

# 2024 ANNUAL REVIEW



**BVRLA**



## About the BVRLA

The BVRLA represents over 1,000 companies engaged in vehicle rental, leasing and fleet management. Our membership is responsible for a combined fleet of 4.3 million cars, vans and trucks – one-in-ten cars, one-in-six vans, and one-in-six trucks on UK roads.

BVRLA members represent the demand-side of the automotive industry, buying around 50% of new vehicles, including over 80% of those manufactured and sold in the UK. In doing so, they support almost 500,000 jobs, add £7.6bn in tax revenues and contribute £49bn to the UK economy each year.

Together with our members, the association works with policymakers, public sector agencies, regulators, and other key stakeholders to ensure that road transport delivers environmental, social and economic benefits to everyone. BVRLA members are leading the charge to decarbonise road transport.

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 reinforcing industry standards and regulatory compliance via its mandatory Codes of Conduct, inspection regime, government-approved Alternative Dispute Resolution service and an extensive range of learning and development programmes.

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

### Vision

To see Government and Industry united in delivering zero-emission road transport that provides environmental, social and economic benefits to everyone.

### Mission

To inform, inspire and influence the automotive community in meeting the road transport needs of society.

### Purpose

To be an indispensable resource and champion for the road transport community.

## Your membership contacts



**Amanda Brandon**  
Director of Member Engagement  
amanda@bvrla.co.uk



**Greg Theaker**  
Head of Membership  
greg@bvrla.co.uk



**Jo Grinter**  
Membership Support Officer  
joanna@bvrla.co.uk



# Committee of Management

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



**Lakshmi Moorthy**  
Chair

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

Lakshmi was Vice Chair throughout Jon Lawes' tenure as BVRLA Chair, taking on the role of Chair from January 2025.

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



**Jon Lawes**  
Vice Chair

Jon Lawes is Managing Director of Novuna Vehicle Solutions – a trading style of Mitsubishi HC Capital UK PLC. He has over 30 years' experience in the fleet and leasing industry, having started his career at Wincanton Vehicle Rentals in 1993.

A member of the BVRLA Committee of Management since 2015, Jon was made BVRLA Chair in May 2022, he continued this role until the end of 2024. He has also chaired the BVRLA Commercial Vehicle Committee, responsible for promoting its code of conduct and championing the sector more widely and is also a fellow of the Chartered Institute of Management Accountants.



**Brian Back**  
Hon Treasurer

**Tim Bailey**  
ZIGUP plc

**Tim Buchan**  
Zenith

**Tim Laver**  
ALD Automotive

**John Finch**  
Hertz Europe Limited

**Simon Grime**  
Miles and Miles Ltd

**Ian Hughes**  
Zenith

**Paul Hyne**  
Lex Autolease

**Scott Jenkins**  
Autohorn Fleet Services Ltd

**Ryan Johnson**  
Enterprise Rent-A-Car

**Rod Lloyd**  
LCV Group

**Greg McDowell**  
Marshall Leasing

**Gary Smith**  
Europcar Group Ltd

**Margaret Speirs**  
Arnold Clark  
(retired Jan 2025)

**Ian Turner**  
Alphabet (GB) Ltd

**Per Voegerl**  
United Rental Group Ltd

COMMITTEE MEMBERS AS AT 31 DECEMBER 2024



## Chair's Comment

**We are at a pivotal moment in our industry. The transition to zero-emission fleets, our fast evolving legal and regulatory landscape, and the ever-changing expectations of our customers present both opportunities and challenges.**

It is a fact that topics such as the ZEV mandate and the recent motor commissions legal developments have posed unexpected challenges to us in recent times. But if there's one thing I know about this sector, it's that we are adaptable, innovative, and committed to delivering excellence for our customers and for the UK's road transport needs.

Those attributes enabled us to achieve great things in 2024 and stand us in good stead for the coming year. Backed by the strong support of its members, the BVRLA was again able to deliver excellent results in turbulent conditions.

Salary sacrifice has been a shining star in enabling the adoption of electric vehicles to accelerate. Through fair Benefit in Kind (BiK) taxation rates, it is democratising access to cleaner, greener cars and helping the leasing sector lead the way in the EV transition. Having seen success in 2023 with rates being extended, further BiK certainty was provided in 2024 with rates being confirmed through to 2030.

For vans, the road to zero is exceptionally challenging. Many operators cannot currently get the numbers to add up, before even considering if the vehicles and charging infrastructure are in place to

meet their needs. That is why securing an extension of the Plug-in Van Grant, worth £120m, provided some welcome relief for the sector in October. The confirmation soon after of a consultation into the potential removal of prohibitive regulations was another positive step forward. The Government is listening to industry. Such regulations are stopping the uptake of heavier electric vans in their tracks. Removing them could unlock a considerable number of new registrations almost overnight.

Among all of this, the rental sector's invaluable role in keeping the nation mobile cannot be overlooked or taken for granted. With the launch of the Rental Credentials report in 2024, the BVRLA quantified the value of rental and reaffirmed its reach across all sectors and business types up and down the UK. Reports such as this, backed by robust data and credible commentary open the door to new conversations with government, stakeholders and industry partners.

The importance of those conversations only grows. The big issues facing our sector have broad reach, spanning multiple government departments and industry stakeholders. Decarbonisation decisions impact departments covering transport, business, manufacturing, sustainability and treasury. For motor finance, regulators must find ways forward that enable investment while protecting consumers. They are just two examples.

Balancing all these views and priorities, creating compelling solutions and representing member needs is one area in which the BVRLA shines. Over the coming pages you will see examples of this and more. Every year, the association grows its services, expands its footprint and delivers more for members.

Whether a leasing company, rental operator, fleet manager, or service provider, it is the combined efforts of the BVRLA and its members that make this industry thrive.

As we look ahead, collaboration will be as crucial as ever. We must continue to work together - across businesses, with policymakers, and alongside our customers - to deliver our Vision of uniting Government and our Industry in delivering zero-emission road transport, that also provides environmental, social and economic benefits to everyone.

The BVRLA has always been a powerful voice, and under my leadership, I am committed to ensuring that we remain at the forefront of discussions that matter – advocating for our industry, championing best practices, and driving positive change.

**Lakshmi Moorthy, BVRLA Chair**



# Chief Executive's Foreword

**As we leave 2024 in the rear-view mirror, the changing landscape that will take us through 2025 is coming into focus. Attitudes towards decarbonisation continue to ebb and flow, motor finance and consumer regulations get ever tighter, and the pace of digital development is only accelerating. Change and churn are as constant as ever.**

That is no longer a surprise. Over the years, we have been through a lot as an industry. The Credit Crunch, Brexit, Terrorist attacks, the Covid pandemic and the Cost of Living Crisis. While 2024 didn't deliver any single issue on the scale of those examples, its challenges were frequent and enduring.

In its first year, the Zero Emission Vehicle Mandate adjusted how vehicles enter the market and skewed supply. Not all sectors can move at the same pace and imbalances grew. Decarbonisation is the defining challenge of our generation. It is painful but remains our mess that needs resolving for our future.

Where we are proud to see parts of our membership continuing to lead the transition, we are constantly aware of the tilted playing field. Wherever members find themselves on the road towards zero-emission transport, the BVRLA will be providing support, representation and guidance until the end. The race to decarbonise is only won when everybody has crossed the finish line.

Through active campaigning we remain the voice of the industry and your true advocate in Parliament. We have seen a new Government come in with new ideas and a raft of political and fiscal headwinds to tackle. Our efforts in this space reached new heights in 2024 as we strengthened relationships with key government departments and made the association and its members known to the incoming decision makers.

Core campaigns included our #happyEVAfter push for a healthy and sustainable used electric vehicle market, as well as the Zero Emission Van Plan, created by a BVRLA-led coalition of industry bodies and stakeholders. Both gained positive traction last year and will continue until they have influenced the changes we need to see.

Although decarbonisation dominated, it was but one factor impacting members in 2024. Following the introduction of Consumer Duty in Summer 2023, consumer rights and corresponding regulations continued to be under the spotlight. Consumer Duty is seemingly just the start.

While the BVRLA has supported members with its introduction and will continue to do so, the entire motor finance industry was rocked by a Court of Appeal judgment in October. The ruling has the potential to fundamentally change how motor finance agreements are offered, delivered and communicated. The balance between business burden and consumer benefit has been recalibrated.

The appeals process is ongoing and there will no doubt be further movement in this space. Just as your association responded at pace to provide swift clarity and guidance in direct response to the ruling, we will continue to stay on top of developments and ensure members have the information they need to operate in a compliant, consistent, and competitive way.

Through 2025 the BVRLA's learning and development, member guidance, events and inspection programmes will develop in tandem and with greater alignment than ever. Ensuring members have access to the materials, resources and experts that help them navigate through turbulent waters remains our priority.

I am absolutely confident that we will be able to deliver that and more to members this year. Your association remains ready for change and will maintain the resources, relationships and resilience that ensure the voice of members is heard and the sector's interests are protected.

The reason I can be so confident is because I am backed by a bank of willing supporters and experts, spanning the BVRLA team, our fantastic members, and a growing community of partners.

Thank you for your support in 2024, here's to taking that further as we tackle the road ahead.



**Toby Poston, Chief Executive**







# The Value of Membership

In a year with a continued cost of living crisis for customers, a rising tax burden, and regulatory and ZEV Mandate uncertainty, the BVRLA continues to support members. BVRLA membership provides a mark of quality and professionalism, reassuring customers that they are dealing with a company that meets the highest industry standards.

The BVRLA welcomes all who are committed to delivering excellence, regardless of size.



## Industry Representation

The association works with policymakers to deliver a fair and simple tax and regulatory regime that supports the industry and its customers. It promotes the high professional standards maintained across the sector and the vital role that BVRLA members play in providing affordable, safe and sustainable road transport.



## Knowledge Sharing

The BVRLA informs, advises and updates members on the latest industry news, insights and developments via a series of regular communications. This includes published guidance, industry reports, email bulletins, daily social media posts, and regular engagement opportunities including events, forums, webinars and working groups.



## Reputation Enhancing

By adhering to best practice and delivering the highest industry standards, BVRLA members can differentiate themselves from others. The BVRLA logo assures customers that they are dealing with a professional company that is subject to regular inspection and adheres to the BVRLA's mandatory Code of Conduct.



## Learning and Development

Via a combination of free and paid-for online and in-person learning opportunities, including instructor-led training courses, accreditations, e-learning modules, webinars, and forums, the BVRLA helps members to develop skills across their organisations, building capability and driving high standards of service.

**85%**  
of members  
are satisfied  
with the  
BVRLA.

2024 Member Survey



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

2024 Member Survey



## Dispute Resolution

The BVRLA provides a government approved Alternative Dispute Resolution Service (ADR) which allows members to provide added reassurance to their customers that they have somewhere to go should they find themselves unable to satisfactorily resolve a dispute directly.



## 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.

“Everyone at the BVRLA is knowledgeable, helpful and friendly and nothing is too much trouble.”

2024 Member Survey

## Delivering for you

‘Professional’, ‘supportive’, and ‘informative’ were three words used to describe BVRLA staff by members in the 2024 Member Survey, with 84% of respondents saying the association is easy to work with. Overall member satisfaction has remained strong, with 85% of respondents being satisfied or very satisfied with the BVRLA.

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



95% Voice of the Industry



92% Status and Credibility



89% Guidance and Advice





## Members' Views

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

**84%**  
of members say  
the BVRLA is easy  
to work with.

2024 Member Survey

**84%** of  
members would  
recommend  
joining the BVRLA.

2024 Member Survey

“One of the key things I appreciate is the clear guidance and support they provide around compliance and regulatory changes. Their updates are timely and easy to understand, which has really helped us stay on top of evolving industry standards.”

