jones	LeasePlan UK

Objectives:

- Determine the content of the Residual Value and Remarking 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 areas of work currently being undertaken by the committee is around air quality and the impact the various regional proposals being considered could have on residual values for diesel vehicles.

Other areas we have been looking at in 2018 include best practice around data deletion from vehicles at end of rental and lease, a review of the car fair wear and tear guide, remarketing messages for electric vehicles, and discussion of the ASA ruling with regards to the selling of ex-rental and leased vehicles.

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 events@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.

“informative with plenty of interesting topics covered.”



Dave Tanner
Committee Chairman
and Operations Manager,
Lex Autolease

Committee Members:

Antony Martin	Zenith
Chris Joyce	Fleet Hire
Cliff Irvine	Hertz UK
Craig Andrews	Arval UK
Darren Adams	Hitachi Capital Vehicle Solutions
Dave Tanner	Lex Autolease
Kit Wisdom	Tusker
Mark Hammond	TCH Leasing
Martin Brown	Marshall Leasing
Neil Dixon	LeasePlan UK
Phil Turle	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.

2018 Member Survey

One of the main areas of work currently being undertaken by the committee has been around the impact of the new worldwide harmonized light vehicles test procedure (WLTP), including how to manage customers through the change, and producing guidance for the wider membership.

Other areas we have looked at in 2018 include improving relationships with private parking companies, developing fleet services with the DVLA, and making improvements to the IMI accreditation to take into account developments in hybrid and electric vehicle technology.

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 events@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.



Peter Collins
Committee Chairman
and MAN Financial Services
Director

Committee Members:

Andrew Goodwin	BT Fleet
Andrew Morley	Prohire
Andy Hill	Lex Autolease
Charles Starr	Close Brothers Commercial Vehicle Solutions
Colin Melvin	Fraikin
Dave Adderley	Enterprise Flex-e-Rent
Dean Hedger	Alphabet GB
Dominic Hutchinson	Hitachi Capital Commercial Vehicle
Ian Martin	BT Fleet
Lisa Spong	LCV Hire Solutions T/A Reflex Vans
Mark Gallimore	Essential Fleet Services
Matt Cranny	ARI Fleet
Nigel Martin	Ryder
Paul Winter	Turner Hire Drive
Philip Moon	DAF Trucks
Ryan Long	Zenith
Stuart Russell	Europcar UK
Tim Bailey	Northgate Vehicle Hire

“ 78% of Commercial Vehicle members are satisfied with the BVRLA.”

Leasing Broker Member 2018

13% growth in CV members' combined fleet size during 2018

65% of BVRLA members' combined HGV fleet is CAZ-compliant, compared to 36% of the wider UK fleet



Get involved...

This committee meets quarterly in Amersham. To express an interest in taking part, contact amanpreet@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.

“ The BVRLA are really looking out for our wellbeing, making sure that we are doing everything right. ”

Leasing Broker Member 2018



Spencer Blake
Committee Chairman
and Director, Wessex Fleet

Committee Members:

Alan Carreras	Bridle Vehicle Leasing
Andy Chatwin	ALD Automotive
Chris Swallow	Hitachi Capital Vehicle Solutions
Graham Conway	Alphabet (GB)
Graham Prince	Neva Consultants
Jane Pocock	Vansdirect
Martin Brown	Fleet Alliance
Mike Thompson	LeasePlan UK
Nigel Brain	Leasing Options
Paul Parkinson	Synergy Automotive
Rod Lloyd	Low Cost Vans
Stephen Greenstreet	Greenfleets
Steve Cocks	Lex Vehicle Leasing
Todd Williams	Arval UK
Vince Pemberton	Rivervale Cars

The Leasing Broker Committee's key focus during 2018 has been to further enhance the inspection programme to make it more robust and to develop a broader range of accessible learning opportunities to support compliance and the delivery of high standards.

The committee supported the development of two additional e-learning packages tailored for leasing brokers, each incorporating ten new modules. There has also been an increase in the delivery of regional engagement with the wider leasing broker community by hosting a series of regular Leasing Broker Forums across the country. The first being held in Lancashire.

Practical advice has also been given by the committee to inform and direct the association's consumer communications related to the transition to WLTP testing. The feedback received from the committee has resulted in updated resources to help members explain the changes clearly and succinctly to their customers. The committee has also been instrumental in reviewing the BVRLA Leasing Broker Code of Conduct.

40 leasing brokers joined the BVRLA in 2018

5% growth in members' leasing contracts in first half of 2018

61% of new contracts in first half of 2018 were PCH



Get involved...

