



2020

ANNUAL
REVIEW



BVRLA

About the BVRLA

Established in 1967, the BVRLA is the UK trade body for companies engaged in vehicle rental, leasing and fleet management.

BVRLA members register around 50% of all new cars, vans and trucks sold each year and are responsible for a combined fleet of over five million vehicles, that's 1-in-8 cars, 1-in-5 vans and 1-in-4 trucks operating on UK roads. These fleets are leading the charge to decarbonise road transport. The BVRLA's Plug-in Pledge will see the sector registering 400,000 battery electric vehicles (BEVs) per year by 2025, making it responsible for 80% of new battery electric car and van sales.

On behalf of its 1,000+ member organisations, the BVRLA works with governments, public sector agencies, industry associations and key business influencers across a wide range of road transport, environmental, taxation, technology and finance-related issues. The vehicle rental and leasing industry supports over 465,000 jobs, adds £7.6bn in tax revenues and contributes £49bn to the UK economy each year.

BVRLA membership provides customers with the reassurance that the company they are dealing with adheres to the highest standards of professionalism and fairness.

The association achieves this by maintaining industry standards and regulatory compliance via its mandatory Codes of Conduct, inspection and governance programme and government-approved Alternative Dispute Resolution service. To support this work, the BVRLA promotes best practice through its extensive range of training, events and information-sharing activities.



Transport Secretary of State,
Grant Shapps MP

"The UK vehicle rental and leasing industry is an important part of our economy and will remain so in the future. The industry not only directly employs tens of thousands of people and generates significant value in GDP terms but also has a vital role in UK's transition to zero-emission road transport."

9 November 2020

Committee of Management

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



Nina Bell
Chairwoman

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

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



Nick Brownrigg
Vice Chairman

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

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

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



Alfonso Martinez
Leaseplan UK

Brian Back
BVRLA Honorary
Treasurer

Jon Lawes
Hitachi Capital
Vehicle Solutions

Khaled Shahbo
Enterprise Rent-A-Car

Margaret Speirs
Arnold Clark Car
& Van Rental

Mark Gallimore
Go Plant Fleet Services

Martin Brown
Fleet Alliance

Miguel Cabaca
Arval UK

Neal Francis
Pendragon Vehicle
Management

Paul Gilshan
Tusker

Peter Cakebread
Marshall Leasing

Richard Jones
Lex Autolease

Tim Buchan
Zenith

COMMITTEE MEMBERS AS AT 14 DECEMBER 2020.

Chairwoman's Comment

For many years we have talked about the challenge of uncertainty that faces our industry and this year started in a similar vein. We entered 2020 knowing that we would need to manage and respond to changes relating to transport decarbonisation, new mobility solutions and the end of the EU Exit transition period.

Little did we know what the year was about to bring.

Just before the Covid-19 outbreak engulfed the UK, we gathered to celebrate the industry's achievements and enjoy each other's company at the association's Annual Dinner. For most of us, that wonderful evening proved to be the last opportunity of the year to socialise with colleagues.

The Covid-19 pandemic caught us all by surprise and it is a testament to the strength and depth of talent in our industry that we acted quickly and decisively to take the necessary action to see us through. The BVRLA has been there by our side supporting us all the way keeping us informed and advised on the key developments and changes affecting our sectors and for many this was a lifeline.

Since March, we have continued to adapt to the ever-changing situation; finding new ways of working, maximising government

support through loans, grants, and job retention schemes, implementing new protocols to keep staff and customers safe, and navigating a constantly changing supply and demand environment.

The BVRLA team has been at the forefront throughout, guiding us through the ongoing changes, working with Government departments to ensure that our industry has a strong voice and advising us all on the implications of new Covid-19 regulations and support available to us.

This year's Annual Review provides a great overview of the association's achievements during this unprecedented year. This 40-page report includes members views collated from our recent annual Member Survey and other feedback provided by members and partners.

Members have reported an increase in overall satisfaction with the BVRLA, with 82% citing that they are either satisfied, or very satisfied. Our members have clearly seen the value in being able to rely upon the BVRLA as a trusted source of information and advice during difficult times. Queries for advice increased by 20% this year and members have been keen to express their appreciation for the regular and timely email bulletins and industry seminars.

The BVRLA team has done us proud and members have really felt the benefit of being a part of the BVRLA family. As well as continuing to support members, the association swiftly implemented tight cost control measures to ensure that key services such as audits, dispute resolution

and learning and development programmes could all continue throughout the pandemic.

The increasing interactions and influence with Government ministers and senior officials have continued to strengthen and our collective voice is being heard. This has not only helped to keep our policy agenda on track, but has also had direct and tangible benefits operationally, helping to keep many businesses operating.

Together we must look ahead with optimism. I sincerely hope that the Covid-19 vaccination programme will turn the tide, and 2021 will be the year of recovery as market conditions start to improve and UK businesses get more clarity on what life beyond 'Brexit' will look like.

As a member of the BVRLA family, you will not be alone, and your association will continue to support you every step of the way. As you read through this report, you will see what the association has to offer you, your business and your colleagues and I would encourage you to get involved as much as you can.

We thank you for your support and look forward to continuing our work together in 2021.



**Nina Bell,
BVRLA Chairwoman**

Chief Executive's Foreword

2020 will go down in the history books as being one of the toughest and most challenging times that the world has faced.

We have all had to adapt and respond at pace to a global health pandemic and the subsequent fall out of a national recession and a series of local and national lockdowns, destroying the lives and livelihoods of many.

The impact of Covid-19 continues to bear down hard on businesses of all sizes, affecting many industries, communities and families - changing the way we do business and the way we live our lives.

We acted quickly, adapting our own business processes in March to ensure that we could continue to support members throughout the crisis. Working together, with members as well as with others across the automotive demand and supply chains, we responded as best we could to protect the interests of our members and their customers.

As a result of having a solid foundation of policy areas to focus on, we had strong relationships across Government and our levels of engagement with policymakers has never been greater. This has paid dividends this year, bringing direct and tangible benefits to members.

We obtained a closure exemption for vehicle rental operators enabling the sector to continue operating during lockdown, ensured that motorhomes and campervans were included within scope of the VAT reduction, and secured removal of the VED surcharge for BEVs

over £40,000 as well as obtaining longer-term clarity on company car tax rates.

Access to Government ministers, policymakers, regulators and other trade bodies appears to have been further enhanced by moving to digital. This was particularly evident at our recent Fleets in Charge event, which saw around 500 members and guests be addressed by the Transport Secretary of State, Business Minister, Officials from the Cabinet Office, OZEV and the CBI as well as many senior leaders from across our industry. A stellar line up of speakers for our first ever digital conference.

Accelerating the drive to digitisation has been one of the few positive impacts of the pandemic, progressing our use of technology at such a pace that we have adapted in six months to a level that may have otherwise taken six years to achieve.

Many BVRLA members are already well versed in delivering their services digitally and leasing brokers in particular are experts in delivering a service and managing the customer relationship effectively online.

This year has been tough and next year could be even tougher, so work will continue into 2021 to ensure that we anticipate upcoming issues and are well placed to respond to them.

The ability to respond and adapt, in a timely manner, to the changing economic, societal, and regulatory landscape will remain crucial for businesses in the year ahead and

the BVRLA will continue to support members as we work together on key issues affecting us all, including business recovery, Covid-19 response, road transport decarbonisation and EU Exit.

Although 2021 is set to be another year of change, some things will remain the same:

- Our industry's commitment to being customer-focussed, ensuring that we stand ready to meet the needs of customers not only today, but tomorrow.
- Our industry's commitment to delivering road transport decarbonisation, driving the transition to cleaner vehicles.
- And finally, the BVRLA's unwavering commitment to supporting members to help them drive business growth.

I would like to thank our members, the BVRLA team and our many partners for their efforts this year and look forward to continuing our work in 2021.

Thank you for your support.

**Gerry Keaney,
Chief Executive**





The Value of Membership

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

From small and medium-sized businesses to large PLCs, the BVRLA welcomes all those who are committed to delivering excellence.



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, including published guidance, industry reports, email bulletins, daily social media posts, and regular online engagement opportunities including digital 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, assuring customers that they are dealing with a professional company which is subject to regular inspection and adheres to the BVRLA's mandatory Code of Conduct.



Learning & Development

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

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.

82% of members are satisfied with the BVRLA, up from 78% last year

2020 Member Survey

75%

 of members say the BVRLA provides value for money, up from 69% last year

2020 Member Survey



Customer Qualification

The BVRLA RISC Database provides members with the added reassurance that the person they are renting or leasing a vehicle to does not pose a risk. With over 7,000 individuals and companies previously identified as 'problem customers', this check is invaluable to the customer qualification process.



Legal Documentation

The BVRLA provides members with VE103B Certificates to issue to customers taking rental or leased vehicles abroad. Having this legally required document to prove ownership ensures that the vehicle does not get refused at the border, or, worse still, impounded.

The Value of Membership

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



95% Voice of the Industry



94% Information and Advice



93% Status and Credibility



84% Data and Insight



66% Dispute Resolution Service

“ We really do appreciate the hard work, effort and passion which is clearly delivered by every single member of the BVRLA team. The BVRLA is an incredible association, which has proved so valuable to members through good and tough times. ”

2020 Member Survey



Members' Views

The 2020 Annual Member Survey canvassed the opinions of over 5,000 individuals from across all sectors of membership to gain valuable insight into members' views. These views and opinions enable the BVRLA to understand members' priorities, which informs where the association's resources and services should be focussed in the year ahead.