2024 Member Survey

**89%** of members see the BVRLA's  
Guidance and Advice as an important benefit.

2024 Member Survey

“I have a wide range of interactions with the BVRLA, and I'm always struck by the hard work and dedication on display by every member of the team.”

2024 Member Survey



# Continuous Improvement

The annual member survey allows the BVRLA to gather feedback that it uses to inform and influence the association's priorities. The insights received are scrutinised at every level to shape activity, identify gaps, and find solutions that better meet member needs. The results can be found throughout the pages of this Annual Review.

The business planning process considers member feedback at every stage, with all decisions made based on where the BVRLA can best meet or surpass the needs of the 1,000+ organisations in membership.

This regularly leads to new initiatives being formed, alongside ongoing improvements and updates to long-standing services. Feedback opportunities are not limited to the annual survey, with members able to share views with the team at any point during the year. This can be done by contacting a member of the team directly, or in a quick post-activity survey that is shared upon completion of a training course, attendance of an event, or interaction with the ADR team.

“I would say the BVRLA team strive continually to improve. They ask, listen and get better.”

2024 Member Survey

## Engagement

In 2024, engagement was in part focused on a change in approach for new Associate members, ensuring their onboarding process outlined the opportunities available to them in a more impactful way. With most Associates joining to get the opportunity to network with members, the association has ensured they are clear on the options available from thought leadership to event attendance and sponsorship. The BVRLA has also produced a sponsorship brochure which sets out all the opportunities available in 2025.

For corporate members, the association has been working on tailored member journeys. These are dependent on different factors such as age of membership, products purchased, and events attended. This helps to ensure all members are aware of what their trade association provides. Contact points are created and adjusted for each member journey, relating to their areas of expertise and involvement. This keeps content as relevant as possible, while also outlining where else they can get more out of being a BVRLA member.





“ The BVRLA’s depth of knowledge, experience, and ability to lobby on behalf of the sector is second to none. ”

2024 Member Survey



## Voice of the Industry

The BVRLA continued to strengthen its credibility in 2024, leading campaigns with other industry stakeholders and representing member views to Government Ministers, officials and departments within Whitehall.

With backing from the Campaigns working group and contributions from members, the BVRLA amplified the sector’s voice to drive positive change in 2024. Working both independently and in partnership with aligned trade associations and organisations, the association made significant progress on key issues such as vehicle taxation, decarbonisation incentives, and motor finance, among others.

This was evidenced in:

|                                                      |                                                          |
|------------------------------------------------------|----------------------------------------------------------|
| <b>519</b> Member and external stakeholder meetings  | <b>94</b> meetings with officials and regulators         |
| <b>100</b> MP meetings and interactions              | <b>16</b> Ministerial and select committee appearances   |
| <b>96</b> roundtables, workshops and events attended | <b>15</b> Consultation and Committee Inquiry submissions |






**92%** of members say that the BVRLA does well at being the voice of the industry.

2024 Member Survey

“ Strong competition, price cuts and growing supply in the new car market have brought down the prices of electric vehicles in the used market. This drop in residual values is providing significant challenges to your sectors. That’s why I want to keep working with you to understand how we can address some of these concerns. ”

Future of Roads Minister, Lilian Greenwood MP addressing delegates at the Industry Outlook Conference.

### Top Policy wins of 2024:

-  Secured more years of BiK certainty and support for the salary sacrifice market
-  Achieved an extension of the Plug-in Van Grant and consultation on relaxing regulatory barriers around 4.25t e-vans
-  The Financial Conduct Authority (FCA) extended the commission complaints freeze to personal contract hire (PCH)
-  Received a commitment from the energy sector for guidance on the grid connection process for fleets
-  Gained traction with Government to highlight used EVs as a key challenge of the transition



# Leading Authority

A mainstay of the association's campaigning work in 2024 was to ask for the Government to strengthen demand for used electric vehicles. Without such support, decarbonisation targets would be at risk and customers could lose confidence in the transition.

The call, continuing through 2025, is for used EV-targeted grants, tax incentives and a confidence-building communication campaign. Together, these measures would boost demand and stabilise prices, which are continuing to fall.

The BVRLA commissioned new forecasting from Oxford Economics (detailed on page 27), which shows that – without intervention – used electric vehicle (EV) prices will carry on falling over the rest of this decade. Between 2024 and 2030, used EV car prices are predicted to fall by a further 28%. The electric van market will also be affected, with used prices dropping by 12%.

One campaign launched in 2024 was the **#happyEVafter** campaign, led by the BVRLA in conjunction with Auto Trader, EVA England and the NFDA. Together, the organisations continue to call for targeted intervention from the Government to restore confidence in the used EV market by boosting demand.



## The campaign partners are asking the Government to:

- Launch an information campaign to counter negative EV myths
- Support standardised battery health certificates to reassure used EV buyers
- Launch a targeted Used EV Plug-in Grant
- Cut VAT on used EVs by 50% for four years
- Provide a special 0% Benefit-in-Kind tax rate for used EVs for four years
- Allow the Civil Service to access used EV Salary Sacrifice schemes.

“The recent Happy EV After event was informative and is a great example of how the BVRLA works with the government.”

2024 Member Survey



## Zero Emission Van Plan

Supporting the transition to zero emission vans was a priority area for the BVRLA in 2024. 3.4 million drivers rely on vans to carry out their day-to-day business, but risk falling behind on the road to zero.

The association has formed a coalition of like-minded partners with Logistics UK, RechargeUK, the AFP and The EV Café - to create the Zero Emission Van Plan. Containing key asks of government, the Plan launched in Parliament in February.

### The Van Plan makes the following asks of Government:

- **Increased fiscal support** – Grants to make new and used e-vans affordable
- **Improved charging** – Regulatory and fiscal support for accessible, affordable, and fit for purpose chargepoints
- **Removal of regulatory barriers** – Full alignment of 4.25t ZEVs with diesel vans.



In the Autumn there were two significant steps forward for the Zero Emission Van Plan, with a Parliamentary Debate taking place on the van transition and an extension of the Plug-in Van Grant – worth £150m – confirmed by the Chancellor in October.





## MP Engagement

The BVRLA’s annual Parliamentary Reception provides the opportunity for members, Ministers, MPs, Peers and other influential guests to come together and discuss the vital contribution of the fleet and mobility services sector. The event presents an ideal platform from which to highlight the issues being faced by the sector and integral role it is playing in evolving UK road transport.

The 2024 event took place at the House of Lords in September and brought together over 150 parliamentarians and guests. Supported by Auto Trader, the Reception featured key insights into the state of the used BEV market.

In a record post-pandemic turnout, the event saw the largest number of BVRLA members to attend a Parliamentary Reception. Guests heard from Richard Bruce, Director of Decarbonisation at the Department for Transport (DfT), who discussed the department’s close working relationship with the BVRLA, the impact of the ZEV mandate and priorities they are dealing with.

The BVRLA’s **#happyEVafter** campaign was a key part of the afternoon, with unsustainable depreciation of used BEVs and its impact on BVRLA members highlighted to parliamentarians. The campaign advocates for policy changes, targeted incentives, and collaboration between government and industry to create a smoother transition that benefits all drivers (see page 11 for more details).

The event also facilitated meetings between several BVRLA members and MPs introduced through the Industry Champions programme.

“ Great events – informative and interesting. And very clear lobbying positions representing the interests of the industry. ”  
2024 Member Survey

## Member and MP engagement with Industry Champions

July’s General Election brought a new government and a record number of new MPs entering the House of Commons for the first time. The BVRLA works to make sure MPs are thinking about fleets and understand the importance of our industry. Part of this work saw the launch of the ‘Industry Champions’ engagement programme in 2024, for members to host an MP visit at their site.



Industry Champions are asked to not only host visits but write to MPs and accompany the BVRLA at meetings and engagement events. The BVRLA supports by drafting letters to politicians, covering the organisational element of any visit, briefing the member in advance, creating the required materials and facilitating any discussions on the day.

Parliamentarians who met with BVRLA Industry Champions in 2024 include Jack Brereton MP, Heidi Alexander MP (now Secretary of State for Transport), Clive Jones MP, Peter Swallow MP, Toby Perkins MP, and Tom Gordon MP.

“ Engaging with the people that can make a difference at a local and national level is vital. Our sector is constantly facing change and upheaval. We face new regulations and changing terms. Each has a material impact on how we operate to ensure standards are high and customers are protected. That is on top of a generational shift towards zero-emission vehicles, where appetite and knowledge vary from one customer to another. Being able to discuss the impacts of such changes with our local MP is invaluable. We are grateful to Jack for taking the time to visit Central Contracts and value him representing our views in the Houses of Parliament. ”

Mike Lloyd, Central Contracts  
who hosted Jack Brereton MP in March 2024



# Working Groups

Working Groups shape policy activity and inform the association's priorities across multiple areas. Gathering subject specialists from all parts of membership, working groups discuss the details behind the issues that impact vehicle rental, leasing and fleet.

The focussed nature of each group means technical aspects can be explored in depth, resulting in clear direction and outputs for the BVRLA team to progress. In 2024, working groups spanned:

- › Salary Sacrifice
- › Full Expensing
- › Electric Vehicles
- › Future Mobility
- › ESG
- › Tax
- › VAT
- › Campaigns
- › Regulation and Compliance, including Consumer Duty
- › Commissions

Contributions from working group members in 2024 led to several key wins secured by the association (detailed on page 10). In particular, the Salary Sacrifice working group helped to achieve further years of BiK certainty and established the sub-sector's credentials with Government. The Campaigns working group informed the BVRLA's creative and engaging campaigning work across the Van Plan and [#happyEvafter](#).

## The BVRLA ecosystem



“The work undertaken by the full expensing working group was insightful with a good mix of members and technical experts.”

2024 Member Survey





“Committee meetings are a great source of feedback, networking and knowledge sharing.”

