

2023

ANNUAL  
REVIEW





## 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 four million vehicles, that's 1-in-10 cars, 1-in-5 vans and 1-in-5 trucks operating on UK roads. These fleets are leading the charge to decarbonise road transport.

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 almost 500,000 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.

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**  
Membership Manager  
greg@bvrla.co.uk



**Josh Saunders**  
Membership Support Officer  
joshua@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.



**Jon Lawes**  
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 having previously been Vice-Chair for a year. 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.



**Lakshmi Moorthy**  
Vice 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.

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



**Brian Back**  
Hon Treasurer

**Tim Bailey**  
Northgate Vehicle Hire

**Tim Buchan**  
Zenith

**Mike Dennett**  
Alphabet (GB) Ltd

**John Finch**  
Hertz Europe Limited

**Paul Gilshan**  
Tusker

**Simon Grime**  
Miles and Miles Ltd

**Scott Jenkins**  
Autohorn Fleet Services Ltd

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

**Tim Laver**  
ALD Automotive

**Graeme Lumley**  
Rivus Fleet Solutions

**Alfonso Martinez**  
Leaseplan UK

**Greg McDowell**  
Marshall Leasing

**Ron Santiago**  
Europcar Group UK Ltd

**Margaret Speirs**  
Arnold Clark Finance Ltd

**Per Voegerl**  
United Rental Group Ltd

COMMITTEE MEMBERS AS AT 31 DECEMBER 2023.

# Chair's Comment

**It has been a long time since we saw anything that could be considered 'business as usual', with our industry well-accustomed to pivot from one major development to another.**

The once-in-a-generation changes that have been tackled in turn took a back seat in 2023. Instead, we were faced with a myriad of challenges, landing in tandem and pulling the sector in new directions.

The cost-of-living crisis continues, net zero targets have been softened, Consumer Duty is now part of day-to-day business. Again, your trade association has been in the vanguard of collaboration. Members have been brought together with suppliers, customers and policy makers to navigate the ever-evolving landscape.

As ever, our sector comes out stronger. Flexibility has always been a shared strength of BVRLA members. Demonstrated in the emergence of new mobility services, product solutions and ways of working, our adaptability sees us enter 2024 on a strong footing.

Regulatory compliance is a non-negotiable priority. By raising standards every year, our sector's credibility grows in the eyes of customers and government. The tectonic

plates of the regulatory landscape shifted once again in 2023, with the introduction of the FCA's Consumer Duty regime and confirmation of the ZEV Mandate from 01 January 2024.

Consumer Duty has a fundamental impact on how members operate. Building on the strong foundations laid in 2022, the BVRLA kept members ahead of the regulations, developing and enhancing processes that improve customer experiences.

Far from simply providing vehicles to keep users mobile, our sector is a critical force in bringing clean, futureproof solutions to UK roads. The Road to Zero is long and winding, and one on which the BVRLA and its members have always been proud to lead.

That journey was arguably made longer this year, with the date banning sales of petrol and diesel cars pushed back. Despite that, there has been little impact on appetite for EVs across the leasing and fleet sector. Progress has been fast but now needs to ramp up to level the playing field between EVs and ICE, especially across the retail market.

Attention must also be focussed on the rental and CV sectors, where the barriers to decarbonisation are higher and harder to overcome. Both have bespoke needs that are not being met. The BVRLA is driving

the agendas of both forwards in 2024, telling the government where it must take action.

Despite challenges and uncertainty over deadlines, overall progress continued apace in 2023.

As vehicle supply levels improved, we brought greater numbers of electric vehicles to the road. Going zero emission is not easy and we are at a tipping point. To have delivered such progress is commendable, especially in the face of a tough economic climate and a deluge of scare stories from parts of the national press.

The 'green' agenda is shaping up to be a key battleground in the upcoming General Election. With political capital in limited supply, all parties will be seeking input on where support is needed and votes can be won.

Representing the needs of its membership is an area in which the BVRLA excels. Armed with the comprehensive 'Future of Fleets' manifesto, members are mobilising to engage with contacts at a local and national level too. Member advocates remain the strongest way to communicate where we are seeking change and why.

The achievements of the BVRLA team and breadth of its services to members develop every year.

2023 was no exception and across these 40 pages you will see an overview of the key highlights. The Annual Review outlines what your association has delivered, evidenced by the opinions captured in the annual Member Survey.

Again, the survey paints a positive picture. More members are satisfied with the BVRLA and its outputs, with an all-time-high satisfaction level of 88%, while 86% say the team is easy to work with. Year-on-year improvements are testament to the team's focus on delivering value to members.

The political and economic landscapes are lining up for more seismic activity in 2024. While the pressures on our industry and BVRLA members might not yet be clear, your association will continue to support you at every point. Please look through this review and see where you, your colleagues and your business, can get involved. Every voice for the sector makes our messages louder and harder for policy makers to ignore.

I look forward to working with you further in 2024.



**Jon Lawes, BVRLA Chair**



# Chief Executive's Foreword

I wrote last year about 2022 being the year of change. In response, 2023 was the year of challenge. Supply constraints and regulatory upheaval were a constant backdrop. Cost inflation and carbon reduction targets put pressure on companies while their customers saw bills soar. Again, the BVRLA has been where members need it most.

In a turbulent economic environment, green shoots sprouted as vehicle supply challenges began to subside. Lead times reduced and more vehicles hit the road. That relief was quickly offset by a fresh challenge in the form of a widespread decline in parts availability. Vehicles are now off the road for longer, compounded by an upsurge in labour costs. Sourcing cars, vans and trucks, and operating them effectively is what unites every member. Overcoming these hurdles is a collective task.

Delivering mobility in a fair and accessible way is what sets BVRLA members apart from others. We operate to the highest standards and raise the bar every year. 2023 put those standards under the spotlight with the first full year of the FCA's Consumer Duty. It has shifted how regulated firms treat customers. Paperwork and tick boxes are out. Working cultures with the customer at the centre are in.

The response from the BVRLA has been swift and comprehensive. Our audit programme reflects all relevant regulations and helps members stay compliant. Guidance resources, training courses, and events combine to give members a complete understanding of what steps they need to take.

Customer service does not begin and end with the Consumer Duty and we have seen our Alternative Dispute Resolution service return to pre-pandemic levels. Travel numbers are on the up. The service remains best in class, protecting reputation of the sector and lending credibility to the BVRLA logo.

In a turbulent world, the high standards delivered by members is a constant. Retaining and improving those standards forms the foundation of the BVRLA. All other work is built upon that strong base. Through major investment in 2023, we are making it easier for members to upskill their team members and stay ahead of customer trends, vehicle technology, and regulations.

Our e-learning platform relaunched, offering members more control and greater convenience over when and how to train. That is in addition to new courses in applying the Consumer Duty, understanding the Zero Emission Vehicle (ZEV) Mandate, and how to sell electric vehicles. We provide training where members need it.

In such challenging times, it is easy to get caught up in the day to day, with teams limited to fighting one fire after another. That is where the BVRLA comes in. The association is the radar for members, anticipating what is on the horizon and helping members to succeed today and tomorrow.

From a policy perspective, 2023 set the stage for big moves in the years ahead. The Consumer Credit Act will be reformed for the first time since its inception in 1974, MOT regime changes were put on and then taken off the table, while the ZEV Mandate comes into effect, determining which vehicles are sold in the UK.

Each of these consultations puts plenty on the table and it is the BVRLA's role to take a seat to ensure the sector has its voice heard. In a General Election year, political posturing peaks.

The BVRLA is your megaphone, guaranteeing that decision makers of all colours hear our sector and understand our needs.

The BVRLA is your voice nationally, but the local stories, experience, and expertise of every member make our calls louder. Our Industry Champions programme launched last year and will accelerate. Every member lending their support strengthens our influence today with the decision makers of tomorrow.

While our political future is anyone's guess, one thing we can be certain of is that members will succeed. Our Industry Outlook survey in December painted the picture of a sector that remains optimistic, confident that growth will be delivered across the board in 2024. Battle-hardened by Brexit and Covid, we remain ready to tackle anything else that comes our way.

Through 2024, confidence and collaboration will be key. As ever, the BVRLA team remains your advocate, your counsel, your safety net.



Gerry Keaney, Chief Executive





# The Value of Membership

In a year with a cost of living crisis for customers, rising costs and a turbulent market for members, the BVRLA was there again 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 & 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.

**88%**  
of members  
are satisfied  
with the  
BVRLA.

2023 Member Survey



“All interactions are positive, and the team is passionate about supporting our industry and making a difference.”

2023 Member Survey

75% of members say the BVRLA provides value for money.

2023 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.

## Delivering for you

Approachable, supportive, and knowledgeable were three words used to describe BVRLA staff by members in the 2023 Member Survey, with 86% of respondents saying the association is easy to work with. Member satisfaction reached an all-time high with 88% of respondents being satisfied or very satisfied with the BVRLA.

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



92% Voice of the Industry



91% Status and Credibility



86% Easy to work with



“ Having the BVRLA behind you is a must and certainly helps with credibility and advice. ”

2023 Member Survey

## 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 would recommend joining the BVRLA.

2023 Member Survey

75% of members feel involved with the BVRLA, up eight points year on year.

2023 Member Survey

86% of members see the BVRLA's Guidance and Advice as an important benefit

2023 Member Survey

“ The support provided for the implementation of Consumer Duty has been excellent and helped us considerably with interpreting how the regulations apply to our industry. ”

2023 Member Survey



# Continuous Improvement

The annual survey remains the primary way for the BVRLA to gather feedback from members. The results can be found throughout the pages of this Annual Review. Beyond that, they inform and influence the association's priorities and are scrutinised at every level to shape activity, identify gaps, and better meet member needs.

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.

## Welcoming new members

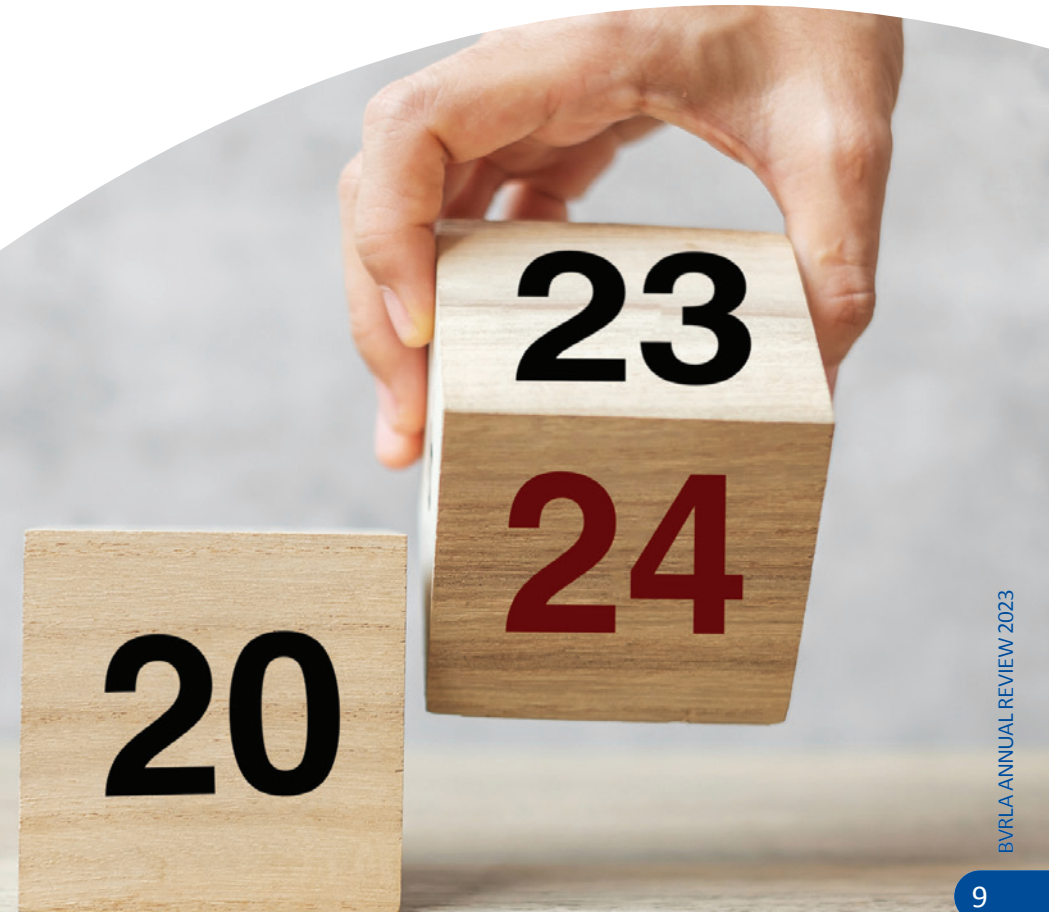
2023 marked the first full year in which the BVRLA had a dedicated Director of Member Engagement. This allowed more attention to be placed on how to improve the member experience and ensure that all organisations get full value and experience all benefits that come with BVRLA membership.