75% of members would recommend joining the BVRLA, up from 69% last year

2020 Member Survey

79% of members say that the BVRLA is easy to work with, up from 75% last year

2020 Member Survey

Headline Sponsor

ONDA



“Having the teams of people available to help when needed is invaluable to our business.”

2020 Member Survey



70% of members have seen an increase in the breadth of resources and degree of support they have received from the BVRLA, up from 61% last year

2020 Member Survey

Member engagement

All member groups report increased levels of engagement compared to last year, with the following saying that they feel involved with the BVRLA:

75% of **Leasing** members, up from 60% last year

67% of **Commercial Vehicle** members, up from 53% last year

64% of **Rental** members, up from 51% from last year

61% of **Leasing Broker** members, up from 50% last year

Top 5 policy priorities

What members consider to be the TOP 5 policy areas for the BVRLA to focus on in 2021:

1.  **66% EU Exit**
up from 62% last year
2.  **46% Regulation**
up from 44% last year
3.  **39% Taxation**
up from 36% last year
3.  **35% Air Quality**
down from 43% last year
5.  **33% Future Mobility**
up from 30% last year

Data source: 2020 Member Survey



Voice of the industry

During 2020, the BVRLA has had unprecedented levels of access to Government Ministers and has taken part in a variety of regular ministerial meetings, roundtables, and policy discussions led by officials and ministers from across Whitehall.

The Department for Transport, HM Treasury, BEIS, HMRC, DCMS, the Office for Zero Emission Vehicles and Joint Air Quality Unit have all engaged regularly with the BVRLA on matters relating to road transport decarbonisation, Clean Air Zones, vehicle taxation, EU Exit, Covid-19 response and business recovery.

The association has also worked closely with the DVLA, DVSA, Financial Ombudsman Service and the Financial Conduct Authority on a range of operational issues affecting the industry.

76%

of members agree that the BVRLA has developed stronger relationships with government and regulators and appears to be more influential, up from 73% last year.

2020 Member Survey

94%

of members say that the BVRLA does well at representing the voice of the industry, up from 90% last year.

2020 Member Survey

Government Engagement

Top 5 Policy wins of 2020:



Obtaining a closure exemption for vehicle rental during lockdown.



Ensuring that a phased approach was taken to phasing out ICE cars and vans.



Getting motorhomes and campervans included in the VAT reduction.



Securing removal of the VED surcharge for BEVs over £40,000.



Gaining longer-term clarity on company car tax rates.

During 2020, the BVRLA has responded to 25 Government consultations, participated in 22 roundtables, submitted 16 letters to select committees, presented at 11 events, co-hosted 5 events, taken part in 5 interviews and has had direct engagement with the following ministers:

- **Michael Gove MP**, Chancellor of the Duchy of Lancaster
- **Grant Shapps MP**, Secretary of State for Transport
- **Alok Sharma MP**, Secretary of State for Business, Energy and Industrial Strategy
- **Rachael Maclean**, Parliamentary Under Secretary of State at the Department for Transport
- **Baroness Vere of Norbiton**, Parliamentary Under Secretary of State at the Department for Transport
- **Nadhim Zahawi MP**, Parliamentary Under Secretary of State at the Department for Business, Energy and Industrial Strategy
- **Kwasi Kwarteng MP**, Minister of State for Business, Energy and Clean Growth

In October 2020, Transport Secretary of State, Grant Shapps MP and Business Minister, Nadhim Zahawi MP, took part in the BVRLA's first *Fleets in Charge* digital conference, where they addressed members and welcomed the BVRLA's Plug-in Pledge.

“It’s fantastic that so many BVRLA members are making commitments to introduce zero-emission fleets ahead of the Government’s phase-out target. BVRLA members are fundamental to the transition to cleaner road transport.”

Grant Shapps MP,
Secretary of State
for Department
for Transport



“I want to acknowledge the vital contribution that the vehicle rental and leasing sector has made to supporting businesses and consumers during the ongoing Covid-19 challenge. Your input to the safer workplace guidance is a fantastic example of how effective the partnership between us in Government and the private sector can be.”

Nadhim Zahawi MP,
Parliamentary Under Secretary of State for Business and Industry





Working with the BVRLA to shape policy asks and roundtables has been great.

2020 Member Survey



Working Groups

Members have continued to engage with the BVRLA remotely during 2020, with the Covid pandemic seeing face-to-face contact being replaced with digital engagement. Members from all sectors have shared their insights and recommendations, making a valued contribution to the work of the BVRLA and the wider industry.

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

- > Accessing Vehicle Data
- > Electric Vehicles
- > Fleet Operator
- > Future Mobility
- > Parking
- > Public Affairs Steering Group
- > Rental Learning & Development
- > Tax Advisory

Decarbonisation



Electric Vehicles Working Group: Phase out consultation

The BVRLA hosted a series of workshops throughout May with the EV Working Group to help shape the association's response to the Government's phase out consultation. Three separate groups, comprising rental, leasing and commercial vehicle members shared initial feedback and took part in a meeting with the Office for Zero Emission Vehicles (OZEV), where an appointed chair from each sub-group represented the sector.

This informed the association's 'no one date fits all' message, and recommendations were pulled together relating to key areas of supply, demand, and infrastructure.

The Working Group helped to shape the thinking which led to further workshops focussing on van issues and the association's subsequent involvement with the Government's roundtable hosted by BEIS, where specific guidance for fleets on grid related issues and the connections process is being produced.

The Electric Vehicle Working Group will have a critical role to play next year as the BVRLA works with Government on the Delivery Plan.



Setting these phase-out dates is just the start of the journey, now the Government needs to create the supportive environment that will enable fleets and motorists to step up to the challenge of decarbonising road transport.



BVRLA Chief Executive, Gerry Keaney

Forums

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

During 2020 the BVRLA held three Technical and Operational Management Forums and three Residual Values and Remarketing Forums.

The TOM Forums focussed on EV infrastructure and technology, service maintenance and repair, trends for EVs, fleet management of EVs, MOTs and garage network capacity, the impact of the Covid-19 restrictions, tyre availability and recalls.

The RVR Forums focussed on used car & van trends from auction houses, WLTP, Brexit, UK economic outlook for 2021, logistics and movement of vehicles during lockdown, digital auctions and remarketing, and data trends.

Top 3 reasons members give for attending BVRLA Forums:

1. Hear from expert speakers
2. Aids personal development
3. Assists with company strategy

Attendees rated the speakers at BVRLA Forums 8.5/10

Copart, i247, Epyx, Fleet Assist and the Institute of the Motor Industry all hosted a BVRLA Forum in 2020.



BVRLA

Technical and Operational Management 4 June 2020

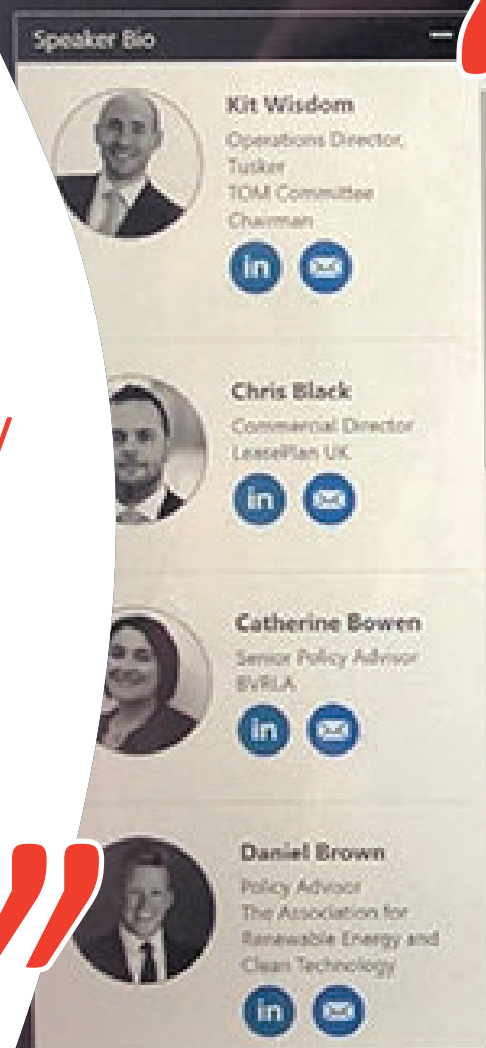
375 members attended a BVRLA Forum in 2020, up 14% on last year

“Forums are very well planned and executed and provide an excellent environment for networking and knowledge gathering.”

2020 Member Survey

“Attendee numbers demonstrate that online events can attract more participants, which is great news for members and our brand partners.”

Fran Hampson,
BVRLA Events Manager





and fall in UK output

new announcement this week, Chancellor Rishi Sunak... Office for Budget Responsibility... economy will contract this year by 11.3%, the largest fall in 300 years.

ceased, they expect the economy to start recovering... year, 6.6% in 2022, then 2.3%, 1.7% and 1.8% in the... with growth returning, our economic output is not expected... levels until the fourth quarter of 2022.

for National Statistics show that output fell around 25%... April, reversing 18 years of economic growth in just two... to pick back up from May as the economy reopened... 5% in Q3 2020 as restrictions on movement eased, GDP... 8.2% below the levels seen in February 2020.

ter Plan

ublished a 64...