2024 Member Survey



## Committees

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

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

| Committee         | Commercial Vehicle                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Leasing Broker                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Leasing & Fleet Management                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Rental                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Chair             | <b>Tim Bailey</b> , Northgate Vehicle Hire                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Rod Lloyd</b> , the lcv group                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Ian Hughes</b> , Zenith                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Scott Jenkins</b> , Autohorn Fleet Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Vice chair        | <b>Sarah Gray</b> , Dawsongroup Vans                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Vince Pemberton</b> , Rivervale Cars                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Matthew Rumble</b> , Kinto U.K. Limited                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Liz Matschy</b> , Avis Budget UK Ltd                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Committee members | <b>Andy Hill</b> , Lex Autolease<br><b>Charles Starr</b> , Close Brothers Vehicle Hire<br><b>Colin Melvin</b> , Fraikin<br><b>Gareth Jones</b> , Radius Vehicle Solutions<br><b>Ian Moffat</b> , Arc Fleet Services<br><b>Lisa Spong</b> , Reflex Vehicle Hire<br><b>Nicola Simpson</b> , Enterprise Rent a Car<br><b>Pat Skelly</b> , Prohire Limited<br><b>Philip Moon</b> , DAF Trucks<br><b>Ryan Long</b> , Zenith<br><b>Simon Simmons</b> , Alphabet (GB) Ltd<br><b>Stuart Russell</b> , Thrifty Car & Van Rental<br><b>Tim Hartles</b> , Novuna Vehicle Solutions | <b>Ben Faulkner</b> , Santander<br><b>Chris Swallow</b> , Novuna Vehicle Solutions<br><b>Graham Conway</b> , Select Car Leasing<br><b>Hollie Crumlish</b> , Alphabet<br><b>James Russell</b> , Leasys<br><b>Keith Hawes</b> , Nationwide Vehicle Contracts<br><b>Lee Duerden</b> , XLCR Vehicle Management<br><b>Lynette Randall</b> , Alpha Contracts Leasing<br><b>Martin Brown</b> , Fleet Alliance<br><b>Mike Thompson</b> , LeasePlan<br><b>Mike Thompson</b> , Leasing Options<br><b>Nickie Brooks</b> , Jurni<br><b>Paul Bulloch</b> , Concept Automotive<br><b>Scott Glover</b> , Arval UK<br><b>Simon Leake</b> , Drivalia<br><b>Spencer Blake</b> , Wessex Fleet Solutions<br><b>Stephen Greenstreet</b> , Greenfleets<br><b>Steve Cocks</b> , Lex Autolease<br><b>Will Voisey</b> , Synergy Automotive | <b>Chris Tubbs</b> , Novuna Vehicle Solutions<br><b>Craig McNaughton</b> , Lex Autolease Limited<br><b>Guy Mason</b> , SG Fleet Solutions UK Ltd<br><b>Ian Turner</b> , Alphabet (GB) Ltd<br><b>James Court</b> , Octopus Electric Vehicles Ltd<br><b>Kit Wisdom</b> , Tusker<br><b>Matthew Boswell</b> , Leasys UK<br><b>Phil Whilbraham</b> , Pendragon Vehicle Management<br><b>Richard Baird</b> , Marshall Leasing<br><b>Stuart Gibbons</b> , Arval<br><b>Suzanne Phillips</b> , Ayvens | <b>Amy Bond</b> , Sixt Rent A Car<br><b>Danielle Davison</b> , Herd Hire<br><b>David Jackson</b> , United Rental Group<br><b>Emma Kolosowski</b> , Hertz<br><b>Ismael Aumeerally</b> , Liquid Fleet<br><b>Kevin Rand</b> , Europcar Group<br><b>Linda Malliff</b> , Thrifty Car & Van Rental<br><b>Margaret Speirs</b> , Arnold Clark Car & Van Rental<br><b>Nick Green</b> , Green-Line Vehicle Rentals<br><b>Phil Spain</b> , Alley Cat Car & Van Rentals<br><b>Ross Batting</b> , 3B Vehicle Hire<br><b>Sam Patel</b> , Enterprise Rent A Car<br><b>Simon Grime</b> , Miles & Miles |

COMMITTEE MEMBERS AS AT 31 DECEMBER 2024



# Communications

The BVRLA's communications channels work across audio, video, online and social media platforms. They all have a shared purpose of keeping members informed and building the reputation of our sector. In 2024, outputs underpinned the association's campaigning efforts and represented member views on a host of key issues including used BEVs and the uptake of zero emission vans, Consumer Duty, and Full Expensing.

With a range of materials designed to keep members up to speed, and to aid their own conversations with their customers, the BVRLA's bank of guidance and news updates covers all parts of the industry, supporting businesses of every shape and size. In addition to online articles and blogs, the BVRLA produced a range of corporate publications in 2024, helping members keep up with the association's performance, financial results and long-term priorities.

“The weekly updates and other email broadcasts prove interesting and valuable to our business.”  
2024 Member Survey

84% of members find the *Weekly Update* a great way of keeping in touch with what is going on.

2024 Member Survey

## Podcast popularity continues

The BVRLA's 'The Inside Track' podcast is now into its third year and provides a way for members and stakeholders to engage with the association and keep updated on industry trends. The podcast achieved 1,400 downloads in 2024. Popular episodes were Driving Change: Policy wishes for 2024 and beyond, From Strategy to Action: enabling women to rise (part of International Women's Day) and Switching Gears: 3 ways to electrify a business fleet.

BVRLA fosters collaboration by connecting members across complementary sectors, helping them grow and improve operations. As BVRLA brand partners, associate members bring fresh insights to events, and can enhance campaigns, policy workshops, and reports with exclusive data. The thought leadership programme further supports members by providing industry expertise through various content formats, such as podcasts and blogs.

16% year on year increase in monthly podcast downloads.

 10,200 followers, up 19% from 2023.

“July 2024 marked the first full year the FCA's Consumer Duty being in place. The Duty is fundamentally impacting how many BVRLA members operate and has required not just the introduction of new processes, but a step change in how organisations think and operate. It's going to share some of the key themes and observations that BVRLA members need to be aware of.”





## Key Annual Events

A programme of industry conferences, a Parliamentary Reception, in-person deep dive events, forums and webinars made for a packed calendar in 2024.

A busy 12 months included nine forums, three conferences, two deep dive events and the ever-popular Annual Dinner. The announcement of the General Election meant a shift of date for the Parliamentary Reception from June to September, the event was well attended with over 150 parliamentarians and guests.

The calendar collectively gives delegates an opportunity to gather business insights, understand best practice and hear about the impact that latest trends will be having on their business. The value of networking at physical events means they are becoming more popular again post pandemic, but the association strikes a balance by offering the convenience of webinars and online events.

### Leasing Broker Conference

The dedicated conference in early October saw the sector gather to discuss the evolving landscape of the leasing industry.

The event delved into how leasing brokers can prepare for, and embrace, future opportunities. Areas of focus included artificial intelligence (AI), advances in battery technology, and the emergence of new manufacturers. Speakers also emphasised the importance of delivering excellent customer service in an increasingly competitive market.

“The BVRLA has hosted a well-run event, filled with relevant content delivered by credible members of the respective fields that impact the Leasing Broker universe. Thank you for delivering yet another reassuring and productive source of guidance.”

2024 Leasing Broker Conference attendee





“This year alone we have participated in several interesting and interactive events surrounding the biggest challenges to fleet in the UK.”

2024 Member Survey

## Annual Dinner

Another sell-out Annual Dinner welcomed 850 members and their guests for a fabulous evening. Through three peer-nominated awards and address from the association Chair, plus unparalleled networking opportunities, the event celebrated the contributions of the industry and the individuals that push progress.



87% of members gave access to events as a reason for membership.

2024 Member Survey

## Webinar programme

Covering industry topics in easy-to-digest, hour-long sessions, the association's webinar programme delivered further value to members in 2024. Webinars took place on the Court of Appeal commission case, preparing for regulatory change, rental and mobility trends and time-saving strategies. The free-to-attend webinars also allow registrants to access the content later if unable to attend live.



“I enjoy attending BVRLA events in person and always benefit from the content.”

2024 Member Survey







# Industry Outlook

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

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

Taking place in December, the Industry Outlook Conference looked ahead to 2025. It drew trends from the association's Industry Outlook Report and discussed business resilience, the commission disclosure ruling, the road to decarbonisation and economic trends.

“ Good use of industry speakers. Well-constructed day. Engaging content. Good amount of networking time. I like these events to challenge our thinking and help us look ahead. ”

2024 Industry Outlook Conference attendee



The 2024 Industry Outlook Conference was supported by:





# Fleets in Charge

Focused on the drive towards decarbonisation, the BVRLA's Fleets in Charge programme unites industry stakeholders and audiences to examine the UK's progress in achieving its Net Zero transport goals. Frequent speakers include representatives from the Office for Zero Emission Vehicles (OZEV) and the Department for Transport (DfT).

The 2024 Fleets in Charge Conference took place in early July and included a panel session of key industry representatives delivering their decarbonisation messages shortly after the General Election returned a change in Government.

The event was the biggest Fleets in Charge Conference yet, with around 270 delegates and guests gathering to further the conversation on the UK's road transport decarbonisation journey. The Conference also featured the Road to Zero Report launch, plus sessions on groundbreaking technology, new mobility solutions and a dive into EV retail trends.

## Deep dive into Used BEVs

Following the successful Parliamentary Reception on the topic, the Fleets in Charge deep dive event in London in September focused on the state of the used BEV market. Speakers took part from Auto Trader, cap hpi, Oxford Economics, OZEV, Tesla, Constellation Group, Drive Green and Octopus Electric Vehicles.

The event gave insight into the research Oxford Economics conducted for the association, featured a Government update from OZEV and highlighted the asks from the BVRLA's #happyEVafter campaign.

## Topics of discussion in 2024:

- Net Zero targets and the ZEV Mandate's impact on supply
- Decarbonisation priorities for the new Government
- Challenges in driving retail demand
- The future of vehicle insurance
- State of the Used BEV market

“The Fleets in Charge event at the QE2 Centre was excellent – every speaker was informative and the opportunity for networking was superb due to the attendance.”

The 2024 Fleets in Charge Conference was supported by:

2024 Member Survey





# Governance & Compliance

The BVRLA's commitment to Governance and Compliance is a foundation of its operations, providing assurance to members and instilling confidence in customers. Every member displaying the BVRLA logo is subject to rigorous audits to ensure adherence to the association's Codes of Conduct. This includes key regulations such as GDPR, Financial Conduct Authority (FCA) guidelines, and Competition and Markets Authority (CMA) standards.

Through continuous support and guidance resources, the BVRLA assists members in maintaining their compliance year-round, supported by a structured audit process that reinforces industry integrity.

By meeting these standards, members not only align with regulatory expectations but also demonstrate their dedication to trustworthy business practices. The BVRLA's approach is both proactive and responsive, offering timely advice to help members navigate the evolving regulatory landscape and ensuring their operations meet the highest standards of conduct.

“The BVRLA's audits, support, and guidance ensure our compliance, professionalism, and customer trust. Their rigorous standards keep us aligned with regulations, exceeding expectations and delivering an exceptional, ethical experience.”

Managing Director, Leasing Broker member

## Consumer Duty

Since the announcement of the new Consumer Duty regulations in 2022, the BVRLA has supported members in adapting to these substantial changes. Through dedicated resources, guidance, and specialist forums, members receive the tools needed to comply with new FCA requirements. This ongoing initiative helps members to meet regulatory expectations effectively and safeguard consumer interests.

### Highlights:

- 500 audits completed in 2024
- New audit app launched
- Enhanced the Rental inspection programme

89% of members value the guidance and advice provided by the BVRLA.

2024 Member Survey

“ One of the key things I appreciate is the clear guidance and support the BVRLA provides around compliance and regulatory changes. Their updates are timely and easy to understand, which has really helped us stay on top of evolving industry standards. Additionally, the BVRLA’s commitment to maintaining high ethical standards through their Code of Conduct reassures us that we’re operating in a fair and transparent industry.”

2024 Member Survey

## Commission Disclosure

**A ruling from the Court of Appeal on three motor finance cases in October found in favour of the consumer and raised fundamental questions about the future of financing.**

The broad nature of the ruling impacted a wide range of sectors and services, extending beyond automotive. In the immediate fallout from the ruling, the BVRLA was diligent in getting members the answers they needed and as much clarification as possible. Legal firm, Norton Rose Fulbright was appointed to fully digest the terms of the ruling and understand the potential impacts on BVRLA members. In the week following the ruling, two webinars were delivered to help members understand the terms of the ruling, and a Commission Disclosure resource hub was set up on the website, including a legal summary note, frequently asked questions documents and templates.

A risk assessment template was prepared to help brokers consider the next steps for both the short and long term, and what they need to do to comply with the law.

In April 2025, the Supreme Court is due to hear an appeal brought by car loan providers challenging the October ruling. The BVRLA’s work in this area is ongoing. Providing members with further details and guidance remains a priority.







## Status & Credibility

Being seen as a professional and credible organisation underpins all the association's outputs. For many members, displaying the BVRLA logo is a badge of honour; being part of the association brings status and credibility that sets an organisation apart from its competitors. Outside of membership, regulators, decision makers and government officials need to trust that the BVRLA holds a position of authority and is able to represent member views in a considered and fair way.