A cornerstone of that activity was an overhaul in how new members are onboarded. The depth and variety of BVRLA services offers all members a host of ways to get involved. To help new organisations fully understand that and capitalise from day one, a comprehensive new process was developed to bring them up to speed immediately.

New member checklists, contact points and induction trackers helped to create a staggered, manageable process. All of that was supported by immediate access to a BVRLA colleague should the member require it. The process will continue to evolve through 2024 and ensure that new and longstanding members alike are always aware of how the BVRLA can best meet their needs.

“It is very easy to contact the team, and we always get quick responses.”

2023 Member Survey





# Voice of the Industry

The association continued to strengthen its credibility in 2023, representing member views to Government Ministers, officials and departments within Whitehall.

Supported by the Public Affairs working group and regular input from members, the BVRLA made the sector's voice louder to generate positive change in 2023.

Whether in collaboration with complementary trade associations or independently, the association moved the dial on topics including vehicle taxation, decarbonisation incentives, and the UK's EV charging network, among others.

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

2023 Member Survey

“ This is the start of a really important set of relationships that will help me to understand the challenges and to get to know the right people to help us implement effective policies that support a very important part of the economy. ”

Shadow Transport Minister Bill Esterson speaking after a BVRLA-hosted round table

This was evidenced in:

**329** Member and external stakeholder meetings

**117** meetings with officials and regulators

**76** MP meetings and interactions

**70** roundtables, workshops and events attended

**17** Consultation and Committee Inquiry submissions officials and regulators

**6** meetings with Government ministers and No 10

## Top Policy wins of 2023:



We secured a commitment from Treasury for a consultation on the inclusion of leasing and rental in Full Expensing



Our advocacy achieved clarity on a block exemption regime that works for fleets, across VBEO and MVBEO



We successfully lobbied to see the lack of standardisation across the DNOs recognised. New commitment from OZEV to review distribution network



BVRLA campaigning led to material changes to the ZEV mandate, including the introduction of an extension to car clubs/disabled users, plus a revised trajectory for vans in line with our recommendations



We pulled Used BEVs up the government's agenda and informed a workstream from OZEV and ministerial roundtable



Our advocacy saw the fleet limits for the Plug-in Van grant increased



# Leading Authority

A focal point of the association's campaigning work in 2023 looked to address the inconsistencies found at a local level when considering EV infrastructure plans. Local authorities (LAs) are being given more power to roll out charging solutions, but many are without the resources or expertise to make informed decisions.

Through the BVRLA's Fleet Charging Guide, supported by the Fleet Friendly Charging Index, local authorities were given the tools to begin their journey towards getting the right infrastructure in the right place at the right time.

Multiple touchpoints were hit throughout the year, enabling BVRLA members to support the activity and push the messaging to more decision makers.

A headline moment came in the summer, with the BVRLA hosting a reception as part of the Local Government Association Conference. In conjunction with the Energy Saving Trust, Enterprise Rent-A-Car, Connected Kerb and ALD | Leaseplan, the event outlined how the requirements of road users differ when it comes to EV charging. It highlighted how and where the industry is well placed to support LAs in addressing those needs. Local Authority representatives then had the opportunity to discuss their needs in more detail to start shaping plans that consider the needs of fleet drivers alongside private motorists.

“The race to decarbonise our road transport will be won or lost at a local level. We are encouraging our local authority colleagues to consider fleet charging requirements, engage with operators and then support them where possible.”

Toby Poston, BVRLA Director of Corporate Affairs

## The Local Authority engagement also spanned:

- Providing members with the tools to contact the decision makers in their region
- Publishing recommendations and resources to help educate LA representatives
- Press outreach across titles for those working in fleet and local government
- A cross-sector podcast to explore where collaboration is creating innovative solutions
- Launch of a Pledge where authorities can publicly demonstrate their support

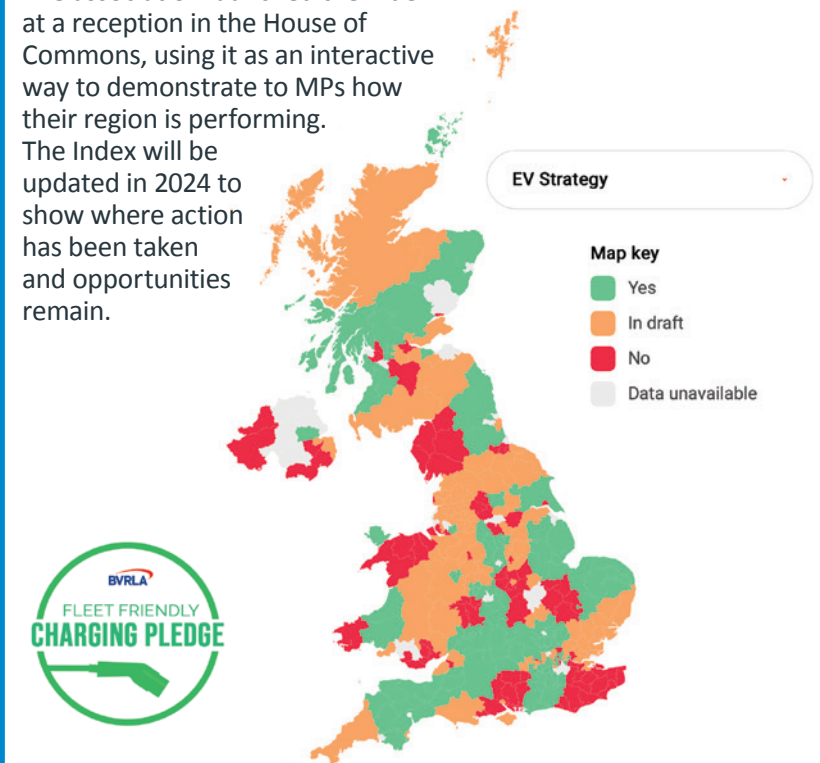
## Fleet Friendly Charging Index



Taking the activity further, a Freedom of Information project was undertaken to create the BVRLA's Fleet Friendly Charging Index. It provides a high-level overview of how much progress local authorities (LAs) across the UK have made on their local charging infrastructure plans.

Predominantly displayed as an interactive map, users can quickly see how their district compares to others with a simple red-amber-green ranking.

The association launched the Index at a reception in the House of Commons, using it as an interactive way to demonstrate to MPs how their region is performing. The Index will be updated in 2024 to show where action has been taken and opportunities remain.



Source: Office for National Statistics licensed under the Open Government Licence v.3.0 Contains OS data © Crown copyright and database right [2023]





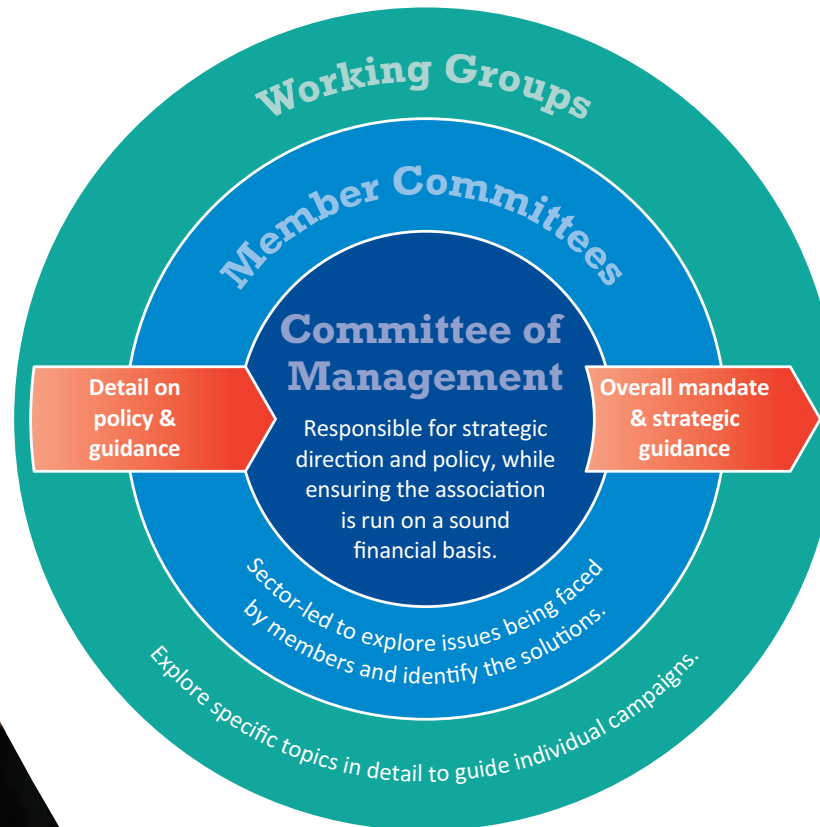
# Working Groups

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 BVRLA does a great job at working with members to share data and views on policies impacting the future of our sector. ”

2023 Member Survey

## The BVRLA ecosystem



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 2023, working groups spanned:

- Salary Sacrifice
- Full Expensing
- Tax
- VAT
- Public Affairs
- Electric Vehicles
- Commissions
- EU Exit
- Block Exemption
- Regulation & Compliance, including Consumer Duty