This committee meets quarterly in Amersham. To express an interest in taking part, contact amanpreet@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.

“ 73% of leasing members say that BVRLA membership provides good value for money. ”

2018 Member Survey



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

Committee Members:

David Cooper	Arnold Clark
Graham Hale	SG Fleet
Guy Mason	Lex Autolease
Joel Lund	Arval
Lesley Slater	LeasePlan UK
Mark Connor	Zenith
Matthew Rumble	Inchcape Fleet Solutions
Neal Francis	Pendragon Vehicle Management
Paul Gilshan	Tusker
Paul Walters	JCT600 Vehicle Leasing Solutions
Peter Cakebread	Marshall Leasing
Philip Newton	Windsor Vehicle Leasing
Simon Carr	Alphabet GB
Tim Laver	ALD Automotive

The Leasing & Fleet Management Committee has been primarily concentrating on two key policy areas that are having a big influence on the sector: air quality and taxation.

Particular attention for the committee has been given to the issue of WLTP and its impact on the sector as well as the future of the company car. The committee offered invaluable feedback on the everyday challenges beginning to emerge, particularly for customers due to delays caused by WLTP. Committee members also provided important insights to support the formulation of the association's key asks to the Chancellor on the topic of company car tax and WLTP.

The growing number of Clean Air Zones being implemented across the UK has been another area of significant interest for the committee. The association's engagement work on the topic with stakeholders and government has been greatly supported by the committee's views and input. Other priority areas have included agreeing an approach in response to the Financial Conduct Authority's Motor Finance Review.

87% of car fleets are Euro 6 compliant

10% How much cleaner new cars registered by BVRLA leasing members are than the UK average



Get involved...

This committee meets quarterly in Amersham. To express an interest in taking part, contact amanpreet@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.

“ BVRLA’s motor insurance lobbying was a big success and will save many operators from the risk of closure. ”



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

Committee Members:

Ben Lawson	Enterprise Rent-A-Car
Linda Malliff	Thrifty Car Rental
Louisa Bell	Avis Budget Group
Nicole Strathdee	Hertz Rent a Car
Philip Spain	Alley Cat Car and Van Rentals
Robert Shaw	Europcar
Scott Jenkins	Autohorn
Simon Grime	Miles and Miles
Tim Vettters	Sixt Rent a Car

The Rental Committee has been working on issues relating to the reputation of the sector over the last year, including closely monitoring complaint and audit trends and developing guidance and training solutions to help raise industry standards.

The committee has also been instrumental in reviewing the BVRLA Rental Code of Conduct, supporting the development of guidance for the wider membership to support compliance both with the Code and regulatory requirements affecting the sector, such as the new General Data Protection Regulation.

Other areas of work have included discussion on how to increase engagement with the wider membership, and the committee has been instrumental in helping to ensure that the voice of the sector has been heard by government officials developing policy to mitigate the risk of rental vehicles being used as weapons in acts of terror.

47 rental firms joined the BVRLA in 2018

94% of BVRLA members' car rental fleet is CAZ-compliant

56% of BVRLA members' van rental fleet is Euro VI-compliant, compared to 13% UK average



Get involved...

This committee meets quarterly in Amersham. To express an interest in taking part, contact amanpreet@bvrla.co.uk.