4 November Covid-19 Bulletin

Vehicle rental to remain open during the new national lockdown

Local grants to support businesses and local communities

Regulated members are invited to share

views on FCA proposals

£34 million fund awarded to UK's greenest,

most innovative businesses

BVRLA ANNUAL REVIEW 2020



COVID-19

Keeping members informed on the latest information, advice and guidance

Covid-19 Business Advice



Information & Advice

During 2020, the BVRLA answered over 6,000 queries from members covering a wide range of rental and leasing issues. This was an increase of 20% compared to last year, prompted largely by Covid-19, as an increasing number of member organisations and their customers turned to the BVRLA for advice.

The need to provide regular and ongoing business support and advice has never been greater than this year. The volume of information coming from Government, and the constant pace of change has left organisations of all sizes needing help to understand the latest official guidance and financial support packages on offer to help with business recovery.

The association was quick to establish a dedicated Covid-19 Business Advice page on the BVRLA website and started to issue regular Covid-19 Bulletins in March, which continued throughout 2020.

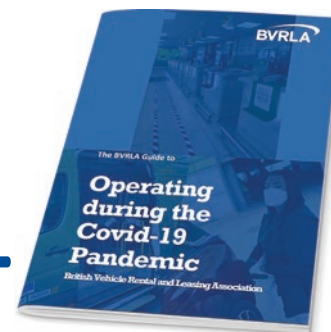
A sector-specific Guide to Operating during the Covid-19 Pandemic was also published to provide tailored advice and support for members. The Department for Business Energy and Industrial Strategy used this to demonstrate to other trade bodies what good looks like.

14,000+

views to the Covid-19 Business Advice page

2,000+

views of the Guide to Operating during the Covid-19 pandemic



88% of members say that the BVRLA has provided information that has helped in their day-to-day work.

2020 Member Survey

92% of members agree that the BVRLA does well at providing advice and guidance.

2020 Member Survey

“When I have needed advice, it has always been easy to speak with someone and the advice has been excellent and very helpful.”

2020 Member Survey

“We relied upon the Covid-19 Bulletins over the Government bulletins to break out the important news in a timely manner. These were fantastic sources of information.”

2020 Member Survey

EU Exit



In August 2020, the BVRLA published a dedicated *EU Exit Business Advice* page on the association's website and launched its first *EU Exit Bulletin* to help keep members informed of the latest developments relating to EU Exit. There has also been an EU Exit-focused *Industry Outlook Webinar* to give members the opportunity to ask questions and the BVRLA policy team has been liaising with members to collate questions and understand concerns as the UK approaches the end of the transition period.

The BVRLA will continue to provide members with the latest information and will be on hand to provide advice and support throughout 2021 as the terms relating to travelling to, and trading with the EU are agreed.

22 October EU Exit Bulletin:

- Update on the progress of EU trade negotiations
- Government warned of the impact on fleets of having no free trade agreement
- EU Exit Business Advice page updated with members' Q&A
- Government launches plans to keep trade flowing UK will mirror EU CO2 targets post EU Exit

The Big Impact - Tariffs

If no FTA or a constrained FTA:

- Heavy blow for fleet sector
- Current order books will be hit
- Huge spike in costs expected

Clarity will come with an FTA or failure in talks, we will have an answer!

Approximately **72%** of fleet cars are sourced from the EU.

No Free Trade agreement with the EU would add **€2.1 billion a year** to the UK fleet sector's car renewal costs.¹

No FTA with the EU would add **€2.8 billion** to the fleet sector's RCV car purchases over the next five years.²

EU Exit Bulletin
22 October 2020

EU Exit
Keeping members informed on the latest information, advice and guidance

[EU Exit Business Advice](#)

Update on the progress of EU trade negotiations

Responding to a statement made by Michael Barnier, in which he acknowledged that movement would be needed from both sides in the talks if agreement was to be reached, the [Prime Minister has issued a statement](#) confirming that the UK will welcome the EU team to London to resume negotiations later this week.

Status & Credibility



Reputation enhancing



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

78% of BVRLA members see a greater value in making customers aware that they are BVRLA members and are proud to be part of the association.

2020 Member Survey

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

2020 Member Survey



During 2020, the BVRLA produced a suite of communication toolkits to support members with their communications to customers with advice on planning to lease, looking after a lease and returning a lease:

Plan your lease



Love your lease



Return your lease



BVRLA Fair Wear & Tear Guide



The BVRLA's Fair Wear and Tear Guides provide an industry standard for every aspect of the vehicle's condition on return to a leasing company.

During 2020:

93 individuals took part in formal training to help them to better understand the BVRLA Fair Wear & Tear standards.



Over **100,000** visitors viewed information about returning a leased vehicle and searched for the BVRLA Fair Wear & Tear Guide on the BVRLA website.

Over **100** member organisations subscribed to the BVRLA Fair Wear & Tear Guide e-licence or purchased printed copies for distribution to customers.

Communications

During 2020, the BVRLA expanded its range of digital communication channels to provide more opportunities for members and partners to get involved with the association via interviews, blogs and webinars. More Communication Toolkits were also added, and members took advantage of the opportunity to have them co-branded to support their own communications to customers.

A series of new crisis communication channels were also launched during 2020 to support members with the Covid-19 response and preparing for EU Exit.

Media & PR

Byline articles and press releases have been published in trade media and several regional and national media outlets also have published BVRLA comments or statistics from the association's industry reports.

Top 5 most popular press releases of 2020:

1. Vehicle rental supports essential services and staff during the COVID-19 crisis
2. Updated BVRLA Fair Wear & Tear Guide for commercial vehicles
3. Maintaining vehicle supply is essential in Covid-19 relief effort
4. Fleets can deliver sustainable transport and a stronger economy
5. New look leasing survey tracks surge in EV leasing

38 press releases and byline articles issued during 2020

Corporate Communications

During 2020, the BVRLA published two new annual corporate publications as well as *BVRLA News*, the association's 16-page digital newsletter:

BVRLA News helps to keep members and their employees informed of all the latest news and highlights from the association.



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



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



The BVRLA also publishes a three-year *Business Plan*: The *Business Plan* sets out the association's strategic priorities for the year ahead.



Social Media

The BVRLA's social media channels have grown during 2020, expanding the size of its community and increasing its levels of engagement, particularly on LinkedIn.



By providing third parties with BVRLA branded social images, members and partners have used their own social channels to promote and endorse the work of the BVRLA. This has helped to attract more followers and increased levels of digital engagement.

5,699 BVRLA LinkedIn followers, up 25% from last year

3,530 BVRLA Twitter followers, up 7% from last year

Digital Communications

During 2020, the BVRLA's *Weekly Update* email was sent to over 5,000 individuals every Tuesday to keep members informed of news and developments affecting the industry. Following the outbreak of the Covid-19 pandemic, a new *Covid-19 Bulletin* was launched in March and 96 bulletins were issued throughout the year. In August, the association also launched a new *EU Exit Bulletin*.



93% of members say that the Covid-19 Bulletin is effective

400+ individual news stories published in *Weekly Updates* during 2020

“The Covid Bulletins have been excellent. Extremely helpful and reassuring, particularly at the height of lockdown.”

2020 Member Survey

200,000+ visits to the BVRLA website during 2020, up 22% from last year



87% of members say the BVRLA website is effective



1,000+ reads of 39 BVRLA Blogs during 2020

New Communications Channels



BVRLA Interviews

In July 2020, the BVRLA launched BVRLA Interviews, a new discussion channel enabling members, partners, and industry experts to share their knowledge, views, and opinions via a range of insightful interviews with the BVRLA. Interviewees can be either invited guests or brand partners.



30 Nov 2020

There are challenges around the total cost of ownership says Beverly Wise of Webfleet Solutions, and more fleet insight

17 Nov 2020

Tailor your customer facing documentation says Naveed Asif, CCAS and other top tips

30 Oct 2020

Provide tailored support to clients and document your discussions - top tips and more from Jo Davis, Auxillias

27 Oct 2020

Extracting information from remote vehicle and providing the business with insight is key to maximising fleet uptime says Chris Horbowj, Trakm8

Partner Engagement

The range of BVRLA brand partnership opportunities was adapted during 2020, as the Covid-19 outbreak put an end to face-to-face events and all engagements moved online.

The BVRLA was quick to introduce new ways of delivering forums and conferences remotely, using platforms that worked well for brand partners as well as delegates. Members and partners continued to support the association and took advantage of the range of digital communication opportunities on offer by taking part in *BVRLA Blogs*, *BVRLA Interviews*, advertising in *BVRLA News*, on the BVRLA website, and speaking at the association's forums, webinars, and first-ever digital conference.

Organisations from all categories of membership, as well as non-member organisations, remained keen to associate their brand with the BVRLA and have provided much-valued support to the association throughout 2020.



“ I am always happy to support our industry body and the BVRLA is always happy to support me, my business and the wider industry. ”
2020 Member Survey

Your Association



Fleets in Charge

In October, around 500 members and guests attended *Fleets in Charge*, the BVRLA's first ever digital conference.

Two Cabinet Ministers gave a keynote address and a stellar line up of speakers took part in Q&A sessions, panel discussions and presentations focussing on road transport decarbonisation and business recovery.