In September, the BVRLA championed its members' interests at the Labour Party Conference in Liverpool, teaming up with the Association of Fleet Professionals (AFP) and Auto Trader UK. Engaging with MPs and delegates, the association highlighted value of the rental and leasing sector and the challenges members are facing. The team also met Lilian Greenwood, Minister for the Future of Roads, discussing van decarbonisation, the used BEV market, and rental's role in cleaner transport.

Making sure that customers are receiving consistent, fair service is another essential part of growing the credibility of the association. In its latest audit, the Chartered Trading Standards Institute (CTSI) concluded that the BVRLA and European Car Rental Conciliation Service (ECRCS) provide an effective, and in some areas best practice, alternative dispute resolution (ADR) service.

The BVRLA also publishes vehicle Fair Wear & Tear Standards that are accepted as the benchmark for vehicle condition across the industry. Separate Standards are created for cars, vans, and HGVs, with each updated regularly to match emerging vehicle technology, equipment and driver habits. Each Standard gives a reliable and consistent reference point to assist every vehicle handover, reducing confusion and keeping the member and their customer working within universally accepted parameters.

**92%** of members say that BVRLA membership adds status and credibility to their organisation.

2024 Member Survey

“I mainly interact with your policy and external affairs team, and they are all excellent. Not only lovely people to interact with, but respond promptly, are available when needed, and provide great insight and guidance.”

2024 Member Survey

“The advocacy work they do on behalf of members has also been impressive, particularly in navigating complex legislation. Overall, their support has been invaluable in helping us run our business smoothly.”

2024 Member Survey

# Dispute Resolution Service

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

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

3,300 dispute cases were handled by the BVRLA in 2024, a 17% increase on the previous year in line with the overall increase in customer demand across the sector. The average time to close cases was 22 days versus the 30-day requirement.

**3,300**  
cases handled  
in 2024. Majority  
of complaints for  
all sectors relate  
to damage.

“ BVRLA/ECRCS are found to be providing effective ADR schemes, and CTSI noted that there were several areas that could be described as best practice, which go above and beyond the minimum requirements laid out in the legislation. The ADR officials for BVRLA/ECRCS demonstrated a wealth of knowledge for the sector and of the ADR process. ”

Chartered Trading Standards Institute, 2024

“ Thank-you so much for your prompt and efficient work on this case. I am very impressed with the service that you have offered and the clarity and efficiency of the process. ”

Customer feedback from case, 2024

“ I am pleased to have taken my case to BVRLA for support, given the positive outcome, so many thanks for the work you have done. ”

Customer feedback from case, 2024

## European Car Rental Conciliation Service (ECRCS)

The ECRCS has been run by the BVRLA on behalf of Leaseurope in Brussels for over a decade. The service helps customers with unresolved complaints concerning cross-border vehicle rentals within Europe; member organisations include Alamo, Avis, Budget, Enterprise, Europcar, Firefly, Hertz, National, and Sixt.

Case levels in 2024 increased by 19% on the previous year as demand for rental increased.

**1,573**  
ECRCS cases  
handled  
during 2024.







# Learning & Development

Throughout the year, a full calendar of e-learning self-study modules, instructor-led training and free online resources ran for members, offering a fully flexible programme to meet the needs of companies of all sizes.

Expanding delegates' knowledge and competence on critical topics, the association trained **720** industry colleagues across **109** instructor-led courses in 2024. A further **2657** individuals took out packages on our e-Learning platform.

## New courses introduced in 2024:

- Managing Customer Relations
- Marketing your Business through Search Engine Optimisation
- ZEV Mandate; how it works and its impact on the UK market
- Mastering the ESG landscape

# 78%

of members agree that the BVRLA delivers high quality, industry specific training.

2024 Member Survey

“The training (both the team we liaised with at the BVRLA and the trainer themselves) was fantastic and I and my team apply many of the principles daily on our roles.”

2024 Member Survey



# 4.7/5

average rating across all courses delivered in 2024.

# 4.7/5

average trainer satisfaction rating for the year.

# 36

Driven by You courses were delivered in 2024.

The BVRLA's 'Driven By You' training courses are designed to offer flexible, tailored training for members. With around 20 industry specific instructor-led courses to choose from. Members can schedule the training on a date and time that suits them and can be further customised to address a company's unique requirements. They can be a one-off event or as part of a regular learning programme.

## Driven By You courses delivered in 2024 include:

- **Electric Cars - what do your customers expect you to know?**
- **Selling Electric Vehicles to Fleet Customers**
- **Neuroscience for Fleet Sales**
- **Understanding Salary Sacrifice**
- **Customer Service for Rental Agents**

“Roy (McDonald, trainer) gave us a very entertaining, interesting and insightful training session, with a lot of thought provoking questions and statements. It was highly motivational and I thoroughly enjoyed the day.”

Member testimonial

“Training courses delivered by the BVRLA are super insightful and very personalised to your business needs.”

2024 Member Survey

## Enhanced e-Learning

The BVRLA extended its 'Rental Fundamentals' e-learning package, following extensive input from the member-led Rental Working Group. Designed to give new employees at rental members everything they need for a strong grounding of the sector, the e-Learning package covers key operational topics.

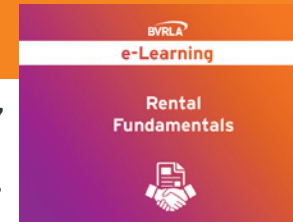
Modules now include vehicle security, driver qualification, GDPR and customer service. The flexible, self-paced learning can work around an individual's existing commitments.

For current and prospective managers, the 'Management Fundamentals' package covers leadership essentials such as coaching, time management, and internal reviews. Content covers a wide range of soft skills, making it suitable for those in regulated and non-regulated sectors, as well as rental or leasing operations.

The BVRLA also holds SAF (Specialist Automotive Finance) Expert Equivalence Status for an upgraded 'Essentials' package, helping members meet the requirements of the Finance and Leasing Association (FLA)'s Lending Code. In line with its role as a FLA-approved SAF training provider, the BVRLA regularly updates its training materials.

“Training has been of great benefit to our staff and we encourage all our staff to utilise the information platforms provided by the BVRLA.”

2024 Member Survey





# Industry Insight

The association's credibility continues to rise within the wider sector and across government. Through an active stream of reports, analysis and data projects, the BVRLA regularly delivers value to members and insights to stakeholders that underline the long-term value of the sector.

Flagship reports were again delivered alongside quarterly reports, analysis of BVRLA member data, and temperature checks on emerging topics.

Each research project has defined outputs that vary from tangible policy recommendations for government, through to trend analysis to support the growth plans of members. The association's findings are regularly cited in industry publications and news articles, and when representing member views with regulatory bodies and lawmakers.

“The BVRLA Leasing Outlook Report is really useful. It contains lots of insightful information.”

2024 Member Survey

88% of members say that the BVRLA is an important source of data and insight.

2024 Member Survey

## Research projects delivered in 2024 included:

- Rental Credentials
- Road to Zero Report Card
- Support asks for the used BEV market
- Zero Emission Van Plan
- Industry Outlook Report
- OEM Member Relationship Survey
- BVRLA in Numbers
- Quarterly Leasing Outlook Report
- Half Yearly Leasing Broker Report



# Impactful Reports

Reflecting feedback from twenty-six leasing members with a combined fleet of more than one million cars, the BVRLA published the inaugural **OEM Relationship Survey**. The survey was developed with independent research consultants and ranked 23 leading OEMs based on various criteria.

The criteria for recognising high quality products and services from the manufacturers included Quality of the working relationship, Vehicle purchasing process, Electric vehicles and more. BMW emerged as the frontrunner, securing 14 'Best in class' scores. Volkswagen followed with seven, and MG with four.

The relentless pace of technological, regulatory, and market change has a significant impact on the entire supply chain. The BVRLA will continue to assess the impact and take every opportunity to highlight best practices where they are occurring. The BVRLA wants the results to be shared in a way that enhances OEM/member partnerships, and invites all manufacturers to collaborate on future surveys.

## Impact of rental sector

A report by the BVRLA and PA Consulting titled **'Vehicle Rental Credentials,'** draws on feedback from 1,250+ customers and data from companies managing 70% of the UK's rental fleet. It features insights from senior executives on the sector's impact.

The report highlights rental's role in keeping businesses and individuals mobile, supporting the UK economy and easing the transition to EVs while reducing emissions.

### Key insights from the report include:

- Rental cars are, on average, eight years younger than privately owned ones.
- Business customers make up 58% of car rentals and 82% of van rentals.
- Critical infrastructure sectors rely on vehicle rental.
- Rental vehicles save over 25,000 tonnes of CO2 annually.
- Rental has helped remove 90,000 private cars in the past year.
- The EV rental fleet has grown by 200% since 2022.

## Support asks for used BEVs

The Government's decarbonisation targets are at risk unless urgent action is taken to strengthen demand for used battery electric vehicles (BEVs).

Forecasting by Oxford Economics for the BVRLA **'Assessing the impact of support for the used BEV market'** highlighted the need for immediate intervention. Between 2024 and 2030, used EV prices are projected to decline by 28%, following an existing slump that has already halved their value over the past two years. The electric van market is similarly fragile, with used prices expected to drop by 12%.

While this may benefit used EV buyers, the financial strain on the vehicle leasing industry—responsible for 75% of new EV registrations—is unsustainable. Declining confidence in used EV values is already driving up lease rates and discouraging potential customers from transitioning to zero-emission vehicles.

Oxford Economics modelling estimates that reduced trust and rising lease costs will lead to nearly 300,000 fewer new EV registrations between 2023 and 2027. Annual registrations only just surpassed the 300,000 mark last year.





# Specialist Forums

Each year, the BVRLA runs concurrent programmes of specialist forums to keep members at the forefront of the industry.

Whether considering effective management of vehicles while on fleet, or what to be aware of at the end of the vehicle cycle, the dedicated workstreams of Vehicle and Fleet Management (VFM) and Residual Value and Remarketing (RVR) Forums keep members fully informed. The third programme is the Compliance Forum, offering a consistently strong lineup of speakers covering issues such as motor finance and ESG.

The focal point of the Forums is to bring subject matter experts together to discuss key issues, trends and opportunities.

## Residual Value and Remarketing (RVR)

The RVR programme provided valuable insight into the used market including business critical data on electric vehicles, focus on instability in the van market and provided a future focus on what we can expect from emerging OEMs.

2024 Forum partners:



### RVR forum discussions in 2024

- Buyer and consumer behaviour trends and used vehicle price trend data
- Economic factors impacting the used market
- Future battery technology and changes in build processes for vehicles

In 2024, the RVR programme was chaired by Karl Lord of Enterprise.

## Vehicle and Fleet Management (VFM)

The VFM programme reflected the changing nature of vehicle service, maintenance and repair by looking at use of data for preventative maintenance, artificial intelligence, and the preparedness of the sector for electric vehicles and new manufacturers entering the market.

2024 Forum partners:



### VFM forum discussion in 2024

- Latest advancements in vehicle technology
- Trends in maintenance and repair, including EV
- Developments in accident management

In 2024, the VFM programme was chaired by Blaine Colston, Kinto UK.

“ I find the Forums are always well-organised and well-attended, both by industry colleagues and guest speakers. The topics covered pretty much always seem very appropriate and timely. ”

2024 Member Survey

## Compliance Forum

The Compliance Forum, launched in 2023 goes from strength to strength. Its content focusses on the importance of adapting to regulatory changes, setting (and meeting) a high bar for industry standards, and making sure that business practices protect customers while embracing innovative products, process and services.