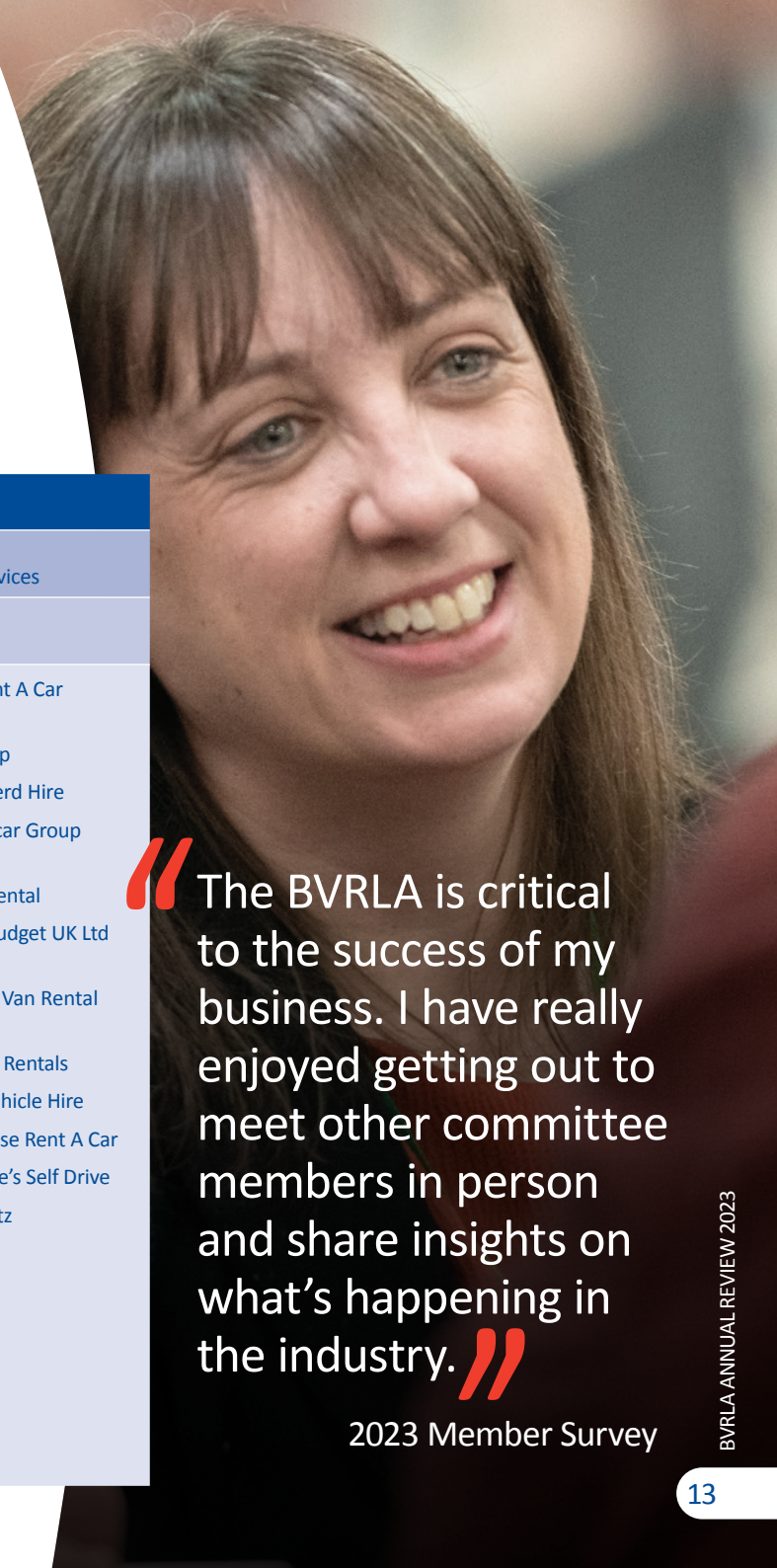
Contributions from working group members in 2023 led to several key wins secured by the association (detailed on page 10). In particular, the new Full Expensing group had tangible outputs and data that propelled the debate with decision makers in government, leading to significant progress for rental and leasing.

# 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. The Leasing Broker and Leasing and Fleet Management Committees will have new Chairs and Vice chairs for 2024.

Committee	Commercial Vehicle	Leasing Broker	Leasing & Fleet Management	Rental
Chair	<b>Tim Bailey</b> , Northgate Vehicle Hire	<b>Paul Parkinson</b> , Synergy Car Leasing	<b>Tim Laver</b> , ALD Automotive	<b>Scott Jenkins</b> , Autohorn Fleet Services
Vice chair		<b>Rod Lloyd</b> , the lcv group		<b>Simon Grime</b> , Miles & Miles
Committee members	<b>Andrew Lawson</b> , Radius Vehicle Solutions <b>Andy Hill</b> , Lex Autolease <b>Charles Starr</b> , Close Brothers Vehicle Hire <b>Colin Melvin</b> , Fraikin <b>Gary Harrison</b> , Rivus Fleet Solutions <b>Ian Moffat</b> , Arc Fleet Services <b>Lisa Spong</b> , Reflex Vehicle Hire <b>Nicola Simpson</b> , Enterprise Rent a Car <b>Pat Skelly</b> , Prohire Limited <b>Philip Moon</b> , DAF Trucks <b>Ryan Long</b> , Zenith <b>Sarah Gray</b> , Dawsongroup Vans <b>Simon Simmons</b> , Alphabet (GB) Ltd <b>Stuart Russell</b> , Scot Group Ltd T/A Thrifty Car & Van Rental <b>Tim Hartles</b> , Novuna Vehicle Solutions	<b>Ben Faulkner</b> , Santander <b>Dave McLaughlin</b> , ALD Automotive <b>Graham Conway</b> , Select Car Leasing <b>Keith Hawes</b> , Nationwide Vehicle Contracts <b>Lee Duerden</b> , XLCR Vehicle Management <b>Lynette Randall</b> , Alpha Contracts Leasing <b>Martin Brown</b> , Fleet Alliance <b>Mike Thompson</b> , LeasePlan <b>Mike Thompson</b> , Leasing Options <b>Paul Bulloch</b> , Concept Automotive <b>Scott Glover</b> , Arval UK <b>Spencer Blake</b> , Wessex Fleet Solutions <b>Stephen Greenstreet</b> , Greenfleets <b>Steve Cocks</b> , Lex Autolease <b>Steve Tongue</b> , Select Car Leasing <b>Vince Pemberton</b> , Rivervale Cars	<b>Chris Black</b> , LeasePlan <b>Chris Tubbs</b> , Novuna Vehicle Solutions <b>Corrine Barton</b> , Arval UK <b>Craig McNaughton</b> , Lex Autolease Limited <b>David Cooper</b> , Arnold Clark Car & Van Rental <b>Gurjeet Grewal</b> , Octopus Energy <b>Guy Mason</b> , SG Fleet Solutions UK Ltd <b>Ian Hughes</b> , Zenith <b>Kit Wisdom</b> , Tusker <b>Matthew Boswell</b> , Leasys UK <b>Matthew Rumble</b> , Kinto UK Limited <b>Neal Francis</b> , Pendragon Vehicle Management <b>Richard Baird</b> , Marshall Leasing <b>Spencer Halil</b> , Alphabet (GB) Ltd	<b>Amy Bond</b> , Sixt Rent A Car <b>David Jackson</b> , United Rental Group <b>Jason Rogerson</b> , Herd Hire <b>Kevin Rand</b> , Europcar Group <b>Linda Malliff</b> , Thrifty Car & Van Rental <b>Liz Matschy</b> , Avis Budget UK Ltd <b>Margaret Speirs</b> , Arnold Clark Car & Van Rental <b>Phil Spain</b> , Alley Cat Car & Van Rentals <b>Ross Batting</b> , 3B Vehicle Hire <b>Sam Patel</b> , Enterprise Rent A Car <b>Stephen Gale</b> , Steve's Self Drive <b>Tim Blackwell</b> , Hertz



“The BVRLA is critical to the success of my business. I have really enjoyed getting out to meet other committee members in person and share insights on what’s happening in the industry.”

2023 Member Survey





# Communications

The BVRLA's communications channels work across print, online and social platforms with the purpose of keeping members informed and building the reputation of our sector. In 2023, outputs underpinned the association's campaigning efforts and represented member views on a host of key issues such as EV charging, Consumer Duty, and parts supply.

With a range of materials designed to keep members informed and advised 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.

“Great information on a weekly basis delivered via email always great to keep in the loop with new information, which can be missed by us in our daily tasks in the workplace.”

2023 Member Survey

83% of members find the *Weekly Update* a great way of keeping in touch with what is going on.

2023 Member Survey

400+ stories shared with members via *Weekly Update*.

In addition to online articles including blogs, how-to guides, and industry updates, the BVRLA produced a range of corporate publications in 2023, helping members keep up to speed on the association's performance, financial results and long-term priorities.



### Annual Report

published in April to present the BVRLA's financial performance from the previous 12 months.



### BVRLA News

a biannual newsletter to give members and their employees the latest news and highlights.

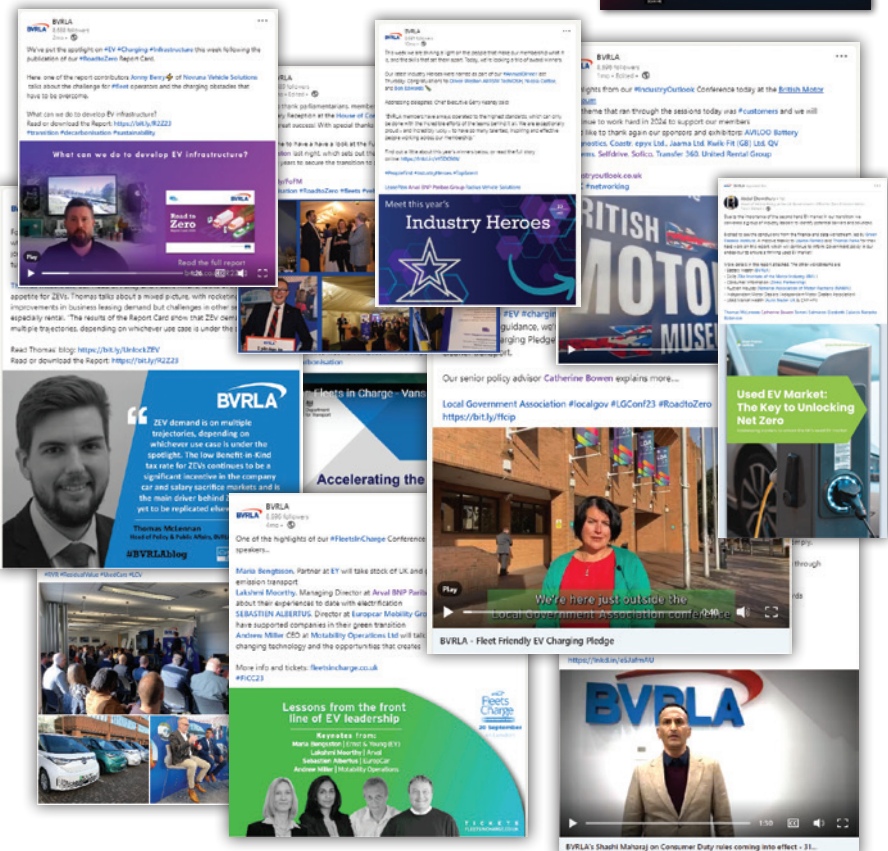


### The Annual Review

a comprehensive round up of the association's key activity and member feedback.

## Podcast proves popular

In 2022 'The Inside Track' podcast was launched as a further way in which members and stakeholders can engage with the association and keep updated on industry trends in a flexible format. The podcast has gone from strength to strength in 2023 with over 1,400 downloads. Popular episodes were Spotlight on Leasing Brokers, How can local authorities lead the way with EV strategy? and ZEV Mandate is coming: What is it all about?



**in** 8,600 followers, up 16% from 2022.

“ Having genuine members of the BVRLA brought sincerity and integrity to a recent BVRLA marketing campaign. Long may this continue. ”  
2023 Member Survey

## Reaction to the Government's Net Zero changes

On the day of the association's Fleets in Charge Conference in September, Prime Minister Rishi Sunak announced the changes to Net Zero targets. The association streamed the announcement as part of the event. Channel 4 News attended the Conference and ran a segment with industry reaction as part of its evening news programme including footage from the conference and short comments from BVRLA Director of Corporate Affairs Toby Poston, Marc Palmer of Auto Trader, and Lakshmi Moorthy of Arval UK and current BVRLA Vice Chair. Content from the conference and members also appeared across the lunchtime, evening, and 'at 10' news programmes on ITV.

The BVRLA expressed disappointment in the likely lack of trust in the Government's Net Zero strategy. The association could see both points of view, frustration for those that have made huge investment in technology and mobilised their customers and workforces for decarbonisation but also giving breathing space to others who are hoping that it gives more time for costs to come down and consumer attitudes to change.

Close collaboration with the association's committees gives the BVRLA a full picture of the issues that members are facing. This allows the team to work with media outlets and journalists to represent members in a fair way to protect our reputation and strengthen our credibility.







# Key Annual Events

A programme of industry conferences, deep dive in-person events and online webinars made for a packed calendar in 2023.

A busy 12 months saw the return of more in-person events, with nine forums, three conferences, one deep dive Battery Health event and the ever-popular Annual Dinner.

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. By mixing physical events with digital ones, delegates strike a balance between convenience and networking.

## Leasing Broker Conference

Chaired by Paul Parkinson of Synergy Car Leasing, the dedicated conference in June brought together over 200 guests from 107 different organisations for the largest ever Leasing Broker Conference. With an impressive 43% increase in delegates compared to the 2022 conference, a common thread throughout the event was that of positivity about the sector. Speakers and guests came together to celebrate the steadfastness of the sector while exploring where future opportunities and challenges may be presented.