At the event, the BVRLA unveiled the industry's updated 2020 *Plug-in Pledge*, outlining the vehicle rental, leasing and fleet industry's commitment to owning and operating around 900,000 Battery Electric Vehicles (BEVs) and plug-in hybrids within five years.

BP Chargemaster, cap hpi and Enterprise Nation all supported the 2020 Fleets in Charge event






Governance & Compliance

During 2020, the BVRLA has continued to work closely with the AA's Prestige Fleet Servicing and the Consumer Credit Advisory Service (CCAS) to carry out compliance audits across new and existing member organisations throughout the UK.

To adhere to Covid-19 restrictions, many audits have been conducted remotely this year and the overall number of audits carried out has been less than usual because of the pandemic.

The BVRLA compliance team has continued to work closely with colleagues in policy, communications, dispute resolution, and learning and development to ensure that members are kept informed of any issues and regulatory or legislative changes affecting the industry. During 2020, the team also developed resources to support regulated members with preparation for the SM&CR, taking effect in January 2021.

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

“The audit experience was good, and we learned a lot.”

2020 Member Survey

90% of members found the inspection process valuable.

2020 Member Survey

84% of members undergoing an inspection during 2020 used the feedback to improve their business.

2020 Member Survey



During 2020, all BVRLA staff carried out competition law training to enhance their understanding of this important subject.

Security



Strengthening cyber security

During 2020, the BVRLA has invested in strengthening its cyber security credentials by commissioning consultants, Grant Thornton to review the association's IT infrastructure and cyber security protocols.



Having already been accredited with the Cyber Essentials accreditation in 2019, the BVRLA has this year focussed on further enhancing the association's data protection and business continuity processes and procedures. In Q1-2021, the BVRLA will be applying for the Cyber Essentials Plus accreditation.

Cyber Essentials is a government backed scheme designed to get businesses accredited to a standard which helps the organisation be protected against the most common cyber attacks.



Learning & Development

The Covid-19 outbreak required a rapid re-think about how the BVRLA would deliver learning & development opportunities throughout the pandemic and the association responded by developing a programme with a strong focus on virtual and remote learning.

A new Online Learning Hub was developed comprising e-learning self-study modules, online qualifications, webinars, free resources and the association's brand-new instructor-led online training courses.



3,482
individuals received formal BVRLA training during 2020

219 delegates have attended an online instructor-led course with an average rating of 4.5 out of 5.



24 BVRLA online training courses delivered during 2020.

“The online courses are excellent. The trainers are extremely proactive and professional.”

2020 Member Survey

Learning & Development



The BVRLA e-Learning Platform continues to provide members with access to high quality learning that is delivered online as employees have been able to continue with their professional development during the Covid-19 pandemic.

The system enables members to reach learners working in different locations and delivers consistent standards. An increasing number of leasing broker members have signed-up to the service, as the system provides a framework to evidence learning, as required by the Financial Conduct Authority.

2,146 individual users subscribed to the BVRLA e-Learning Platform in 2020

“The BVRLA’s e-learning has become an integral part of our compliance and training programme and assists managers in reviewing how their staff are performing in terms of training and learning. It also allows employees to take more responsibility for their own learning.”

Fleet Alliance

“The e-learning modules are from our own association and are tailored to our industry. Recognised and supported by the main funders, the BVRLA e-Learning Platform offers superb value for money, and has been without question, the right choice for us.”

Bridle Group

BVRLA e-Learning Platform, developed in partnership with:



A group of BVRLA members proudly displaying their training certificates.

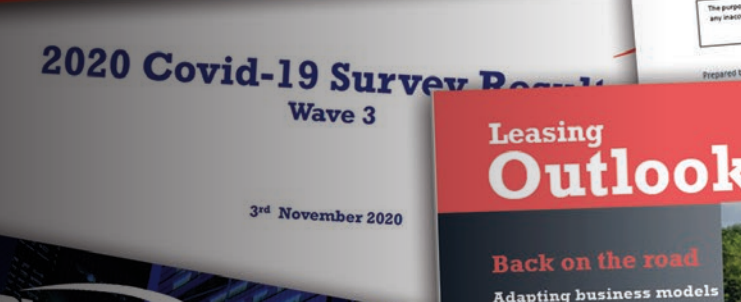
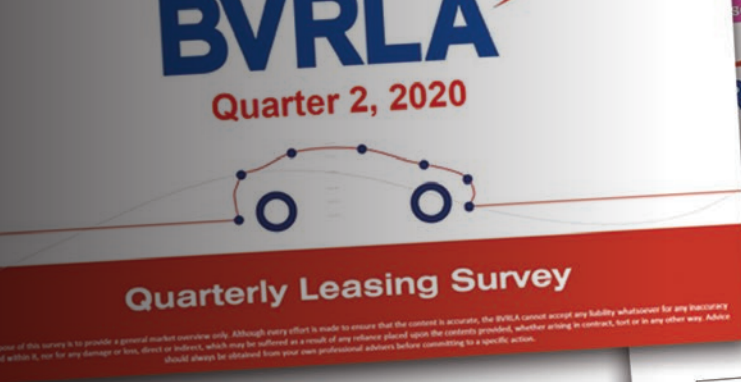
The BVRLA was forced to cancel two-thirds of the 2020 training programme, which was traditionally classroom based, and seven of the association’s most popular courses were re-designed to enable a remote tutor-led live delivery.

Top 3 most popular courses of 2020:

1. Fair Wear & Tear course
2. Reboot Selling Contract Hire
3. SM&CR Development Programme

Free resources for daily rental operations, GDPR and Counter Terrorism for Operations Staff were also popular.

889 individuals tuned into a live BVRLA webinar during 2020.



Industry Insight

The BVRLA has continued to invest heavily into research during 2020, collating data and delivering insights to strengthen the association's evidence-based lobbying.

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

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

Top 5 most popular BVRLA reports in 2020:

1. BVRLA in Numbers
2. Commercial Vehicle Industry Outlook
3. Quarterly Leasing Survey
4. Covid-19 Survey
5. Road to Zero Report Card 2020

Three areas were studied in depth:



1. Road to Zero



2. The impact of Covid-19



3. Vehicle leasing market

84%
of members say that BVRLA data and insight is important to them.

2020 Member Survey

82%
of members are
satisfied with the quality
of BVRLA reports.

2020 Member Survey

Research projects delivered
during 2020 include:

BVRLA in Numbers

Tax and the EV Transition

Leasing Outlook Report

Road to Zero Report Card 2020

2020 Plug-in Pledge

Commercial Vehicle Industry Outlook

Industry Outlook Report

Bi-monthly Covid-19 Survey

Quarterly Leasing Survey

Half-yearly Leasing Broker Statistics

Future Mobility



Launched in October 2020 at the BVRLA Fleets in Charge event, the **Road to Zero Report Card 2020** provides a traffic-light assessment of the Government's progress towards meeting its road transport decarbonisation targets.

This year's report gives the UK an 'Amber – Accelerating' rating, meaning that progress has been made since 2019 and the EV market is approaching parity with that for petrol and diesel vehicles in some respects.

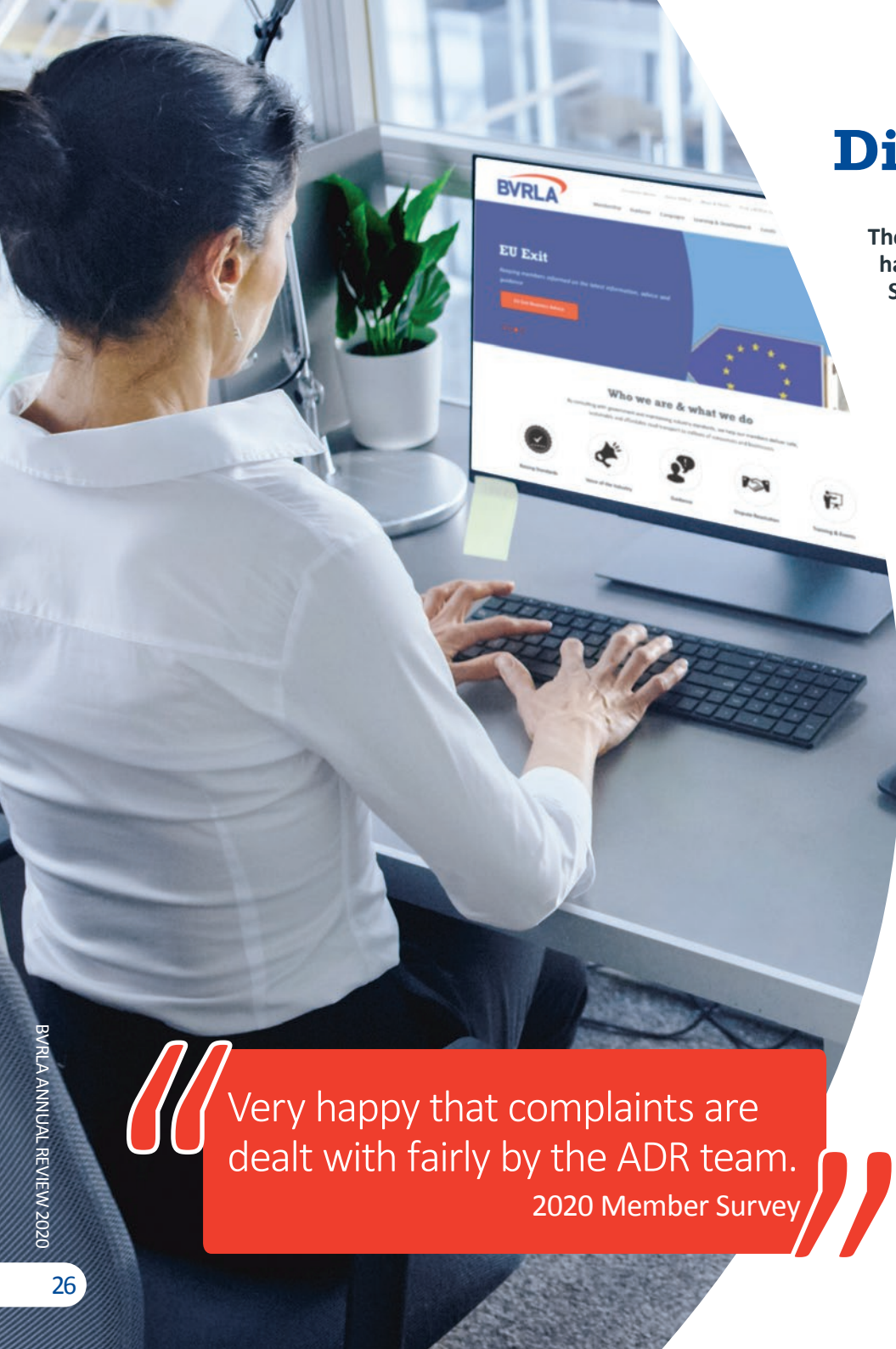
The report, produced by sustainability consultants Ricardo, finds that positive developments in delivering EV charging infrastructure and strong tax and grant incentives could be undermined if the UK does not maintain its position as an attractive market for global vehicle manufacturers to continue exporting their zero emission cars and vans.