### Compliance Forum discussion in 2024

- Environmental, Social and Governance (ESG) reporting
- Regulatory changes including the High Court commissions case
- Recognising customer vulnerability

“ Absolutely love the compliance forum events, really informative and a great day. ”

2024 Member Survey

2024 Forum supported by:





# Focus on: Operations

Working with other trade bodies and transport authorities is a vital aspect of the BVRLA's work on behalf of members. Processes relating to vehicle registration, handling fines, and fraud commonly present issues or tie up internal capacity. The association works to streamline or change processes where possible, presenting how and where issues arise alongside member-friendly solutions.

“The BVRLA team are always supportive and if they cannot help, they will always suggest other connections that may be able to assist.”

2024 Member Survey

The association has strong relationships with a wide range of trade bodies working in different parts of the transport industry. Where there is cross over with the needs or operations of members, the BVRLA steps up to bring positive results. In 2024, members benefited from new processes relating to the implementation of a joint Code of Best Practice with the British Parking Association and the International Parking Community.

The BVRLA also hosted a Risk and Security Working Group. It brought members together to share experiences during the summer when the rental sector was targeted by gangs stealing vehicles and taking them out of the UK. Further work in this area will continue in 2025.

## DVLA Review

The BVRLA contributed to an independent review of the Driver and Vehicle Licencing Agency (DVLA), conducted as part of a wider Cabinet Office assessment of public bodies on efficiency, effectiveness, accountability and governance.

The review sets out 19 recommendations to strengthen DVLA's ability to deliver high quality services and value for the taxpayer. It also found far lower levels of satisfaction with DVLA from groups with complex needs, including fleet hire companies and special interest groups representing sectors such as historic vehicles.

One recommendation from the report was “consideration should be given to creating a ‘customer forum,’ chaired by a non-executive director, that reports directly to the Board. Delivery of this should be within 12 to 18 months.”

While the BVRLA welcomed the review, it doesn't go far enough in recognising the lack of progress being made in modernising DVLA services for fleet customers. In 2025, the BVRLA will continue to discuss the fleet sector's requirements for DVLA services with the DVLA leadership team.



Driver  
Licencing  
Agency



## Focus on: Taxation and vehicle finance

2024 was another busy year for vehicle taxation and finance. A General Election generated a mixture of uncertainty and concern, with the incoming Government reporting very little money to spend. Working on behalf of members, the BVRLA was an active voice to protecting the sectors' priorities.

### Notable work in this space includes:

- **Benefit-in-kind foresight being secured for an additional two years**
- **Achieving continuation of company car tax rules, including salary sacrifice rules**
- **Raising awareness of support requirements for used BEVs**
- **Progress in changes to capital allowances regime and expanding full expensing to the leasing sector (ongoing activity)**
- **Pushing for changes to Vehicle Excise Duty, including raising the threshold for the Expensive Car Supplement for EVs (ongoing activity)**

Due to the change in Government, there were far fewer consultations than normal in 2024. Many timelines were delayed, including the review of the Consumer Credit Act and the introduction of Sustainability Disclosures Standards in the UK.

The BVRLA responded to consultations from Financial Ombudsman Service and lobbied hard for the introduction of fees for Claims Management Companies, which will be introduced in April 2025.

The association also responded to the Government's Industrial Strategy Green Paper and the subsequent Financial Services Growth Strategy Consultation. In the Industrial Strategy response, the BVRLA reflected the views of the rental and leasing sectors, highlighting growth priorities and current barriers to investment. The association included the fiscal asks in the Financial Services consultation, calling for better co-ordination between the regulators and courts and the pressing need for a more stable regulatory environment.

“Policy work has been useful. I believe the BVRLA has had increased success and focus in this space, which is very valuable for the industry.”