“Great event – relevant valuable content, knowledgeable speakers, great location and hosts. Well done team BVRLA!”

2023 Leasing Broker Conference attendee





## Annual Dinner

Widely recognised as a fantastic opportunity to catch-up with friends, make new contacts and have a fabulous evening, the Annual Dinner is one of the highlights of the rental and leasing industry's social calendar. The 2023 Dinner welcomed over 860 industry colleagues and guests and saw three peer-nominated Industry Heroes named.

“Events have been more insightful, more useful and of higher quality (even though I'd say in previous years it was very high quality). The team has clearly taken the time to consider different approaches to events, mixing the style and format and it's really worked.”

2023 Member Survey

“I feel I can take positives from any BVRLA event, whether that be knowledge or networking”

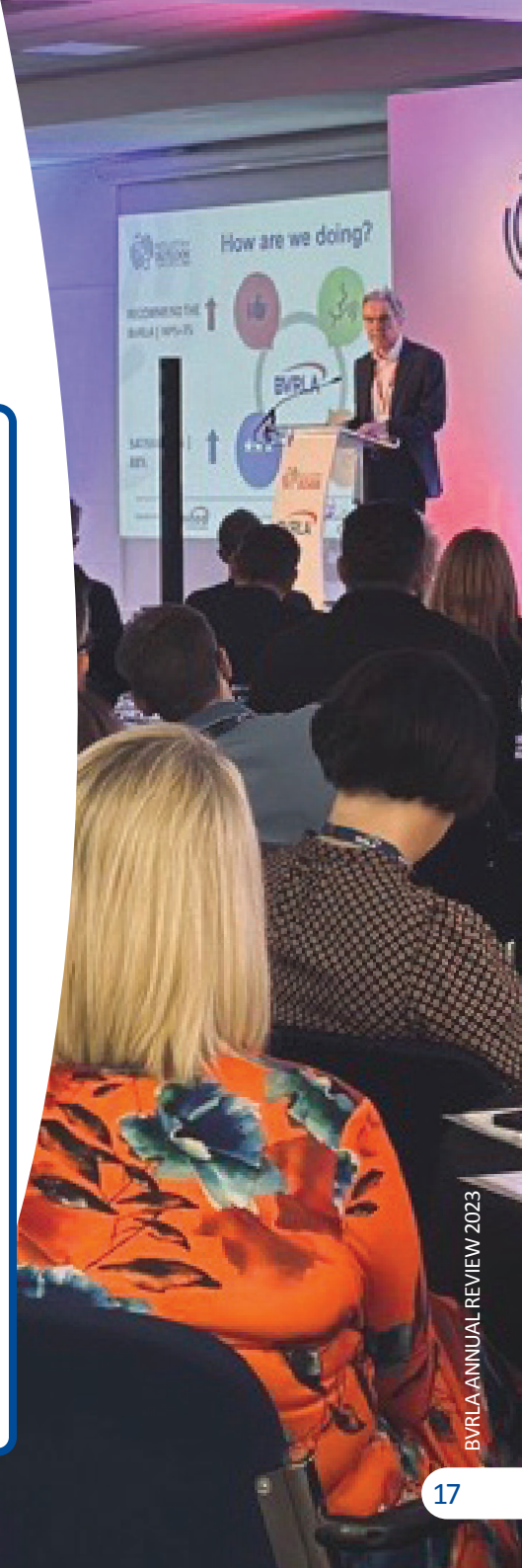
2023 Member Survey

## Webinar programme

Covering popular industry topics in easy-to-digest, hour-long sessions, the association's webinar programme delivered further value to members in 2023. Webinars took place on Consumer Duty, decarbonisation and managing fraud. The free-to-attend webinars also allow registrants to access the content offline if unable to attend live.

74% of members would recommend BVRLA online events to their colleagues.

2023 Member Survey





# Industry Outlook

Encompassing a series of 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, consistently delivering expert speakers to unpack what they really mean for BVRLA members.

Returning in December, the Industry Outlook Conference looked ahead to 2024. It drew trends from the association's Industry Outlook report and discussed market outlook, strategic priorities, regulation, compliance, and technology.



## Topics of discussion in 2023:

- EV adoption and the used EV market
- Managing fraud and theft
- ESG
- Business confidence
- The role of technology
- Trends for 2024

The 2023 Industry Outlook and Fleets in Charge programmes were supported by:



ARVAL  
BNP PARIBAS GROUP



# Fleets in Charge

Dedicated to all things decarbonisation, the BVRLA's Fleets in Charge programme pulls in stakeholders and audiences from across the sector to explore the UK's progress towards its Net Zero targets. Contributions regularly feature speakers from the Office for Zero Emission Vehicles (OZEV) and the Department for Transport (DfT).

The 2023 Fleets in Charge Conference took place in September and included a surprise appearance from Prime Minister Rishi Sunak, whose national announcement on Net Zero targets was livestreamed to event delegates. This gave everybody the opportunity to share their views and put their questions to speakers about what the changes could mean for the transition to zero-emission vehicles.

The event was the biggest Fleets in Charge Conference yet, with around 250 delegates gathering to further the conversation on the UK's road transport decarbonisation journey. Delegates represented companies from all corners of the BVRLA's membership, as well as government departments, industry suppliers, and crucial stakeholder groups.

## Deep dive into battery health

Over one hundred delegates attended the BVRLA's Fleets in Charge Battery Health 'deep dive' event in May. It brought together battery experts to explore ways of promoting greater confidence in the used electric vehicle market.

“This was an outstanding event, with some superb presentations and discussions. One of the best that I have been to in the whole EV arena. The mix of in-depth presentations and short snapshot-type speakers kept it lively and informative.”

2023 Battery Health event attendee



250 delegates joined the Fleets in Charge Conference in September.

## Topics of discussion in 2023:

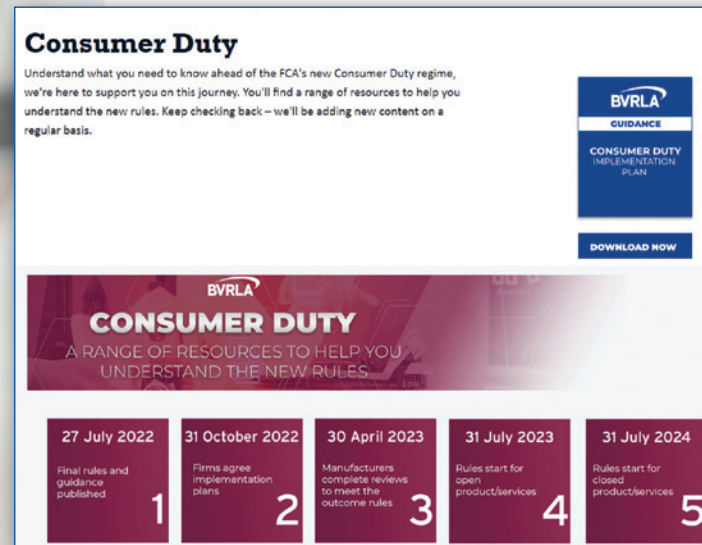
- Net Zero targets and ZEV Mandate
- EV charging infrastructure strategies
- Battery Health
- Electric and hydrogen vans and HGVs
- Used BEV market
- EV service, maintenance and repairs



# Governance & Compliance

The credibility that comes with the BVRLA logo, and trust that customers can have in members carrying it, is underpinned by the comprehensive governance programme. All members are audited against the association's Code of Conduct to make sure they meet the standards required by the BVRLA, as well as other relevant regulations or regulators including GDPR, Financial Conduct Authority (FCA) and Competition and Markets Authority (CMA).

High standards are expected and supported year-round, with a suite of member-only guidance resources, factsheets and access to the informed team giving members constant advice on how to remain compliant in between audits. By meeting these standards, rubberstamped by the third-party audit, BVRLA members can evidence that they are a compliant and trustworthy company.



**Consumer Duty**

Understand what you need to know ahead of the FCA's new Consumer Duty regime, we're here to support you on this journey. You'll find a range of resources to help you understand the new rules. Keep checking back – we'll be adding new content on a regular basis.

**BVRLA GUIDANCE**  
CONSUMER DUTY IMPLEMENTATION PLAN  
DOWNLOAD NOW

**BVRLA CONSUMER DUTY**  
A RANGE OF RESOURCES TO HELP YOU UNDERSTAND THE NEW RULES

27 July 2022	31 October 2022	30 April 2023	31 July 2023	31 July 2024
Final rules and guidance published	Firms agree implementation plans	Manufacturers complete reviews to meet the outcome rules	Rules start for open product/services	Rules start for closed product/services
1	2	3	4	5

“The Compliance and ADR team members always very knowledgeable and helpful.”  
2023 Member Survey

86% of members value the guidance and advice provided by the BVRLA.  
2023 Member Survey

“As a recently appointed Compliance Officer, I had a lot of questions to ensure we were BVRLA compliant for our upcoming audit. Any questions I had were dealt with quickly and professionally.”  
2023 Member Survey

# New Forum for New Landscape

With the formal introduction of the new Consumer Duty regime in July 2022, BVRLA members with regulated business moved beyond the implementation phase through 2023. As the Financial Conduct Authority begins to investigate cases where non-compliance may be present, it is more important than ever that the BVRLA is there to support members.

To achieve this, the association launched its third specialist forum programme in April 2023. The Compliance Forum was designed to help members take a more proactive approach to the industry's fast moving regulatory environment. Centred around three half-day events, each forum event presented the opportunity to discuss compliance best practice and explore issues directly with regulators, lawyers, compliance experts and their peers.

The launch programme was supported by specialist legal firms, Shoosmiths LLP and DWF Law LLP. Together, they hosted the 2023 forums and provided access to sector experts. In year one, the Compliance Forum was a sell out.



SHOOSMITHS

“The BVRLA compliance forum is a great way to get updates and discuss issues. Having the BVRLA behind you is a must and certainly helps with credibility and advice.”

2023 Member Survey

Shashi Maharaj, BVRLA's Director of Legal and Membership, said: “The vehicle leasing and mobility services sector is experiencing a period of remarkable regulatory realignment. Compliance has dominated the agenda over the past twelve months and shows no sign of abating.

“Our members have a duty to their customers to be in step with any regulatory changes. We have a duty to equip them with the knowledge to do that effectively and the Compliance Forum offers exactly that. The programme explores the topics that compliance professionals simply cannot afford to ignore.”

“The in-person compliance forums have been very beneficial. The BVRLA's programme of support in the lead up to the Consumer Duty was of great value and I hope that they will provide similar support for other upcoming regulations.”

2023 Member Survey







## Status & Credibility

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 while bringing the further advantages that come with exclusive access to industry leading standards.

With a range of toolkits, training courses and consumer advice resources, the BVRLA supports members and their customers at every stage of their journey. Whether across rental or leasing, personal or business use, resources are available to members and aid their communications with customers. This creates positive experiences and longstanding relationships.

The BVRLA 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 trucks, 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 the same parameters.



“It has been invaluable to have access to the Fair Wear & Tear Standards.”

2023 Member Survey

91% of members say that BVRLA membership adds status and credibility to their organisation.

2023 Member Survey

“We work closely with the BVRLA team and benefit from using the ADR service. The consistent standards mean we know where we stand and can manage customer expectations fairly.”

2023 Member Survey



# Dispute Resolution Service

A Trading Standards Institute-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.

Three thousand dispute cases were handled by the BVRLA in 2023, a 20% increase on the previous year and now exceeding pre-pandemic levels. The average time to close cases was 21 days versus the 30-day requirement.

“The Compliance and ADR team members are always very knowledgeable and helpful.”  
2023 Member Survey

**3,000** cases handled in 2023.  
Majority of complaints for all sectors relate to damage.

## 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 2023 increased by 36% on the previous year, due to tourism levels increasing post pandemic.