The transition to zero emissions is accelerating and our latest pledge demonstrates that the fleet sector has its foot on the pedal. The destiny of road transport decarbonisation lies in its hands, but it will be shaped by the crucial factors of EV supply, demand and infrastructure.



“ Our latest report shows a gathering of momentum, but also points to some key fleet market segments where action is needed. ”

BVRLA Chief Executive, Gerry Keaney



Dispute Resolution Service

The BVRLA Alternative Dispute Resolution service has been praised by the Chartered Trading Standards Institute following a review carried out in February 2020.



In a written report, the Trading Standards Institute concluded that “Overall BVRLA and ECRCs have shown to be providing an effective ADR service.” The review assessed the BVRLA and ECRCs ADR services, reviewing compliance against set criteria covering:

- Access to the ADR body
- Expertise, Independence and Impartiality
- Conflict of Interests
- Transparency
- Effectiveness
- Fairness
- Legality
- Grounds for refusal

“We were impressed with the knowledge of the ADR officials and the thorough process carried out when making a decision.”

Chartered Trading Standards Institute

“Very happy that complaints are dealt with fairly by the ADR team.”
2020 Member Survey

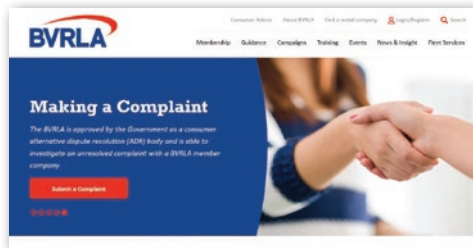
20 days was the average time taken to conclude cases during 2020.

94% of members say that the BVRLA’s guidance and advice is important to them.

2020 Member Survey

“This is such good news, I should have written to you guys from the start. Thank you very much for this!”

Member's customer 2020



98% of cases were processed online via the new website during 2020.

“Thank you very much for your timely help. Me and my wife really appreciate it. Well done.”

Member's customer 2020

2,025 cases handled during 2020

Demand for the ADR has reduced by 14% during 2020, largely due to the impact of the Covid-19 pandemic, which has had a detrimental effect on levels of business activity and the volume of rental and leasing transactions taking place.

68% of rental complaints found in favour of the member, and 32% the customer during 2020.

80% of leasing complaints found in favour of the member and 20% the customer during 2020.

66% 66% of members say that the ADR service is important to them, and think the service is delivered well.

2020 Member Survey

Governance & Compliance



European Car Rental Conciliation Service (ECRCS)

The Covid-19 pandemic had a significant impact on levels of demand for the ECRCS as restrictions prevented people from taking vehicles abroad. This saw case volumes fall by 46% year-on-year.

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

1,040 ECRCS cases handled during 2020



Technical and Operational Management Committee

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

Technical & Operational Forums are very good.

2020 Member Survey



Kit Wisdom
Committee Chairman
and Operations Director,
Tusker

Committee Members:

Anthony Dowdall	Zenith (Solihull)
Antony Martin	LeasePlan UK
Blaine Colston	Kinto UK Ltd
Cliff Irvine	Hertz UK
Clive Buhagiar	Alphabet GB
Darren Adams	Hitachi Capital Vehicle Solutions
Dave Tanner	Lex Autolease
Gary Bishop	SG Fleet Solutions
Mark Hammond	TC Harrison 1960 Limited
Mel Mizen	Marshall Leasing
Phil Turle	ALD Automotive
Shaun Deverall	Arval UK

Objectives:

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

The Driver and Vehicle Licensing Agency (DVLA) was on the Committee's horizon in 2020, asking for feedback on the kind of bulk, electronic services that it should prioritise for fleets including an electronic payment solution for eliminating VED refund cheques and bulk SORN/Disposal notifications.

Electric vehicles have also been on the agenda, building knowledge of EV-related services and practical considerations such as repairs, maintenance, infrastructure, future product and availability of stock.

The impact of Advanced Driver Assistance Systems (ADAS) safety and requirements for repairs have been examined, with the Committee's input into the Insurance Industry on requirements for repairing vehicles equipped with ADAS enabled features.



Get involved...

This committee meets three times a year. To express an interest in taking part or to find out more about attending one of the three annual regional TOM Forums, contact events@bvrla.co.uk.

Residual Value and Remarketing Committee

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

63% of members attending a BVRLA event, say that it is of real value to their business, up from 54% last year.



Lee Hamlett
Committee Chairman
and Commercial Director,
Kinto UK

Committee Members:

Andy Hartley	Lex Autolease
Brian Hinshelwood	Marshall Leasing
Chris Neal	Enterprise Rent-A-Car
David Chapple	Europcar
Gareth Gales-Webb	ALD Automotive
Geoff Grindle	Arval UK
Innes Mackay	Avis Budget UK
Leigh Merry	Hitachi Capital Vehicle Solutions
Malcolm Fryer	
Matt Gibney	Motability Operations
Matthew Curtis	LeasePlan UK
Paul Titchmarsh	JCT600 Contracts
Pete Lines	Alphabet GB
Stephen Barlow	Zenith

Objectives:

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



Get involved...

This committee meets three times a year. To express an interest in taking part or to find out more about attending one of the three annual regional RVR Forums, contact events@bvrla.co.uk.

2020 Member Survey

Committee efforts have been focussed in 2020 on the Worldwide Harmonised Light Vehicles Test Procedure (WLTP) and a smooth transition to this data being used for tax purposes as well as reliable access to WLTP CO2 figures for leasing firms.

There was a call for an extension to the Plug-in Car Grant, urging industry colleagues to write to their local MP and ask for their support in securing long-term Government support for the Grants. In the Budget an extension of the Grant to the 2022-23 financial year was announced, albeit with a £500 reduction.

Attention was also turned to the second-hand car market for electric vehicles, looking at challenges and possible incentives that could help stimulate the electric car market such as consumer information and myth-busting over battery life and vehicle supply into this market.

Other areas for focus included legislation, digitalisation, Covid-19 and EU Exit, buying behaviour, new and used vehicle supply and current and future used market implications, whilst continuing to review the BVRLA Fair Wear and Tear standard.

Commercial Vehicle Committee

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



Mark Gallimore
Committee Chairman and
Director of Fleet Services,
Go Plant Fleet Services

Committee Members:

Andrew Morley	Prohire
Andy Hill	Lex Autolease
Charles Starr	Close Brothers Commercial Vehicle Solutions
Colin Melvin	Fraikin
Dave Adderley	Enterprise Flex-e-Rent
Gary Harrison	BT Fleet
Ian Lumsden	LeasePlan UK
Lisa Spong	LCV Hire Solutions T/A Reflex Vans
Paul Probert	Ryder
Philip Moon	DAF Trucks
Ryan Long	Zenith
Simon Ridley	Dawsongroup Vans
Stuart Russell	Europcar UK
Tim Bailey	Northgate Vehicle Hire
Tim Hartles	Hitachi Capital Vehicle Solutions

“The BVRLA Industry Outlook Commercial Vehicle Report was excellent. An essential read for all CV operators, providing valuable insights.”

Mark Gallimore

During 2020, the Commercial Vehicle Committee has facilitated the reproduction of the LCV/HGV Fair Wear & Tear guide to provide distinction between vehicle categories and ensure that it remains current and fit for purpose.

The committee played a key role in providing input into the future landscape for both LCV and HGV operators as they have focused on a number of key areas, including Covid-19 related impacts, the impending end of the EU Exit transition period, taxation matters, road transport decarbonisation and air quality, particularly with the implementation of Clean Air Zones planned for 2021.