2024 Member Survey

# Membership Directory

## Corporate Members | Companies who own and operate fleets

|                                            |                                     |                                        |                                            |                                           |                                       |                                          |                                       |
|--------------------------------------------|-------------------------------------|----------------------------------------|--------------------------------------------|-------------------------------------------|---------------------------------------|------------------------------------------|---------------------------------------|
| 1st Call Stroud Ltd                        | Barford Hire Ltd                    | DAF Trucks Ltd                         | Freedom Rental Ltd                         | L & F Plant Hire Ltd                      | Octopus Electric Vehicles Ltd         | Roberts (Bath) Ltd                       | U Storeall Ltd                        |
| 2 Rent UK Ltd                              | Bathwick Car & Van Hire Ltd         | Dallas Rentals Ltd                     | Frontline Leasing and Fleet Management Ltd | LCB Vehicles Ltd                          | Ogilvie Fleet Ltd                     | Roberts Transport Self Drive Hire Ltd    | U-Drive Ltd                           |
| 3B Vehicle Hire Limited                    | Beehire Car and Van Rentals Limited | Dash Drive                             | Frosty Hire & Sales Ltd                    | LCH                                       | Ooosh! Tours Ltd                      | Robertson Self Drive                     | United Rental Group Ltd               |
| 4 Mobility Ltd                             | Beerhouse Self Drive Hire           | David Spear Commercials Ltd            |                                            | LeasePlan UK Ltd                          | Otto Car Limited                      |                                          | URA Ventures Ltd                      |
| 486 Ltd                                    | Beeston Property Ltd                | Dawsongroup Vans Limited               |                                            | Leasing Plus Ltd                          |                                       | Salford Van Hire Ltd                     |                                       |
| 4Hire Ltd                                  | Belli & Burns Ltd                   | Dexters SD Ltd                         | Gallagher Car & Van Rentals Ltd            | Leasys UK Ltd                             | Palmer and Martin Vehicle Hire Ltd    | Sam Milbery Ltd                          | Vale Car & Van Rental Ltd             |
| 4x4 Vehicle Hire Ltd                       | Berkshire Van Hire                  | DGC Limited                            | Gap Leasing Limited                        | Leeds Commercial Ltd                      | Parkhurst Self Drive Hire Ltd         | Sandbach Truck and Van Limited           | Value Van Rental UK Ltd               |
| 7 Ways Rental.com Ltd                      | Birkenhead Car and Van Hire Limited | Direct Rental Group Ltd                | Gemini Ltd                                 | Leighton Drive Ltd                        | Paul Blaney Motors Ltd                | Sandwell Metropolitan Borough Council    | Vehicle Data Clear Limited            |
|                                            | Blakedale Ltd                       | Donnelly Finance & Leasing Limited     | Get Motoring UK Ltd                        | Les Liney Autos & Vehicle Hire Ltd        | Paulls Vehicle Rental                 | Santander Consumer (UK) Plc              | Vehicle Procurements Ltd              |
| A J Van Hire Ltd                           | BLVH Ltd                            | Downeys Rental Ltd                     | GlenRental                                 | Lex Autolease Ltd                         | Pavilion Car Rental                   | Scania GB Ltd                            | Venson Automotive Solutions Ltd       |
| A1 Campers Ltd                             | BMW (Douglas Park Ltd)              | DPC Sales & Service Ltd                | Global Autocare Ltd                        | Lincs Van Hire Ltd                        | Pearce Bros Auto Rentals Limited      | Scenic Self Drive                        | Vic Young (South Shields) Ltd         |
| A10 Auto Centre Ltd                        | BMW Financial Services (GB) Ltd     | Drivalia Lease UK Ltd                  | Globe Vehicle Hire & Sales Ltd             | Liquid Fleet Ltd                          | Pendragon Vehicle Management Ltd      | SDML Limited                             | Victoria Hire LLP                     |
| Aberconwy Car & Van Hire Ltd               | BN1 Ltd                             | Drivalia UK Ltd                        | Go Explore (Scotland) Ltd                  | Lobster Van Hire Ltd                      | Pentagon Motor Group (Motus UK Ltd)   | Secure Trust Bank Plc                    | Vincent Vehicle Hire                  |
| Access Commercials UK Ltd                  | Bognor Motors Vehicle Solutions     | Drive Car Hire                         | Government of Jersey (Fleet Management)    | Local Car and Van Rental Ltd              | Performance Car Hire                  | Sefton Hire Ltd                          | Virtuo Technologies Limited           |
| Accessible Motor Company Ltd               | Boleyn Car & Van Hire               | Drive Fuze Ltd                         | Green Motion Car & Van Rental Ltd          | London Car Rentals                        | Perrys East Midlands Ltd              | Senior Vehicle Rental Ltd                | VMS (Fleet Management) Ltd            |
| Accident Exchange Ltd                      | Bossetty Ltd                        | Drivespeed Leasing Ltd                 | Green-Line Vehicle Rentals                 | Long Hire Ltd                             | Peugeot Car Rental                    | Seymour Hire Ltd                         | Volkswagen Van Rental                 |
| Accident Repair Centre (Scotland) Ltd      | Boutagys Ltd                        |                                        | Grosvenor Contracts Leasing Ltd            | Longmarsh Ltd                             | (Struan Motors Ltd)                   | SG Fleet Solutions UK Ltd                | Voltric Mobility Technologies Limited |
| Ace Rent A Van Ltd                         | Brecon Car Rentals Ltd              | Easy Drive Hire Ltd                    |                                            | Lookers Leasing Ltd                       | PHVC Ltd                              | Sheffield Van Hire Ltd                   | Volvo Car Financial Services UK Ltd   |
| ACL Automotive Contracts Ltd               | Bucks Car Hire Ltd                  | Ecohub Ltd                             | H & H Van Hire Ltd                         | Loughton Self Drive Ltd                   | Pierremonts Car & Van Hire Ltd        | Simple Car Funding                       | Volvo Car UK Ltd                      |
| Acrobat Vehicle Rental Ltd                 | Bulbruin Ltd                        | Economy Hire (Southern) Ltd            | H C Van Ltd                                | Luteaim Ltd                               | Pitter Self Drive Ltd                 | Sinclair Finance & Leasing Ltd           | Voyage Motorhomes Ltd                 |
| Adapted Vehicle Hire Limited               | Bury Van Hire Ltd                   | Eden Garage                            | Halesowen Self Drive                       |                                           | Practical Car & Van Rental Ltd (HO)   | Sixt Rent A Car Ltd (HO)                 |                                       |
| Addhire Self Drive Ltd                     | Busseys and Sabberton Bros Ltd      | Elmo Drive Ltd                         | Halstead Tyre & Exhaust Centre Ltd         | M&K New Horizons Ltd                      | Premier Motors (Solent) Ltd           | Skipton Self Drive Ltd                   | Watts Van Hire                        |
| Affinity Leasing Ltd                       |                                     | Enterprise Rent A Car                  | Height for Hire Ltd                        | Maben Vehicle Hire                        | Premier Truck Hire Ltd                | SL1 Vehicle Hire Ltd                     | We Are Rock Ltd                       |
| Agility UK Ltd                             | C A Trott (Plant Hire) Ltd          | Envirovan Ltd                          | Herd Hire Ltd                              | Manchester Car & Van Rental (Leasing) Ltd | Prestige Van Hire Limited             | Smart Platform Rental Ltd                | Weevie Ltd                            |
| Agnew Leasing Ltd                          | CA Auto Finance UK Ltd              | Euro Self Drive Ltd                    | Hertz UK Ltd                               | Magna Accident Services Ltd               | Prohrie Limited                       | SMV Commercials Ltd                      | West Wallasey Car Hire Ltd            |
| Alco Leisure Ltd                           | Caledonian Highview Limited         | Eurohire Vehicle Rentals Ltd           | Hexagon Leasing Ltd                        | Major Vehicle Group Limited               | Proovia Rentals Ltd                   | Sogo Mobility Ltd                        | Wheels Van Hire Ltd                   |
| ALD Automotive                             | Cambridge Car & Van Rental Ltd      | Europcar Group UK Ltd                  | Hireco TL Ltd                              | Manchester Car & Van Hire Ltd             | Pro-Van Hire Ltd                      | Southern Motor Contracts Ltd             | Wick Transport Services Ltd           |
| Alley Cat Car & Van Rentals Ltd            | Camper Ninja Ltd                    | Evolution Ltd                          | Horton Commercials Ltd                     | Manchett's Car, Truck & Van Centre        | Proximo Limited                       | Spaceships UK Ltd                        | WMS (Cambridge) Ltd                   |
| Alliance Asset Management Ltd              | Campervango UK Limited              | Excel Vehicle Hire Ltd                 | Howarth Bros Haulage Ltd                   | Maple Motor Services Ltd                  | PT Hire Limited                       | Specialised Hire Solutions Ltd           | Woodfield Facilities                  |
| Allied Vehicles Ltd                        | Campervantastic Ltd                 | Exclusive Vehicle Contracts Ltd        | HSBC Equipment Finance (UK) Limited        | MC Rental Ltd                             | Pure Leasing Ltd                      | Specialist Fleet Services Ltd            | Workshop Van Hire Ltd                 |
| Allied4vans Ltd                            | Car Hire (Day of Swansea) Ltd       |                                        | Hyundai Capital UK Ltd                     | McRent London Ltd                         |                                       | Specialist Trailer Hire Ltd              |                                       |
| Alltruck Plc                               | Car Van & Minibus World Limited     | Fairview Vehicle Solutions Ltd         | Hyundai Connected Mobility                 | MCVR Ltd                                  |                                       | Specialist Vehicle Hire Limited          | Zenith                                |
| Alpha Hire Solutions Ltd                   | Causeway Campers                    | Falcon Vehicle Solutions               |                                            | Measham Self Drive                        | QDR Performance Limited               | Specialist Vehicle Solutions Ltd         | ZIGUP Plc                             |
| Alphabet (GB) Ltd                          | Cazoo Limited                       | Farnborough Van and Truck Hire Ltd     | IG Global Trading Ltd                      | Melling Commercial Ltd                    | Qualitas Fleet Solutions Limited      | Splend Ltd                               | Zipcar UK Ltd                         |
| AMK Self Drive                             | Celtic Routes Ltd                   | Farnworth 2000 Ltd                     | InMotion Ventures 2                        | Melling Motorhomes Ltd                    | Quality Asset Management Ltd          | Station Hire Limited                     | Zoocars Ltd                           |
| AMT Vehicle Rental Ltd                     | Central Self Drive                  | Film Logistics Ltd                     | InMotion Ventures 3                        | Meridian Vehicle Solutions Limited        |                                       | Stellantis Financial Services UK Limited |                                       |
| Amvale Ltd                                 | Central Vehicle Rentals Ltd         | Firecracker Ltd                        | Intack Self Drive Ltd                      | Merlin Vehicle Rental Ltd                 | Rabbits Vehicle Hire Ltd              | Steve's Self Drive                       |                                       |
| Any Van Rental Ltd                         | Central Vehicle Solutions Ltd       | First Self Drive Ltd                   | International Car Rental Ltd               | Midland Motorhomes Ltd                    | Radius Vehicle Solutions Ltd          | Storage Centre Wales                     |                                       |
| Apex Car Rental                            | Chesterfield Car Consultants        | Fisk Group Hire Ltd                    | International Friends Ltd                  | Miles & Miles Ltd                         | Rapid Vehicle Management Limited      | Stratford-Thorne Ltd                     |                                       |
| Argosy Ltd                                 | CHH Group Ltd                       | Fiveways Municipal Hire Ltd            |                                            | Minster Self Drive Ltd                    | Rawstone Vehicle Hire Ltd             | Summit Vans Limited                      |                                       |
| Arnold Clark Finance Ltd (HO)              | Chief Vehicle Rentals Ltd           | Fleet & Distribution Management Ltd    | J & R Car & Van Hire Ltd                   | Mint Automotives Ltd                      | Recovery World Ltd                    | Super Van Ltd & Superbike Rental         |                                       |
| Arrow Commercial Centre (Huddersfield) Ltd | Choice Vehicle Rentals Ltd          | Fleet 96 Rentals Ltd                   | J P Vehicle Rentals                        | Mitsubishi HC Capital UK PLC              | Red B Rentals Ltd                     | Sutton Maddock Vehicle Rental Ltd        |                                       |
| Arval UK Ltd                               | City Vehicle Rentals Ltd            | Fleet Assist Ltd                       | J S Vehicle Rental Ltd                     | Mobility Vehicle Hire Ltd                 | Red Kite Vehicle Consultants Ltd      | SVAT Ltd                                 |                                       |
| Asset Alliance Leasing Limited             | Clancy Plant Ltd                    | Fleet Dynamic                          | J&B Bulk Haulage Ltd                       | Mobilize Lease & Co UK Limited            | Red Lion Rental Limited               | Sweeptech Environmental Services Ltd     |                                       |
| AT & T Rentals Ltd                         | Clapham Commercials Ltd             | Fleet Efficiency Ltd                   | J4R Ltd                                    | Moneybarn No.1 Limited                    | Reflex Vehicle Hire Limited           | Swift Van Hire Ltd                       |                                       |
| Athlon Mobility Services UK Limited        | CLM Fleet Management Ltd            | Fleet Evolution Ltd                    | James & Jenkins Garages Ltd                | Montreal Prestige Ltd                     | Refuse Vehicle Solutions Ltd          |                                          | TC Harrison 1960 Limited              |
| Athol Garage (1945) Ltd                    | Close Brothers Motor Finance Ltd    | Fleet Fluidity Ltd                     | JCT600 Vehicle Leasing Solutions Ltd       | Motability Operations Ltd                 | Regal (South) Ltd                     |                                          | The Car & Van Rental Co Ltd           |
| Auto Fleet Ltd                             | Close Brothers Vehicle Hire Ltd     | Fleet Operations Ltd                   | JJ Rentals Kent Ltd                        | MSL Vehicle Solutions Ltd                 | Regulus Asset Management (UK) Ltd     |                                          | The Civilised Car Hire Company Ltd    |
| Auto Leasing UK Ltd                        | CMS Hire Ltd                        | Fleetcare (PSCSM) Ltd                  | John Beer Motor Repairs                    | MTCR Marketing Ltd                        | Rental Choice Ltd                     |                                          | The Van Franchise Ltd                 |
| Auto Prive Leasing Ltd                     | CMW Group                           | Fleetdrive Management Ltd              | Jurni Limited                              | MV Commercial Limited                     | Rentals Direct Ltd                    |                                          | THL UK and Ireland Limited            |
| Auto Surefit                               | Cocoon Vehicles Ltd                 | Flexible Rental Solutions Ltd          | Just Vehicle Solutions                     | Mylchreests Car Rental Limited            | Rent-A-Truck (UK) Ltd                 |                                          | Thomas's Group (Birmingham) Ltd       |
| Auto360 Ltd                                | Cole Services Ltd                   | Flexilease Ltd                         |                                            | Myles Hire                                | RentaVan 365 HW Ltd                   |                                          | Thriftly Car & Van Rental             |
| Autoall Ltd                                | Commercial Associates Ltd           | Focus Vehicle Rental                   | KDM Hire Ltd                               |                                           | Research Garage Group Ltd             |                                          | TJS Hire Co (HumberSide) Ltd          |
| AutoHire S&J Ltd                           | CP (Telford) Ltd                    | Ford Fleet Management UK Limited       | Kelling Group Limited                      | N D Brown Ltd                             | Ricky Fenby Ltd                       |                                          | Tollgate Hire Limited                 |
| Autohorn Fleet Services Ltd                | Craven Vehicle Services Ltd         | Ford Rental (AM Phillip Ltd Trucktech) | Kendall Cars Ltd                           | N.I.I.B. Group Limited                    | Riverside Truck Rental Ltd            |                                          | Ton Tyre Auto Ltd                     |
| Automania Garage Services Ltd              | Crenoon Ltd                         | Ford Rental (Evans Halshaw Manchester) | Kenhire Ltd                                | N.L. Commercials Holdings Ltd             | Rivervale Cars Ltd t/a Castle Minibus |                                          | Toomey Leasing Group Ltd              |
| Automation Solutions Ltd                   | Crownhawk Properties Limited        | Ford Rental (John Grose Ipswich)       | Kindertons Accident Management             | Nationwide Commercials Ltd                | Rivus Fleet Solutions Limited         |                                          | Total Fleet UK Ltd                    |
| Avensys Ltd                                | Croxdale Fast-Fit Limited           | Ford Rental                            | Kinto UK Ltd                               | Neash Limited                             | Robert Pulleyn (York) Ltd             |                                          | Total Motion Limited                  |
| Avis Budget UK Ltd                         | CTM Hire Ltd                        | (Mon Motors Ltd Cwmbran) Ltd           | KM9 Ltd                                    | Newark Self-Drive Hire                    | Robert Tuckwell                       |                                          | Tottington Motor Company Ltd          |
| AW Rentals Ltd                             | Cwmbran Van Hire Ltd                | Fourways Vehicle Solutions Limited     |                                            | Niche Vehicle Solutions Ltd               |                                       |                                          | Translease Services Ltd               |
|                                            |                                     | Fraikin Ltd                            |                                            | Norfolk Hire Ltd                          |                                       |                                          | TSP Kar Hire Ltd                      |
|                                            |                                     | Free2Move New Mobility UK Limited      |                                            | North East Truck & Van Ltd                |                                       |                                          | Tusker                                |
|                                            |                                     |                                        |                                            | North London Van & Truck Hire Ltd         |                                       |                                          | TUV SUD LTD                           |
|                                            |                                     |                                        |                                            | NorthWay Vehicle Sales Ltd                |                                       |                                          |                                       |



# Membership Directory

## Leasing Broker Members | Companies who are acting as an intermediary in the leasing of vehicles

1st Choice Vehicle Finance Ltd  
21st Century Motors Limited  
360 Vehicle Management Ltd  
4 Wheels UK Ltd

ABC Leasing Ltd  
ACCL Ltd  
Acorn Group Ltd  
Active Fleet Management Ltd  
Active Vehicle Consultants Ltd  
Adept Vehicle Solutions Ltd  
Advanced Vehicle Contracts Ltd  
Advanced Vehicle Leasing (Stockton) Ltd  
AFL (Fleet Management) Ltd  
Alerion Leasing  
All Vehicle Contracts Ltd  
Alliance Prestige Ltd  
Alpha Contracts Leasing Ltd  
Amber Car Leasing Ltd  
AMT Specialist Cars Ltd  
Anglo Scottish Asset Finance Limited  
Any Car Group Ltd  
Applied Leasing Limited  
Ask Motor Company Ltd  
Assured Vehicle Leasing Limited  
Autograph Contracts Ltd  
Autohorn Fleet Services Ltd  
AutoLyne Limited  
Automotive Scotland Ltd  
Autoprocurement Ltd  
Autorama UK Ltd (Head Office)  
Autosecure Limited  
Autozone UK Ltd  
Avail Vehicle Contracts

B&B Vehicle Contracts Ltd  
Balgores Leasing Ltd  
Bay Vehicles Ltd  
Belmont Vehicle Leasing Ltd  
Best Car Finder Group Ltd  
Big Media Presence Ltd  
Bingham Motor Co. Ltd  
BL Autosource LLP  
Blossom Leasing Ltd  
Blue Chilli Car Contracts Ltd  
Bluepoppy Vehicle Solutions Limited  
Bluestone Leasing Ltd  
Bounce EV Limited  
Bowater Price Plc  
Brayleys Cars Limited  
Britannia Car Finance Ltd  
Busseys and Sabberton Bros Ltd