**1,425** ECRCS cases handled during 2023.

“The refund came through this morning! I cannot thank you and ADR enough; this was a really stressful experience, especially travelling so far from home with my toddler, but you have been amazing in helping resolve this.”  
Customer feedback from case, 2023

“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, 2023





# 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 800 industry colleagues across 109 instructor-led courses in 2023. A further 2,198 individuals took out packages on the revamped e-Learning platform.

**4.72/5**  
average rating across  
all courses delivered  
in 2023.

## New courses introduced in 2023:

- Consumer Duty - Supervising and Managing your teams
- Consumer Duty – Customer Service and Compliant Sales Professionals
- Electric Vehicle Training for Dealership Sales Teams
- Are you ZEV Mandate ready?

**4.96/5**  
average trainer  
satisfaction rating  
for the year.

**76%**  
of members agree that  
the BVRLA delivers  
high quality, industry  
specific training.

2023 Member Survey

“ I find the training available to our business very useful. The courses are professional and informative. ”

2023 Member Survey

“The training modules offered are a vital part of our team’s CPD and lead the way.”

2023 Member Survey

The BVRLA’s e-Learning platform was revamped in 2023 to better suit members’ learning needs and to ensure the association is providing user-friendly and engaging digital content.

**Highlights of the new e-Learning platform include:**

- Adaptable courses that can be viewed via any device: computer, mobile or tablet
- Increased use of video and audio content within modules
- Refined, simple navigation around each chapter and module
- Flexibility to learners. They can move around chapters in any order and can quickly re-visit content if a refresher is needed before completing the assessment.

**New modules in 2023:**

- Introduction to Consumer Duty (Essentials)
- Consumer Duty (Managers & Compliance)
- Business Contract Hire (SAF Expert)
- Personal Contract Hire (SAF Expert)
- Finance Lease (SAF Expert)

**78%**  
of members say the BVRLA’s e-learning platform is an effective learning tool for their business.

2023 Member Survey

**Tailored training, driven by you**



The BVRLA can offer training courses ‘On-demand’, with around 20 industry specific instructor-led courses to choose from. Members can schedule the training on a date and at a time that suits them. All courses can be delivered at members’ premises or an alternative venue, and are available in-person or online.

The interactive on-demand course content can be tailored to businesses’ unique learning needs, giving entire departments the opportunity to learn together. This can be as a one-off event or as part of a regular learning programme. Popular choices include the Electric Vehicle Operational and Technical Support course, Understanding Salary Sacrifice and the Fair Wear and Tear courses.

**24** “Worth every penny! The convenience of having a BVRLA trainer on site for two days as opposed to sending everyone away was very important to us and the training itself was brilliant.”

Member testimonial

“I found the EV training at our premises very informative and helpful. It gave me a completely different view and perspective on whether an all-electric vehicle would be suitable for me over the coming months/years.”

2023 Member Survey





# Industry Insight

The association's credibility continues to rise with 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.

**83%** of members say that the BVRLA is an important source of data and insight.

**“The Quarterly Outlook reports are highly valuable.”**

2023 Member Survey

2023 Member Survey

Three areas studied in depth:

1. Local delivery of the UK's charging infrastructure
2. Impact of cost of living crisis and expectations for 2024
3. Trends in vehicle leasing





## Growth on the agenda for 2024?

In line with the flagship Conference, the 2024 Industry Outlook Report was launched in December. It suggested a feeling of cautious optimism across the vehicle rental and leasing sector, with growth predicted across most market segments.

The Report analyses data from across the BVRLA's membership, encompassing quantitative data and interviews with senior executives. The 2024 report presented a positive outlook for virtually all key business metrics, vs the same time the previous year. Supply of new cars and vans are both expected to increase, with 43% of respondents expecting car supply to be back to pre-Covid levels by the end of 2024. Hand in hand with supply returning, BVRLA members anticipate better demand in the new year too, across consumer and business sectors.

With the overall outlook improving, there are alarm bells ringing to offset some of the confidence. The levels of residual value risk being carried by BVRLA members is a major concern, particularly on battery electric vehicles. Prices of second-hand BEVs have been in freefall for a year, tumbling by more than 30% in 2023. The report predicts improvements to BEV cost of ownership, which will go some way to strengthening used BEV demand and realign values.

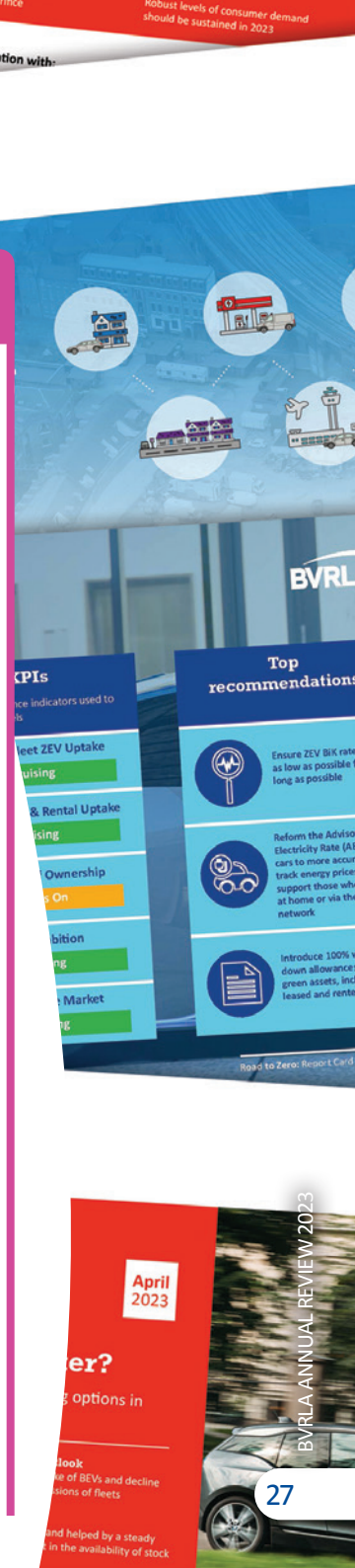
Through 2024, the association will continue to call for Government intervention to stimulate BEV demand among private motorists. Fears remain over how much consumer interest may soften in response to the ICE phase-out deadline being pushed to 2035.

“ I feel positive for rental. We always do well when things are uncertain for consumers and companies because they don't want to make long-term commitments. ”

Contributor to the Industry Outlook Report

### Research projects delivered in 2023 included:

- BVRLA in Numbers
- Road to Zero Report Card
- Industry Outlook Report (full year)
- Industry Outlook Survey (half year)
- Fleet Charging Guide
- Industry Sustainability Credentials
- Quarterly Leasing Outlook report
- Half Yearly Leasing Broker Report
- Member Feedback on BVRLA services





# 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 run in parallel to keep members fully informed.

Members subscribing to either programme gain exclusive access to specialist guidance and advice on the distinct disciplines of Residual Value & Remarketing (RVR), and Vehicle & Fleet Management (VFM).

The focal point of both streams is a programme of industry forums, bringing subject matter experts together to discuss the key issues, trends and opportunities impacting their role. Beyond the forum calendar, separate committees run to continue the discussions and guide each programme.

## Residual Value and Remarketing (RVR)

Delivery lead times for new vehicles came down in 2023 after record highs in 2022. The RVR programme provided valuable data and discussion to support members wrestling with fluctuating used values, alongside demand for electric vehicles being threatened by negative press commentary.

“A great forum and wide range of talented individuals answering questions.”

RVR attendee, June 2023

## Vehicle and Fleet Management (VFM)

New for 2023

Replacing the TOM programme, the VFM forum launched in 2023 to bring professionals from across BVRLA membership together to discuss the full spectrum of fleet management. The programme reflected the new landscape, which saw vehicles being held on fleet for longer, connected technology accelerating, and the emergence of flexible servicing regimes.

“Very well organised. Excellent hosts and speakers as usual. Helpful to have technical experts rather than salespeople delivering material.”

VFM attendee, November 2023

Forum partners in 2023:   | 

### RVR forum discussions in 2023

- Turbulent used EV values and consumer demand
- Market trends and data analysis
- Projections for 2024 and impact of ZEV mandate

The RVR programme was chaired by Geoff Grindle, Arval UK

Forum partners in 2023:

### VFM forum discussions in 2023

- Fleet Optimisation strategies
- Sustainable solutions and technological innovations
- Trends in maintenance and repair

In 2023, the VFM programme was chaired by Blaine Colston, Kinto UK.





# 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.

“We can't all afford specialist staff and spend far too much time having to work around clunky or outdated processes. Knowing the BVRLA is pushing for change is very welcome.”

2023 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 2023, members benefited from new processes relating to:

- **DVLA introducing new digital services and committing internal resources to support V11 suppressions and vehicle database checks.**
- **Ability to process liability transfers relating to the Dart Charge via a simple form, avoiding the need to send rental agreements or additional paperwork.**

The government also launched a review of the Driver and Vehicle Licensing Agency (DVLA) in Summer 2023. The review will focus on how the agency can provide digital services that are user-friendly and keep vehicles on the road safely and efficiently. It will focus on the four pillars of efficiency, usefulness, accountability, and governance. The BVRLA continues to stay in close contact with the DVLA team and is working to ensure the needs of fleets are adequately addressed by the agency in the future.





# Focus on: Taxation and vehicle finance

**2023 was an active year for vehicle taxation and finance, laying the groundwork for potentially major changes in 2024 and 2025. Working on behalf of members, the BVRLA was an active voice on topics including:**

- Capital allowances and full expensing
- Vehicle Excise Duty, specifically on Electric Vehicles and the Expensive Car Supplement
- Advisory Electricity Rate (AER) system of reimbursement
- Support for used BEVs
- Shared mobility
- Consumer Credit Act reform

**“I have appreciated the open communication from Tom McLennan and team on the full expensing proposals that the BVRLA has led on recently. It was an interesting project and, even though we are still awaiting the outcome, I thought the discussions and process were constructive and I am keen to be involved in future tax initiatives.”**

2023 Member Survey

Multiple consultations ran in 2023, the outcomes of which could have material impacts on how members conduct their business, or how the cost of ownership changes for their customers.

An area with big movement was that of full expensing. It provides a 100% first year allowance that enables companies to write off the full cost of their investments against their corporation tax bill. The rental and leasing sectors have been excluded from claiming the powerful investment allowances. Notably, the BVRLA's efforts led to the Government committing to work with the sectors to try to deliver a more supportive capital allowances regime that will benefit all fleets. Consultations with HM Treasury are ongoing.

## In on the act

Beyond the positive movement on full expensing, the BVRLA was an active voice for members on the Consumer Credit Act (CCA), which is undergoing its first reform since its inception in 1974.

In Summer 2023, the Government confirmed its intention to reform the CCA, having conducted an initial consultation to see if there was appetite from industry to do so. Further discussions will take place through 2024, although a formal timeline for the outcome have not been published. A reform of such scale is expected to bring changes to BVRLA members, impacting several products, services and business models. It will remain a priority area for the association.

# Focus on: Future Mobility

Technology is evolving and the pace at which the digital revolution is impacting the automotive sector is accelerating. The BVRLA works to influence a policy framework that keeps pace with these changes, reducing associated risks and supporting the new business models that will emerge.

Sustainability remains a key driver of many technological advances, but the rapid growth of artificial intelligence and complementary software is changing how people view transport in the broadest sense. Rental and leasing companies will be at the forefront of mobility changes and represent a host of ways to meet driver needs and work hand in hand with other modes of transportation.

As such, the BVRLA remains an active participant in discussions and advocate for the sector.

A notable part of this work in 2023 was the association's involvement on the development of a toolkit on self-driving vehicles. Led by the Centre for Connected and Autonomous Vehicles (CCAV), the toolkit supports industry messaging as more advanced vehicle technology comes to market. It provides guidance and materials that will help organisations and their customers understand how different autonomous features function and how they impact the driver experience.