Membership Directory

Corporate Members

Companies who own and operate fleets

121 Rental Limited	Beadles Van Centre (Dartford)	Cordwallis Rental (Heathrow)	Folkestone Vehicle Rental Ltd	Indelease Limited	MCH Vehicle Rental	Refuse Vehicle Solutions Ltd	Total Motion Ltd
1st City Van Hire Ltd	Beechwood Leasing Limited	Corinthian Plant Ltd	Fourways Self Drive	InMotion Ventures Ltd	McRent London Ltd	Regal Car Van & Truck Rental	Transglobe
2 Rent UK Ltd	Beerhouse Self Drive Hire	County Car & Van Hire	Fraikin Ltd	Intack Self Drive Ltd	Measham Self Drive	& Buzzard Van Rental	Translease Services Ltd
3B Hire & Servicing	Benfield Van Centre	Coutts Luxury Car Hire	Free 2 Move Lease	Isaac Agnew Van Centre	Mental-Rental Ltd	Research Garage Group	Triangle of Chesterfield
3F EV Ltd	Berkshire Van Hire	Crash Cushion Rental Solutions Ltd	Freeway Vehicle Hire	Isle of Man Rent A Car (Isle of Man Airport)	Mercedes-Benz Finance	Riverside Truck Rental Ltd	Trott Rentals
4 Rent Vehicle Hire Ltd	Big White Cube Vehicle Hire Ltd	Crash Services Ltd	Frontline Leasing and Fleet	Iveco Capital Contract Hire	Mercury Rent A Car	Roberts Rentals	Turner Hire Drive Ltd
4Group	Blakdale Ltd	CVS Car Hire	Management Ltd	J & R Car & Van Hire Ltd	Meridian Vehicle Solutions Ltd	Roberts Transport Self Drive Hire Ltd	Tusker
4x4 Vehicle Hire Lancashire	Blue Point Solutions	DAF Trucks Ltd	Frosty Hire & Sales Ltd	J P Vehicle Rentals	Midland Motorhomes Ltd	Robertson Self Drive	Twizy Tours
4x4 Vehicle Hire Ltd	BMW Financial Services (GB) Ltd	Dallas Rentals Ltd	Fulton Asset Finance Ltd	J S Vehicle Rental	Miles & Miles Ltd	Robins and Day (Bristol)	U Storeall Ltd
4x4 Vehicle Hire UK Ltd	BNA Car Hire Ltd	Dash Drive	FVTH Self Drive	JAR Ltd	Minehead Van & Car Hire	Robinsons Van Centre (Norwich)	Ubeeqo
55 Car Rental	BNP Paribas Rental Solutions Ltd	Fyna Vehicle Hire Ltd	Jam Jar Rentals	Minster Self Drive Ltd	Minibus World	Robinsons Van Centre (Peterborough)	U-Drive Ltd
A10 Auto Centre Ltd	Bognor Motors Vehicle Solutions	Days Fleet	JCB Sittingbourne Van Centre	Mold Car Hire	Mon Motors Ford Rental	Run Your Fleet	United Rental Group Ltd
AAM Group	Boyley Car & Van Hire	DCL Vehicle Hire Ltd	JCT600 Vehicle Leasing Solutions Ltd	Montreal Prestige Ltd	S & J Self Drive Hire	Ryder Ltd	Value Van Rental UK Ltd
Abacus	Brecon Car Rentals Ltd	DFC (NI) Ltd	JCT600 Van Centre (York)	Motability Operations Ltd	Salford Van Hire Ltd	Vantastec Ltd	
Aberconwy Car & Van Hire Ltd	Breeze Van Centre (Poole)	DGC Vehicle Rental & Contract Hire	JCT600 Van Centre (Hull)	MSL Vehicle Solutions Ltd	Sandbach Truck and Van Ltd	Vehicle Procurements Ltd	
Abridge Van Centre	Breeze Van Centre (Southampton)	Direct Rental Group Ltd	JCT600 Van Centre (Sheffield)	Multitek Vehicle Solutions	Sandiclke Motor Contracts	Vehicle Rental Services	
Accident Exchange Ltd	Bridgewater Van Centre	Donnelly Bros Van Centre (Dungannon)	John Beer Motor Repairs	MV Commercial	Santander Consumer Contract Hire	Vehicle Save Contract Hire and Leasing	
Acrobat Vehicle Rental Ltd	Brookhires Vehicle Rental	Donnelly Bros Van Centre	John Grose	My Rental	Scania Truck Rental	Venson Automotive Solutions Ltd	
Addhire Vehicle Rentals	BT Fleet Solutions	(Enniskillen)	Just Go Motorhomes	Mylcheeests Car Rental Ltd	Season Car Hire	Vic Young Rentals	
Addison Lee Ltd	Bucks Car Hire Ltd	Donnelly Bros Van Centre	Just Vehicle Solutions	Myles Hire	Seymour Hire Ltd	Victoria Hire LLP	