C J Tafft Ltd  
Caledonian Independent Leasing Ltd  
Capital Fleet Solutions Ltd  
Capital Vehicle Management Ltd  
Car Hire (Day of Swansea) Ltd  
Car Leasing Ltd  
Car Leasing Solutions Ltd  
Carfound Limited  
Carisma Vehicle Solutions Ltd  
Carlease (UK) Ltd  
Carnato Ltd  
Carparison Ltd  
Carsa Ltd  
Carsave Leasing Limited  
Carwow Leasey Limited  
Cathedral Motor Company Ltd  
CBVC Vehicle Management Ltd  
Central (UK) Vehicle Leasing Ltd  
Central Contracts (SOT) Ltd  
Chicane Automotive Management Ltd  
City West Country Ltd  
Clapham Commercial Ltd  
Clarix Vehicle Solutions Ltd  
CLVR Ltd  
Commercial Vehicle Contracts Ltd  
Complete Vehicle Leasing Ltd  
Complete Vehicle Management Ltd  
Concept Automotive Ltd  
Countrywide Vehicle Contracts Ltd  
Covase Ltd  
Creative Client Services Ltd  
Crownhawk Properties Limited  
Crusader Vehicles Ltd  
Crystal Lease  
Cuerden Consultants Limited  
Custom Vehicle Contracts Limited  
Cute Club Limited  
CVSL Ltd

Dawsongroup Vans Limited  
DCMD Limited  
DCS Automotive Ltd  
Decidebloom Limited  
Dorset Car Leasing Ltd  
Dreamlease Ltd  
Driverhelpline Ltd  
DSG Financial Services Limited  
DYMD Ltd  
Dynamic Vehicle Solutions Ltd  
Dynasty Partners Limited

Eastern Western Motor Group Ltd  
Economy Leasing UK Ltd  
E-Drive West Midlands Ltd  
EFL Vehicle Leasing Ltd  
EFL Vehicles Ltd  
EGON LIMITED  
Electrolease Group Ltd  
Eurocar Group Ltd  
Every Vehicle Lease Ltd  
eVie Innovations Ltd  
Expert Contracts UK Ltd

Finance One Limited  
First European Finance (Scotland) Ltd  
First Vehicle Finance Ltd  
First Vehicle Leasing Limited  
Fleet Alliance Limited  
Fleet Electric Leasing Limited  
Fleet Elite Vehicle Management Ltd  
Fleet Sales  
Fleet Solutions Network Limited  
Fleet UK.com Ltd  
Fleetdrive Management Ltd  
Fleet-E Limited  
Fleetprices.co.uk Ltd  
Fleetsauce Ltd  
Forces Cars Direct Limited  
Ford Retail Ltd  
Four Counties Leasing & Contract Hire Ltd  
FTS Group Limited

Gary Hodder Consultancy Ltd  
GB Car Loans Limited  
Genus Vehicle Solutions (Stirling) Ltd  
GHL Finance Ltd  
Go Leasing Limited  
GoFor Finance Limited  
Golease UK Limited  
Grafise Limited  
Green Bison Ltd  
Greenarc Vehicles Limited  
Greenfleets Ltd  
Group 1 Retail Limited  
GWA (UK) Ltd

Halal Motor Leasing Ltd  
Harmoto Vehicle Leasing Limited  
Hawkstone Farley Group Ltd  
Hippo Vehicle Solutions Ltd  
Holdcroft Nissan Limited  
Holmwood Leasing Ltd  
Horizon Vehicle Leasing Ltd  
Horsepower Leasing Ltd  
Howlett of Lavenham

Ideal Autolease Ltd  
Ideal Vehicle Leasing Ltd  
Intelligent Car Leasing Limited  
IVL Innovation Leasing UK Ltd

J & R Leasing Limited  
Jacksons Leasing Ltd  
Jane Combes  
Jet Vehicle Finance Ltd  
Jigsaw Finance Limited  
John Grose Group Ltd  
Jorvik Motor Leasing Ltd  
Jurni Limited  
Just Leasing Limited

Kardi Vehicles Ltd  
Key 2 Lease Ltd  
KR Fleet Solutions Ltd  
Kudos Vehicle Management Ltd

Lakeland Fleet Management Ltd  
Latitude Leasing Limited  
LCV Finance & Leasing Ltd  
Leama Specialist Cars Ltd  
Leap Vehicle Leasing Limited  
Lease Force Ltd  
Lease Me Cars Limited  
Lease Profiles Ltd  
Lease Vehicle Contracts UK Ltd  
Lease World Ltd  
Leaseline The Vehicle Specialists Ltd  
Leaseline Vehicle Management Ltd  
Leasepoint Vehicle Management Ltd  
Leasing & Vehicle Contracts  
Leasing Made Easy Ltd  
Leasing Options Ltd  
Leasing Route Limited  
LetsLease Car Leasing Ltd  
LetsTalkFleet Ltd  
Lime Leasing Ltd  
LINGSCARS.com Limited  
Listers Group Limited  
LM Motor Company Ltd  
Local Lease Limited  
Lookers Motor Group Ltd  
Love Electric Financial Services Ltd  
Low Rate Car Finance Limited  
LVC Central Ltd

M W Vehicle Contracts Ltd  
M.T.C.R. Marketing Limited  
Main Street Leasing Limited  
Mark Stephen Nanson  
Marsh Wall Ltd  
Marshall Management Services Ltd  
Massconsult Ltd  
Matthew James Vehicle Leasing  
Maxi-Lease Limited  
MCP Contracts Ltd  
MD Asset Finance Limited  
Mercury Vehicle Solutions Ltd  
Meridian Finance Partners Limited  
Midlands Car & Van Leasing Ltd  
Milease UK Ltd  
Millhouse Leasing Limited  
MinsterMotorGroup.com Ltd  
MJR Cheshire Ltd  
Motor Depot Ltd  
Motor Select Leasing Ltd  
Motor Select Ltd  
Motorfinity Group Limited  
Motorlet Ltd  
MPH Vehicle Solutions Ltd  
Multileasing Ltd  
My Big Green Fleet

Nathaniel Car Sales Ltd  
National Fleet Services Ltd  
Nationwide Vehicle Contracts Ltd  
NBU Consulting Ltd  
New Car Leasing Company LLP  
New Vehicle Solutions Ltd  
Newfleet.co.uk Ltd  
Newgate Motoring Solutions Ltd  
Nicholas Venter  
NorthWay Vehicle Sales Ltd

Octopus Electric Vehicles Ltd  
Online Motor Group Ltd  
OSV Ltd  
OVL Group Ltd

P J Leasing  
PEB Ltd  
Pendle Vehicle Contracts Ltd  
Peter Cooper Motor Group Ltd  
Peter Vardy Ltd  
Phrasers Limited  
PHVC Ltd  
Plan (NW) Ltd  
Planet Leasing Ltd  
Platinum Vehicle Consulting Ltd  
Premier Vehicle Leasing Ltd  
Prestige Car Lease Ltd  
Principality Motor Company Ltd  
Professional Vehicle Solutions Ltd  
Promas Enterprises Ltd  
Pure Vans Ltd  
Pure Vehicle Leasing  
Purely Business Vehicle Leasing Ltd

Quality Vehicle Contracts Ltd

Radar Finance and Leasing Ltd  
Radius Vehicle Solutions (NI) Limited  
Radius Vehicle Solutions Ltd  
RAM Rental & Automotive Management Ltd  
Rampage Vehicles Ltd  
RBA Network Limited  
Ready2Lease Ltd  
Reliance Garage (Ryedale) Ltd  
Remora Vehicle Leasing Limited  
Renaissance Vehicle Leasing Ltd  
Ringways Hire and Leasing Ltd  
Rivervale Cars Ltd  
Rivervale Minibus Limited  
Roundstone Finance Ltd  
RRG Group Limited  
Rybrook Ltd

Sabre Motor Company Limited  
Sam Smith Fleet Ltd  
Select Contracts UK Ltd  
Shelbourne Motors Ltd  
Shire Leasing Plc  
Silverstone Corporation Limited  
Skyfleet Ltd  
Smarter Leasing Limited  
Smartfish Group Ltd  
Sorbus Finance Ltd  
Sterling Finance LLP  
Sterling Vehicles Limited  
Summit Vans Limited  
Swansway Garages Limited  
Swiss Vans Limited  
Synergy Automotive Ltd

Tamar UK Finance Ltd  
TC Harrison 1960 Limited  
Thacker Enterprises Ltd  
The Car Leasing Network Limited  
The Car Network Ltd  
The Electric Car Scheme Holdings Ltd  
The Leden Group Ltd  
Thinkvans.com Limited  
Tilsun Leasing Ltd  
Time Vendor Finance Limited  
TJM Car Ltd  
TLG Group Limited  
Top Gear Vehicle Leasing Ltd  
Total Motion Limited  
Trio Leasing Ltd  
TrustBruno Leasing Limited  
Tyson Cooper Ltd

UK Carline Ltd  
Universal Van Solutions Ltd

V2L Ltd  
V4B Ltd  
Van Monkey Ltd  
Van Sales UK  
Vanology (Birmingham) Limited  
Vans NorthWest Ltd  
Vansdirect Ltd  
Vantage Leasing Solutions Ltd  
Varissa LTD  
Vavoom Vehicle Management Limited  
Vehicle Consultancy Ltd  
Vehicle Consulting Group Ltd  
Vehicle Contracts Ltd  
Vehicle Partners Ltd  
Vehicle Professionals Ltd  
Venus Vehicle Solutions Ltd  
Veroandi Ltd  
VIP Gateway Limited  
VIP Sports Limited  
Vizion Autos Ltd

We Are Electric Limited  
Weeve.ie Ltd  
Wessex Fleet Solutions Ltd  
West Midland Vehicles Ltd  
Westfield Leasing Limited  
Whittle Hall Finance Ltd  
Willow Leasing Limited  
Wizborn Consultants Ltd  
WMG Vehicle Management (Retail) Ltd

Xcelerate Leasing Ltd  
XLCR Vehicle Management Ltd

Yes Lease Ltd  
Yorkshire Fleet Management Ltd  
Yorkshire Vehicle Finance Ltd  
Your New Car Ltd

Zest Vehicle Leasing Ltd  
Zoomcar Share Limited

# Membership Directory

## Rental Broker Members

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

|                              |                                  |
|------------------------------|----------------------------------|
| Assured Vehicle Rental Ltd   | Economy Car Hire Ltd             |
| CarTrawler                   | FOD Mobility UK Limited          |
| City Transport Solutions Ltd | Fourways Vehicle Solutions Ltd   |
| Compello Automotive Ltd      |                                  |
|                              | Nexus Vehicle Management Limited |

MEMBERSHIP AS AT 31 DECEMBER 2024

## Fleet Operator Members

Companies who are own-account fleet operators

|                          |                      |
|--------------------------|----------------------|
| Centrica Plc             | Openreach Ltd        |
| HomeServe Membership Ltd | Royal Mail Group Ltd |