## Is AI shaping how future vehicles drive?

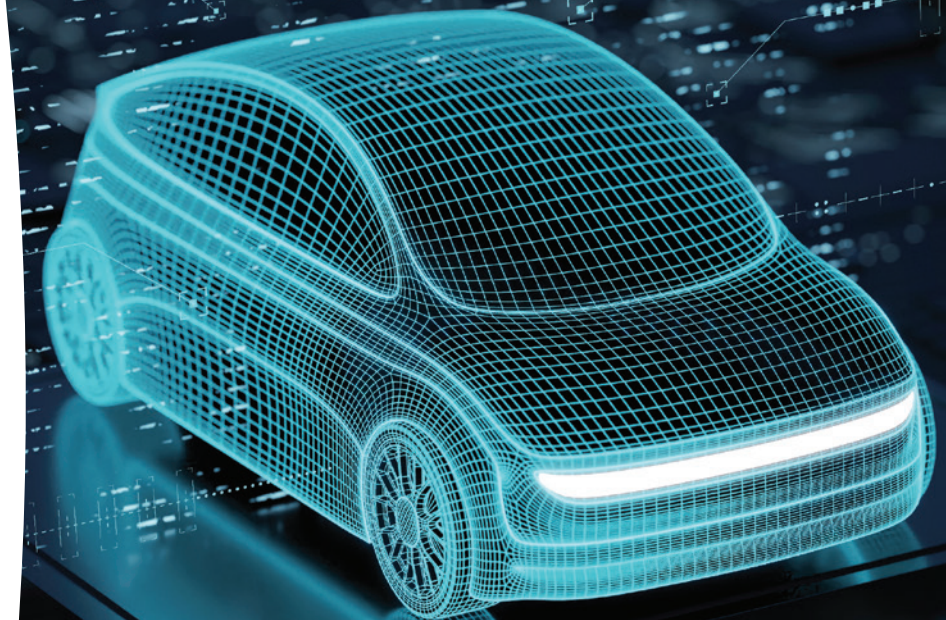


The potential impacts of AI on the automotive industry were explored on the BVRLA's "The Inside Track" podcast.

In that episode, Dr Saber Fallah, Professor of Safe AI and Autonomy at University of Surrey and Director of Connected and Autonomous Vehicles Lab (CAV-LAB) explains how we can address the ethical dilemmas AI faces when making decisions on the road, such as choosing between passenger safety and pedestrian wellbeing.



To listen to the podcast episode scan the QR code.







## Focus on: Decarbonisation

With the UK public almost certainly heading to the polling stations in 2024 for a General Election, the BVRLA laid the foundations in 2023 for a strong push when a new government is in place.

Underpinning engagements with policy makers, plus those in the sitting and shadow cabinets, the BVRLA launched its 'Future of Fleets' manifesto in November 2023.

Fleet decarbonisation is at the core of the manifesto, which calls for certainty, focus and fairness in the transition to zero-emission road transport. Under each of the three key themes, tangible and realistic asks are presented. Collectively, the asks give an incoming government an immediate understanding of how and where the fleet sector can be supported on its decarbonisation journey.

The Future of Fleets manifesto was launched at an event in the House of Commons, attended by MPs, government officials, industry stakeholders and BVRLA members. Addressing attendees, Toby Poston, BVRLA Director of Corporate Affairs, said:

“With a general election on the horizon, our voice needs to be heard now to influence the transport policies of tomorrow. Our Future of Fleets manifesto outlines the pathways to a successful transition and where the government should be playing an active role.”

“Greater certainty around tax and regulation will provide the clarity that fleets need to carry on investing in the transition. By focusing on the key pain points we can unleash a new wave of zero-emission transport use cases. With more fairness we will ensure that no road users are left behind.”

“ The BVRLA’s work to drive the industry forwards on the use of Battery State of Health Certificates is very worthwhile. The association is key to enabling appropriate forums where companies can come together compliantly in the interests of the industry.”

2023 Member Survey



## Balancing new and used

With members the driving force behind strong sales of new electric cars, the association is actively exploring solutions to support the used car market in following suit. Through participation in the Used BEV working group established by the Office for Zero Emission Vehicles, the BVRLA is working to establish a healthy used market into which new EVs are being supplied.

A key part of that work has been exploring the feasibility or requirement of having testing or certification programmes that show the health of the battery in an EV at the point of resale. The work kicked off with a Fleets in Charge Deep Dive event in May, followed by a round table meeting of key suppliers and stakeholders. Ensuring customers can be confident in the performance of their used vehicle is critical in stabilising the market. Work is ongoing to establish the most suitable solutions that can be rolled out across the entire industry.





# Partner Engagement

Bringing members together and creating collaboration across complementary sectors is a cornerstone of BVRLA activities. Building partnerships and finding suitable suppliers helps members grow their business and improve their operations.

Associate members bring fresh insights and innovations to BVRLA events, giving attendees added value and able to make new contacts. BVRLA partners strengthen campaign activity, member guidance and policy workshops, providing exclusive data to inform activity and shape the BVRLA's services for members.

The association's thought leadership programme also connects members with prominent industry voices and introduces those offering a new approach or alternative solution. Through video, audio and written content, members are able to learn from selected partners in more ways than ever.

“The team is very knowledgeable and BVRLA events are very informative. Events always have highly expert contributors with interesting perspectives.”

Event delegate, 2023



“We work jointly with the BVRLA through media work and webinars. It is a great way for us to connect directly with the market and get a handle on what exactly is going on.”

Conference sponsor, 2023

## Five ways to get involved in 2024

1. Blogs
2. 5 Minute Insights video
3. Podcasts
4. Industry reports
5. Event sponsorship or exhibiting

# Membership Directory

## Corporate Members | Companies who own and operate fleets

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

A J Van Hire Ltd  
A10 Auto Centre Ltd  
AAM Group  
Abacus Vehicle Hire  
Aberconwy Car & Van Hire Ltd  
Access Commercial UK Ltd  
Access Hire Nationwide  
Acrobat Vehicle Rental Ltd  
Addhire Vehicle Rentals  
Admiral Self Drive Van Hire  
Affinity Motor Circuit  
Afford Rent A Car  
Agility Fleet  
Agnew Leasing Ltd  
ALD Automotive  
Alley Cat Car & Van Rentals Ltd  
Allied Vehicle Group  
Allied Vehicle Rentals Ltd  
Allied4vans Ltd  
Alltruck Plc  
Alphabet (GB) Ltd  
AM Auto Rent  
AM Phillip Trucktech Ford Rental  
AMK Self Drive  
AMT Auto Ltd  
Amvale Ltd  
Andover Self Drive  
Apex Car Rental  
APL  
Arc Fleet Services  
Arnold Clark Finance Ltd (HO)  
Arrow Self Drive  
Arval UK Ltd  
AT & T Rentals Ltd  
Athlon  
Athol Car Hire  
Autohorn  
Autosecure Limited  
AVH  
Avis Budget UK Ltd  
AVR  
AW Rentals Ltd  
AX

B&T Hire  
Badshot Lea Self Drive  
Barford Hire Ltd  
Bathwick Car & Van Hire Ltd  
Bayfield Vehicle Hire  
Beehire  
Beerhouse Self Drive Hire  
Berkshire Van Hire  
Birkenhead Car & Van Hire  
Blakedale Ltd  
BMW Financial Services (GB) Ltd  
Bognor Motors Vehicle Solutions  
Boleyn Car & Van Hire  
Breathe EV Ltd  
Brecon Car Rentals Ltd  
Brookhire Vehicle Rental  
BT-HS  
Bucks Car Hire Ltd  
Bury Van Hire Ltd  
Bussey Vehicle Leasing  
BVR Vehicle Rentals

CA Auto Finance UK Ltd  
CA Cars  
Cambridge Car & Van Rental Ltd  
Cameron Commercial  
Camper Ninja Ltd  
Camperco  
Campervan Tours  
Campervango UK Limited  
Campervantastic Ltd  
Capital Hire Car & Van Rental  
Car Hire Hebrides &  
Highland Vehicle Rentals  
Car or Van Specialist Vehicle Hire  
Care by Volvo  
Castle Rentals  
Castle Van Hire Ltd  
Causeway Campers  
Cazoo Limited  
Chard Self Drive  
Charter Vehicle Hire  
Chesterfield Car Consultants  
Chief Vehicle Rentals Ltd  
Choice Vehicle Rentals Ltd  
Clancy Plant Ltd  
Clapham Commercial Ltd  
Class 1 Vehicle Hire  
CLM Fleet Management Ltd  
Close Brothers Motor Finance Ltd  
Close Brothers Vehicle Hire Ltd  
CMS Hire Ltd  
CMW Group  
Cocoon Vehicles Ltd  
Cole Hire  
County Car & Van Rental  
Croxdale Car & Van Rental  
CTM Hire Ltd  
CVM World  
CVS Car Hire  
CVS Vehicle Group  
Cwmbran Van Hire Ltd

DAF Trucks Ltd  
Dallas Rentals Ltd  
Dash Drive  
Dawsonsong vans  
Days Fleet  
Dexters SD Ltd  
DGC Vehicle Rental & Contract Hire  
Direct Rental Group Ltd  
Donnelly Fleet  
Dorset Vehicle Rentals  
Douglas Park BMW  
Drivalia  
Drivalia Lease  
Drive Car Hire  
Drive Fuze Ltd  
DriveElectric  
Drivespeed Leasing Ltd

EA Vehicle Rental  
Eastern Rent A Van  
Economy Hire (Southern) Ltd  
Eden Garage  
Electric Zoo  
Elmo  
Enterprise Rent A Car  
Envirovan Ltd  
Euro Self Drive Ltd  
Eurohire Vehicle Rentals Ltd  
Europcar Group UK Ltd  
EV HIRE  
Evans Halshaw  
Evogo Ltd  
Excel Vehicle Hire Ltd  
Exclusive Vehicle Contracts Ltd

Fairview Vehicle Hire  
Falcon Vehicle Solutions  
Fareham Car Hire Ltd  
Film Logistics Ltd  
Firecracker Ltd  
First Self Drive Ltd  
Fisk Group Hire Ltd  
Fiveways Municipal Hire Ltd  
Fleet & Distribution Management Ltd  
Fleet Assist Ltd  
Fleet Dynamic  
Fleet Efficiency Ltd  
Fleet Evolution Ltd  
Fleet Financial Ltd  
Fleet Logistics  
Fleet Operations Ltd  
Fleetcare (PSCSM) Ltd  
Fleetway Vehicle Rental  
Flexible Rental Solutions Ltd  
Flexible Vehicle Contracts Ltd  
Fleximobility  
Flexilease Ltd  
Focus Vehicle Rental  
FOD Mobility Group  
Ford Fleet Management UK Limited  
Fourways Self Drive  
Fraikin Ltd  
Free2Move Rent  
Freedom Rental Ltd  
Frontline Leasing and Fleet  
Management Ltd

Frosty Hire & Sales Ltd  
FVTH Self Drive

Gallagher Car & Van Rentals Ltd  
Gap Leasing  
Gatwick Car & Van Rental  
GBV Rentals  
Gemini Ltd  
GKL Leasing  
GlenRental  
Global Autocare Ltd  
Go Explore (Scotland) Ltd  
Go Plant Fleet Services  
Goat Roadtrip Ltd  
Government of Jersey  
(Fleet Management)  
Green Motion Vehicle Rental  
Grosvenor Contracts Leasing Ltd  
Gwalia Vehicle Solutions

H & H Van Hire Ltd  
H C Van Ltd  
Halesowen Self Drive  
Happy Hire  
Herd Hire Ltd  
Hertz Dream Collection  
Hertz UK Ltd  
Hexagon Leasing Ltd  
Hills of Woodford Green  
Hire Me Vehicle Rentals  
Hireco TL Ltd  
Hirefleet  
Hireway Vehicle Rental Ltd  
Holmbush Commercial Ltd  
Howarth Bros Haulage Ltd  
HSBC Equipment Finance (UK) Limited  
Hyundai Capital UK  
Hyundai Motor UK Ltd

ICR Leasing  
Intack Self Drive Ltd

J & R Car & Van Hire Ltd  
J P Vehicle Rentals  
J S Vehicle Rental  
J&B Ltd  
JAR Ltd  
JCT600 Vehicle Leasing Solutions Ltd  
JJ Rentals  
John Grose  
Jurni  
Just Go Motorhomes  
Just Vehicle Solutions