Admiral Self Drive Van Hire	Burscough Self Drive	(Londonderry)	K2 Lease Ltd	N.L. Commercials Holdings Ltd	SFS	Vincent Rental	
Affinity Motor Credit	Bury Van Hire Ltd	Donnelly Fleet	Kardi Vehicle Rentals	Newark Self-Drive Hire	SG Fleet Solutions UK Ltd	Vincent Vehicle Hire	
Afford Rent A Car	Bussey Vehicle Leasing	Dorset Vehicle Rentals	Kendall Cars Ltd	North East Truck & Van Ltd	Shaikly Motor Company Ltd	Vindis Van Centre (St Ives)	
Agility Fleet	Cambridge Car & Van Rental	Douglas Park BMW	Kenhire Ltd	Northgate Vehicle Hire Ltd	SHB Hire Ltd	Virtuo / Go Virtuo	
Agnew Corporate Ltd	Camfleet	Downeys Rental Ltd	Kens Garage	Ogilvie Fleet Ltd	SHS Hire	VMS (Fleet Management) Ltd	
Alan Day Van Centre (Southgate)	Camperco	Drive Car Hire	Key Drive Car & Van Rental	Otis Vehicle Rentals Ltd	Signature Global Ltd	Volkswagen Financial Services (UK) Ltd	
ALD Automotive	Campervan Tours	DriveNow UK Ltd	Kindertons Accident Management	Knights Van Hire	Simple Self Drive Ltd	Volkswagen Rental (Ashford)	
Alex Creasy Ltd	Campervantastic Ltd	Drivesspe Leasing Ltd	Knights Van Hire	Palmer and Martin Rentals	Sinclair Finance & Leasing Ltd	Volkswagen Rental (Northampton)	
All Road Vehicle Rental	Capital Hire Car & Van Rental	Drover Ltd	Landcruise Motorhome Hire	Park Lane Self Drive Ltd	Sinclair Van Centre (Cardiff)	Volkswagen Van Centre (Birmingham)	
All Vehicle Contracts Ltd	Car Hire Hebrides Ltd	Easi Drive Ltd	LC Vehicle Hire	Parkers Car & Truck Rental	Sinclair Van Centre (Swansea)	(Burry St Edmunds)	
Alley Cat Car & Van Rentals Ltd	Car or Van Specialist Vehicle Hire	Easirent.com	LCH	Parkhurst Self Drive Hire Ltd	Sixt Rent A Car Ltd	Volkswagen Van Centre (Chelmsford)	
Allied Vehicle Group	Carrs Van Centre (Exeter)	Eastern Rent A Van	LCVR	Paul's Vehicle Rental	Skipton Self Drive Ltd	Volkswagen Van Centre (Edinburgh)	
Allied Vehicle Rentals Ltd	Carrs Van (Liverpool)	Eden Garage	LeasePlan UK Ltd	Pavilion Car Rental	Sky Van Hire Ltd	Volkswagen Van Centre (Swindon)	
Allied4vans Ltd	Castle Rentals	Electric Zoo	Leasys UK Ltd	Pembrokeshire Self Drive Hire	Smart Platform Rental Ltd	Volkswagen Van Centre (Wrexham)	
Alltruck Plc	Causeway Campers	EL GS Leasing Associates Ltd	Leicester Van Centre	Pendragon Vehicle Management Ltd	Smarthire Vehicle Rental	Vospers Rental (Plymouth)	
Alphabet (GB) Ltd	Central Accident Management	Empire Luxury Car Rental	Hawco Van Centre	Performance Car Hire	Southern Motor Group Tonbridge	Vospers Rental (Truro)	
AM Auto Rent	Central Self Drive	Enterprise Rent-A-Car	Herd Hire Ltd	Perry's Ford Rental	Southwest Motorhomes Sales	Watts Van Hire	
AM Phillip Trucktech Ford Rental	Charles Hurst Car & Van Rental	Envirovan Ltd	Herd Hire (Ashford)	Peugeot Rental (Central Office)	Service and Hire	West Midlands Hire	
AMT Vehicle Rental Ltd	Charter Vehicle Hire	Euro Self Drive Ltd	Herd Hire (Heathrow)	PHVC Ltd	Spaceships Campervan	West Wallasey Fleethire Services	
Arnvale Ltd	Cheltenham Van Centre	Euro Van Hire	Herd Hire (Reading)	Pitter Self Drive Ltd	Spear Hire	West Yorkshire Van Rental	
Anthony Motors Van Centre	Cheshire Vehicle Rental & Sales Ltd	Eurohire Vehicle Rentals Ltd	Herd Hire (Slough)	Practical Car & Van Rental Ltd	Specialist Vehicle Rental	Westwood Motor Group	