MEMBERSHIP AS AT 31 DECEMBER 2024

The vehicle rental and leasing industry supports  
**over 465,000 jobs**



### Get involved...

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

## Associate Members

Companies who supply products or services to our industry

|                                              |                                                  |                                                        |
|----------------------------------------------|--------------------------------------------------|--------------------------------------------------------|
| A.J.G (Arthur J Gallagher Insurance Brokers) | GBA Technical Services Ltd                       | Park Place Insurance Services Ltd                      |
| ABN AMRO Asset Based Finance N.V, UK Branch  | Go Eve Ltd                                       | Paua Tech Limited                                      |
| ACRISS UKEIG                                 | Go Zero Ltd                                      | PEAC Business Finance Limited                          |
| Admin Business Solutions Ltd                 | Greenhouse Fleet Services Ltd                    | Pinewood Technology UK Limited                         |
| Advisory Insurance Brokers Ltd               | Grosvenor Credit Management & Investigations Ltd | Point-of-Rental Software Ltd                           |
| Aktrion Group                                | Grosvenor Training Services Ltd                  | Premia Solutions Limited                               |
| All Counties Truck Movements Ltd             | Group 1 Retail Limited                           | Product Partnerships Limited                           |
| All Star Business Solutions Ltd              | GTG Training Ltd                                 | Prohire Software Ltd                                   |
| American Car Rental Association              |                                                  |                                                        |
| Anglia (UK) Ltd                              | Halfords Ltd                                     | QV Systems                                             |
| Approved Valeting UK Ltd                     | Honda UK                                         |                                                        |
| Aston Barclay Ltd                            | Howden UK Brokers Limited                        | Renault UK Ltd                                         |
| Australian Finance Industry Association      | Hudson Kapel Ltd                                 | Retail Motor Industry Federation                       |
| Auto Platforms Ltd                           | Hypervolt Ltd                                    | Ridecell, Inc                                          |
| Auto Trader Limited                          | Hyundai Motor UK Ltd                             | Rival Insurance Services Ltd                           |
| Autoclenz Ltd                                |                                                  |                                                        |
| Automotive Transformation Group              | i247 Group                                       | SAFO UK LTD                                            |
| Autorola Ltd                                 | INEOS Automotive Limited                         | Secure Valeting Ltd                                    |
| Auxillias Limited                            | Innovation Automotive Ltd                        | Sentinel Insurance Solutions Ltd                       |
| AVILOO GmbH                                  | International Motors Limited                     | Sharp IT Services (UK) Ltd                             |
|                                              | Investec Asset Finance plc                       | Shoosmiths LLP                                         |
|                                              | IT Fleet Automotive Ltd                          | Shoreham Vehicle Auctions                              |
|                                              | Iveco Ltd                                        | smart UK Automotive Ltd                                |
|                                              |                                                  | Society of Motor Manufacturers & Traders Ltd           |
| Beijing Leasing Association                  | Jaama Ltd                                        | Sofico                                                 |
| BMW (UK) Ltd                                 | Jensten Insurance Brokers Ltd                    | Solifi (UK) Ltd                                        |
| British Car Auctions Ltd                     | JPC Asset Management Limited                     | Southern Counties Car Deliveries Ltd                   |
| Buddies Enterprises Ltd                      |                                                  | Spencer Hayes Group Ltd                                |
| BYD (UK) Co Limited                          | Kia UK Limited                                   | Suzuki GB Plc                                          |
| BYNX Europe Ltd                              | Kwik Fit Fleet                                   | Synectics Solutions Ltd                                |
|                                              |                                                  |                                                        |
| cap hpi Limited                              | Leaseloco Ltd                                    | Taranto Systems Limited                                |
| carwow Ltd                                   | Leasing.com Group Ltd                            | Targa Telematics UK                                    |
| Cazoo Wholesale Ltd                          | Legate Group Limited                             | The Association of Professional Compliance Consultants |
| CEVA Ground Logistics UK Limited             | LexisNexis Risk Solutions UK Limited             | The Automobile Association                             |
| CGI IT UK LTD                                | Logistics UK                                     | The Fleetworks Software Company Ltd                    |
| Clifford James Consultants Limited           | Lombard Corporate Finance                        | Tomorrow's Journey                                     |
| Clydesdale Bank Plc                          | Look to Buy Ltd                                  | Toyota (GB) Plc                                        |
| Coastr                                       |                                                  | Trak Global Security Solutions Ltd                     |
| Compleo Charging Solutions UK                | Man Truck & Bus UK Ltd                           | Transfer 360 Limited                                   |
| Consumer Credit Trade Association            | MDM Vehicle Deliveries Ltd                       | TVL Security Limited                                   |
| Copart UK Ltd                                | Mercedes-Benz Cars UK Ltd                        |                                                        |
| Cox Automotive UK                            | Merthyr Tydfil Car Auctions Ltd                  | Vehicle Leasing Association of Ireland                 |
|                                              | MG Motor UK Limited                              | VEV Services Ltd                                       |
|                                              | Motor Auction Group                              | Volkswagen Group                                       |
|                                              | Motorclean Ltd                                   | Volvo Car UK Ltd                                       |
|                                              | Motorcycle Industry Association Ltd              |                                                        |
|                                              | Motorway Online Ltd                              | W4G Track Recovery Ltd                                 |
|                                              | MS Automotive (London) Ltd                       | Warranty Solutions Group Ltd                           |
|                                              |                                                  | Webfleet Solutions Sales B.V. UK                       |
| DEKRA Automotive Limited                     | N.I.I.B. Group Ltd                               | Wilsons Auctions                                       |
| DMN Logistics Ltd                            | Nexus Business Solutions Group Ltd               | Wondle Limited                                         |
| Drax Energy Solutions Limited                | Nissan Motor (GB) Ltd                            | Woodside Motorfreight Ltd                              |
| Drive Ferris Ltd                             | NVD UK Limited                                   |                                                        |
| Drivvn Ltd                                   |                                                  |                                                        |
| DWF Group LLP                                | OEConnection Ltd                                 |                                                        |
| Dynamon Ltd                                  | Ohme Operations UK Ltd                           |                                                        |
|                                              | OPENLANE Remarketing Limited                     |                                                        |
|                                              | Osprey Charging Network                          |                                                        |
| Ebbon Group                                  |                                                  |                                                        |
| Epyx Ltd                                     |                                                  |                                                        |
| Exclusive Law Ltd                            |                                                  |                                                        |
| Experian Ltd                                 |                                                  |                                                        |
|                                              |                                                  |                                                        |
| Fiat Chrysler Automobiles UK Ltd             |                                                  |                                                        |
| Finance & Leasing Association                |                                                  |                                                        |
| Fleet Claims Administration Ltd              |                                                  |                                                        |
| Fleetprocure Ltd                             |                                                  |                                                        |
| Flexible Power Systems Ltd                   |                                                  |                                                        |
| Ford Motor Company Limited                   |                                                  |                                                        |
| Forseti                                      |                                                  |                                                        |

MEMBERSHIP AS AT 31 DECEMBER 2024





# Employer of choice

Only by having a strong, dedicated team of experts can the association continually provide members with the insights, support and representation they need. Recruitment and retention remain internal priorities of the BVRLA.

Developed hand in hand with the association’s Vision – to see Government and Industry united in delivering zero-emission road transport that provides environmental, social and economic benefits to everyone – the BVRLA’s Values underpin what the team stands for. The Values were revamped by a staff working group in 2024 to better reflect how employees see their contributions to the association’s outputs.

“ I have a wide range of interactions with the BVRLA, and in every one I’m struck by the hard work and dedication on display by every member of the team.”

2024 Member Survey



## The BVRLA Values

- **We give it our all** – we’re passionate and do our best for our team, ourselves and our members
- **We take the initiative** – we anticipate and embrace change, constantly considering what’s next and what’s possible
- **We achieve together** – we work as a team by building good relationships with colleagues, members and stakeholders, earning trust and being accountable

“ Great team of super interesting and invested people in an industry that does not really get any support from anywhere, keep up the amazing work.”

2024 Member Survey

# The BVRLA Team



**Toby Poston**  
Chief Executive  
toby@bvrla.co.uk



**Kate McLaren**  
PA to Chief Executive  
and Facilities Manager  
kate@bvrla.co.uk



**Jason Brown**  
Chief Financial Officer  
jasonb@bvrla.co.uk



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



**Sam Hulbert**  
Accounts Assistant  
samantha@bvrla.co.uk



**Michelle Tugwell**  
Chief People Officer  
michelle@bvrla.co.uk



**Amanda Brandon**  
Director of Member  
Engagement  
amanda@bvrla.co.uk



**Laura Birdsey**  
Fleet Services Executive  
laura@bvrla.co.uk



**Michael Skinner**  
IT Director  
michael@bvrla.co.uk



**Rob Burford**  
CRM Data Manager  
rob@bvrla.co.uk



**Josh Saunders**  
Business Process  
Analyst  
joshua@bvrla.co.uk



**Adam Forshaw**  
Head of  
Communications  
adamf@bvrla.co.uk



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



**Shaheb Khan**  
Digital Marketing  
& Content Lead  
shaheb@bvrla.co.uk



**Fran Bund**  
Head of Events  
fran@bvrla.co.uk



**Vickie Smith**  
Interim Head of Events  
vickie@bvrla.co.uk



**Thomas McLennan**  
Director of Policy  
& Public Affairs  
thomas@bvrla.co.uk



**Phil Garthside**  
Head of Research  
& Insight  
phil@bvrla.co.uk



**Catherine Bowen**  
Head of Decarbonisation  
& Future Mobility  
catherine@bvrla.co.uk



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



**Zohra Chagani**  
Senior Policy Advisor  
zohra@bvrla.co.uk



**Shashi Maharaj**  
Legal & Membership  
Director  
shashi@bvrla.co.uk



**Harry Madan**  
Head of Compliance  
& Governance  
harry@bvrla.co.uk



**Hayleigh Morris**  
Senior Compliance &  
Governance Officer  
hayleigh@bvrla.co.uk



**Amanpreet Kalu**  
Compliance &  
Governance Officer  
amanpreet@bvrla.co.uk



**Lucy Mill**  
Compliance &  
Governance  
Administrator  
lucy@bvrla.co.uk



**Greg Theaker**  
Head of Membership  
greg@bvrla.co.uk



**Jo Grinter**  
Membership  
Support Officer  
joanna@bvrla.co.uk



**James Cox**  
Alternative Dispute  
Resolution Service  
Manager  
james@bvrla.co.uk



**Sarah Philp**  
Alternative Dispute  
Resolution Service  
Officer  
sarah@bvrla.co.uk



**Laura Memczak**  
Alternative Dispute  
Resolution Service  
Officer  
lauram@bvrla.co.uk



**John McNally**  
Alternative Dispute  
Resolution Service  
Officer  
john@bvrla.co.uk



**Mark Pow**  
Head of Learning  
& Development  
mark@bvrla.co.uk



**Tess Warn**  
Learning &  
Development  
Coordinator  
tess@bvrla.co.uk



**Charlotte Plumb**  
Learning &  
Development  
Content Specialist  
charlotte@bvrla.co.uk





## How we can help...

The BVRLA team has expertise spanning a range of services to meet member needs. Find the relevant contact details to match your enquiry below or contact [info@bvrla.co.uk](mailto:info@bvrla.co.uk) to be pointed in the right direction.

**Compliance and Governance**  
[compliance@bvrla.co.uk](mailto:compliance@bvrla.co.uk)

**Policy team**  
[policy@bvrla.co.uk](mailto:policy@bvrla.co.uk)

**Membership query**  
[membership@bvrla.co.uk](mailto:membership@bvrla.co.uk)

**Fair Wear and Tear Guide or VE103B**  
[fleet@bvrla.co.uk](mailto:fleet@bvrla.co.uk)

**Legal advice**  
[legal@bvrla.co.uk](mailto:legal@bvrla.co.uk)

**Connect with other members**  
[brandpartnerships@bvrla.co.uk](mailto:brandpartnerships@bvrla.co.uk)

**Dispute Resolution team**  
[complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)

**Finance or Accounts**  
[finance@bvrla.co.uk](mailto:finance@bvrla.co.uk)

**Learning and Development team**  
[training@bvrla.co.uk](mailto:training@bvrla.co.uk)

**Communications team**  
[communications@bvrla.co.uk](mailto:communications@bvrla.co.uk)

**Events query**  
[events@bvrla.co.uk](mailto:events@bvrla.co.uk)

---

### British Vehicle Rental & Leasing Association

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

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

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

© COPYRIGHT 2025