93% of commercial vehicle members see greater value in making customers aware that they are BVLA members and are proud to be part of the association

100% of commercial vehicle members say that the BVRLA has a strong voice and does well at representing the industry.

20% of all trucks and vans on UK roads are part of the BVRLA member fleet



Get involved...

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

DATA SOURCE: 2020 MEMBER SURVEY AND 2020 COMMERCIAL VEHICLE INDUSTRY OUTLOOK REPORT

Leasing Broker Committee

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

79% of leasing broker members find the BVRLA's market data and insight important to their business, and 83% of those say the association delivers it well.



Alan Carreras
Committee Chairman and
Director, Bridle Vehicle Leasing

Committee Members:

Andy Chatwin	ALD Automotive
Chris Swallow	Hitachi Capital Vehicle Solutions
Graham Conway	Select Car Leasing
Lynette Randall	Alpha Contracts Leasing
Martin Brown	Fleet Alliance
Mike Thompson	LeasePlan UK
Paul Parkinson	Synergy Automotive
Spencer Blake	Wessex Fleet
Rod Lloyd	Low Cost Vans
Richard Chadwick	Alphabet GB
Stephen Greenstreet	Greenfleets
Steve Cocks	Lex Autolease
Todd Williams	Arval UK
Vince Pemberton	Rivervale Cars

Throughout 2020, the committee has focused on considering the impact of EU Exit, providing feedback on key issues to inform the BVRLA policy asks when engaging with Government officials, particularly highlighting the adverse impact of tariffs, should they be imposed.

The committee has also provided evidence in support of sales staff receiving commissions under the furlough payments scheme which had a good outcome for those in the leasing broker sector.

Leasing brokers continue to show good support of the e-Learning platform, with more subscribing to the service. The committee supported the implementation of the popular SM&CR development programme earlier this year.

The committee has provided great support in ensuring that the leasing broker governance programme has been able to take place remotely during the pandemic and members have continued to suggest ways in which the governance programme could be further developed.

Paul Parkinson was appointed as the new Vice Chairman towards the end of 2020, replacing Spencer Blake, who has now completed his tenure. Paul has been a member of the committee since 2015.

2020 Member Survey

73% of leasing broker members have interacted with the BVRLA in the past 3 months, and a third of those in the past week, making this the most engaged membership group of 2020

66% of leasing broker members would recommend joining the BVRLA, up from 65% last year



Get involved...

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

DATA SOURCE: 2020 MEMBER SURVEY

Leasing & Fleet Management Committee

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

95% of leasing members say the BVRLA has provided information that has helped them in their day job, up from 89% last year.

2020 Member Survey



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

Committee Members:

Chris Black	LeasePlan UK
Craig McNaughton	Lex Autolease
David Cooper	Arnold Clark
Ian Hughes	Zenith
Joel Lund	Arval
Keith Townsend	Agility UK
Kit Wisdom	Tusker
Mark Pickles	Free2Move
Matthew Rumble	Inchcape Fleet Solutions
Peter Cakebread	Marshall Leasing
Sebastiano Fedrigo	Leasys UK
Simon Carr	Alphabet GB
Suzanne Phillips	Hitachi Capital Vehicle Solutions
Tim Laver	ALD Automotive

The Leasing and Fleet Management Committee has had a focus on ensuring demand for vehicle supply is met and that access to funding remains available throughout the Covid-19 pandemic.

The committee supported the BVRLA's response to the phase out consultation for the ending of petrol and diesel new car and van sales, requesting that a segmented approach be taken, and welcomed the Government's decision to heed this advice by extending the 2030 deadline to 2035 for hybrids and holding a separate consultation for HGVs.

Another priority during 2020 has been discussing and identifying issues that may occur once the EU Exit transition period ends, depending on what the new trading environment will bring.

The committee also supported the production of a number of communications toolkits, including advice for customers on what needs to be considered during the lease cycle: when considering leasing, during the lease period and when the vehicle is returned.

89% of leasing companies are satisfied with the BVRLA, up from 84% last year

82% of leasing companies would recommend the BVRLA, up from 74% last year



Get involved...

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

Rental Committee

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

“The BVRLA acted quickly at the start of the pandemic to ensure that the UK Government appreciated the role that vehicle rental plays in maintaining the essential movement of people, goods and services. This no doubt saved many businesses in our sector.”

Margaret Speirs



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

Committee Members:

Ben Lawson	Enterprise Rent-A-Car
Bob Baillie	United Rental Group
Jason Rogerson	Herd Hire
Kevin Rand	Europcar
Linda Malliff	Thrifty Car Rental
Nicole Strathdee	Hertz Rent a Car
Philip Spain	Alley Cat Car and Van Rentals
Ross Batting	3B Vehicle Hire
Scott Jenkins	Autohorn
Simon Grime	Miles and Miles
Stephen Gale	Steve's Self Drive
Tim Vettors	Sixt Rent a Car

One of the main areas of focus for the Rental Committee this year was supporting the BVRLA in its work to secure a business closure exemption from the Government, enabling the vehicle rental sector to remain open for business during the Covid-19 pandemic lockdown period.

Once granted 'essential worker' status, the BVRLA ensured that rental operators were provided with letters confirming that they were permitted to stay open. Rental members were also provided with tailored Covid-19 Operational Guidance helping to ensure that the highest levels of compliance and safety were adhered to when cleaning, collecting, and delivering rental vehicles.

As a result of the pandemic, learning and development opportunities moved to a virtual environment and the committee worked to support the transition of the Rental Operator Skills course from a face-to-face, to an online delivery platform.

64% of rental members feel involved with the BVRLA, up from 51% last year

79% of rental members are satisfied with the BVRLA, up from 70% last year

77% of rental members say membership is good value for money, up from 66% last year



Get involved...

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

DATA SOURCE: 2020 MEMBER SURVEY.
COMMITTEE MEMBERS AS AT 14 DECEMBER 2020.

2020 Annual Dinner

The BVRLA honoured some of the vehicle rental and leasing industry's finest at the association's Annual Dinner at the London Hilton on 5 March, just before the Covid-19 pandemic gripped the UK.

The event, which is recognised as being the industry's most illustrious social gathering of the year, was attended by over 750 industry colleagues and guests. Comedian and actor Omid Djalili provided the evening's entertainment.



Guests generously donated over £10,500 to the event's chosen charity, BEN, which specialises in providing emotional and financial support to former and existing automotive industry employees.

Industry colleagues from Arnold Clark Car & Van Rental, Alphabet and Low Cost Vans were recognised for their performance and exceptional contribution within their respective fields and organisations.



Peter Cakebread was awarded the *Freddie Aldous Outstanding Contribution Award*. The coveted award was first introduced last year in honour of the BVRLA's Honorary Life President Freddie Aldous, who passed away in 2017.

The next Annual Dinner will take place in 2022 as the 2021 event is not going ahead due to the pandemic.

Thank you to our brand partners for helping to make the event a great success:



783 tickets booked from 78 organisations



Membership Directory

Corporate Members | Companies who own and operate fleets

1st Call Auto Rentals
2 Rent UK
365 Hire Plus
3B Vehicle Hire
4Group
4x4 Vehicle Hire
55 Car Rental
7 Ways Rental.com

A10 Auto Centre
AAM Group
Abacus Vehicle Hire
Aberconwy Car & Van Hire
Ace Rent A Van

Acrobat Vehicle Rental
Addhire Vehicle Rentals
Addison Lee
Admiral Financial Services
Admiral Self Drive Van Hire
Affinity Motor Credit
Afford Rent A Car
Agility Fleet
Agnew Leasing
ALD Automotive
Alley Cat Car & Van Rentals

Allied Vehicle Group
Allied Vehicle Rentals
Allied4vans
Alltruck Plc
Alphabet (GB)
AM Auto Rent

AM Phillip Trucktech Ford Rental
AMK Self Drive
AMT Vehicle Rental
Amvale
Anker Van Hire
Apex Car Rental
APL

Arian Finance
Arnold Clark Finance (HO)
Arrow Self Drive
Arval UK

Ashby Auto Finance
AT & T Rentals
Athlon
Athol Car Hire
Atlantis Rentals
Autohorn

Auxillis Services
AVH
Avis Budget UK
AX

Badshot Lea Self Drive
Barford Hire
Bath Prestige Hire
Bathwick Car & Van Hire
Bayfield Vehicle Hire
BDS Van Hire
Beehire
Beerhouse Self Drive Hire
Berkshire Van Hire

Blakedale
BMW Financial Services (GB)
Bognor Motors Vehicle Solutions
Boleyn Car & Van Hire
Brecon Car Rentals
Bridle Vehicle Leasing
Brookhire Vehicle Rental
BT-HS

Bucks Car Hire
Burscough Self Drive
Bury Van Hire
Bussey Vehicle Leasing
BuzzEV
BVR Vehicle Rentals

CA Cars
Cambridge Car & Van Rental
Camperco
Campervan Tours
Campervantastic
Capital Hire Car & Van Rental
Car Hire Hebrides
Car or Van Specialist Vehicle Hire
Care by Volvo
Carpe

Castle Rentals
Causeway Campers
Chard Self Drive
Charles Hurst Car & Van Rental
Charter Vehicle Hire
Chase Van Hire
Cheshire Vehicle Rental & Sales