Apex Car Rental	Chesterfield Car Consultants	Europcar Group UK Ltd	Herd Hire (Tiptree)	Premier Ford	St Albans Car & Van Hire	Wheels 4 Sure.com	
APL	Chief Vehicle Rentals Ltd	Evans Halshaw (Manchester)	Heritage Volkswagen Van Centre	Premier Prestige Cars Ltd	Star Rent A Car Ltd	White Car Ltd	
Applegate Van Hire Ltd	Excel Vehicle Hire Ltd	Exclusive Vehicle Contracts Ltd	(Bristol)	Premier Truck Hire Ltd	Steve's Self Drive	Whitgift Hire	
ARI Fleet UK Ltd	Choice Vehicle Rentals Ltd	Felicity Volkswagen Van Centre	London Car Rentals	Premier Vehicle Rental Ltd	Storage Factory	Wicked Campers Ltd	
Arian Finance Ltd	Circle Leasing Ltd	(Westbury)	London Hire Ltd	Preston Van Centre	Struans Rentals	Wilcox Limousines	
Arnold Clark Finance Ltd	City Inter-Rent	F.H.Cross (Marshall's Scunthorpe)	Longmarsh Ltd	Premiere Velocity	Sun Kissed Campers Ltd	Wilsons Automobiles	
Arrow Self Drive	City Mini Ltd	Falcon Vehicle Solutions	Lookers Leasing Ltd	Premium Vehicle Solutions Ltd	and Coachworks Ltd	and Coachworks Ltd	
Arval UK Ltd	Citygate (Colindale)	FCA Automotive Services UK Ltd	Hills of Woodford Green	Prestige Carriages Ltd	Suprent Organisation Limited	Windsor Vehicle Leasing Ltd	
Ashby Auto Finance Ltd	Citygate Volkswagen Van Centre	Firecracker Ltd	Hire Me Vehicle Rentals	Prestige Contract Rental Ltd	Supervan Self Drive	Winner Vehicle Rentals	
AT & T Rentals Ltd	(High Wycombe)	First Self Drive Ltd	Hireco TL Ltd	Preston Van Centre	Sutton Maddock Vehicle Rental Ltd	Wolsey Van Centre	
Athol Car Hire	Clancy Plant Ltd	Fitzrovia Car Hire	Hirius Vehicles Ltd	Priory Rentals	Taylors of Boston	Woodfield Facilities	
Atlantis Rentals Ltd	Clark Commercials Dundee	Fleet Assist Ltd	Hitachi Capital Vehicle Solutions	Prohire Ltd	TCH Leasing	Worksop Van Hire Ltd	
Autohaus Van Centre (Wellingborough)	Clarks Commercials Aberdeen	Fleet Dynamic	Hodgson Toyota (Gateshead)	Proximo Ltd	Terminus Contract Hire		
Autohorn	Clarkson of Glasgow	Fleet Efficiency Ltd	Holmbush Commercials Ltd	PSD Vehicle Rental	The Car & Van Rental Co Ltd	XL Ltd	
AutoXotica Ltd	Class 1 Vehicle Hire	Fleet Financial Ltd	Howard Bros Haulage Ltd	PT Hire	The Civilised Car Hire Company Ltd		
Auxilis Services Ltd	CLM Fleet Management Ltd	Fleet Logistics	Howarth Bros Haulage Ltd	M & A McManus	Thrifti Car & Van Rental	Y3 Hire Ltd	
AV/H	Close Brothers Motor Finance Ltd	Fleet Services Direct Ltd	Howe Rentals Ltd	Mac's Truck (Rental Leasing) Ltd	Tim Norton Motor Services Ltd	Zenith	
Avis Budget UK Ltd	Close Brothers Vehicle Hire Ltd	Fleetcare (PSCSM) Ltd	HSBC Equipment Finance (UK) Ltd	Magna Accident Services Ltd	TJS Self Drive	ZI Car & Van Hire	
B & T Hire (Hertfordshire) Ltd	Cocoon Vehicles Ltd	Fleetdrive Management Ltd	Hyundai Finance & Kia Finance	MAN Financial Services	TonHire	Zipcar UK Ltd	
Badshot Lea Self Drive	Colbornes Van Centre (Guildford)	FleetEurope Limited	ICR Leasing	Manchester Car & Van Hire	Toomey Leasing Group Ltd	Zoocars Ltd	
Barford Hire Ltd	Cole Hire	Fleetway Vehicle Rental	Imperial Volkswagen Commercial	Manchettos Car, Truck & Van Centre	Total Fleet Solutions Ltd		
Bathwick Car & Van Hire Ltd	Collision Vehicle Rental	Flexible Vehicle Contracts Ltd	Van Centre (Stoke)	Mannys Motorhomes	Red Kite Vehicle Consultants Ltd		
Bayfield Vehicle Hire	Conister Bank Ltd	Fleximobility	Inchcape Fleet Solutions Ltd	Marshall Leasing Ltd	Reeve Derby Ltd		
		Focus Vehicle Rental		Mayday Vehicle Rentals	Reflex Vehicle Hire		