KDM Hire Ltd  
Kendall Cars Ltd  
Kenhire Ltd  
Kens Garage  
Kindertons Accident Management  
Kinto  
Knights Van Hire

Landcruise Motorhome Hire  
LC Vehicle Hire  
LCB Vehicles Ltd  
LCH

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

Maben Vehicle Hire  
Mac's Truck (Rental Leasing) Ltd  
Magna Accident Services Ltd  
Manchester Car & Van Hire  
Manchetts Car, Truck & Van Centre  
Marshall Leasing  
Mayday Vehicle Rentals  
MC Rental Ltd  
McRent (London)  
Measham Self Drive  
Melling Motorhomes Ltd  
Meridian Vehicle Solutions Limited  
Merlin Vehicle Rental Ltd  
Midland Motorhomes Ltd  
Miles & Miles Ltd  
Minster Self Drive Ltd  
Mobilize Financial Services  
Mold Car Hire  
Mon Motors Ford Rental  
Moneybarn  
Moneyway Motor Finance and  
V12 Vehicle Finance  
Montreal Prestige Ltd  
Motability Operations Ltd  
Motorent  
MSL Vehicle Solutions Ltd  
MV Commercial Limited  
MVH  
Mylchreests Car Rental Limited  
Myles Hire

N D Brown Ltd  
N.L. Commercial Holdings Ltd  
New Horizon Campervan Hire  
Newark Self-Drive Hire  
Niche Motorhome Hire  
Niche Vehicle Solutions Ltd  
Norfolk Hire Ltd  
North East Truck & Van Ltd  
North500 Motorhomes  
Northgate Vehicle Hire  
Novuna Vehicle Solutions

Ocean Trail  
Octopus Electric Vehicles Ltd  
Ogilvie Fleet Ltd  
One Call Claims Limited  
Onto  
Ooosh Tours  
Otto Car Limited

Pace Van Hire  
Palmer and Martin Vehicle Hire  
Parkers Car and Truck Rental  
Parkhurst Self Drive Hire Ltd  
Paul's Vehicle Rental  
Pavilion Car Rental  
Pearce Bros Auto Rentals Limited  
Pendragon Vehicle Management Ltd  
Pentagon Motor Group  
Performance Car Hire  
Perrys Ford Rental  
PFB Hire  
PHVC Vehicle Management  
Pitter Self Drive Ltd  
Pivotal  
Practical Car & Van Rental Ltd (HO)  
Premier Rental  
Premier Truck Hire Ltd  
Prestige Contract Rental Ltd  
Priory Rentals  
Prohire Limited  
Pro-Van Hire Ltd  
Proximo Limited  
PSD Vehicle Rental  
PT Hire  
Pure Leasing Ltd  
PVR

QDrive Performance  
Qualitas

Rabbits Vehicle Hire Ltd  
Radius Vehicle Solutions Ltd  
RB Hire Fleet  
Red Kite Vehicle Consultants Ltd  
Red Lion Rental Limited  
Redditch Vehicle Hire Ltd  
Reflex Vehicle Hire  
Refuse Vehicle Solutions Ltd  
Regal Car Van & Truck Rental &  
Buzzard Van Rental  
Regulus Asset Management (UK) Ltd  
Rent Direct  
Rent1lease1buy1.com  
Rentafford Ltd  
Rentals Direct Ltd  
Rent-A-Truck (UK) Ltd  
Rentavan 365  
Research Garage Group  
RGM Truck & Van Ltd  
Ricky Fenby Hire  
Riverside Truck Rental Ltd  
Rivus Fleet Solutions  
Roberts Transport Self Drive Hire Ltd  
Robertson Self Drive  
Rock  
Rowewide  
Royal Supercars  
RSV Rentals  
runyourfleet.com  
Ryder Ltd

S & J Self Drive Hire  
Salford Van Hire Ltd  
Sandbach Truck and Van Limited  
Sandwell Metropolitan  
Borough Council  
Santander Consumer Contract Hire  
Scania Truck Rental  
Scenic Getaway & Big White Cube  
Sefton Hire Ltd  
Select Lease by Mobilize  
Senior Vehicle Rental Ltd  
Seymour Hire Ltd  
SFS  
SG Fleet Solutions UK Ltd  
Sheffield Van Hire Ltd  
Shelbourne Vehicle Rental  
SHS Hire  
Signature Car Hire/Signature Van Hire  
Silcox Rentals  
Simple Car Funding  
Simple Self Drive Ltd  
Sinclair Finance & Leasing Ltd  
Sixt Rent A Car  
Sixt Rent A Car Ltd (HO)  
Skipton Self Drive Ltd  
Sky Van Hire Ltd  
Smart Platform Rental Ltd  
Smarthire Vehicle Rental  
SMV Rentals  
Snap Car Hire  
Snows Rental (Millbrook)  
Sogo Mobility Ltd  
Southern Motor Group Ltd  
T/A Whitgift Hire  
Southern Self Drive  
Spaceships Campervan  
Spear Hire  
Specialist Trailer Hire Ltd  
Specialist Vehicle Hire  
Specialist Vehicle Rental  
Specialist Vehicle Solutions Ltd  
Splend Ltd  
St Albans Car & Van Hire  
Stellantis Financial Services UK Limited  
Steve's Self Drive  
Storage Factory  
Struans Rentals  
Summit Vans  
Supervan Self Drive  
Sutton Maddock Vehicle Rental Ltd  
Swift Van Hire Ltd

TCH Leasing  
Terminus Contract Hire  
The Car & Van Rental Co Ltd  
The Civilised Car Hire Company Ltd  
The LCV Group  
The Van Franchise Ltd  
The Van Franchise Ltd  
Thomas's Group (Birmingham) Ltd  
Thrifty Car & Van Rental  
Tipper Hire  
TJS Self Drive  
TMC Vehicle Hire  
Tollgate Hire Limited  
TonHire  
Toomey Leasing Group Ltd  
Total Fleet UK Ltd  
Total Motion Limited  
Translease Services Ltd  
Trott Rentals  
TSP Car & Van Hire  
Tusker

U Storeall Ltd  
Ubeego UK Ltd  
U-Drive Ltd  
United Rental Group Ltd

Vale Car & Van Rental Ltd  
Value Van Rental UK Ltd  
Vanango Ltd  
Vehicle Data Clear Limited  
Vehicle Procurements Ltd  
Vehicle Rental Services  
Venson Automotive Solutions Ltd  
Vic Young Rentals  
Victoria Hire LLP  
Vincent Vehicle Hire  
Virtuo / Go Virtuo  
VMS (Fleet Management) Ltd  
Volkswagen Van Rental  
Voltric  
Volvo Car Financial Services UK Ltd  
Voyage Motorhomes Ltd

Watts Van Hire  
WavsGB  
Weev  
West Wallasey Fleethire Services  
Westwood Motor Group  
Wheels Van Hire Ltd  
Wicked Campers Ltd  
WMS (Cambridge) Ltd  
Woodfield Facilities  
Worksp Van Hire Ltd

Zenith  
Zipcar UK Ltd  
Zoocars Ltd



# Membership Directory

## Leasing Broker Members

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

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

ABC Leasing Ltd  
ACL Automotive Contracts Ltd  
Acorn Business Centre  
Active Fleet Management Ltd  
Active Vehicle Consultants Ltd  
Adept Vehicle Management  
Advanced Vehicle Contracts Ltd  
Advanced Vehicle Leasing (Stockton)  
Alerion Leasing  
Allcarleasing  
Alliance Prestige Ltd  
Alpha Contracts  
Alpha Lease  
Amber Car Leasing Ltd  
AMTAuto  
Anglo Scottish Asset Finance Limited  
Any Car Group Ltd  
Applied Leasing Limited  
Arbury Leasing  
ARH Vehicle Solutions  
Ask 4 Leasing  
Assured Vehicle Leasing Limited  
Auric Car Leasing  
Autoebid  
Autograph Contracts Ltd  
Autohorn  
Autoleasing.co.uk  
AutoLyne  
Automotive Scotland  
Autoprocurement Ltd  
Avail Vehicle Contracts  
AVC

B&B Vehicle Contracts Ltd  
Balgores Leasing Ltd  
Bay Vehicles Ltd  
Belmont Vehicle Leasing Ltd  
Berry BMW  
Bestcarfinder  
Blossom Vehicle Leasing  
Blue Chilli Car Contracts Ltd  
Bluepoppy Vehicle Solutions Limited  
Bluestone Vehicles  
Bounce EV Limited  
Bowater Price Plc  
Britannia Car Finance Ltd  
Bussey Vehicle Leasing  
Butlers Vehicle Solutions Limited

C J Taffit Ltd  
Caledonian Independent Leasing Ltd  
Capital Fleet Solutions Ltd  
Capital Vehicle Management Ltd  
Car Leasing Ltd  
Car Leasing Made Simple  
Car Leasing Solutions Ltd  
Car Leasing Specialist  
Carisma Vehicle Solutions  
Carlease (UK) Ltd  
Carleasing-Online  
Carnato Ltd  
Carparison Ltd  
Cars & Vans Direct  
Carsa Ltd  
Carsave Leasing Limited  
Castle Minibus  
CBVC Vehicle Management Ltd  
CC Leasing  
Central (UK) Vehicle Leasing Ltd  
Central Contracts (SOT) Ltd  
Chatsbrook Vehicle Leasing Ltd  
Chicane Leasing  
Clapham Commercials Ltd  
Clarix Vehicle Solutions Ltd  
CLN  
CLVR  
Coastal Leasing  
Commercial Vehicle Contracts Ltd  
Company Vehicle Solutions Ltd  
Complete Leasing Limited  
Complete Vehicle Leasing Ltd  
Concept Vehicle Leasing  
Contractcars.com  
Cort Vehicle Contracts Ltd  
Countrywide Vehicle Contracts Ltd  
Covase Ltd  
Crusader Vans  
Crystal Lease  
Cuerden Consultants Limited  
Custom Vehicle Contracts Limited  
Cute Club Limited  
CVM  
CVSL Ltd

Dawsongroup vans  
Days Fleet  
Discover Car Leasing  
Dorset Car Leasing &  
Dorset Van Leasing  
Dreamlease Ltd  
DriveElectric  
Drivesmart  
Dynamic Vehicle Solutions Ltd  
Dynasty Partners Limited

Eastern Western Leasing  
Easyleasing  
Ecofleet  
eCo-Lease Fleet Management  
Economy Leasing UK Ltd  
E-Drive West Midlands Ltd  
EFL Vehicles Ltd  
EGON LIMITED  
Eiger Vehicle Leasing  
Electrolease  
Ethos Asset Finance Ltd  
EV Carshop Ltd  
E-Van Leasing Limited  
E-ve  
Every Vehicle Lease Ltd

Finance One Limited  
First Vehicle Finance Ltd  
First Vehicle Leasing  
First Vehicle Leasing  
Fishergate Leasing  
Fleet Alliance  
Fleet Electric Leasing Limited  
Fleet Elite Vehicle Management Ltd  
Fleet UK  
Fleet4u  
Fleetbuyer  
Fleet-E Limited  
fleethelpline  
Fleetmate Ltd  
Fleetprices.co.uk Ltd  
Fleetsauce Ltd  
Forces Cars Direct  
Four Counties Leasing  
Freedom Vehicle Contracts Ltd

Gateway2Lease  
GB Vehicle Contracts  
GB Vehicle Leasing  
Genus Vehicle Solutions (Stirling) Ltd  
GHL Finance Ltd  
Global Vans  
Glynns Vehicle Contracts  
Go Leasing Limited  
Gofor  
Greenarc Vehicles Limited  
Greenfleets Ltd  
GRIDSERVE  
GWA (UK) Ltd

H N Vehicles Ltd  
Harmoto Vehicle Leasing Limited  
Harpenden Vans  
Hills Contracts  
Hippo Vehicle Solutions Ltd  
Holdcroft Group Leasing  
Holmwood Leasing Ltd  
Horizon Vehicle Leasing Ltd  
Horsepower Leasing Ltd  
Hot Car Leasing  
Howlett Leasing  
HV Motor Finance