Chesterfield Car Consultants
Chief Vehicle Rentals
Chiswick Van Hire
Choice Vehicle Rentals
Circle Leasing
City Inter-Rent
Clancy Plant

Clapham Commercials
Clarkson of Glasgow
Class 1 Vehicle Hire
CLM Fleet Management Plc
Close Brothers Motor Finance
Close Brothers Vehicle Hire

CMS Hire
CMW Group
Cocoon Vehicles
Cole Hire
Collison Vehicle Rental
County Car & Van Rental

Crash Services
CTM Hire
CVS Car Hire

DAF Trucks
Dallas Rentals
Dash Drive
Dawsongroup vans
Days Fleet
DGC Vehicle Rental & Contract Hire
Direct Rental Group

Donnelly Fleet
Dorset Vehicle Rentals
Douglas Park BMW
DPC Sales & Service
Drive Car Hire
DriveElectric
DriveNow UK
Drivespeed Leasing
Drover
Dualdrive

EA Vehicle Rental
Easi Drive
Easirent
Eastern Rent A Van
Easy Lease (UK)
Economy Hire (Southern)
Eden Garage
Electric Zoo

EL-GS Leasing Associates
Emwood Vehicle Solutions
Enterprise Rent A Car
Envirovan
Euro Self Drive
Eurohire Vehicle Rentals

Euronet Leasing
Europcar Group UK
EV Hire
Evans Halshaw
Evogo
Excel Vehicle Hire

Exclusive Vehicle Contracts
Executive Luxury Hire

Falcon Vehicle Solutions
Fast Van Hire
FCA Automotive Services UK
Firecracker
First Self Drive

Fleet & Distribution Management
Fleet Assist
Fleet Dynamic
Fleet Efficiency
Fleet Evolution
Fleet Financial

Fleet Logistics
Fleet Services Direct
Fleetcare (PSCSM)
Fleetondemand
Fleetway Vehicle Rental

Flex E Rent
Flexible Vehicle Contracts
Fleximobility
Focus Vehicle Rental
Fourways Self Drive
Fraikin
Free 2 Move Lease
Frontline Leasing and Fleet
Management
Frosty Hire & Sales
FVTH Self Drive
Fyna Vehicle Hire

Gallagher Car & Van Rentals
GAP Vehicle Hire
Gates Leasing
Gatwick Car & Van Rental
GBV Rentals
Gemini
Gilford Van Hire
GKL Leasing
GlenRental
Global Autocare
Global Go!

Go Explore (Scotland)
Go Plant Fleet Services
Go Rentals
Goldcar Rental UK
Golds Garages
Gowings Mobility Group
Green Motion Vehicle Rental
Grosvenor Contracts Leasing

H & H Van Hire
Herd Hire
Hertz UK
Hexagon Leasing
Hills of Woodford Green
Hire Me Vehicle Rentals
Hireco TL
Hireway Vehicle Rental

Hirus Vehicles
Hitachi Capital Vehicle Solutions
Hodgson Toyota
Holmbush Commercials
Howarth Bros Haulage
Howe Rentals
HSBC Equipment Finance (UK)
Hyundai Finance, Kia Finance

ICR Leasing
Intack Self Drive
Intelligent Mobility
Inter Hire
Isle of Man Rent A Car
(Isle of Man Airport)
Isuzu (UK)

J & R Car & Van Hire
J P Vehicle Rentals
J S Vehicle Rental
J&B
JAR

Jarmite Car Rentals
JCT600 Vehicle Leasing Solutions
John Grose
JusDrive
Just Go Motorhomes
Just Vehicle Solutions

K2 Lease
KDM Hire
Kendall Cars
Kenhire
Kens Garage

Key Drive Car & Van Rental
Kendertons Accident Management
Kinto
Knights Van Hire

Landcruise Motorhome Hire
LC Vehicle Hire
LCH
LCVR
LeasePlan UK
Leasing Plus
Leasys UK
Leighton Drive
Les Liney Autos & Vehicle Hire
Lex Autolease
Lincs Van Hire
Liquid Fleet
Lobster Van Hire
London Car Rentals
London Hire
Longmarsh
Lookers Leasing
Loughton Self Drive
Lowestoft Car Hire

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

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

Octopus Electric Vehicles
Oglivie Fleet
Onto
Otis Vehicle Rentals

Palmer and Martin Rentals
Park Lane Self Drive
Parkhurst Self Drive Hire
Paull's Vehicle Rental
Pavilion Car Rental
Pearce Bros Auto Rentals
Pembrokeshire Self Drive Hire
Pendragon Vehicle Management
Penny Car Hire
Pentagon Motor Group
Performance Car Hire
Perrys Ford Rental
PHVC Vehicle Management
Pitter Self Drive
Postmill Vehicle Hire
Practical Car & Van Rental (HO)
Premier Ford
Premier Truck Hire
Premier Vehicle Rental
Premium Vehicle Solutions
Prestige Carriages
Prestige Contract Rental
Priory Rentals
Prohire
Pro-Van Hire
Proximo
PSD Vehicle Rental
PT Hire

Rabbits Vehicle Hire
Raedex Consortium
RB Hire Fleet
RBC One
RBR Van Rental
RCI Financial Services
Red Kite Vehicle Consultants
Redditch Vehicle Hire
Reflex Vehicle Hire
Refuse Vehicle Solutions
Regal Car Van & Truck Rental &
Buzzard Van Rental
Rent Direct Car and Van Rental
Rentafford
Rentals Direct
Rent-A-Truck (UK)
Research Garage Group
Riverside Truck Rental
Rivus Fleet Solutions
Roberts Transport Self Drive Hire
Robertson Self Drive
Rovewide
RSV Rentals
runyourfleet.com
Ryder

S & J Self Drive Hire
Salford Van Hire
Sandbach Truck and Van
Sandcliffe Motor Contracts
Sandwell Metropolitan Borough
Council
Santander Consumer Contract Hire
Scania Truck Rental
Scenic Getaway & Big White Cube
Senior Vehicle Rental
Seymour Hire
SFS
SG Fleet Solutions UK
Sheffield Van Hire
Shelbourne Vehicle Rental
SHS Hire
Signature Car Hire/Signature Van Hire
Silcox Rentals
Sky Van Hire
SM Vehicle Hire
Smart Platform Rental
Smarthire Vehicle Rental
SMV Rentals
Snows Rental (Millbrook)
Southern Self Drive
Southwest Motorhomes Sales
Service and Hire
Spaceships Campervan
Spear Hire
Specialist Trailer Hire
Specialist Vehicle Hire
Specialist Vehicle Rental
Specialist Vehicle Solutions
Splend
St Albans Car & Van Hire
Stable Hire
Steve's Self Drive
Storage Factory
Struans Rentals
Sun Kissed Campers
Supervan Self Drive
SurPrice Car Rentals
Sutton Maddock Vehicle Rental
Swift Van Hire

Value Van Rental UK
Vantastec
Vehicle Procurements
Vehicle Rental Services
Venson Automotive Solutions
Vic Young Rentals
Victoria Hire LLP
Vincent Vehicle Hire
Virtuo / Go Virtuo
VMS (Fleet Management)
Volkswagen Van Rental

Watts Van Hire
West Wallasey Fleethire Services
Westwood Motor Group
Wheels Van Hire
Whitgift Hire
Wicked Campers
Wilsons Automobiles and Coachworks
Woodfield Facilities
Workshop Van Hire

XL
Zenith
Zipcar UK
Zoocars

Membership Directory

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

1st Choice Vehicle Finance
21st Century Motors
360 Vehicle Leasing

ABC Leasing
Absolute Vans
Academy Leasing
ACL Automotive
Active Fleet Management
Active Vehicle Consultants
Adept Vehicle Management
Advanced Vehicle Contracts
Advanced Vehicle Leasing (Stockton)
Alerion Leasing
All Vehicle Contracts
Allcarleasing
Allied Vehicle Contracts
Alpha Contracts
Alpha Lease
Amber Car Leasing
AMG Autolease
AMT Contract Hire & Leasing
Anthony K Associates
Any Car Group
Applewood Vehicle Finance
Applied Leasing
Ash Vehicle Contracts
Ask 4 Leasing
Asset Finance Solutions (UK)
Auric Car Leasing
Auto Choices
Autoease / Global Vans
Autoebid
Autograph Contracts
Autohorn
Autoleasing.co.uk
AutoLyne
Autoprocurement
Avail Vehicle Contracts

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

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

D. P. Leasing
Daley Associates
Days Fleet
Dennis Buyacar
DMT Vehicle Leasing UK
Dorset Car Leasing & Dorset Van Leasing
Dreamlease
Drive Vehicle Leasing
DriveElectric
Driven Leasing
Drivesmart
DSG Auto Contracts
Dynamic Vehicle Solutions

ecofleet
Economy Leasing UK
E-Drive West Midlands
EFL Vehicles
Eiger Vehicle Leasing
Elite Leasing Services
Eurodrive Motor Finance
EV Carshop
EW Fleet Services

Finance One
findmeleasing.co.uk
First Vehicle Finance
First Vehicle Leasing
Fish Car Leasing
Fishergate Leasing
Fleet Alliance
Fleet Elite Vehicle Management
Fleet Operations
Fleet UK
Fleetbuyer
Fleetprices.co.uk
Four Counties Leasing
Freedom Vehicle Contracts
Frontier Vehicle Leasing
FSD Vehicle Leasing
Fulton Network