BVRLA CORPORATE MEMBERS AS OF 9 NOVEMBER 2018

Membership Directory

Leasing Broker Members

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

1st Choice Vehicle Finance Ltd	C J Tafft Ltd	Easi Lease	J & R Leasing Limited	National Fleet Services Ltd	Sterling Vehicles Limited
21st Century Motors Limited	Caledonian Independent Leasing Ltd	ecofleet	J G Leasing	National Vehicle Solutions	Sure Vehicle Solutions
ABC Leasing Ltd	Cameron Clarke Leasing Ltd	Economy Leasing UK Ltd	Jeff Commercial Finance Ltd	Nationwide Vehicle Contracts Ltd	Sussex Vehicle Finance Ltd
Abridge Vehicle Management Ltd	CanDo Contracts Ltd	E-Drive West Midlands Ltd	Jet Vehicle Finance Ltd	Nationwide Vehicle Leasing Ltd	Swiss Vans Limited
Absolute Vans	Capital Vehicle Management Ltd	EFL Vehicles Ltd	Jigsaw Finance Limited	NBU Consulting Ltd	Synergy Automotive Ltd
Academy Leasing Ltd	Car Leasing Ltd	Egg Fleet Services Limited	Johnsons Fleet Services	NCA Vehicle Management Limited	Tamar UK Finance Ltd
Active Fleet Management Ltd	Car Leasing Solutions Ltd	Eiger Vehicle Leasing	Jorvik Motor Leasing Ltd	Neva-Consultants.com Limited	Thames Valley Leasing Ltd
Active Vehicle Consultants Ltd	Car4Leasing	EW Fleet Services	Kew Vehicle Leasing Limited	New Car Contract	The Car Network Ltd
Adept Vehicle Management	Carisma Vehicle Solutions	Finance One Limited	Key2Lease	New Car Deals Ltd	The Car Sales Company
Advanced Vehicle Contracts Ltd	Carlease (UK) Ltd	First European Finance (Scotland) Ltd	KeyFleet	New Car Leasing Company LLP	The Clyde & Tay Group Ltd
Advanced Vehicle Leasing (Stockton) Ltd	Carleasing-Online	First Vehicle Finance Ltd	Kudos Vehicle Management	New Vehicle Solutions Ltd	The Vehicle Partnership Ltd
AFL (Fleet Management) Ltd	Carmyke Leasing Ltd	First Vehicle Leasing	KV Leasing	Newgate Motoring Solutions Ltd	Thinkvans.com Limited
Allcarleasing	Carnoisseur Leasing	Fish Car Leasing	Lease Comparison Ltd	Nujun Car Leasing	Tilsun Vehicle Contracts Ltd
Allied Vehicle Contracts	Cars & Vans Direct	Fishergate Leasing	Lease Profiles Ltd	Octopus Electric Vehicles Ltd	TMC Vehicle Solutions
Alpha Contracts	Cars2vans.com Limited	Fleet Alliance Ltd	Lease your next Car.com	Omega Vehicle Contracts	Total Fleet Services
Alpha Lease	Carsave Leasing Limited	Fleet Elite Vehicle Management Ltd	Lease4less	One Call Leasing	Total Motion Limited
Alternative Route Finance Ltd	Carsite Leasing	Fleet Operations Ltd	LeasEasy	Optimum Contract Hire Ltd	Total Vehicle Leasing Limited
Amber Vehicle Solutions Ltd	CarVanGo Leasing	Fleet UK	Leasehub	OSV Ltd	Totally Vans
AMC Prestige Cars Ltd	Castle Minibus	Fleetbuyer	Leaseline	OVL Group Ltd	Traction Finance
AMG Autolease Ltd	CBVC Vehicle Management Ltd	Fleetdrive Management Ltd	Leasepoint Vehicle Management Ltd	P J Leasing	Troman Finance Ltd
AMT Vehicle Rental Ltd	CC Leasing	Fleetprices.co.uk Ltd	Leaseshop	Pedigree Automotive Solutions	TrueFleet
AMVS	Central (UK) Vehicle Leasing Ltd	Four Counties Leasing	Leasewell (UK) Ltd	Pendle Vehicle Contracts Ltd	Tyson Cooper Ltd
Andrew Mole	Central Accident Management Services Ltd	Freedom Vehicle Contracts Ltd	Leaseyournewcar.co.uk	Pentland View Leasing Ltd	U Choose Contracts
Anthony K Associates Ltd	Central Contracts (SOT) Ltd	Frontier Vehicle Leasing	Leasing & Vehicle Contracts	Peregrine Leasing	UK Car and Van Leasing Limited
Any Car Online	Churchill Vehicle Leasing Ltd	FSD Vehicle Leasing Ltd	Leasing 4 U	Phasers Limited	UK Carline Ltd
Applewood Vehicle Finance Ltd	Claris Vehicle Solutions Ltd	Fulton Network Ltd	Leasing Options Ltd	PHVC Ltd	Ultimate Vehicle Leasing Ltd
Applied Leasing Limited	CLVR	Gateway2Lease	Leden Leasing	Pike & Bambridge	Van Monkey Ltd
Ash Vehicle Contracts	Coastal Leasing	GB Car Loans Limited	LetstalkLeasing	Plan (GB) Ltd	Van Sales UK