Ideal Vehicle Leasing Ltd  
Igovans Ltd  
Inchcape Retail Limited  
Intelligent Car Leasing  
IVL Innovation Leasing UK Ltd

J & R Leasing Limited  
J G Leasing  
Jacksons Leasing  
Jet Vehicle Finance Ltd  
Jigsaw Finance Limited  
Johnsons Fleet Services  
Jorvik Motor Leasing Ltd  
Jurni  
Jurni (Chelmsford)  
Just Leasing Limited

Kardi Vehicle Rentals  
KeeCars  
Key2Lease  
Kudos Vehicle Management Ltd

Latitude Leasing Limited  
LCV Finance & Leasing Ltd  
Leap Vehicle Leasing Limited  
Fleet UK  
Lease Car Direct  
Lease Force Ltd  
Lease Me Cars Limited  
Lease My Vehicle  
Lease Profiles Ltd  
Lease World Ltd  
Lease4less  
LeasEasy  
Leaseline  
Leasepoint Vehicle Management Ltd  
Leaseyourcar.co.uk  
Leaseyournewcar.co.uk  
Leasing & Vehicle Contracts  
Leasing Made Easy Ltd  
Leasing Options Ltd  
Leasing Route Limited  
leasing.cars  
Leasoo  
Leden Leasing  
Let's Drive Vehicle Solutions Ltd  
LetsTalkLeasing  
Lime Leasing Ltd  
LINGSCARS.com Limited  
Listers Group Limited  
LM Vehicle Leasing  
Loaded Car Leasing  
Local Lease Limited  
Lookers Personal Leasing  
Love Electric Financial Services Ltd  
LVC Central Ltd  
LVM

M W Vehicle Contracts  
MAF Vehicle Management  
Main Street Leasing Limited  
Matthew James Vehicle Leasing  
Maxi-Lease  
Mercedes-Benz South West  
Meridian Finance Partners Limited  
Middlewood Solutions  
Milease UK Ltd  
Millhouse Leasing  
Minster Car Co Ltd  
Motion Vehicles  
Motor Depot Ltd  
Motor Select  
MotorAid Ltd  
Motorfinity Leasing  
Motorlet Ltd  
MPH Vehicle Solutions Ltd  
Multileasing Ltd  
My Big Green Fleet

Nathaniel Car Sales Ltd  
National Fleet Services Ltd  
National Vehicle Solutions  
Nationwide Vehicle Contracts Ltd  
NBU Consulting Ltd  
New Car Leasing Company LLP  
New Cars Online  
New Vehicle Solutions Ltd  
Newgate Motoring Solutions Ltd  
NextGen Vehicle Leasing Ltd

Octane Vehicle Leasing Ltd  
Octopus Electric Vehicles Ltd  
OSV & Vehicle to Lease  
OVL Group Ltd

P J Leasing  
Pendle Vehicle Contracts Ltd  
Peter Cooper Leasing  
Peter Vardy Leasing  
Phrasers Limited  
PHVC Vehicle Management  
Pike & Bambridge  
Planet Leasing Ltd  
Platinum Vehicle Consulting Ltd  
Premier Vehicle Leasing Ltd  
Proctor Fleet Management  
Professional Vehicle Solutions Ltd  
Pure Vans Ltd  
Pure Vehicle Leasing  
Purely Business Vehicle Leasing Ltd

Radar Finance and Leasing Ltd  
Radius Vehicle Solutions (NI) Limited  
Radius Vehicle Solutions Ltd  
Ray Chapman Motors  
RB Associates  
Ready2Lease Ltd  
Red Kite Leasing Limited  
Renescence Vehicle Leasing Ltd  
Rent1lease1buy1.com  
Richard Lawson (Autoecosse) Limited  
Ringways Hire and Leasing Ltd  
Rivervale Contract Hire & Leasing  
Roy Wood Transits Ltd  
RRG Group Limited  
RV Leasing

Sabre Motor Company Limited  
Second City Leasing  
Select Car Leasing  
Shire Leasing Plc  
Silverstone Leasing  
Simply-Leasing  
Skyfleet Ltd  
Smarter Leasing Limited  
Stellar Vehicle Leasing  
Sterling Motors  
Sterling Vehicles Limited  
Stoneacre Leasing  
Summit Vans  
Synergy Car Leasing

Tamar UK Finance Ltd  
TCH Leasing  
The Car Network Ltd  
The Electric Car Scheme  
the Icv group.  
The Lease Hub  
The Leasing Guys  
Think Vans  
Time Finance  
Total Motion Limited  
Trio Leasing Ltd  
TrustBruno  
Tyson Cooper Ltd

U Choose Contracts  
UK Carline Ltd  
Ultimate Vehicle Leasing Ltd  
Universal Vans

V4B Ltd  
Van Monkey Ltd  
Vanarama  
Vanaways UK Ltd  
Vanleasing.com  
Vanology  
Vans NorthWest Ltd  
Vantage Leasing  
Vanzone  
Varissa LTD  
Vavoom Leasing  
Vehicle Consultancy Ltd  
Vehicle Consulting Group Ltd  
Vehicle Contracts Ltd  
Vehicle Partners Ltd  
Vehicles 2 Lease  
Vehiclesavers.com  
Venter Vehicle Leasing  
Vertu Lease Cars  
VIP Gateway  
VIP Group  
Volvo Cars Tonbridge

Weev  
Wessex Fleet Solutions Ltd  
West Mid Vehicles  
Westfield Leasing  
WeVee  
White Oak UK  
Whittle Hall Finance Ltd  
Willow Leasing & Clear Fleet  
Wizborn  
WVG Vehicle Management (Retail) Ltd

Xcelerate Leasing Ltd  
XLCR Vehicle Management Ltd

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

zeVie cars  
Zoom EV

# Membership Directory

## Rental Broker Members

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

Assured Vehicle Rental Ltd	Fourways Vehicle Solutions Ltd
CarTrawler	Nexus Vehicle Rental
City Transport Solutions Ltd	Yello Car Hire Ltd
Compello	Zest Car Rental

MEMBERSHIP AS AT 31 DECEMBER 2023

## Fleet Operator Members

Companies who are own-account fleet operators

Centrica Plc  
Openreach Ltd  
Royal Mail Fleet

MEMBERSHIP AS AT 31 DECEMBER 2023

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



### Get involved...

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

## Associate Members

Companies who supply products or services to our industry

ABN AMRO Lease	GBA Technical Services Ltd	Octo Telematics UK Pty Limited
ACRISS	GEFCO UK Ltd	OEC
Aldermore Bank plc	Go Eve	Ohme Operations UK Ltd
American Car Rental Association	Go Zero Ltd	OPENLANE
Anglia (UK) Ltd	Grant Thornton UK LLP	Optimize
Approved Valeting UK Ltd	Greenhouse Fleet Services Ltd	Osprey Charging Network
Arthur J Gallagher Insurance Brokers	Grosvenor Credit Management & Investigations Ltd	Peak Collections Ltd
ASKE Consulting Ltd	Grosvenor Training Services Ltd	Premia Solutions Limited
Aston Barclay Ltd	GTG Training Ltd	Product Partnerships Limited
ATG		Prohire Software Ltd
Audi UK	Hired Van Cover	
Australian Finance Industry Association	Honda UK	QV Systems
Auto Trader Limited	Howden	
Autoclenz Ltd	Hudson Kapel	Ravin AI (UK) Limited
Auxillias Limited	Hypervolt	Renault UK Ltd
AVILOO GmbH	Hyundai Motor UK Ltd	Retail Motor Industry Federation
		Ridecell, Inc
Barclays Mercantile Business Finance	i247 Group	Rival Insurance Services Ltd
Beijing Leasing Association	Inchcape Retail Limited	
BMW (UK) Ltd	Investec Asset Finance plc	SAFO UK LTD
British Car Auctions Ltd	Isuzu UK & Subaru UK & GWM ORA UK	Seat UK
BYD (UK) Co Limited	IT Fleet Automotive Ltd	Selfdrive.uk
BYNX Europe Ltd	Iveco Ltd	Sentinel Insurance Solutions Ltd
		Sharp IT Services
Cap hpi	Jaama Ltd	Shoosmiths LLP
Cars2buy	Jensten Insurance Brokers Ltd	Shoreham Vehicle Auctions
Carwow	JPC Asset Management Limited	Skoda
Caura Limited		Smart UK Automotive Ltd
Cazoo Wholesale Ltd	Kia UK Limited	SMMT
CGI IT UK LTD	Kwik Fit Fleet	Sofico
ChipsAway International		Solifi (UK) Ltd
Clifford James Consultants Limited	Leaseloco Ltd.	Spencer Hayes Group Ltd
Coastr	Leasing.com	Stellantis
Compleo Charging Solutions UK	Legate Group Limited	Suzuki GB Plc
Consumer Credit Trade Association	Licence Check Ltd	Synectics Solutions Ltd
Copart UK Ltd	Logistics UK	
Cox Automotive UK	Lombard Corporate Finance	Taranto Systems Limited
		Targa Telematics UK
Dayinsure.com Ltd	Macro Infotech Limited	The AA
Debt Recovery Plus Limited	Man Truck & Bus UK Ltd	The Association of Professional Compliance Consultants
DEKRA Automotive Limited	Matrix IQ	Towergate Insurance
DMN Logistics Ltd	Mercedes-Benz Cars UK Ltd	Toyota (GB) Plc
Drax Electric Vehicles	Merthyr Motor Auctions	Trak Global Security Solutions Ltd
DWF Group LLP	MG Motor UK Limited	Transfer 360 Limited
Dynamon Ltd	Mina	TVL Security
	Motor Auction Group	
Ebbon Group	Motor Easy	Vehicle Leasing Association of Ireland
Epyx Ltd	MotorComplete	VEV
Exclusive Law Ltd	Motorcycle Industry Association Ltd	Virgin Money
Experian Ltd	Motorway	Volkswagen Group (UK) Ltd
	MS Automotive (London) Ltd	Volteras Technologies Ltd
Ferris		Volvo Car UK Ltd
Finance & Leasing Association	National Tyres & Autocare	
Fleetcor	National Vehicle Distribution	W4G Track Recovery
Fleete Group Limited	Nexus Business Solutions Group Ltd	Wagonex Limited
Fleetprocure Ltd	Nissan Motor (GB) Ltd	Webfleet Solutions
Fleetworks	Northridge Finance	Wondle Limited
Flexible Power Systems		Woodside Motorfreight Ltd
Ford Motor Company Limited		
		Zeti

MEMBERSHIP AS AT 31 DECEMBER 2023



# 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 impact and interpretation of the values was further embedded in 2023 with the team gaining a deeper understanding of how they work and how to get the best from each other.

“Everyone I interact with at the BVRLA is knowledgeable in their area and very professional.”  
2023 Member Survey

2023 also marked the appointment of the association’s first ever Chief People Officer. The move highlights the value being placed on personal development and the wellbeing of team members. Michelle Tugwell joined the team in September and will be responsible for recruiting the best people into the BVRLA while retaining and developing those already delivering for members. With over 25 years of experience across human resources departments in multiple sectors, Michelle brings a wealth of knowledge. She takes up the mantle from Nora Leggett, who became the association’s first HR director in 2020.

Nora leaves the BVRLA after more than 26 years serving its members, playing a pivotal role in developing some of the association’s key member services, events and learning and development offerings along the way.

“The team always present a positive mindset and can-do approach. They are highly skilled in driving decisions along.”  
2023 Member Survey

**The BVRLA team...**  
... is **Passionate** about our work  
... **Anticipates** change  
... **Collaborates** as a team  
... **Embraces** fairness & transparency

“BVRLA staff, brilliant.”  
2023 Member Survey



“All interactions are positive. The team is passionate about supporting our industry and making a difference.”  
2023 Member Survey

# The BVRLA Team



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PA to Chief Executive  
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