Gateway2Lease
GB Vehicle Contracts
GB Vehicle Leasing
Genus Leasing
Genus Vehicle Solutions (Stirling)
Glynns Vehicle Contracts
Go Lease Lightning
Go Leasing
GoFor Finance
Grange Contract Hire and Leasing
Greenfleets Finance
Greenfleets
GWA (UK)

H N Vehicles
Harpenden Vans
Hawkins Velocity
Hills Contracts
Hippo Vehicle Solutions
Holdcroft Select
Holmwood Leasing
Horizon Vehicle Leasing
Hot Car Leasing
Howlett Leasing
HV Motor Finance

Ideal Vehicle Leasing
Dorset Car Leasing & Dorset Van Leasing
Inter Lease

J & R Leasing
J G Leasing
Jet Vehicle Finance
Jigsaw Finance
Johnsons Fleet Services
Jorvik Motor Leasing

Kardi Vehicle Rentals
Kent Vehicle Contracts
Kew Vehicle Leasing
Key2Lease
KeyFleet
KG Vehicle Solutions
Kudos Vehicle Management

Leap Vehicle Leasing
Lease Car Direct
Lease Profiles
Lease your next Car.com
Lease4less
LeaseEasy
Leasehub
Leaseline
Leasepoint Vehicle Management
Leaseshop
Leasewell (UK)
Leaseyournewcar.co.uk
Leasing & Vehicle Contracts
Leasing 4 U
Leasing Gorilla
Leasing Options
Leasing Your Way
Leden Leasing
Lets Talk Finance
LetsTalkLeasing
Logical Vehicle Management
Lookers Personal Leasing
Low Cost Vans
LVC Central
LVM

M W Vehicle Contracts
Mad Sheep Leasing
MAF Vehicle Management
Mann Island Finance
Meridian Finance Partners
Middlewood Solutions
Milease UK
Millhouse Leasing
Mint Lease
Motion Vehicles
Motoplan
Motor Depot
Motor Select
MotorAid
Motorlet
MPH Vehicle Solutions
Multileasing
My Big Green Fleet

National Fleet Services
National Vehicle Solutions
Nationwide Vehicle Contracts
NBU Consulting
NCA Vehicle Management
Neva-Consultants.com
New Car Contract
New Car Leasing Company LLP
New Vehicle Solutions
Newgate Motoring Solutions
Northridge Cars Vehicle Leasing

Octopus Electric Vehicles
Omega Vehicle Contracts
Optimum Contract Hire
OSV
OVL Group

P J Leasing
Pedigree Automotive Solutions
Pendle Vehicle Contracts
Phrasers
PHVC Vehicle Management
Pike & Bambridge
Plan (GB)
Planet Leasing
Professional Vehicle Solutions
Prospectus Vehicle Solutions
Pure Vehicle Leasing

Radar Finance and Leasing
Rapid Vans Leasing
RB Associates
Red Kite Leasing
Refleet
Reliance Vehicle Management
Renescence Vehicle Leasing
RGW Vehicle Contracts
Ringways Hire and Leasing
Rivervale Contract Hire & Leasing

Sagitta Automotive
Select Car Leasing
Select Vehicles
Sensible Cars
Shire Leasing Plc
Silverstone Fleet Management
Silverstone Vehicle Management
Simple Leasing
Simply-Leasing
Skyfleet
Smart Leasing Manchester
Smarter Leasing
Sprint Contracts
SSD Contract Hire and Leasing
Sterling Motors
Sterling Vehicles
Sure Vehicle Solutions
Synergy Car Leasing

Tamar UK Finance
Tate Leasing and Contracts
The Car Network
The Vehicle Leasing Expert
Think Auto Leasing
Think Vans
Tilsun Leasing
Total Motion
Total Vehicle Leasing
Traction Finance
TrueFleet
Tyson Cooper

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

V4B
Van Monkey
Vanarama
Vanaways UK
Vanleasing.com
Vantage Leasing
Vehicle Consulting Group
Vehicle Contracts
Vehicle Partners
Vehicles 2 Lease
Vehiclesavers.com
Venter Vehicle Leasing
Venus Fleet Management
Vertu Lease Cars
Voozo Dealer

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

XLCR Vehicle Management Ltd

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

Zest Vehicle Leasing Ltd
zeVie cars

Membership Directory

Rental Broker Members

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

Assured Vehicle Rental
Auto International Car Rental

Flexible Car Hire.com
Fourways Vehicle Solutions

CarTrawler
City Transport Solutions
Compello

Nexus Vehicle Rental
Yello Car Hire

MEMBERSHIP AS AT 10 NOVEMBER 2020

Fleet Operator Members

Companies who are own-account fleet operators

Centrica Plc
Royal Mail Fleet

MEMBERSHIP AS AT 10 NOVEMBER 2020

“ BVRLA members own and operate over 5 million cars, vans and trucks ”
2019 Membership Data



Get involved...

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

Associate Members

Companies who supply products or services to our industry

ABN AMRO Lease
ACRISS
ADESA
Airmax Remote
All Fleet Services
American Car Rental Association
APD Global Research
Approved Valeting UK
Arthur J Gallagher Insurance Brokers
Assured Group
Aston Barclay
Audi UK
Australian Finance Industry Association
Auto Trader
Autoclenz
Autofutura
autoXP

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

cap hpi
cars2buy
Cazana
CD Auction Group
ChipsAway International
Clydesdale Bank Plc
Consumer Credit Advisory Services (CCAS)
Consumer Credit Trade Association
Copart UK
Cox Automotive UK

Dekra Automotive
DMN Logistics
Drive Software Solutions

Ebbon-Dacs
Epyx
Experian

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

GEFCO UK
Geotab GmbH
Glass's Information Services
Grosvenor Training Services
GTG Training

Haynespro (UK)
Honda UK
Hudson Kapel
Hyundai Motor UK

i247 Group
Inchcape Retail
Innogy eMobility
Insurance & Mobility Solutions
International Decision Systems
Investec Asset Finance plc
IT Fleet Automotive
Iveco

Jaama
JPC Asset Management

KeeResources
Kia Motors (UK)
Kwik Fit Fleet

Leaseloco .
Leasing.com
Legate Group
Licence Check
Locke Lord (UK) LLP
Lombard Corporate Finance

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

National Tyres & Autocare
Nexus Business Solutions Group
Nissan Motor (GB)
Northridge Finance

OEConnection Europe

PJM Logistics
POD Point
Porsche Cars Great Britain
Premia Solutions
Pricewaterhouse Coopers
Prohire Software Systems

Quotevine

Ravin AI (UK)
Renault UK
Retail Motor Industry Federation
Ridecell, Inc
Rival Insurance Services

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

Tasker Insurance Brokers
The AA
The Miles Consultancy
Towergate Insurance
Toyota (GB) Plc
Trakm8
TTS360

V Group International
Vehicle Leasing Association of Ireland
Vodafone Automotive UK
Volkswagen (UK)
Volvo Car UK
Wagonex Limited

Waylands Leasing Limited
Webfleet Solutions B.V.
Woodside Motorfreight
WSP UK

MEMBERSHIP AS AT 10 NOVEMBER 2020

Employer of choice

Attracting and retaining the finest talent is a long-standing strategic objective and the BVRLA remains committed to being an employer of choice, leading and developing those who work for the association to enhance its internal capabilities.

Like many employers in our industry, the BVRLA team has been working from home since March. Although this new way of working was foisted upon us, high levels of productivity have been maintained. Employees are enjoying improved work-life balance which they regard of one of the major benefits of working from home. With the prospect of remote working continuing for the foreseeable future, maintaining morale and a sense of teamwork could prove difficult. Increasingly the BVRLA is exploring ways to celebrate success 'virtually' and members' feedback and their vocal appreciation of our work has proved invaluable and energising.

Results from the association's **2020 Employee Engagement Survey**, using the internationally recognised Gallup Q12 survey, **placed the BVRLA in the top 10%** of all participating organisations worldwide whose employees claimed to be satisfied with their workplace.

BVRLA employees rated the following out of 5:

- 4.67 Commitment to Quality
- 4.56 Materials and Equipment
- 4.30 Employee Satisfaction
- 4.19 Opinions Count
- 4.19 Purposeful job

Human Resources



Building capability sits at the heart of the BVRLA Business Plan and the association continues to invest in its people as its most valued resource, to support members and protect the interests of the industry.

For the first time in the association's 53-year history, the BVRLA has appointed a Human Resources Director to the senior management team, reflecting the association's commitment to attracting, developing, and supporting the best industry talent.



Nora Leggett, who joined the BVRLA in 1997 and became Member Services Director in 2013 took up her new role as HR Director in July 2020, having been a full member of the Chartered Institute of Personnel and Development (CIPD) since 1977.

This new role enables the association to have a dedicated focus on attracting, recruiting and developing staff, whilst also creating a supportive, productive, and healthy working environment for BVRLA employees to thrive.

“Our people bring competencies (skills to get work done) commitment (engagement and energy), contribution (work experiences and purpose), along with a sense of community, and collectively we work together to deliver the best results for members.”

Nora Leggett



The BVRLA Team



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