Ask 4 Leasing	Colour Car Sales Ltd	GB Vehicle Contracts	LMC of Farnham Ltd	Planet Leasing Ltd	Vanarama
Asset Finance Management Ltd	Commercial Finance & Leasing	Genus Leasing	Logical Vehicle Management Ltd	Platinum Funding	Vantage Leasing
Asset Finance Solutions (UK) Ltd	Commercial Vehicle Contracts Ltd	Genus Vehicle Solutions (Stirling) Limited	Low Cost Vans	Platinum Leasing Ltd	Vehicle Consulting UK Ltd
Atstute Motoring Ltd	Company Vehicle Solutions Ltd	Get Car Leasing Here	LV Contracts	Prestige Leasing	Vehicle Contracts Ltd
Athena Leasing Ltd	Compass Contract Hire	Glynns Vehicle Contracts	LVC Central Ltd	Professional Vehicle Solutions Ltd	Vehicle Options EH CS
Auric Car Leasing	Complete Leasing Limited	Go Green Leasing	LVM	Prospectus Vehicle Solutions	Vehicles 2 Lease
Auto Choices Ltd	Complete Vehicle Leasing Ltd	Go Leasing Limited	LVS Lytham	Pure Vans Ltd	V4B Ltd
AutoEase Vehicle Management Ltd	Concept Vehicle Leasing	GoFor Finance Limited	M W Vehicle Contracts Ltd	Pure Vehicle Leasing	Vehicles 4 Business Ltd
Autoebid	Contract Hire Supermarket	Greenfleets Finance Ltd	Mad Sheep Leasing Ltd	Quorum Fleet Solutions Ltd	Vehiclesavers.com
Autograph Contracts Ltd	Contractcars.com	Greenfleets Ltd	Mann Island Finance Ltd	Radar Finance and Leasing Ltd	Venus Fleet Management Ltd
Autohorn	Cort Vehicle Contracts	Griffin Military & Diplomatic	MB Lease UK	Rapid Vans Leasing Ltd	Vertu Lease Cars
Autolyne	Countrywide Vehicle Contracts Ltd	GWA (UK) Ltd	Mercedes On Lease	RB Associates	Vesource
Automotive Funding Solutions	Covase Ltd	H N Vehicles Ltd	Meridian Finance Partners Limited	Refleet Ltd	VIP Gateway Limited
Autoplan Vehicle Contracts	Cruise Car Leasing	Hanborough Enterprises Limited	Mick George Vehicle Leasing Limited	Reliance Vehicle Management Ltd	Voozo Dealer Limited
Autoprocurement Ltd	Crusader Vans	Hawkins Velocity	Middlewood Solutions	Renaissance Vehicle Leasing Ltd	Wessex Fleet Solutions Ltd
Avail Vehicle Contracts	Crystal Lease	Hills Contracts	Millhouse Leasing	RGW Vehicle Contracts Ltd	West Mid Vehicles
B&B Vehicle Contracts Ltd	CVM	Hippo Vehicle Solutions	Mint Lease	Ringways Hire and Leasing Ltd	Westfield Leasing
Balgores Leasing Ltd	CVSL Ltd	Holdcroft Select Ltd	Morgan Highfield and Land Ltd	Rivervale Contract Hire & Leasing	WestWon Limited
Benchmark Leasing Ltd	Daley Associates Ltd	Holmwood Leasing Ltd	Motion Vehicles	Rosedale Car and Commercial Leasing	White Oak UK
Best Contract Cars	Days Fleet	Horizon Vehicle Leasing Ltd	Motoplan Ltd	Scorpion Vehicle Management Ltd	White Rose Vehicles Limited
Best Van Deals	Dennis Buyacar Ltd	Howlett Leasing	Motor Depot Ltd	Select Car Leasing	WMG Vehicle Management (Retail) Ltd
Bestcarfinder	DFC (NI) Ltd	HV Motor Finance	Motor Select	Select Vehicles Ltd	XLCR Vehicle Management Ltd
Blossom Vehicle Leasing	Drayton Vehicle Solutions	Hyper Car Leasing Ltd	Motorlet Ltd	Sensible Cars Ltd	Y3 Leasing
Blue Chilli Car Contracts Ltd	Dreamlease Ltd	Ideal Vehicle Leasing Ltd	Multileasing Ltd	Silverstone Fleet Management	Yellow Car Shop
Bluepoppy Vehicle Solutions Limited	Drive Vehicle Leasing	Industrial & Vehicle Leasing	My Big Green Fleet	Silverstone Vehicle Management Ltd	Yes Lease Ltd
Bluestone Vehicles	Driven Leasing	Intelligent Car Leasing	My Car Boutique	Simply-Leasing	Yorkshire Fleet Management Ltd
Bowater Price Plc	DSG Auto Contracts Ltd	Ideal Vehicle Leasing Ltd	MyLeaseGroup	Skyfleet Ltd	Yorkshire Vehicle Finance Ltd
Britannia Car Finance	Dynamic Vehicle Solutions Ltd	Industrial & Vehicle Leasing		Smart Leasing Solutions Ltd	Zalda Ltd
Butlers Vehicle Solutions Limited		Intelligent Car Leasing		Sprint Contracts Ltd	
BW Minibusleasing				SSD Contract Hire and Leasing	
				Sterling Motors	

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

BVRLA RENTAL BROKER MEMBERS AS OF 9 NOVEMBER 2018

Flexible Car Hire.com Ltd
Fourways Vehicle Solutions Ltd

Nexus Vehicle Rental
Yello Car Hire Ltd

Associate Members

Companies who supply products or services to our industry

ABN Amro Lease N.V, UK Branch
ADESA

All Fleet Services Ltd

All Star Business Solutions Ltd

American Car Rental Association

APD Global Research Ltd

Arthur J Gallagher Insurance Brokers

Association of Car Rental Industry System Standards

Assured Group Ltd

Aston Barclay Ltd

ATS Euromaster Ltd

Audi UK

Australian Fleet Lessors Association

Auto Trader Ltd

Auto Windscreens

Autoclenz Ltd

Autodata Ltd

Autofutura Ltd

autoXP Ltd

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

Clifford Thame Ltd

Clydesdale Bank Plc

Compliancy Services Ltd

Consumer Credit Advisory Services (CCAS)

Consumer Credit Trade Association

ContractHireAndLeasing.com

Copart UK Ltd

Corporate Insurance Partners (CIP)

Cox Automotive UK

Creative Clarity Ltd

Dekra Automotive

DMN Logistics Ltd

Drive Software Solutions Ltd

Ebbon-Dacs Ltd

Epyx Ltd

Experian Ltd

Fiat Chrysler Automobiles UK
Finance & Leasing Association

FMG

Ford Motor Company Ltd
Freight Transport Association

Gain Solutions Ltd

Geotab GmbH

Glass's Information Services

GMG Asset Valuation Ltd

Grant Thornton UK LLP

Grosvenor Training Services Ltd

GTG Training Ltd

Hill Dickinson LLP

Honda UK

Hudson Kapel Ltd

Hyundai Motor UK Ltd

i247 Group

Inchcape Retail Ltd

International Decision Systems Ltd

Investec Asset Finance plc

Invigors EMEA LLP

Isuzu Truck (UK) Ltd

IT Fleet Automotive Ltd

Iveco Ltd

Jaama Ltd

Jaguar Land Rover

Jimipsoft

JPC Asset Management Ltd

KeeResources Ltd

Kia Motors (UK) Ltd

Kwik-Fit Fleet

Legate Group Ltd

LexisNexis Risk Solutions Ltd

LHE Finance Ltd

Licence Check Ltd

Lloyds Bank

Locke Lord (UK) LLP

Lombard Corporate Finance

Macquarie Corporate and Asset Finance

Man Truck & Bus UK Ltd

Maserati (GB)

Masternaut Ltd

Mercedes-Benz UK Ltd

Merthyr Motor Auctions

Michelin Tyre Plc

Morton Fraser

Motorcycle Industry Association Ltd

MS Automotive (London) Ltd

Nissan Motor (GB) Ltd
Northridge Finance

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

Renault UK Ltd
Retail Motor Industry Federation
Ridescell, Inc
Rival Insurance Services Ltd

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

The AA
The Miles Consultancy
TomTom Telematics B.V.
Towergate Insurance
Toyota (GB) Plc
Tracker Network (UK) Ltd
Trak (Global Solutions) Ltd
Trakm8 Ltd

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

Wagonex Ltd
White Clarke Group Ltd
WSP UK Ltd

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